THE BRIDGE NETWORK
Intelligent software concepts.

Backing Up Your Dental Data
What files? Which System?

Which files do I back up?

While you may have several different files you need to back up, this guide is intended to help you identify files you should back up for software that is provided by The Bridge Network. You may have other software, such as accounting software which needs to be backed up. This guide does not discuss non-Bridge Network software.

Files and Folders to Back Up

- ✓ **Tracker3.mdb**. This is your main Tracker Practice Management and Charting data. By default, this file is located in the main Tracker folder on the server. But it may be moved. To identify where this file resides, do the following:
  - Go to the server. Run Tracker
  - Click on Configuration | Environment.
  - In the "Data File" textbox, you will see the path to the database.
  - You should confirm this is in fact the active database by verifying its modified timestamp (today's date and the time should be current).

- ✓ **Docs Folder**. This folder contains all of your T-Word and Document Management documents. This folder is always in the main Tracker Folder.

- ✓ **EDITrack.mdb.** This is your electronic claims data. This file is located in the EDITrack folder, which is located in your main Tracker folder.

- ✓ **CSI.mdb.** This is your ChairSide Imaging database. To identify where this file resides, do the following:
  - Go into ChairSide Imaging
  - Click on Configuration | Options
  - In the Database tab you will find the path to the database

- ✓ **Images Folder.** This is where the images from ChairSide Imaging are stored. To identify where this folder resides, do the following:
  - Go into ChairSide Imaging
  - Click on Configuration | Options
  - In the Images tab you will find the path to the Images folder

By default, all of the above files are stored in the main Tracker folder on the server. If this is your case, it is a safe bet to back up the entire Tracker folder and its subfolders and contents.

Note How do I determine the main Tracker folder? Run Tracker and click on File | Utilities. Click on File | Open | Open Tracker Folder (Server). This will take you to the main Tracker folder.

Which backup system should I use?

Online Backup

The Bridge Network offers an online backup system called [BackTrack](#). Online backup has the advantage of being able to run in the background and protect your data in real time. For example, if you take an x-ray, it is immediately uploaded to the backup server. BackTrack is particularly attractive since it can back up Open Files (provided you set the open file option). If you are interested in BackTrack, please contact The Bridge Network at 1-800-922-7434, x 2, for more details.

Disk Backup

Another option is to back up on disk. In the past, people would back up large quantities of data to a tape drive. These proved to be expensive and unreliable. Compatibility problems were a big issue as well. Today, you can buy a 1TB USB hard drive for a few hundred dollars. Three or five can be purchased relatively inexpensively and they can be swapped and taken off-site (they are also very small).

Best of Both Worlds

Each of the above methods has their pros and cons. What we at The Bridge Network recommend (and practice) is a combination of the two. Our daily backup is done with the reliability of online backup. It happens constantly and we don't have to worry about it. However, if we ever had to restore all our data (over 100GB worth) it would take a long time to restore. So, on a weekly basis we have a batch file that copies the data to a removable hard drive. This not only provides two layers of data protection, but also the ability to restore quickly if the need should ever arise.

Beyond Data Backup

Disk-Imaging

One of the best utilities for your computer is disk-imaging. Applications such as Norton Ghost or Acronis True Image allow you to take a snapshot of a computer's hard drive and restore that snapshot if necessary. Once you have the network running and all the apps installed, it is a good idea to take an image of each workstation and store it on an external hard drive or DVD. This way, if a computer runs into problems and the only way out are to reinstall, you can quickly and easily restore that image, rather than separately installing and configuring the OS, drivers, application and utilities.