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## Backing up QuickBooks with Net-Safe Cloud

### Overview

This article provides background information and best practices for backing up QuickBooks files successfully with Net-Safe Cloud.

### Third Party Apps

Information about applications not supported by Excalibur Technology is intended as a resource to help you get the most out of Excalibur Technology services. However, please note that direct guidance for these applications is outside the scope of Excalibur Technology's Customer Support. For direct assistance troubleshooting applications not supported by Excalibur Technology, contact the manufacturer.

### Considerations

Net-Safe Cloud can back up open files, like QuickBooks' primary .QBW file, by default. However, in Windows, Net-Safe Cloud relies on VSS (Volume Shadow service) to back up these open files. While VSS works great for many applications, the file formats used by certain programs can create limitations that make VSS backups less than ideal.

Although VSS can make a backup copy of your open .QBW file, the backup won't be as robust as a QuickBooks Backup file (.QBB). When you create a .QBB file with QuickBooks, the application verifies the integrity of the .QBW file, and also backs up your templates, letters, and logos. Additionally, it backs up information from Statement Writer, CashFlow Projector, Business Planner, and Loan Manager.

### How It Works

The best way to back up QuickBooks with Net-Safe Cloud is to schedule automated backups in QuickBooks (creating a .QBB file) and then add the location of these backups to Net-Safe Cloud file selection.

### Step 1: Schedule Automated Backups in QuickBooks

First, configure QuickBooks to create scheduled backups. Intuit [provides instructions](#) for creating backups daily, or on specific days.

### Step 2: Back up Your .QBB Files with Net-Safe Cloud

Once you have created your QuickBooks backup schedule, ensure that the location of the .QBB is included in your Net-Safe Cloud file selection.



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## Backing Up Open Files and Databases

### Overview

This article describes how backups take place on files that are open at the time of backup, in particular, virtual machines, databases, and Outlook PST files. Additionally, links are provided for external resources that can aid in backing up these open files.

### Benefits

Net-Safe Cloud's ability to back up open files provides the following benefits:

- Users don't have to stop working in order to protect their files
- All files in the backup selection are backed up
- Work in progress is protected

### Behind The Scenes

Open file backup behavior varies on each operating system:

- **Mac OS X** - A non-exclusive read is acquired on the file while backing up.
- **Windows** - Volume Shadow Copy Service (VSS) support can allow backup of open files in Windows. This is the same service that NT Backup uses. A VSS snapshot is created and then the snapshot is read for backup. It is possible that all the files needed for a consistent (that is, usable) backup are not backed up at the same time.
- **Linux** - A non-exclusive read is acquired on the file while backing up.
- **Solaris** - A non-exclusive read is acquired on the file while backing up.

Net-Safe Cloud does not have application-specific hooks to safely back up files that are always being written to (like SQL databases, virtual machines, Exchange databases, PST files, etc.). While Net-Safe Cloud backs up open files by default, the nature of open files is such that Net-Safe Cloud might not have all the data necessary to restore such files reliably. To ensure you are able to restore these files reliably, consider dumping the application state.

### Dumping Application State

To increase the likelihood that Net-Safe Cloud can back up and consistently restore files from these types of applications (e.g., Oracle, MySQL, Exchange, Outlook, etc.) you need to use application-specific tools to [dump](#) (i.e. export/copy) a snapshot of the internal state to a file. Then, use the Net-Safe Cloud app to back up the dumped files.



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Below are some application-specific links and information about dumping an application state to a file for backup.

## Considerations

- We cannot explicitly endorse or test each of these application dump methods. We have provided these links for your convenience. If you don't find what you are looking for here, try an Internet search for <application name> backup.
- When backing up large dump files, you may need to increase the backup interval to an hour (or more) to make sure the backup completes before the next scheduled backup starts. This is most important if you are backing up to multiple destinations.

## Resources for Dumping Application State

### Access Database

- [Backing up an Access Database](#) - from about.com

### Adobe Lightroom

- [Backing Up Lightroom's Catalog](#) (Adobe help)
- See also [Backing Up And Restoring Lightroom](#)

### Entourage

- [Microsoft's version of Outlook on the Mac](#)

### Exchange

- [How to back up and restore an Exchange computer by using the Windows Backup program](#) - Exchange Server 2003, Exchange 2000, SBS 2003
- Using Windows Server Backup to Back Up and Restore Exchange Data - [Exchange Server 2007](#) | [Exchange Server 2013](#)

### Outlook

**Note:** Backing up Outlook is not necessary if your data is stored in an Exchange server

- [Microsoft add-on for automatically dumping snapshots](#)
- [Using the Microsoft Outlook Personal Folders Backup tool](#) - Outlook 2002, 2003
- [Backup Outlook](#) - A commercial product



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## SQL Links

### SQL Server

- [SQL Server Management Studio](#)

### PostgreSQL

- [pg\\_dump command](#) - requires scripting
- [Automated backup on Windows](#)

### MySQL

- [MySQL on Linux](#)
- [AutoMySQLBackup](#) - may work on Windows with Cygwin
- [10 ways to automatically backup a mysql database](#)

### External Resources

- <http://technet.microsoft.com/en-us/l.../cc738819.aspx>
- [http://en.wikipedia.org/wiki/Shadow\\_Copy](http://en.wikipedia.org/wiki/Shadow_Copy)
- <http://windowsitpro.com/article/arti...rvice-vss.html>