



CARBONITE SERVER BACKUP TECHNICAL FAQs

What is image backup?

Image backup performs a system image, inclusive of operating system, settings, applications, and files in one backup.

What is bare metal restore (BMR)?

BMR is the ability to restore a server to a fully functioning state from bare metal without any additional software installation or configuration required. It's important for you to be able to recover to either similar or dissimilar hardware when performing a BMR.

What is the difference between image and granular backup?

Image backup performs a system image, inclusive of operating system, settings, applications, and files in one backup. Granular backups offer selective protection for items such as files, databases, and system state settings.

Will an image backup protect everything on my server?

An image backup will comprehensively protect everything on your server except for SQL, Exchange and SharePoint databases. If Carbonite Server Backup detects any of these applications while performing an image backup, it will automatically set up a granular backup for those databases. The image backup will then protect everything else on that server.

Why is it beneficial to protect Exchange, SQL, and SharePoint databases in their own granular backups?

Creating dedicated granular backups enables Carbonite Server Backup to protect 100% of the server data in the optimal manner by combining the comprehensive protection of image backups and the granular flexibility of database specific backups. This results in:

Faster Bare Metal Restores

By separating out large Exchange, SQL, or SharePoint databases into their own specific backup sets, you can quickly get the server back up and running from bare metal, even to dissimilar hardware.

Granular Database Recovery

You can choose to restore the database (e.g. Exchange) without having to restore an entire system image, which is helpful in more common restore scenarios versus a complete site failure.

Optimized RPOs

Backup schedules, and retention, can be tailored for both the image and the specific databases to ensure optimal recovery point objectives (e.g. more frequent backups of transactional databases).

What are the benefits of bare metal restore?

Bare metal restore enables you to return to a fully functioning state from “bare metal” following a true disaster scenario. Simply boot to recover media and select which bare metal image you would like to restore to. Your server will be back up and running with one quick restore. You can then choose to restore any granular backups, if applicable, for that particular server. Restoring from granular backup saves time because you’re only recovering what you need to. Being able to restore from bare metal means you can recover full system information in a fraction of the time that it would otherwise take without having a bare metal restore option.

Can bare metal images be stored locally and in the cloud?

Yes. You can choose to just store the images locally or both locally and in the cloud. When selecting a local backup target, you’ll need to designate a drive different than the one being imaged so that the backup is available to enable a bare metal restore, if needed.

Can I granularly restore files or folders from an image backup?

Yes. You can restore individual files or complete folders without having to restore the entire image.

Do I need to create recovery/boot media for use in a bare metal recovery?

Yes, one time only. When you set up your initial bare metal image backup set you will be prompted to create recovery media that you can house on a small USB drive. If you need to perform a bare metal restore, you would boot to that recovery media in order to select which backup image to restore.

Do you support incremental backups for image backups?

Yes. When performing a bare metal image you can choose to set up a schedule that contains both full and incremental backup types based on your RPO objectives.

Can I restore to dissimilar hardware?

Yes. Carbonite Server Backup will find and inject the relevant drivers for your new hardware so you can do a bare metal restore to dissimilar hardware.

Do you support Hyper-V and VMware?

Yes. All Carbonite Server Backup plans include agentless backups of Hyper-V at the hypervisor level, with support for full and incremental snapshots, plus quick recovery of an entire VM or granular file-level data. To protect VMware and other popular virtualization platforms, you can install the Carbonite Server Backup agent inside the VM and then take advantage of all available backup types to protect that VM's data.

What controls are available for retention?

You can choose to retain data according to elapsed time or the number of backup cycles, with separate retention policies for both local and cloud by backup set.

Are there any encryption options?

Yes. In addition to SSL/TLS transport security, Carbonite Server Backup offers a choice between 256-bit PKE and 128-bit AES encryption, where Carbonite manages the encryption keys for you. Image backups are not encrypted when saved to local disk. They will be encrypted when uploaded to the cloud.

Why choose Carbonite for your server protection needs?

Carbonite Server Backup offers robust server protection with hybrid bare metal imaging and granular database backup for both physical and virtual servers. It was purpose-built for the needs of SMBs, so it offers easy and affordable server protection with all the features your customers need and none that they don't.

Helpful Links:

[CARBONITE SERVER BACKUP USER GUIDE](#) | [RELEASE NOTES](#)



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