



Backing up the production data on your StingRay

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Hermstedt StingRay
The multi protocol File Transfer Server



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Please note

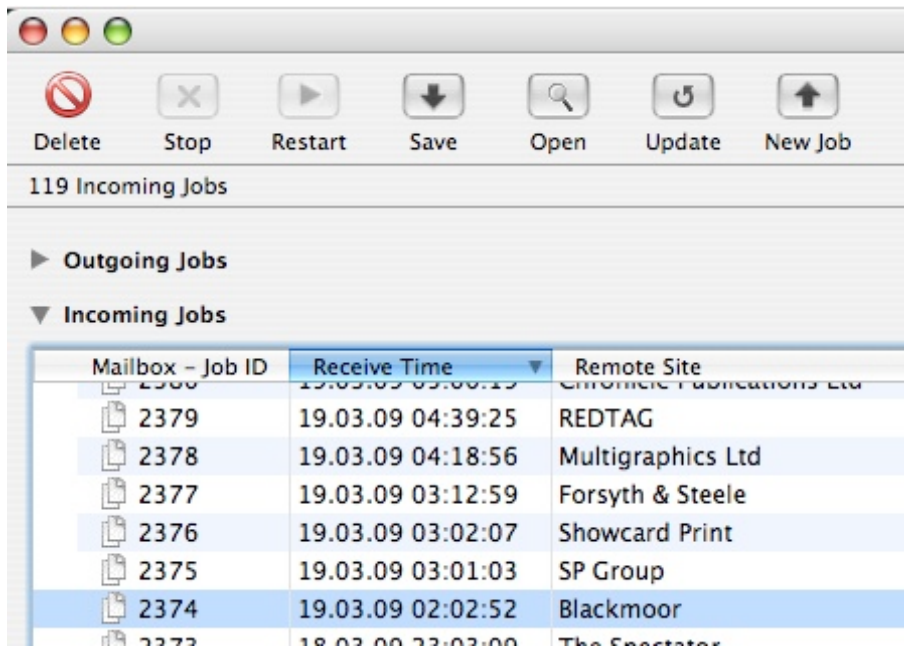
Backing up the data on your StingRay is a manual process that may take a little while, depending upon how many customers you receive data from or share files with.

If an engineer is planning to attend site please ensure that your data has been backed up in advance, as neither Pro2col nor our resellers are responsible for backing up your production data/files.

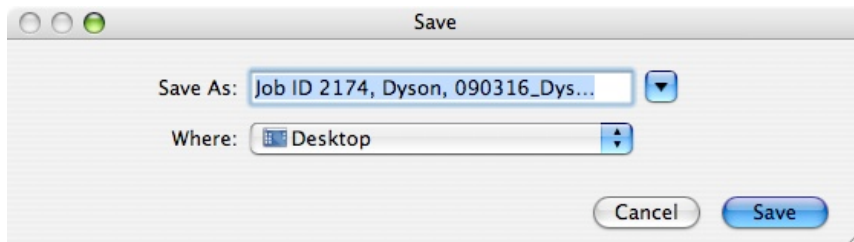
Incoming Job List

The first and most obvious place to check when you need to back up your production data from your StingRay is the incoming Job List.

Using your StingRay Client application you can easily download files from the incoming Job List to your desktop. Go to the Windows Menu and select Job List.



In the Incoming Jobs section click in the row of the job that you want to save. Click on the Save button, shown in the menu bar above as a down arrow.



