



## Dropmysite Product Guide

Security, Scalability, Speed, Storage and  
Account settings

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## Users

### How do I change my account settings?

Sign in to your account.

Click on **“Account Settings”** on the top menu bar of the page.

👤 Account Settings

**First name:**

**Last name:**

**Country:**

Singapore
▼

**Time zone:**

Singapore
▼

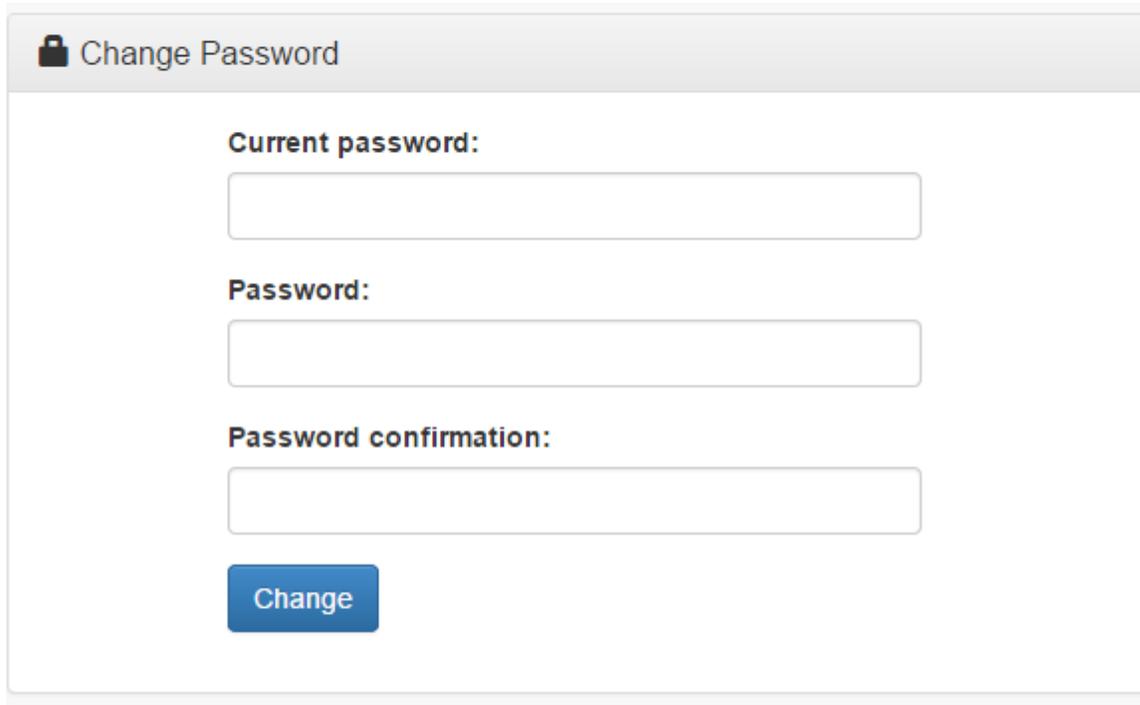
- Notify backup
- Notify failure
- Notify capacity
- Notify features

Save

Enter your personal particular into the respective spaces.

You may set your account to send you email notifications automatically to remind you about backups, backup failures, or when the backup space is running out, if you wish to.

Finally, click on **“Save”** to apply the new setting.



The screenshot shows a web form titled "Change Password" with a lock icon. It contains three input fields: "Current password:", "Password:", and "Password confirmation:". Below the fields is a blue button labeled "Change".

Enter your personal details into the respective spaces under User Information

Type in your current password into “Old Password “and the new password that you want into “New Password “and also into “Confirm Password“

Finally, click on **“Change”** to apply the new setting.

## Security

### Where do you store the backup data?

Dropmysite uses Amazon's Simple Storage Service (S3) to store all the backups.

### How do you separate off backup data of each user on Amazon S3?

On Amazon S3, using a unique key is the way to separate off.

### Is there a risk that another user of Dropmysite could possibly access my users' data?

No, there is no way to access another user's dashboard.

### **How do you encrypt the backup data?**

Data is encrypted by 256 bit AES encryption before being stored on the server.

### **It is said that the data is AES encrypted, but how is the key assigned?**

The key is managed by AWS. Please refer to this link to learn how AWS does this:  
<http://docs.aws.amazon.com/AmazonS3/latest/dev/UsingServerSideEncryption.html>

### **What security measures do you take for the backup server?**

Please refer to the Dropmysite security policy document.

