

# *CBS For Windows*

## CDROM Backup System

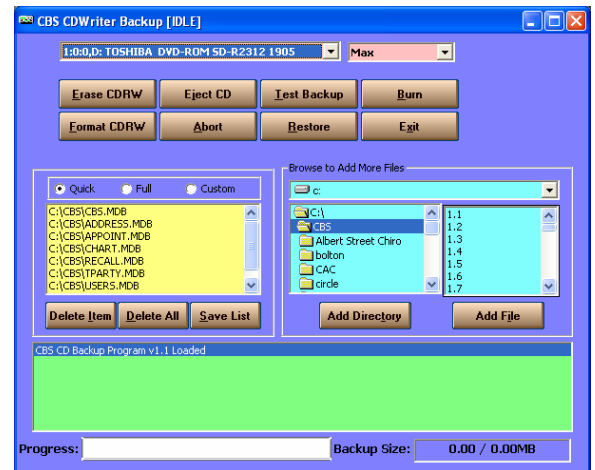
### Quick Start Guide

#### Installation

If you have your CBS CD Writer Backup system on CD, simply insert the CD. It will automatically start and install the software. If you downloaded the software from the internet just open the program and allow it to install.

#### Preparation:

- If you are running a network, make sure all other terminals have exited from all CBS programs.
- Make sure your terminal has exited out of the appointment program and is only running the CBS For Windows Billing software
- **Insert your CDR or CDRW into the drive – wait for any windows that your operating system may open and close them.**



#### Starting the Backup:

- Click on Utilities and on Backup then on CD ROM Backup – OR – Click the CD Burner Icon on your CBS for Windows toolbar (far right side).
- Select **Quick** for a quick backup of the most essential database files. Click **Full** for a complete backup of the whole CBS folder. You can also select or remove files as you wish and save a **Custom** set of backup files but this is usually not necessary.
- Click the Burn button and wait for CBS to finish the backup and eject your disc.

#### General Notes:

- Make sure you have at LEAST three backups although one backup for each day of the week is better.
- Rotate your backup discs. Never use the same backup twice in a row. This insures multiple backups and provides optimum protection in the event of a crash or data loss.
- Replace your CDR's when they are full and replace CDRW's at least every 6 months.
- Unlike Diskette backup, CDRW's do not have to be formatted before the first usage.

#### *Most Important Note:*

Make a backup every day you use your billing or appointment system. Backups must be made at regular intervals and must be current or they are useless. Follow this advice and there are very few situations that you can't recover from. Ignore it at your peril.

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## **CDROM Backup System – Detailed Instructions**

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### **Why Make A Backup?**

It's not a question of IF your computer will crash, it's just a question of when. Wear and tear, computer viruses, software bugs, power failure and user errors can all cause the sudden loss of valuable data. Imagine the sudden loss of all patients, billing history, appointments, patient notes, accounts receivable and all pending data – all gone in an instant. Our only protection is a good backup system.

### **Diskette Backup**

CBS initially ships with a diskette backup system. This system is easy to use and inexpensive. It's perfect for at least the first few months of use. The problem is that computer diskettes only store a small amount of data. As your database grows you will use more and more disks to back up your data. Each disk holds the risk of an error. As the number of disks increases so does your chance of a bad disk and one bad disk will ruin the entire set. Waiting for each disk to finish and changing to a new disk consumes valuable staff time. When your backup set is more than 3 or 4 disks in size you should strongly consider moving to a high capacity backup system.

### **High Capacity Backup Systems**

There are a number of backup types available. Each has its own advantages and disadvantages. Common backup systems are CD or DVD backup, tape drive, DAT drives, Zip discs, USB memory sticks and LS-120 disc drives.

