

# Atlas Chiropractic System

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## Integrated Backup System



A stand alone guide to the proper configuration of the Atlas Integrated Backup Feature.  
Refer to the Atlas Chiropractic User Manual for additional details



### **Backup:**

Atlas Integrated Backup is designed to assist users in the data backup process. It is not implied to ensure proper data backup in the event of database corruption or loss. Atlas strongly recommends implementing and maintaining a proper backup system, based on your specific clinic needs. Proper backup consists of multiple database copies, testing backup copies and maintaining backup copies off-site. Mission Critical data should be backed up each day. Consult an IT specialist for assistance.

### **Customer Support:**

Atlas Support personnel are trained specifically on the Atlas Chiropractic Software. On occasion, they are able to assist with general computer support (networking, antivirus, configuration). Atlas recommends that issues outside of the scope of Atlas Support be directed to the appropriate Support professional. A qualified, onsite IT technician can provide you with the most accurate information to resolve your Technical Issues. Atlas Support may be able to assist your technician in resolving issues regarding your Operating System or System Maintenance, to help facilitate the proper function of Atlas.

#### Support Contact Information:

Mon-Thur: 8am to 7:30pm EST   Fri: 8am to 4:30pm EST

Phone: 1-866-76ATLAS (2-8527)

Fax: 1-705-648-6260

Email: [support@atlaschirosys.com](mailto:support@atlaschirosys.com)

### **Copyright / Trademark:**

This manual is designed to explain the features and functions of the Atlas Chiropractic Software, Generation 3. There are some features or functions that will not be available to Generation 1 customers.

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# Integrated Backup System Overview

DATA BACKUP IS YOUR RESPONSIBILITY.

Atlas Software provides an easy method for creating your daily data backups and this manual will outline the details to help with proper data backup; but it is important to understand, implement and follow a backup routine. The best backup solution one that is followed.

Contact your local IT Technician or Atlas Support if you have any additional questions.

Offsite backup is highly recommended.

There are two main options for data backup:

1. Daily Snapshot: a snapshot of your days data saved automatically (once configured) on your main database computer. The Daily Snapshot is important for troubleshooting system issues and quickly restoring in the event of system error. Images, Sounds, Templates and Articles are not saved in the Daily Snapshot. This is not a complete solution and should only be used as part of a Total Backup Plan.
2. External Backup: a copy of your system data saved to an external or offsite location from Atlas. Very important in case of computer or hard disk failure, theft, fire, virus and more. Images, Sounds, Templates and Articles *can be* included in the external backup.

The basic backup function in Atlas creates a Daily Snapshot each day the software is properly shutdown (once configured). This snapshot is saved in the Main ACS folder with the label mask '**DataMonthDay.zip**' (where *MonthDay* is the current date). Atlas will save this file until next year on *MonthDay* and will then overwrite the previous year file. You may notice many of these snapshot backups in your Atlas folder. They are normal and should be left alone.

## Backup Media / Options:

There are multiple options available for storing your backup data. The options range from small flash (thumb) drives, larger external hard drives, tape backup (server), CD-DVD ROM media or a web-based storage solution. Which option your office chooses should be based on the size of your data file and your staffs' computer knowledge.

**To properly assess which backup media is best the first step is to determine your offices current database size.**

1. On the Main Atlas computer in your office, navigate to the ACS\data folder. This folder is usually found in the C:\ drive. The fastest method to find this folder is:
  - Right click on the Atlas icon on the desktop
  - Choose the option PROPERTIES
  - In the Properties window, click 'Open File Location' or 'Find Target' (depending on your version of Windows)
  - In the Main ACS folder that opens, find the folder DATA
  - Right click on DATA and choose PROPERTIES – this will show you the current size of the DATA folder. Write this number down \_\_\_\_\_ Date \_\_\_\_\_.

Use this number when reading the next section or when talking with your IT Technician.  
This represents the current size of your entire database.

