

STOP

Why do backup jobs fail?

Based on research from Mr Backup International Service Desk 2019

60% “Backup jobs are incomplete”

“The industry average failure rate when attempting to restore data from a backup”

50%

30%

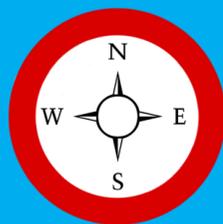
Backup jobs fail due to external networking, security settings, ISP connectivity, cyber attacks and bandwidth to the internet causing backup jobs to fail.



Connectivity

26%

Backup jobs fail due to infrastructure change from passwords, network settings, security updates, machines replaced, moved folders. The list is endless and anything you change in your system could affect your data backup system and stop jobs completing or skipping files.



Change

20%

Often overlooked is free space to store backup data. Backup drives can become full very quickly if not monitored and backup jobs will fail. Our support desk find that 20% of support tickets are generated to make more space for backup by freeing up space, archiving, deleting temp files or adding more backup storage space.



No Space

10%

10% of backup job failures are caused by services going offline. This can be hardware being offline, software services stopped or paused caused by updates, or system restarts.



Offline

5%

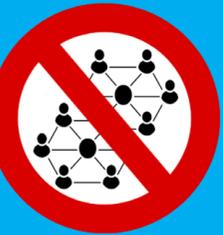
Software and file corruption often occurs when applications crash or machines lock up causing 5% of backup jobs to fail.



Corrupt

5%

Maintaining a high-quality of service LAN is vital to protecting your data. Backup jobs can handle minor network delays but 5% fail due to network availability between the data being protected and the backup target.



LAN Issues

4%

4% of backups fail due to user intervention. Mainly caused by manually stopping backup jobs that are running during critical times to free up system or network resources. Or users have changed and edited jobs and have failed.



Users

“As a business owner or IT Manager you are responsible for your companies data.

We find many data managers do not have the time or skills to resolve backup job issues immediately.

If unchecked, problems can go unnoticed for weeks, months or even years, rendering all future attempts to restore your data useless”.



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This report was conducted after a recent study across 5000 backup servers monitored and managed by Mr Backup International Support Desk. Only 20% of backups have a chance of success so Mr Backup's aim is to remove the risk and doubt when you need to restore data.