

# FAQ

**Problem:** *Files are not backing up*

**Actions:**

- *Have files changed?*
- *Do you have directories selected for backup?*
- *Is the computer turned on at the time scheduled for backup?*
- *Is an Internet connection available during the backup window?*
- *Have the backup conditions changed?*
- *Are you backing up information to other media?*
- *Have you upgraded to the latest version of the DataFort software?*

**Have files changed?**

After the initial full backup, DataFort will only backup new and changed files. Therefore, even if you have a backup scheduled, if no files have changed, DataFort will not back up any information.

**Do you have directories selected for backup?**

If you know information needs to be backed up, check to make sure the directories where this information is being saved is targeted for back up. If information is saved in directories not selected for backup and you are not globally targeting file types for backup [available through the backup wizard] DataFort will not be able to backup those files even if they are new or have changed.

**Is the computer turned on at the time scheduled for backup?**

Some clients choose not to leave their equipment on overnight. If this is the situation you must schedule the backups to occur at a time when the computers are running. The default backup time on the service software is 22:30. This can be changed under the scheduling window.

**Is an Internet connection available during the backup window?**

Occasionally scheduled maintenance at your ISP or other situation may impact whether or not your backups can occur as scheduled. Also, it is also possible that intermittent connectivity may make it impossible for backups to complete. Check to make sure that a viable Internet connection is available at the appointed time so the backup can complete.

**Have the backup conditions changed?**

If DataFort has worked before, check to see what may have changed that may impact the backup process. Is someone in the office turning off the computers, has a new firewall been installed, or have changes been made to the settings on the old one? Has someone changed the settings on the DataFort client software? This includes resetting the user name, or password incorrectly.

**Are you backing up information to other media?**

During daily backups DataFort uses the archive flag to detect whether a file or document needs to be backed up. If you are backing up files to other media, copying files to disk, CD-R, another computer or manually setting the archive flag, DataFort will not be able to find the files that need to be backed up.

**Have you upgraded to the latest version of the DataFort software?**

Periodically service upgrades will be released that incorporate new measures needed to deal with the ongoing challenge of Internet security. It is possible that these server side improvements will make it impossible for old versions to DataFort to back up data. Make sure you permit the system to upgrade to the latest version before contacting DataFort support.