This section will outline and describe the most common backup media options:

- **Flash Drives:** also known as thumb drives; these drives are small enough to fit into a shirt pocket or attach to a key ring. They are available in sizes ranging from 2GB to 16GB or larger and are relatively inexpensive. However, their small size means they can be easily lost or misplaced (resulting in your patient data falling into someone else's hands) and they can sometimes be easily corrupted. Be sure to check your backup regularly and encrypt the data, if possible. Some flash drives include encryption and security software.
- **External Hard Disk:** generally available in two types – USB powered or AC adapter powered. The USB powered disks are easier to work with (don't require the external power) and today's USB drives come in very large capacities (120 GB to 640 GB). This is the recommended backup media option, especially for clinics with large databases, many images and/or patient sound files. Just like Flash Drive media, if your external drive is lost or stolen your patient data could become compromised. Most external drives today include encryption and security software.
- **CD-DVD:** with the invention of re-writable CD/DVD media, the optical disk became a viable backup solution for many offices. Most new computers include a DVD Burner (equipment for writing data to the optical media). Considering the speed and storage size of Flash and External Drives, CD/DVD backup is not the best option.
- **Internal (Mapped) Network Drive:** it is possible to backup the Atlas data to a shared network folder (mapped drive). Usually in this situation, the off-site (external) backup will be done from the computer where you are sending the Atlas data to (a Server, etc). NOTE: backing up *only* to a mapped drive is not the best solution.
- **Web Based Storage Solution:** there are companies that will backup your data during your 'off hours' across the internet. Your data is encrypted (secured) and transferred over the internet to their Servers. These companies usually charge a flat rate per month, or a rate based on the amount

of data being stored. Just be careful, some internet plans include a limit on bandwidth (amount of data that can be transferred in a month) and large databases could cause overages.

	PROS:	CONS:
Flash Drive	<ul style="list-style-type: none"> <li>• convenient - can be taken 'off-site'</li> <li>• inexpensive</li> <li>• fast</li> </ul>	<ul style="list-style-type: none"> <li>• not 100% reliable (corruptible)</li> <li>• security is a factor</li> </ul>
External Hard Drive	<ul style="list-style-type: none"> <li>• convenient (if USB powered)</li> <li>• large storage capacities</li> <li>• fast</li> <li>• better reliability</li> </ul>	<ul style="list-style-type: none"> <li>• security is a factor</li> <li>• AC powered somewhat inconvenient</li> </ul>
CD/DVD (Optical)	<ul style="list-style-type: none"> <li>• inexpensive</li> <li>• reliable</li> <li>• portable - can be taken 'off-site'</li> </ul>	<ul style="list-style-type: none"> <li>• outdated</li> <li>• slower - multi-stage process</li> <li>• requires CD/DVD write hardware and media</li> <li>• security is a factor</li> </ul>
Web Based	<ul style="list-style-type: none"> <li>• off-site</li> <li>• automatic - set and forget</li> <li>• reliable</li> <li>• flexible storage sizes</li> <li>• secure - data encrypted</li> </ul>	<ul style="list-style-type: none"> <li>• could be expensive</li> <li>• requires configuration</li> </ul>
Network/Mapped	<ul style="list-style-type: none"> <li>• convenient</li> <li>• fast (dependent on network speed)</li> <li>• inexpensive</li> </ul>	<ul style="list-style-type: none"> <li>• only part of a complete solution</li> <li>• not necessarily 'off-site'</li> </ul>

## Configure a Backup Computer:

Generally it is best to designate one computer on the network to 'be the backup computer'. Atlas recommends the use of your Main Database Server in most cases, or one of your Front Desk machines.

**Be sure to designate a computer you access on a daily basis as the backup works when Atlas is shut down on the designated computer.**

To properly designate a computer, navigate to the Rooms Setup screen. In the following image, when Atlas on the Front Desk/Server machine is exited, the backup process will initiate.



