



An Integrated Approach to the Delivery of Community Health Services

Tape Backup Information

The Importance of the Tape Backup Process

During the End of Day (EOD) processing, data from local sites is uploaded to the Central Office for processing. However, not all local data is uploaded during this process. For example, important information including assessments, case notes and employee security data, as well as program, provider and schedule data are not uploaded to the Central Office.

In order to provide a means for recovering this information should a server fail, sites are required to backup their local data to a tape. This process is a very important component of the Cornerstone system, and the only way to recover this local data. The following information will assist sites in successfully backing up their data.

Tape Backup Designee

Each site should designate an individual to be responsible for the tape backup process. To ensure the tape backup process is attended to consistently, a secondary designee should also be appointed to resume responsibilities in the absence of the primary designee. Both designees should be fully educated and trained in their responsibilities, and in the event that a tape backup issue occurs, the site's designee should be available to assist the Cornerstone Network Support technician in resolving the issue.

Tape Backup Confirmation Procedure

Each morning, the designee should confirm that the tape backup process ran successfully the previous evening. This confirmation is accomplished by locating the hard copy report produced by the tape backup software. The report is printed with the BOD reports. The user should look for a page that says one of two things:

- "Backup Job was Successful on DATE OF BACKUP" - If this message appears, the backup was successful.
- "Backup Job was Unsuccessful on DATE OF BACKUP" - If this message appears, the user should report the problem to the Cornerstone Call Center and local administrator. The tape backup confirmation report should also be filed and retained for verification purposes.

The designee should change the backup tape every morning, and each tape should be retained in a safe and secure location for at least one week before re-using it. Each agency should have a two-week supply of tapes (10 tapes) that are replaced each year. The designee should also ensure that the tape drive is cleaned once a week (usually Monday mornings). A new cleaning tape is good for approximately 50 uses, or an average of one use per week for a year.

Due to the importance of refreshing your tape supply each year, the site administrator should include the replacement cost of 10 tapes and a cleaning tape in the site's annual budget. While these items are usually very expensive if purchased at a local computer store, they can be purchased online from the Hewlett Packard web site at significant savings. Agencies that qualify for government rates can experience an even greater savings. In addition, sites may also want to explore other manufacturers of compatible DDS4 tapes (the tapes do not have to be Hewlett Packard brand).

Disposal of Old Cornerstone Back-up Tapes

When a site replaces their backup tapes, the old tapes should be disposed of properly after the new tapes have completed a successful rotation. Since the backup tapes contain sensitive and confidential information, a permanent form of disposal is required. Cornerstone support staff advise that simply erasing these tapes does not guarantee the information has been completely and permanently removed. Instead, the designee should pull all of the tape out of the cartridge, then cut the tape in pieces with scissors, or dispose of the tape in a paper shredder. If an option to burn is available to the site, this is also acceptable.



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Troubleshooting

Even under normal usage, all equipment will eventually wear out. Consequently, on occasion, the tape drive itself will fail and need to be replaced. In order to determine this, it is imperative that site staff accurately check their tape backup and immediately report any problems to the Cornerstone Call Center. You should contact the Call Center if:

- you do not receive the printed tape backup report.
- the printed tape backup report does not state "Backup Job was Unsuccessful on DATE OF BACKUP."
- a tape is stuck in the drive.
- a tape continually ejects.
- you experience any other problems connected with the physical workings of the tape drive.

Remember, the sooner it is determined that the tape drive has failed, the sooner a technician can be dispersed to your site to repair or replace the drive.

Tips

Following are additional tips to assist in the tape backup process:

1. Make sure you purchase the correct capacity DDS4 tape. The correct capacity tape will have the number **"DDS4 40GB"** printed on the label. Some tapes of incorrect capacity will fit into the drive and will work, but they do not have enough space to back up all of your data.
2. When new backup and cleaning tapes are purchased, write the date in marker on the tape label so you will know the age of the tapes and when they need to be replaced (one year later).
3. Before using a new tape, check the top end of the tape (the end that faces you when inserting into the drive) to ensure that the small white (or light gray) door is completely closed. Sliding this door completely shut will prevent a "write protected" error, since the tape can not be used if the door is not shut completely.
4. If a tape ejects itself from the drive immediately after being inserted, this indicates that the tape may be past its usage limit. Most every brand of tape has a 99 use limit, after which the tape will automatically eject within 60 seconds of being placed in the drive. As your tapes begin to reach their year limit, wait approximately one minute after inserting the tape before you leave to ensure the tape is still working properly.

If you have any questions regarding the tape backup procedure, please contact the Cornerstone Call Center at toll-free 1-877-447-4221.