Backup and restore in Superpay

1. Summary

With Superpay version 4.10.16 we've introduced changes to backup to improve the security of your backup files, and to make it easier to restore selected companies from a backup file.

The backup files produced by Superpay have always been encrypted, but up until now a backup file could be restored by any Superpay program. With version 4.10.16 we've changed the default backup to only be readable by a Superpay running with the same licence number as the one that created it. This means that if someone stole one of your Superpay backups they could only restore it if they also had your full Superpay licence number.

We've also added an index to the backup file, so that when you restore you can see what companies are in the backup file and choose which ones to restore.

2. Setting the backup policy

There are two new fields in System settings where you can choose how your backup files will be protected. The first one sets the policy:

Only by a Superpay using your licence number.

This is the default. You can restore your backups just as before, but anyone using a Superpay with a different licence number won't be able to.

By any Superpay program.

This is like earlier versions of Superpay. You'd choose this if you wanted to send Superpay data to someone else (e.g. your client or accountant).

By entering your password, plus recovery by Superpay Support.

If you want more security, you can protect your backup file by a password of your choosing. In this case you'll have to enter the password to restore the backup. This choice also allows the file to be restored for you by us in the event that you forget your password (you'd have to send us the file for us to do this).

Only by entering your password.

With this choice you can only restore your file after you supply the password that you set. This is the most secure, but if you loose or forget your password the file will be useless.

The second field is where you enter your password if you've chosen a password option.

3. Restoring particular companies

When you restore a backup file created by Superpay version 4.10.16 or later you'll be presented with a list of the companies in the backup file. You can choose which ones to restore.

If the backup was created with an older version of Superpay, type in the company number you want to restore as before.