**BASIC**

* **I have both physical and virtual machines in my environment that I need to backup**
  + We can backup your entire environment due to the fact that Datto’s backup agent can be installed on both physical and virtual machines
* **I want to run hourly backups, but I don’t want my computers to run slow when I perform backups**
  + Because Datto’s backup agent uses an application-aware VSS backup engine, your system will not be subject to any noticeable impact to performance
* **I permanently deleted a file with critical data in it (or: My file got corrupted)**
  + Perform a file restore from the point in time when the file was last usable
* **I have an image-based backup, so I am ready for a disaster, right?**
  + Actually, in a disaster you would want your backups to be stored in a VM format so that you can virtualize your systems immediately.  Every snapshot that Datto takes is stored in VMDK file format so that it is ready to be used for virtual failover.
* **The last time that I had a disaster it turned out that my backups were not working, how is Datto different?**
  + If you don’t test your backups then you don’t have backups.  Screenshot verification provides visual proof that your snapshots are healthy and bootable.  Every 24 hours they are booted in a sandbox environment and a screenshot of the server/ system login screen is captured once the boot is complete.  This screenshot is documented in an email and in the partner portal.  This will not only save the time that it takes to manually test your backups, but also we present this to you regularly as “proof-of-service” to show that your backup solution is working.
* **Being close to the coastline, I’m worried about our entire office getting wiped out and us not being able to fulfill orders**
  + The beauty of a hybrid cloud solution is that you have copies of your data/ systems both locally on your network and in the cloud.  This way, if your entire office gets wiped out then you can still tap into your systems in the cloud!  Your employees can use any computer with an internet connection to access your systems in the cloud so that they can keep working.  If you need to retrieve files then you can perform an offsite file recovery, and if you need to restore your network or servers in the cloud you can do so with offsite virtualization.
* **My last backup solution was a real storage hog.  The backups filled up the NAS appliance we had them hooked up to in under a month, and then we had to delete them and start from scratch.**
  + With Datto’s Inverse Chain technology you can completely delete older, unnecessary backups in order to make room for new backups.  Each incremental is instantly capable of acting as a full image for the purpose of restoration as well as preserving the integrity of the incremental chain.  You could also take advantage of cloud retention so that you can keep more backups in the cloud in order to free up storage on your onsite appliance
* **I created this file yesterday, but I don’t know where I stored it (or: I cannot pinpoint where this virus is hiding on this computer)**
  + With Backup Insights, you can pick 2 snapshots/ different points in time of a given system and compare them.  You see the file tree of the system at each point in time and all of the data has been created, edited, or deleted.  This way, you can identify subtle changes that are made on a system.  Many partners used this to track down the impact of the recent Cryptolocker virus.
* **I want to have an extra copy of my backups onsite, or I have a hypervisor that I want to be able to utilize**
  + Perform a VM export of your snapshots to attached or networked storage, or a hypervisor.  When doing this, you would ideally only export your most recent snapshots because they each get exported as full VMs.
* **In order to meet compliance, I need my backups encrypted end to end**
  + SIRIS and ALTO are both capable of encrypting snapshots locally (AES 256 bit).  By default snapshots are not encrypted locally, so this feature needs to be enabled. Also, all snapshots are encrypted both in transit to and at rest within the Datto cloud (AES 256 bit).
* **In order to satisfy compliance, I need to have my backups stored in 3 locations**
  + Actually, although the Datto SIRIS solution is a hybrid cloud, the snapshots of partners in the U.S. are stored in 3 locations by default (a) the local appliance, (b) primary Pennsylvania data center, (c) redundant Utah data center.
* **I was tweaking some systems settings and I really messed up my server (or: My hardware failed on me)**
  + Perform a bare metal restore (BMR).  Follow the directions in the Datto appliance UI using either the PXE or USB method. This will restore your system or a new system back to the snapshot or time of your choosing.

**ADVANCED**

* **I need image-based backup for my Windows systems as well as a Datto-based backup for a few Mac and Linux systems in the office**
  + ShadowSnap works with all Windows operating systems version 2000 and later.  For the other non-Microsoft operating systems you can create a NAS share on any Datto appliance and use a 3rd party application in order to copy the systems data to that NAS.  You can enable AFP for Mac Time Machine software and NFS for Linux rsync scripts.
* **I have Microsoft Applications like SQL, Exchange, and SharePoint on my servers that I need to back up**
  + Because Datto’s backup agent uses block level backup and an application aware, VSS backup engine, your applications can be backed up while running without any noticeable performance decrease.  Furthermore, the agent will truncate the logs of all of these applications after a successful backup.
* **I have a few computers that are using iSCSI storage that need image-based backup**
  + As long as those iSCSI drives are fixed logical volumes that are recognized by a Windows system, then the Datto agent can be installed on that Windows system to perform an image based backup that includes that volume.  Dynamically sized iSCSI storage is not supported.
* **I need storage that supports iSCSI initiator for Windows (or My host ran out of storage)**
  + With the Datto NAS 1.1 update you can actually create iSCSI target shares on the Datto NAS.  It will backup those shares using incremental snapshots.
  + Also, you can perform an “iSCSI Rollback” which will restore the share back to the snapshot of your choosing
  + Furthermore, you can even use that iSCSI share as a VM datastore!
* **I lost an email from a few months ago, but my backup only has the EDB file in it and I cannot get to the email**
  + Datto SIRIS and ALTO products come with Kroll Ontrack’s software PowerControls.  This allows us to recover messages and entire inboxes.  It also comes in handy if we ever need to migrate Exchange or perform similar functions with SharePoint.
* **I have a robust virtual environment (or:  my environment prevents me from adding hardware but I need a business continuity solution)**
  + This is a great use case for either a Virtual SIRIS or Virtual ALTO to be installed on your existing hardware.  It can even backup physical machines that you do not have on your network.
* **I need to test out some software updates in order to see if there are any adverse effects on my systems**
  + Here, you can boot a VM copy of your system on the SIRIS in “disconnected” mode.  Meaning that it is an exact replica of your system, except for the fact that it is not live or bridged to the network.  If you blue screen your system with the update then you have not done any damage because it is a fake,  sandbox environment.