<https://www.dropmysite.com/en/security>

### **What is the security architecture of the backup server?**

Please refer to this diagram:

[http://docs.aws.amazon.com/AmazonVPC/latest/UserGuide/VPC\\_Scenario2.html](http://docs.aws.amazon.com/AmazonVPC/latest/UserGuide/VPC_Scenario2.html)

### **Is FTTPS supported?**

Yes. The encryption field will show up when selecting FTP as the protocol.

In using API, you can select FTP as the protocol and one of following connection types:

"nonsecure" - Use plain FTP

"auth tls" - Require explicit FTP over TLS

"auth ssl" - Require explicit FTP over SSL

"implicit ssl" - Require implicit FTP over TLS/SSL

### **Is my data secured?**

Your files are stored securely on Dropsuite's servers. Dropsuite uses military grade encryption to ensure your data is well protected and stored on their servers.

Dropsuite pays special attention to security for their application and servers. They have an experienced team who use the best engineering practices and tools to develop the product.

Your backups can only be accessed from your account. Dropsuite employees are prohibited from viewing your account and backups. Dropsuite follows the same methods as most online services where they have a small team of employees who must be able to access user data for the reasons stated in their privacy policy (e.g., when legally required to do so). Dropsuite has a strict policy and access controls for these employees that prohibit them from accessing the data except for these rare situations.

Dropsuite uses AES 256 bit encryption and Secure Sockets Layer (SSL). Their files are stored on Amazon's Simple Storage Service (S3).

## **Where are my backups stored?**

Dropsuite uses Amazon's Simple Storage Service (S3) to store all your backups. Amazon S3 is a secure data storage solution provided by Amazon AWS. It uses all of the latest security methods to ensure that files are stored securely.

All of the files are encrypted and stored on the servers. Dropsuite follows strict regulations and access control policies to access the S3 storage. Your files are secure and are only visible to you via your account.

## **Who has access to my backup files?**

Dropsuite ensures that your backups are stored securely on their servers. Your backups can only be accessed by you via your account. No other user has access to your files. Dropsuite has security policies in place to ensure that your files are protected from unauthorized access.

## **What encryption do you use?**

Dropsuite uses AES-256 bit encryption to encrypt your backup data.

## **Speed, scalability and storage**

### **How long does it take for the data to be backed up?**

The amount of time taken depends on the size and number of files in your backup.

It also depends on the network speed of your hosting provider. The first backup might take some time depending on your backup size but subsequent backups will generally be faster as we only take an incremental backup of your website and database. The first time you add an account, you will be taken to a page where you can monitor the progress of your backup.

### **Is your backup incremental?**

For websites the backups are incremental. Only the first backup is complete. All subsequent backups are incremental.

For databases, the backups are not incremental. Every database backup is complete.

### **What happens if the user deletes the first backup?**

The short answer is nothing. Even if the first backup is incremental, all subsequent backups will be stored and will give a complete picture.

### **What happens when the storage space is getting full or when it is nearly full?**

You will receive a user notification by email when you have used 90% of your storage space. Once the storage has been exceeded the current backup will be completed. However subsequent backups will be stopped and users will have to purchase more space to continue to backup. They can also delete a previous backup to make space for new backups.

## Will the backup data on Dropmysite be affected if I move my customers' data from Server A to Server B for load balancing or whatever reason?

No, website/database backup entries are added using the domain name. If the domain name does not change then there are no changes that need to be made.

## How do you handle the web server's load while creating backups?

Our system allows for throttling the number of concurrent backups using IP address or machine\_id. This can be set up by a reseller via Portal setting page of the admin portal. If 8 backups were to run at midnight and you set the limit to 4 it would only start 4 and after one completes, another starts etc. For FTP the CPU and memory are fairly small (150K/connection). After the first backup completes, an average size website (16K files) backup takes about 9-10 minutes to complete. If we are using RSYNC it would average 1-2 minutes.

## What is the connection error that shows on the support portal?

When Dropmysite fails to connect to the server due to server maintenance, password change, etc, our system reattempts to connect to the server 5 times a day.

Timings: 00:00, 05:30, 11:00, 16:30, 22:00

## What is the session error on the support portal?

When the session was dropped off, this error message appears on the support portal. The system tries to connect every 30 minutes after this error happens.