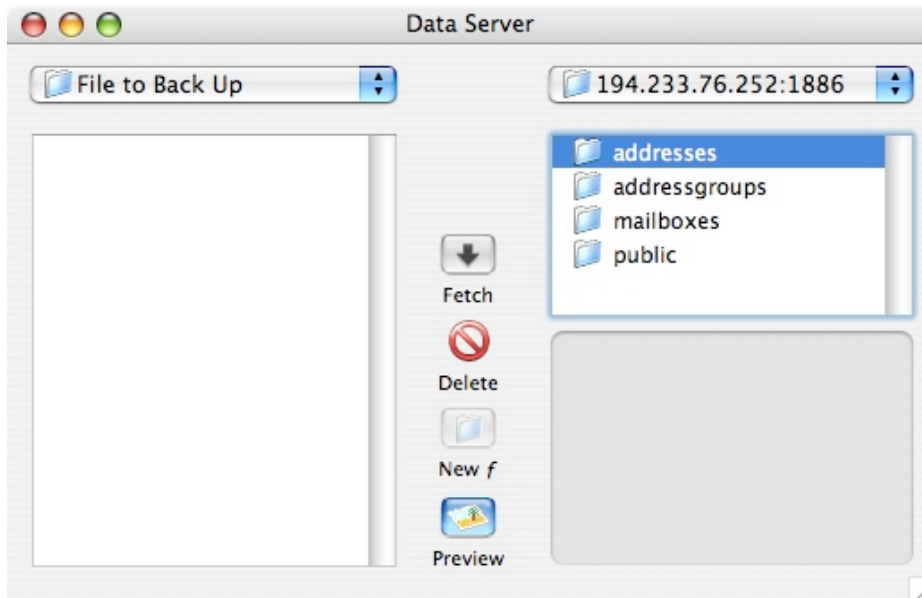
You will be presented with a Save box which will give you the option to rename the job and specify where you want to save the file to. Click save and you have downloaded the files relating to this Job. Repeat this process for all of the jobs in the Incoming Job List that you would like to back up.

Of course you could also download all of the files through the internal web interface if you're not using the StingRay Client. Go into the Incoming Jobs , click on the green icon and then click on the file names to download the files.

Files hosted on the Data Server using StingRay Client

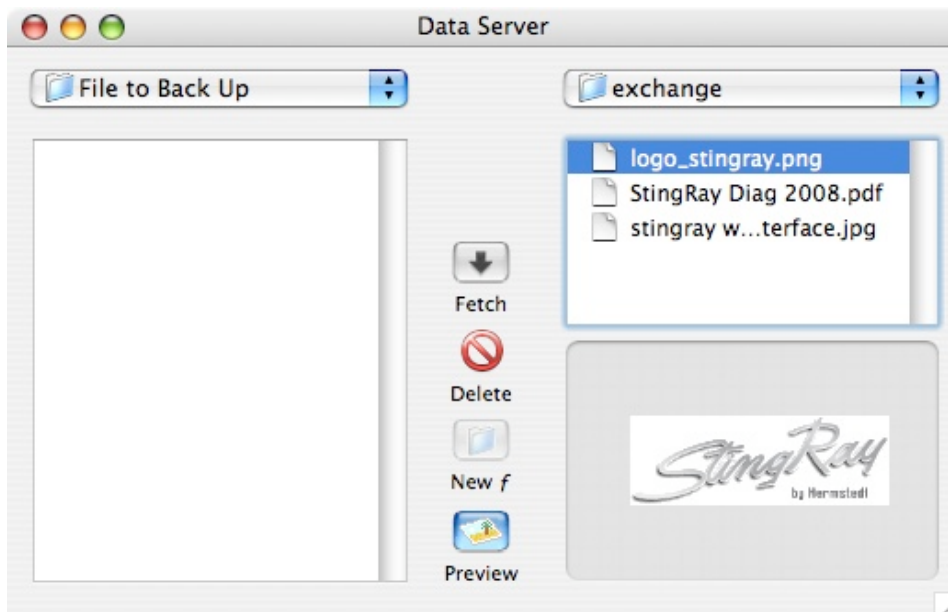
To download files that have been hosted in the Data Centre for sharing with your customers you can use the StingRay Client or a standard FTP Client.