**Setup > Initial Setup > Rooms**

The backup does not need to be done directly on the computer holding the Main database, however it will run fastest if done on the Main Computer (Server).

Number	Description	Provider	Current Status	Status	Pitstop	Assign	X-Ray	VTC	Backup	RFID	RFID Type	Signout	Max	Touch	Sound
EX	Exam Room	No Provider	Not Available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	PI	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Record
FD	Front Desk / Server	Dr Kevin Manso	Not Available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	PI	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Record
SI	Sign In	No Provider	Not Available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	PI	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Record
T1	Table One	Dr Kevin Manso	Available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	PI	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Record
T2	Table Two	Dr Kevin Manso	Available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	PI	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Record

For more information on Rooms and Rooms Configuration, refer to the Atlas User Manual.

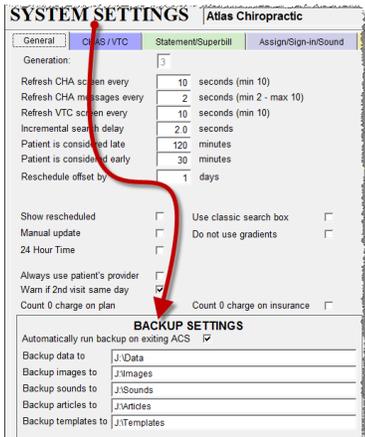
After configuring the ROOMS setup, be sure to verify the proper computer location is set by accessing the Set Computer Location button (lower left corner). Choose the correctly configured computer Description from the drop-down menu and restart Atlas to save the changes. The proper backup process, based on the settings configured in this section, will not engage until the Atlas software is restarted on the computer.

## Configure the Backup Location:

The backup location will be determined by your choice of backup media and what data you would like to backup from Atlas. This section will review the process to point Atlas to the backup location and the pitfalls to avoid when configuring.



Setup > Initial Setup > System Settings



The location pointer – where you want Atlas to send the backup data – will be entered into the BACKUP SETTINGS text box. This location setting is static; the location cannot be changed or moved during the backup process. If a location is set in this box that is not available or incorrect at the time the user attempts to write the backup, the process will fail and Atlas will display a fail notice.

Location pointers can be set to write the backed up data

- **Flash / External Drives:** USB flash and external drives mount the Windows system using an available drive letter. This letter can change based on what USB devices are installed or plugged into the computer. Most of the time, drive letters remain constant – you can configure that letter in Atlas and the backup will work. There are some technical issues to be aware of, however and proper setup of the USB drive will ensure a better experience when creating the backup.

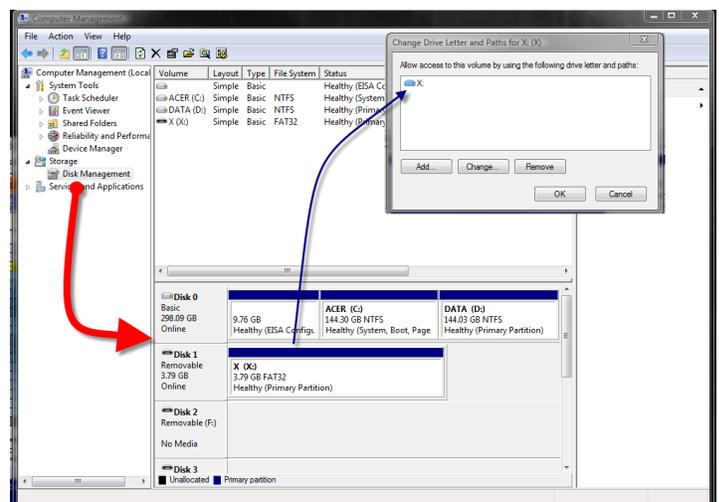
To determine the drive letter your USB drive will be using insert your drive into the computer and view the drives in *Computer* – usually accessible through the Windows Start menu. In our above example, the drive letter is J and the path for data would be:

J:\

We also included separate folders for Data, Images, Sounds, Articles and Templates. This will make our backup drive easier to navigate when complete.

