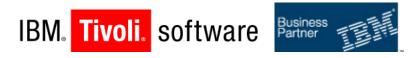# Servers - Frequently Asked Questions

Keepit is designed for backup of files from both servers and desktops across multiple operating systems. Currently Keepit supports Windows from XP SP 2 and newer. This also includes Windows servers from version 2000 SP2 and newer. The user interface in a simple program developed in-house by Keepit, based on the powerful IBM Tivoli Storage Manager. This gives you an easy to use backup solution, bas on a top professional backend.

Keepit seamlessly backs up files from both desktops and servers. However if you have more specific demands for advanced server backup and restore policies, you should read these FAQs.

Below you'll find a list of the most common questions we receive regarding server backup:

Can I backup windows server?
Yes if you have a Keepit PRO Server license you can backup files from any Microsoft Windows or Mac server supported by Keepit.

Can I make system restore?
Yes, if you use Microsoft Windows server you can use the Microsoft tool called NT Backup or Windows Server Backup tool depending on the version you run to make backups of your system state. You can configure the tool to make a copy of the system state locally and then use Keepit to backup these files.

Can I backup my Microsoft SQL Server
Yes, if your server runs VSS or Windows Shadow Copy you can have Keepit backup your databases directly. However it is advisable to set up your SQL Server to make scheduled backups of your databases to truncate your logfiles into a separate directory and then have Keepit backup these directories.

Can I backup Microsoft Exchange Server
Yes. You must have VSS services running. Keepit will initiate backups of any exchange store through VSS service and this will prompt your Exchange server to ensure the copy of the store is consistent.
Since Microsoft does not officially supports individual mailbox backups also known as Brick-level backup and restore, it is not advised to implement this type of backup.

Can I backup any other server side application
You should consult your vendors documentation as to how the application is backed-up and restored. Keepit will be able to backup files and directories associated with this application. You might need to write a script that will close down the application and move the files and/or folders to a place where Keepit can

make a consistent backup of these files and/or folders. However if the application supports VSS Keepit will be able to perform backups without any problems of your server application.

What is VSS?
VSS is "Volume Snapshot Service"; a function introduced with Windows XP and enables backup applications to use a "snapshot" of system files. Det betyder, at der kan tages konsistent backup af systemets data, uden at databaser, mail systemer og andet skal lukkes ned først.

Should I be aware of Reparse Points
Reparse points is not supported by Keepit. Reparse Points can be used to create a "virtual" folder structure where files are showed as present in one folder, even though the actual file is located elsewhere. Always validate your backup by restoring and testing the files intended to be present to secure that future backups cover the intended data.

Can Keepit backup encrypted files?
Keepit currently can not back up encrypted files.

Does Keepit support Linux?
No. Sorry.

How do I monitor my servers backup status?
Most servers does not have a screen attached and thus you need a reliable source of monitoring your backup health on the servers. The Keepit Reports tool lets you setup up customized reports for any and all computers and servers in your account or group.

How do I restore my server?
Please consult our user manual for guidelines and a walkthrough on this topic.

Can you help me configure my server setup and backup configurations?
Keepit cannot assist on your system design and server setup in order to configure and setup your backup plan. We'd love to, but we don't have the resources to do this.