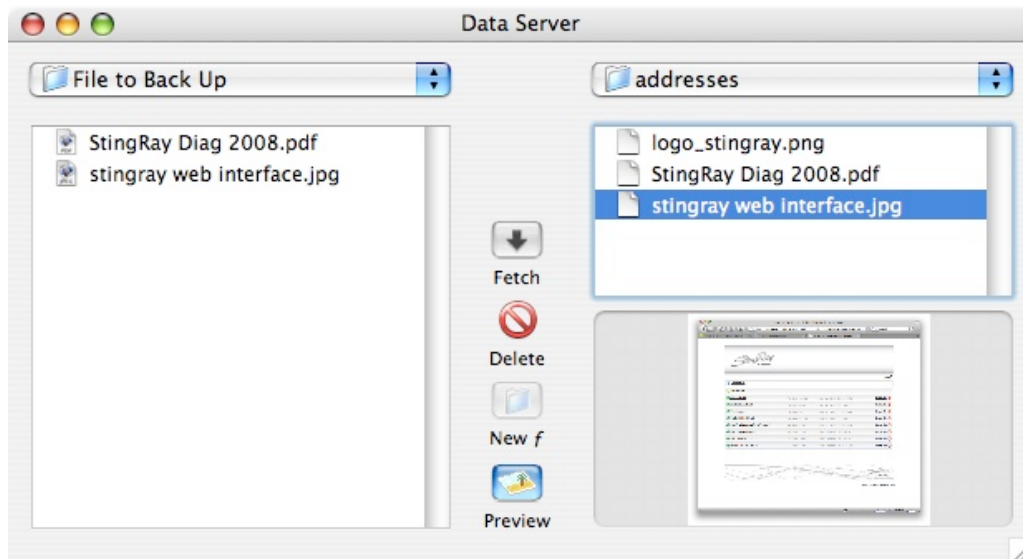
Using the StingRay Client go to the File menu and select Data Server. You will be presented with a window like the one below:



In the right hand window select addresses. This will take you through to a list of all of your customers you have set up to send files to receive files from AND host file for sharing using Data Server.

Within each customer folder you'll have either an Outgoing folder and/or an Exchange folder. The Exchange folder is where the data that you host for your customers is kept.



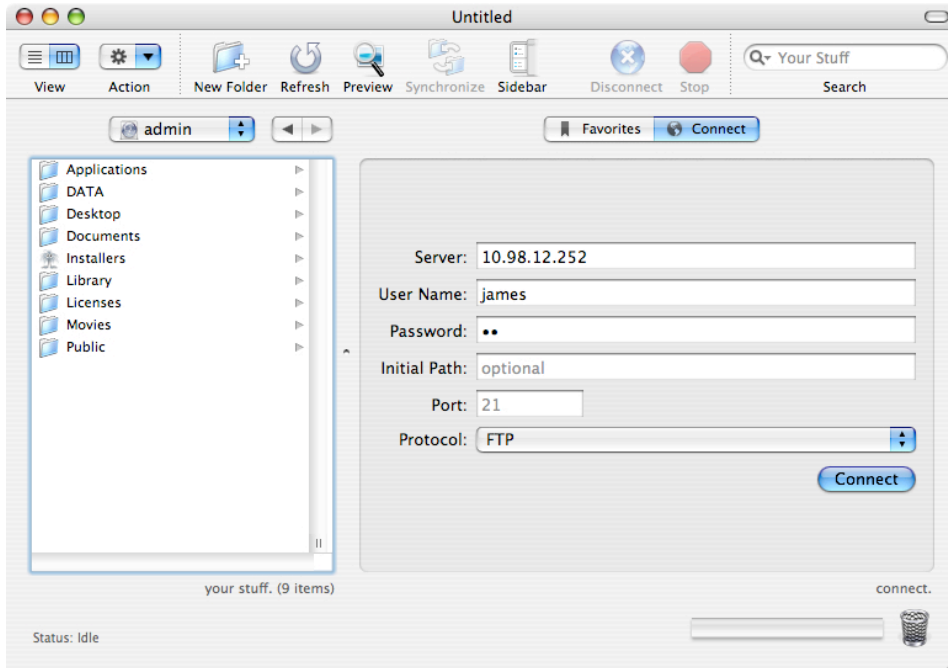


Using the left hand side of the Data Server window select the location you want to save the files to. In the right hand window then select the file or files that you want to download and click the Fetch button in the middle of the Data Server window.

