Introducing the Realtrac Garage

Realtrac Garage is the name of our cloud backup software and service offering.

Why would I need the Realtrac Garage?

Hopefully all of our customers understand the importance of backing up their essential data. But not all of our customers keep up to date copies of their data in secure location off site. Relying only on local copies of backups is not enough to protect your business.

Additionally, a backup is only as good as its ability to get your business back up and running. Realtrac Garage features a one-touch restore system; this system can restore your database and files with a single click.

What data does Realtrac Garage back up to the cloud?

- **Realtrac 9** – The Realtrac Garage will house your 14 most recent database backups.
- **Realtrac 10** – The Realtrac Garage will house your 14 most recent database backups, along with your most recent picture/attachment/multimedia files.

No other information is transmitted from the customers server PC to the Realtrac Garage.

When does Realtrac Garage back up to the cloud?

As soon as your local backup is complete, the Realtrac Garage will send a copy of the backup to our private, secure location in the cloud. After upload, Realtrac will double check the file to confirm no errors occurred during transmission. This time can be configured by the customer, but for most customers, this will occur in the middle of the night outside of business hours.

Where does my data go?

Realtrac has a group of private, secure servers. These servers are currently located on the East Coast of the United States.

Is my data safe and secure?

Each customer is assigned an individual storage bin that is encrypted password protected. Only Realtrac has a master key in order to access storage bins to help diagnose issues.

How does Realtrac Garage get installed?

- **Realtrac 9** – A Realtrac technician can install the software and help you configure the password and keys to set up the Realtrac Garage.
- **Realtrac 10** – Realtrac Garage is always installed. To enable, input the Realtrac provided keys and password via the Realtrac Backup Utility (program installed on the Realtrac 10 Server) to enable the feature.

How do I know Realtrac Garage is working?

Each week, Realtrac will send Realtrac Garage customers an email confirming the status of the week of uploads. This automated service will notice and warn the user about any irregularities with the Realtrac Garage service.