

## KEY POINTS!

- **BACKUPS** require ALL users to be logged out of StudioPlus.
- Back up your **IMAGES** separately! Database backups do not include your images.
- Run your Control Center on **ONE** computer.
- DataSafe is not a substitute for **LOCAL BACKUPS!**

## FAQS

- **What is the Control Center?**  
This tool allows you to automate some of the more mundane, but important maintenance tasks in StudioPlus, such as:
  - Backups
  - Compact/Repair
  - Software Updates
  - Uploads
- **How many backups will be saved with DataSafe?**  
StudioPlus will retain 14 of your most recent backups - 2 annual, 5 weekly, and 7 daily.
- **How do I get a copy of my DataSafe backup?** Contact StudioPlus Tech Support to receive a copy of a decrypted DataSafe backup.

## DATASAFE SETUP CHECKLIST

- SUBSCRIBE TO THE STUDIOPLUS DATASAFE SERVICE.** Visit our website at [www.StudioPlusSoftware.com](http://www.StudioPlusSoftware.com).
- VERIFY THAT YOU ARE RUNNING STUDIOPLUS 2011 VOLUME 1 RELEASE 6 (OR NEWER).** To check your version, go to **Help > About** in StudioPlus.
- SET UP THE CONTROL CENTER.** If the Control Center hasn't been set up, follow these steps to set it up on ONE computer:
  - 1) Open the **Control Center**. Go to **Start > All Programs > StudioPlus 2011 > Utilities > Control Center**.
  - 2) Click **Enable Control Center** to open the **General Settings** screen.
  - 3) Enter your StudioPlus **User Initials** and **Password**.
  - 4) Enter the **SMTP Email Server Settings**. This will enable the Control Center to send email notifications to let you know if your automated tasks are occurring.
  - 5) Check the **Auto Start Control Center** box.
- SET UP A DATASAFE JOB IN THE CONTROL CENTER.**
  - 1) Open the **Control Center**.
  - 2) In the **Job Listing**, double-click **Backup Database Offsite (DataSafe)**.
  - 3) Select the box to **Enable** the job.
  - 4) Set **Start Time**. (Between **12:00 AM** and **7:00 AM** is recommended.)
  - 5) Select the **Days** you want the DataSafe job to run. (*Every night* is recommended.)
  - 6) Set up **Notifications**. To *receive* email notifications of successes and/or failures, select the checkbox(es) and fill in the desired recipient's email address. NOTE: In order for the Control Center to *generate* these emails, you need to have email set up in the **Control Center > General Settings** (see step 4 in **Set Up The Control Center** above)
  - 7) Set up **Local Database Backup**. DataSafe is your off-site security—it should *not* be used to replace your local backups! For more information, see the "Control Center" chapter in the user guide.
  - 8) Click **OK** to save the job settings.
- ENABLE THE CONTROL CENTER.** Once the Control Center and the DataSafe job have been set up, close out of the Control Center window using the "X," allowing the Control Center to remain running. **Do not Exit!** Doing so will shut down the Control Center and none of your jobs will run.

## WHAT TO WATCH FOR

- **Daily email notifications.** Watch for your confirmation emails! You should receive two types of email notification:
  - **From your Control Center:** This email simply tells you if the Control Center ran the job or not. It does not tell you if the backup was successfully received by our DataSafe server.
  - **From the StudioPlus DataSafe server:** This email will let you know if your backup was received successfully. It will also contain a listing of your backup files being stored on our DataSafe server. The message will contain an ALERT if a new file has not been received in the last 24 hours.
- **Not receiving emails?** Check the following:
  - If you're not receiving emails from the **Control Center**, make sure the email server SMTP information has been entered in the **Control Center > General Settings?**
  - Check your spam and junk mail folders.
  - If you're not receiving emails from the **DataSafe server**, contact Tech Support immediately.
- **Email message contains an ALERT or ERROR!** If the **Control Center** job fails, the email should give you a reason why. Most commonly, the job will fail if not everyone was logged out of StudioPlus when the job ran. If you receive a message from the **DataSafe server** with an ALERT or ERROR, contact Tech Support right away.
- **The backup seemed to be working, but then it stopped.** Check that your Control Center is set to run automatically on startup or reboot. Check **Auto Start Control Center** on the **General Settings** screen of the Control Center.