<b>Backup System</b>	<b>Advantages</b>	<b>Disadvantages</b>
• Tape Drive	None	Expensive, Slow, low capacity
• DAT Drive	High Capacity, Faster	Expensive, Custom Software
• ZIP Drive	Widely Available, Fast	Expensive Media
• USB Stick	VERY fast	VERY Expensive, Custom Software
• LS-120 Drive	Reads standard disks & 120MB	Expensive Media, discontinued
• CD Backup	Fast, Cheap, High Capacity	Requires custom software

Tape drives have fallen out of favor in recent years because they are relatively expensive, slow and hold less information than other systems. DAT drives are expensive but faster and hold large amounts of data. Older Zip drives are slow and only hold 100MB of data however Zip drives have been constantly updated and new Zip Drivers now fast and hold up to 750MB of data. Blank Zip discs are relatively expensive. USB Memory sticks are quite expensive but very fast and hold anywhere from 128 to 256MB of data. They are not really designed for routine backups but can be a great way of quickly moving data from one computer to another. LS-120 drives held promise when introduced because they worked with both standard disks and with high capacity 120MB discs. They had some reliability problems and never did really catch on.

## **CD/DVD Backup**

Recently most people are using CD or DVD backup systems. CD Writers are now very inexpensive as are blank CD's. The main problem with CD backup's is the fact that most programs can not directly write to a CD Rom. You need to purchase and learn to use a CD Rom burning program. Some common programs for CD Writers are Nero or Easy CD Creator and customers who own these programs are certainly encouraged to learn to use them. These programs can make backups, music CD's, Video CD's and more recently even DVD's.

The average CBS user doesn't make a lot of music CD's. They want a simple reliable backup system that integrates with their CBS software. For this reason, we have created the CBS CD Writer Backup System.

## **CBS CD Writer Backup System**

To use the CBS CD Writer Backup System you will need a compatible CD Writer. A CD ROM Drive can read CD's but can not write to them so make sure you have a CD Writer. Most CD Writers are compatible with CBS however if your CD Writer is very old and slow you may wish to replace it with a more modern unit.

## **Burn Proof Technology**

CD Rom drives read CD's by bouncing a low power laser off the surface of a CD. CD Writers use two lasers. The high power laser burns small pits in a blank CD and stores data. The second lower power laser is used to read the pits and retrieve the stored data just like a regular CD Rom Drive. Once the high power laser turns on, it begins burning small dots and dashes on your CD Rom. If your computer can't get data to the CD Rom drive on time or if something interrupts your CD writing software, the drive can't write the needed dots to the CD and the CD is ruined. This was a huge problem with early CD units and annoying when CD's were very expensive. New drives come with "Burn Proof" technology and large buffers which greatly reduces the number of ruined discs. The CBS CD Writer Backup System supports "Burn Proof" technology.

## **CD/DVD Writers**

Recently, CD Writers have been replaced by DVD Writers. DVD Writers can burn huge sums of data to blank DVD's but they can also write to CD's. CBS will work with both CD Writers and DVD Writers, with CD's and with DVD's. Since most databases are not large enough to warrant the use of DVD's, most customers will probably use CD's for backup even if they have a DVD writer. In this document, when writing about CDR's and CDRW's you can generally apply the same information to DVD's and DVD-RW discs.

## **CDRW/DVDRW Discs**

CD's (and DVD's) come in two types. First is the CDR which can be used a number of times. Each time data is written to the disc there is less free disc remaining. Eventually the disc is full and the disc must be replaced. The next type is the CDRW which works the same way but which can be erased and reused when it is full. We recommend the use of the CDRW with the important caveat that you **MUST** replace your CDRW's when they become worn out. The length of time you use a CDRW depends on the manufacturer but as a general rule, you should plan to replace your CDRW roughly every 6 months.

DVD writers come in two types. The first is the DVD -R and the second is the DVD +R format. Some DVD writers will handle both formats. If using blank DVD's, make sure to get the right type for your DVD writer.

### **Formatting a CDRW Disc**

You may be familiar with diskette backup. Computer Diskettes must be formatted before they are first used. Most diskettes come pre-formatted from the factory. CDRW's may come formatted from the factory however they usually are completely blank. The CBS CD Writer backup system does not require your CDRW to be formatted before first use however you may format the CDRW if you wish. It is not necessary or even possible to format a CDR disc.