## Why did my backup not run as scheduled?

If the number of concurrent backups for each server is defined on the admin portal, the scheduled backup tasks queue up to get processed when it reaches the max of concurrent backups. Therefore there are possibilities that backups would not get processed on scheduled time.

## How much faster will it be if RSYNC protocol is used to backup than FTP.

The average is about 10x to 20x less time connected to remote server, overall 7x to 10x faster for complete backup (see below). Below you will find info on the resource savings by using the rsync protocol for backups.

Both of these sites contain close to 200,000 files, one is in Brazil and one is hosted in Japan. Both of these have solid bandwidth from their site to the Dropmysite backup servers.

Below are their respective log snippets from an incremental backup.

[Japan - FTP]

```
["2014-08-19 21:00:25 +0900","Connecting to remote host..."]
```

```
["2014-08-19 21:01:12 +0900","Starting FTP backup..."]
```

```
["2014-08-19 21:48:35 +0900","FTP backup complete"]
```

[Brazil - rsync]

["2014-08-19 15:00:20 -0700","Connecting to remote host..."]

["2014-08-19 15:01:23 -0700","Syncing your files"]

["2014-08-19 15:03:27 -0700","Syncing has completed"]

The total time for the Brazilian backup was 8 minutes, and Japan was 56 minutes.

### **Is it possible to provide the backup servers' IPs in a range?**

Due to a limitation of the AWS infrastructure, unfortunately Dropmysite is not able to provide a range of IP addresses.

### **How many sessions can one server handle simultaneously?**

One server can handle up to 200 sessions.

### **If the simultaneous backups do not exceed 200 while a number of subscriptions increase, can one server support all of the backups?**

The current backup model uses provisioning. The formula is a simple 2X capacity availability that is reviewed several times a day. During the launch phase we will assure a far greater spare capacity number. In the near future we will introduce an auto scale feature and this will no longer be a concern.

### **How many servers (IP addresses) would be required to support 3000 subscriptions?**

That depends on when the subscription's first backups are run and when the desired backup schedules take place. If you assume an incremental backup takes 15 minutes to complete and 200 of those can be run at the same time then:  $(3,000/200) * 15 \text{ minutes} \approx 4 \text{ hours}$ . So theoretically one server could serve 3,000 subscriptions. Again we will always have extra provisioning and in this case 3 servers is a good fit.

### **How would a new full backup be generated?**

There are three ways a backup can start. Schedule starts, client starts an "On Demand" backup, or through the API.

### **Is data retained after the service has been cancelled, and assuming yes, for how long?**

Data is retained for 15 days after an account has been flagged as deleted. During this interval if the account is undeleted; backups will resume and past backups will be available.

### **What happens if someone sets a service back to active after the data retention period has expired? Will this create a new service or generate an error.**

External signup URL (the same one used when you first signup the user) can be called again and it will reproduce any missing services.

### What is needed to restore a backup? Our previous service needed the original "Day Zero" backup along with the data of changes in the restore point e.g. two sources.

We have no concept of a "Day Zero" backup. The client would select the date of the backup and the Files/Directories they want restored. Alternatively, there is an API Endpoint that will restore the entire site for the given backup.

### Is a new restore point created every day? Does a restore point with zero changes count as one of the 7 saved versions?

A new restore point is available after every successful backup. Currently zero changes does count for a saved version, however we are looking into possibly changing that behavior since HP end users cannot modify their schedules to fit how often they update their content.

### How much backup space do I need?

If you want to determine how much backup space you need, you need to know:

- what is the size of your website files
- what is the size of your database
- what is your backup frequency for website
- what is your backup frequency for database
- How many versions of website and database do I need to backup

With our website backup you can select a backup frequency from once a day to once a month and you can keep up to 30 versions of your backup.

Let us assume you decide to keep 7 versions of your backup copies.

Assume that website is 45 GB and you have 2 databases of 1.5 GB and 200 GB (mysql dump)

Please note that Website backups are incremental, database backups are not.

So for 7 versions you will need

Database 1: 200MB x 7 versions =	1.4GB
Database 2: 1,5GB x 7 versions =	10.5GB
Website initial backup 1 <sup>st</sup> version=	45.0GB
Incremental for website 1GB x 6 versions=	6.0GB
	=====
	around 63.0GB