- Some USB drives contain 2 partitions (parts) and will appear as 2 drive letters in the Windows listing. Be sure to program the backup to direct to the *storage* partition on the drive and not the *system* partition.
- It is possible to force a USB drive to always connect to the computer with the same drive letter – helping to ensure a proper backup connection each time. To configure the USB drive follow these steps:
  1. Insert the USB drive into the Computer
  2. Left Click and open the START menu (lower left corner) in Windows
  3. Right click on ‘Computer’ and choose the option ‘Manage’
  4. In the Computer Management window choose the ‘Disk Management’ option from the left side menu – the drives connected to the PC should display
  5. In the lower section (see image) find your removable drive (USB drive)
  6. Right click on on the drive and choose ‘Change Drive Letter and Paths...’
  7. Click on the current drive letter displayed and click CHANGE
  8. Pick the desired Drive Letter

NOTE: recommend using drive



letter toward the end of the alphabet, if the drive letter is in use by another device the drive will not be able to take that letter

9. Click OK to the warning popup and the drive letter will change. Click exit to close the window.

When the USB drive is inserted into the computer, it should not take the specifically programmed drive letter each time.

- **CD / DVD (Optical) Media:** The initial location for Atlas data backup is to the default CD-DVD writing folder in Microsoft Windows. It is located at :

`C:\Documents and Settings\username\Local Settings\Application Data\Microsoft\CD Burning`

This setting should only be left for users who have chosen to backup using CD's or DVD's as their medium. To properly configure, be sure 'username' is replaced with the default Windows user (not the Atlas Username).

Using optical media as your backup is a two step process. First step is creating the content to be written to the media (CD/DVD) and the second step is actually writing that data. Since Windows XP, the Windows OS has a built-in media writing program. Simply open the folder outlined above and click the option to WRITE the data.

Re-writable media is recommended for backup purposes. This type of media can be copied to multiple times.

- **Network Drive (Mapped):** this backup consists of sending backup data to another computer on your internal network. To properly use this option, a share folder must be created on the destination computer.

1. On the computer where you would like the backup to go, create a SHARED folder on your network. Note the location / folder name of this share.
2. On the computer designated for 'backup' in Atlas, map a drive to the share created in step 1.
3. In Atlas, navigate to the System Settings screen and the Backup Configuration area and type in the path of the mapped drive created in the previous step.

For example: `\\computername\Atlas_Backup`

- **Web-Based Backup Solution:** if you choose to use a third party, web based backup solution the backup in Atlas can be left alone. We do, however, still suggest configuring the option to create the backup 'zip' file each day and storing in your local database folder. This will make troubleshooting and small data management issues faster and easier to resolve.

# Creating the Backup File (Blue Screen):

Once the system is configured to send the backup file to properly configured media, the next step is to create the backup file itself. We will test the backup process on the computer configured in the section 'Configure a Backup Computer'.

In our example image, the Front Desk/Server is configured as our backup machine. We have also configured a USB drive as our backup media.

1. Start Atlas on the designated machine and log in with your Username/Password
2. Click EXIT in the upper, right corner of Atlas
3. You will be presented with a blue screen and message:  
"Compressing Files – it takes about a minute"  
during this time, Atlas is compressing only *data* files (not including images, sounds, articles, templates or insurance files)  
NOTE: be patient – large databases, especially ones backing up across a network, can take more than a few minutes to compress.
4. Once complete there will be two options:  
**SKIP BACKUP:** this option leaves a copy of the compressed backup file in the Main ACS folder on the Server  
**WRITE BACKUP:** this option sends the compressed file, along with anything else configured in the Backup Settings box, to the backup location.  
NOTE: more on these two options follows.
5. When complete, Atlas will fully close