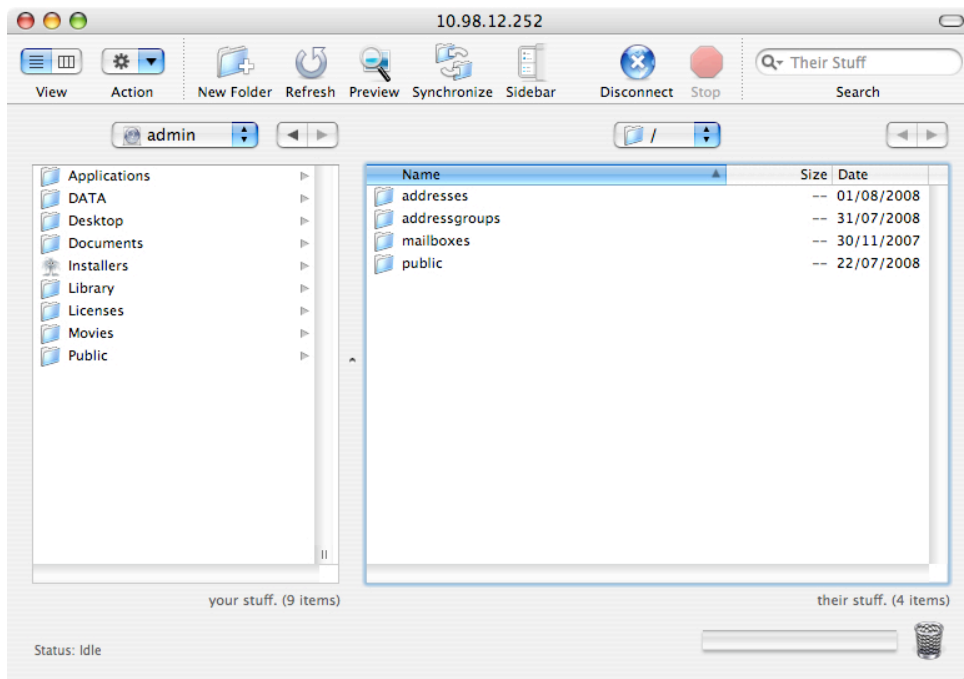
Repeat this process for all the customers you share files with to ensure that all data is downloaded.

Files hosted on the Data Server using FTP Client

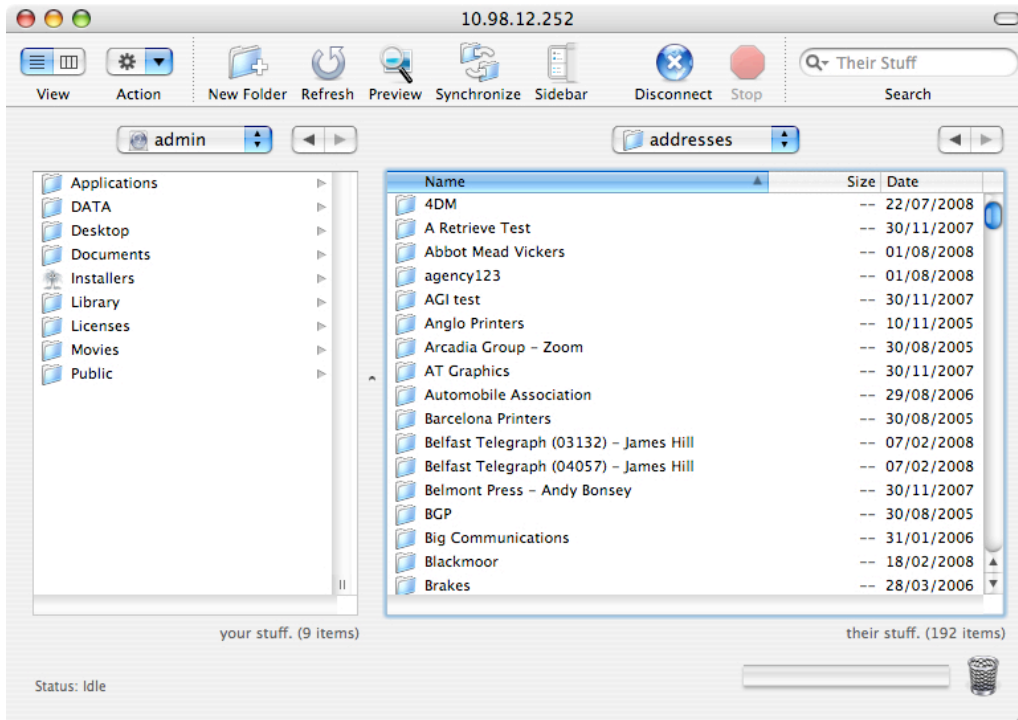
Using an FTP client like Transmit below enter the Internal IP address of your StingRay and your local username and password.