If you decide to use CDR's you will need to replace them when they are full. Your CDR will hold 650MB to 750MB of data. 1MB (Megabyte) of data is roughly one million characters. Your CBS databases will run anywhere from 5 to 150MB or more. If you are backing up 50MB of data to a 650MB CDR, you can use your CDR about 13 times and it will then be full and must be replaced with a fresh CDR. CBS will warn you when your CD no longer contains enough free space for your backup. Your CDRW holds roughly the same amount of data but once it is full you can erase the CDRW and use it again and again.

### **Backup Failures and Problems:**

Some computer users seem to perversely enjoy doing strange things with computer software and this invariably causes huge problems for the rest of us. The best way to avoid this sort of problem is to avoid doing the weird thing in the first place. Sadly most computer users who do weird things don't know that what they are doing is weird. This sort of computer user is both very unpredictable and dangerous. Approach with caution and get them to step away from the computer.

Things you shouldn't ever do:

- Try to erase a totally blank unformatted CDRW
- Start a backup then eject the CD before it is finished
- Click the erase button during a backup
- Any of a zillion other things I can't think of right now but I'm sure someone will try.

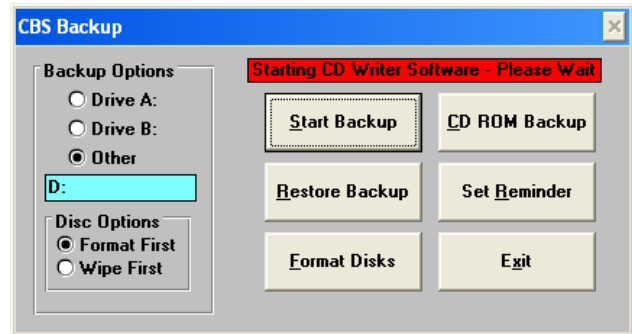
These actions are likely to cause unpredictable results and backup failures. Other common problems that often cause backup problems are full discs, dirty discs, dirty CD laser units, using very slow discs in very high speed CD writers, trying to use a DVD in a CD Rom Drive and probably a million other things.

In the case that your backup system seems to have become unstable and backups are failing you should reboot your computer and consider replacing the CD that you are using. Make sure your CDR or CDRW is the right speed for your CD Writer. Modern CD Writers work at very high speeds and require fast CDR's or CDRW's to keep up. You may also want to try using a CD Rom cleaning kit to clean your CD Rom drive. If you have rebooted, replaced the CD and cleaned your drive but you still have problems please call CBS Technical Support.

## Starting your CBS CD Writer Software:

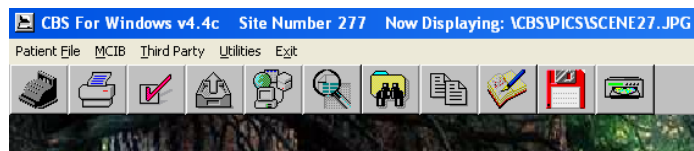
To use your CBS CD Writer software you must make sure that it has exclusive access to all databases. If you are running on a network, make sure all other terminals have exited from all CBS programs. Make sure your terminal has exited from the Appointment system and is only running the CBS For Windows billing module.

Next, click on Utilities then click on Backup. Once you do this, you will see your CBS Backup screen. Most of this screen is taken up with backup to diskette. To activate the CBS CD Writer, just click on the CD ROM Backup button.