## ➤ SKIP and WRITE OPTIONS EXPLAINED FURTHER:

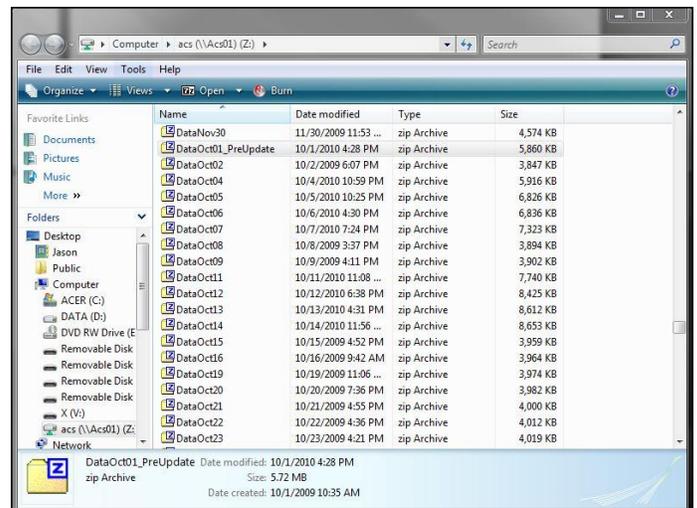
If you have been consistently creating backups and you open the Main ACS folder (C:\ACS on the Server by default) you will be able to see these backup files.

(See Image)

Notice each date the backup has been performed listed in the '**DataMonthDay.zip**' format.

**SKIP:** will leave this zip folder in the Main ACS database folder. So, each time Atlas is properly closed on the 'backup' computer – the backup zip folder is created and saved.

**WRITE:** will send this created zip folder *and* any



other data specified in the Backup Settings box; to the designated backup location.

The initial 'Write' process will backup all specified data (images, sounds, data, etc). This initial backup could take a considerable amount of time (dependent on database size and the speed of the backup media) however, subsequent backups will only save *changed* data. Basically, if 1000 images were backed up on your initial process, the next time you backup those same 1000 images would not need to be re-saved. This results in a very fast subsequent backup process.

## Manual Backup:

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Another alternative for backup is the simple 'drag and drop' method. This option should only be used if fully understood. If you choose to use the 'drag and drop' method, you could drag the *entire* ACS folder to the backup destination. This would ensure a complete backup. Alternately you could choose specific files/folders from the ACS folder to copy. This method will take longer each time as more information is added to the database.

## Verify the Backup File:

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The Final step in the backup process is to *verify* the data you are backing up. This step is important to ensure that when you need your backup files, they are available and stable. There are many horror stories about a client who needs to restore a backup and discovering that their backup media has been corrupted for months – leaving them with no viable alternative.

When you begin a new backup regiment, check the backed up files on **another computer** to ensure you can open the folders, see images, hear sounds, etc. You may not be able to 'open' every file in your backup (for example: .dbf or .cdx files) – this is normal. These files require specific software to display their information. However, in most cases these files are considered properly backed up if you can open their containing folder.

Periodic checks and verifications are part of a complete backup strategy. Be sure to test your backup integrity on a different PC from the original backup computer. If you discover a corrupted backup file, immediately contact your IT specialist or change your backup media and try to obtain a proper backup of your database.

## ***Final Thoughts:***

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**DATA BACKUP IS YOUR RESPONSIBILITY.**

**Atlas Software provides an easy method for creating your daily data backups and this manual will outline the details to help with proper data backup; but it is important to understand, implement and follow a backup routine.**

**The best backup solution one that is followed.**

**Contact your local IT Technician or Atlas Support if you have any additional questions.**

**Offsite backup is highly recommended.**

The above paragraph was copied directly from the opening page of this backup manual. It was highlighted here in Bold to emphasize its importance.

Preventative maintenance on your patients ensures their long-term health and the same can be said for the health of your database. Proper backups and regular maintenance will help ensure long-term stability and a worry free experience.

Talk with your IT specialist, Atlas Technical Support and your Clinic Team to create and follow a strategic and complete backup plan.