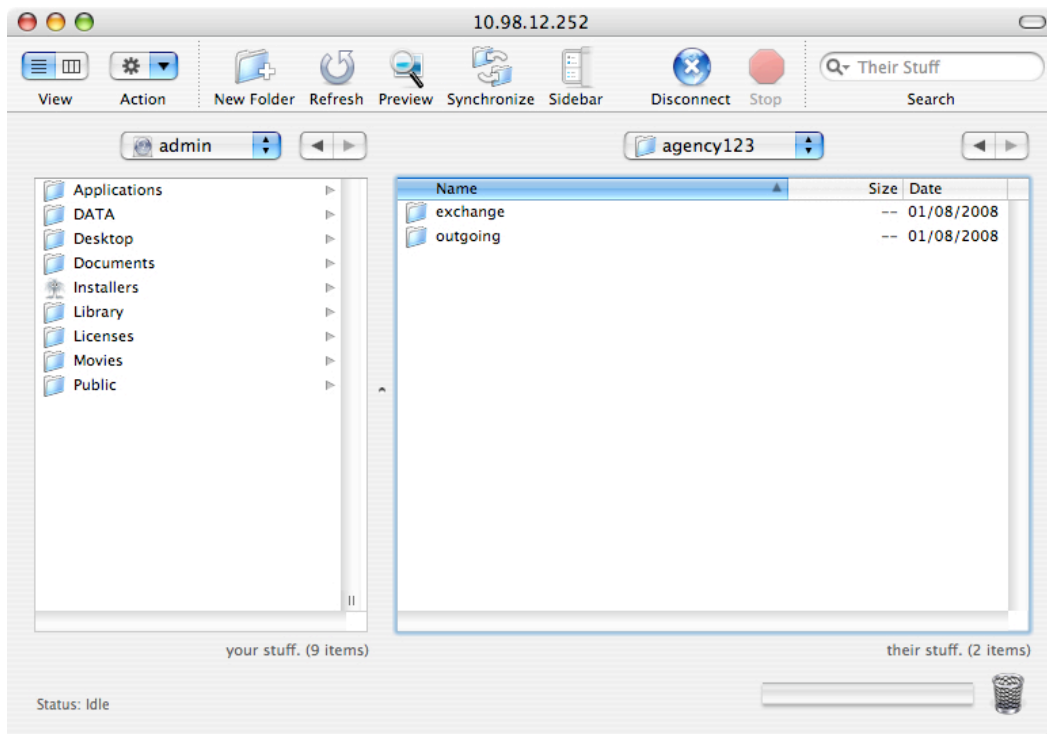
This will connect you to the LAN or Internal side of the StingRay enabling you to navigate the StingRay folder structure in much the same way as the StingRay Client.



When connected you're presented with four folders. You should go into the folder called "addresses".



The folders in the right hand pane correspond to the addresses in the StingRay address book. Go into each address checking for any folders called Exchange, these are the folders that host data for sharing with each of your customers.



Copy all of the files from within each of the Exchange folder within each of the Addresses to your preferred location and you will have backed up all of your production data.

Contacting the Technical Support Team

Support is provided for Hermstedt StingRay FTS users via email, phone, Webex (for remote desktop support) and dial-in via SSH over ISDN or IP to customers with a valid, paid annual maintenance & support contract.

Please note that free technical support is not provided.

If you have a valid maintenance & support contract you can contact our support department using the following details. Please quote your maintenance contract number in all communications.

Telephone: +44 (0) 333 123 1260
Email: support@pro2col.com