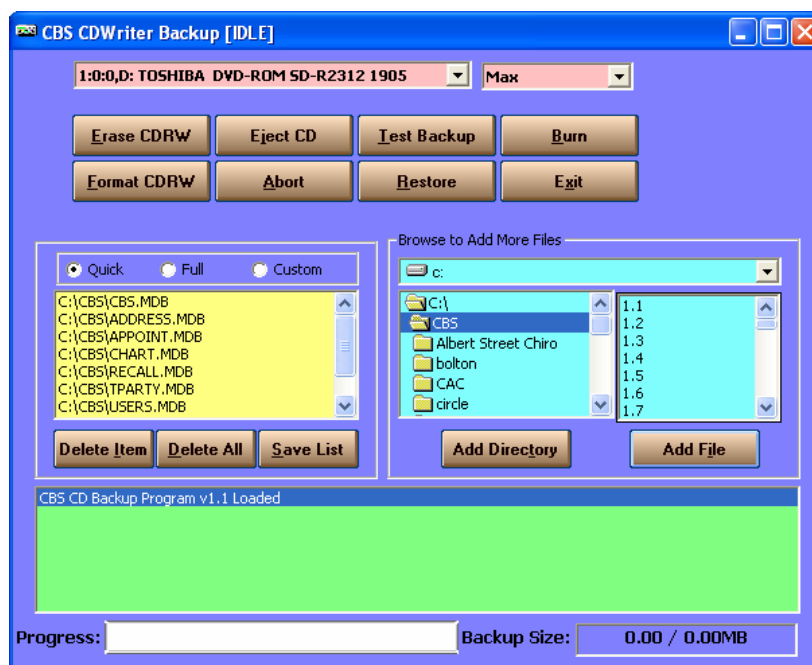
## Using your Toolbar to Start your CBS CD Writer Backup System:

You can also activate your CBS CD Writer backup system by clicking on the CD Icon on the toolbar of the main CBS screen. The icon is located at the far right hand side.



## CBS CD Writer Backup System Main Screen:

Once you have started your CBS CD Writer Software you will see:



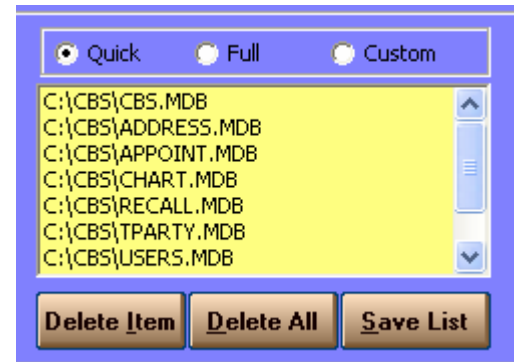
## IMPORTANT: Selecting your Burner

Some computers have two or more CD/DVD drives. If this is the case for your computer, you must first select the drive you wish to use from the drop-down box at the top of the screen.



## Selecting Backup Set:

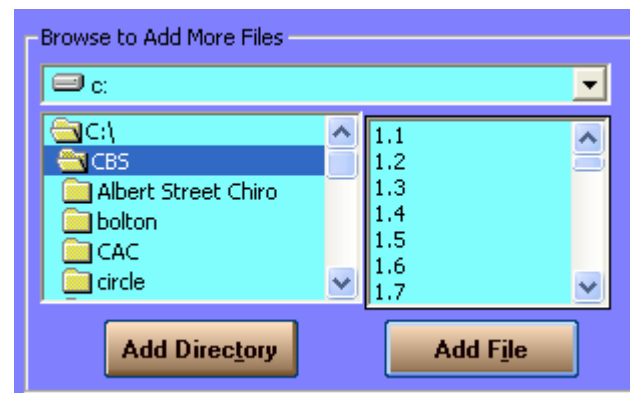
CBS comes with two file sets – the **Quick** set selects the most critical backup files. It is suitable for day to day backups and should be used in most cases. The **Full** set backs up the entire CBS folder and would be used perhaps once a week or once a month as an added level of protection. You can make your own **Custom** list of files too. You can add additional files or folders to this list and you can also remove items from the list, however removing critical databases from the backup set is not recommended.



## Adding Files to your Backup Set

To add additional files to the backup set you would use the file browse. You can select either a full directory or just an individual file. If you are adding an individual file, first select the file with your mouse then click the Add File button.

