



Computer Associates®

## BrightStor™ Mobile Backup Frequently Asked Questions

---

### **Q. How many editions of BrightStor™ Mobile Backup v4 are there?**

A. There are two packaged versions of the product: one for 10 users and one for 100 users.

### **Q. Who needs BrightStor Mobile Backup?**

A. Anyone who has important information on laptop or desktop computers and wants to protect it.

### **Q. What is cross-server management?**

A. The cross-server management functionality of BrightStor Mobile Backup allows administrators to simplify the configuration of multiple BrightStor Mobile Backup servers by creating a configuration set on one server and distributing it to many others.

### **Q. What is a predefined backup set?**

A. A backup set is a predefined list of files that have been grouped together because they have something in common (Microsoft Word files, for example), so the most common information can be backed up and protected immediately after installing the solution.

### **Q. Can users restore their own files without the help of an administrator?**

A. Yes. BrightStor Mobile Backup allows users to recover their own information if the configuration is set up that way. File restoration can also be managed by the administrator with only a few key people having permission to restore and/or change the configuration. Lastly, BrightStor Mobile Backup can be configured to restrict access to administrators.

### **Q. What operating systems does BrightStor Mobile Backup support?**

A. BrightStor Mobile Backup supports Windows-based clients such as Windows 98, Windows Me, Windows NT 4.0, Windows 2000 and Windows 2003.

### **Q. How fast can an administrator learn to use the product?**

A. BrightStor Mobile Backup provides a built-in tutorial to help administrators start backing up data in a matter of minutes.

### **Q. Is the data secure from unauthorized access during backup and restore?**

A. Yes. BrightStor Mobile Backup encrypts all data that is transmitted between the client and server. Since every user creates a password for his or her account, the data is protected from unauthorized access.



**Q. Does the user need a connection to the BrightStor Mobile Backup server to perform a backup?**

A. No. In the two-phase backup process, BrightStor Mobile Backup first determines what files need to be backed up. Then, if there is a network connection, the backup data is transmitted to the server. If a network connection is not available, the backup data is held for automatic transmission the next time a network connection becomes available.

**Q. What is needed to restore a file or an entire hard drive?**

A. The client console is used to restore a single file. If “changed byte detection” is being used, users can restore the file without being connected to the network. To restore all the files to a new hard drive or laptop, users connect to the BrightStor Mobile Backup server using their IDs and passwords, or the IT staff can export the files to a CD.

**Q. Does the user need to exit all documents during a backup cycle?**

A. No. With the Open File Agent (OFA), the user can continue to work on documents during the backup cycle.

**Q. What happens when a backup cycle is stopped abruptly?**

A. Using “check point restart,” BrightStor Mobile Backup will restart the backup process from where it left off.

**Q. Can the administrator determine the software and hardware configurations on remote PCs?**

A. Yes. All installed software (including revision numbers and PC hardware configuration information) is available at the administrator’s console. This reduces the time it traditionally takes the help desk to support remote users.