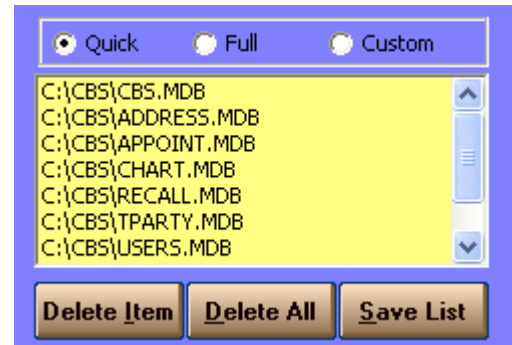
If you are adding a directory, first make sure the folder is open then click the Add Directory button.



If you have selected a full directory, all files in that directory are automatically selected so there would be no point in selecting an individual file inside that same directory.

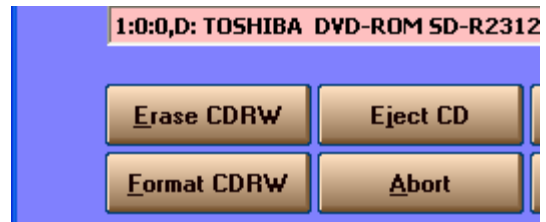
## Removing Files from your Backup Set

To remove an item from the list, first click on the item then click the Delete Item button. To clear the list and start over, click the Delete All button. Remember that deleting an item will affect the list only for the current use of the program. Once you exit out of the program and start it again, the list will go back the way it was when you started the program. To save any changes you must click the SAVE LIST button.



## Erasing your CDRW Discs

As mentioned earlier, CDRW discs can be erased. The information as to what data is stored on your CDRW is located in a directory track that is physically located nearest to the centre of the disc. You can erase the directory track and the disc will appear to the computer to be entirely blank and ready for use. The more thorough method of erasing your CDRW is to format the CDRW. This process erases every track on the disc and tests the CDRW thoroughly. The format process takes much longer but does a much more thorough job. For most purposes the Erase function will be all that is required.



## Inserting your CDR or CDRW Disc

When you have selected the files you wish to burn it is time to insert your CDR or CDRW into the drive. **Once inserted make sure to wait a moment. Many versions of windows, in an attempt to be helpful, will bring up a window asking you if you want to view the CD, etc. If your system brings up a window like this, you must wait for that window then CLOSE it before you can use the CBS CD Writer Backup System.**

## Starting the Backup

Probably the most important part of the CBS CDWriter Backup system is the **Burn** button. When your CD Writer back up files have been selected, the proper drive has been selected and the CDR or CDRW has been inserted just click the Burn button. CBS will display progress information at the bottom of the screen. You will also see a spinning CD displayed as the CD burn process progresses. When the backup is finished, the progress bar will be at 100% and the spinning CD will vanish.



## Wait for the Backup to fully Complete

Once the backup is complete, your CBS CD Writer Backup system must flush all hardware buffers and close the data track. Please allow the system time to complete the burning process. Do not eject the CD – CBS will do that for you when it's time.

## Test Backup

It is a good idea to occasionally test your backup. Insert a disc which contains a backup set you wish to test. Click the Test Backup button. The CBS CD Writer Backup System will read your test backup set and copy it to a test folder on your hard drive. After the test the program will report success or failure. If you have a failure, make sure to test all discs. Replace any bad discs. If you have a large number of failed backups you should have your equipment checked by a computer professional.

## Restore Backup

The Restore Backup function allows you to copy your CBS backup back to your CBS folder. This is a simple task that can easily be accomplished from Windows however we included a button to further simplify this process. In many cases where customers have had minor problems they decided to restore a backup and only

caused further lost data and frustration. Generally it is not necessary to restore a backup – there are many less severe options to repair most problems. Before you run the Restore Backup function PLEASE contact CBS Technical Support for assistance.



## Rotate Your Backup Set

Remember to have at least 3 backup CD's. Better still, have one backup CD for each day of the week. Back up your data every day you use your computer. **Never** use the same backup disc twice in a row. Follow these rules and your data will be safe and sound.

**Remember to make a backup every day you enter information into your CBS software and you will have smooth sailing.**