

LiveStor File Storage and Duration Frequently Asked Questions

General Frequently Asked Questions

Will LiveStor back up open files?

No, LiveStor is not designed to back up open files. LiveStor must have access to the file in order to back up successfully. To ensure that all of your data files are backed up, you should close any files that have been selected to be uploaded through LiveStor prior to running scheduled backup jobs.

How much data can I keep on the LiveStor remote server?

You determine how much data you want to store. You also specify the duration to keep changed or deleted data when you create your LiveStor jobs. The Duration can also be referred to as the time-to-store value.

Below are the factors that affect the amount of storage:

- How much data is initially uploaded from your local computer
- How much data is added, changed, or deleted from your local computer after the initial upload
- How long you want to keep your changed or deleted data on the LiveStor server

What happens to files stored on the LiveStor server that are never changed or deleted on my local computer?

Files that are stored on the LiveStor server that are never changed or deleted on the local computer are stored indefinitely on the LiveStor server regardless of their Duration value. This is because the Duration value determines the number of days to keep files that have been changed or deleted on your local computer.

If I edit my scheduled backup job and change the Duration, how will my previously stored files be affected?

Previously stored files are not affected by a change to the Duration value. If a scheduled backup job is edited and the Duration value is changed, the Duration value on previously stored files is not updated, so your previously stored files are not affected. Changes that you make to the Duration value will only apply to the following jobs that are run with the new value.

How does LiveStor handle files that may be included in multiple backup jobs?

Files that are included in multiple LiveStor backup jobs are only backed up once as long as the file name (including the folder path) is identical to that which was previously stored. LiveStor is designed to recognize files that are already stored regardless of the job used to store them. If the exact file is included in multiple jobs with different duration values, LiveStor stores the file based upon the duration value attached to the scheduled backup job that uploads the file.

How can I determine how much data I have currently stored on LiveStor?

Once a scheduled job has been completed, a confirmation message will display in the Event Log pane of the LiveStor Service Center window. This window indicates the total number of files that you have currently stored as well as the total size of the files stored. The file number and file size values also display on the title LiveStor Service Center window. For example, if you are currently storing twenty files and total file size of the files is 20 megabytes, these values display in parenthesis next to the title of the LiveStor Service Center window as (20/20 MB).

How do I know that all my files were uploaded successfully?

LiveStor displays a summary of the files that are uploaded as a job is completed in the Event Log pane of the LiveStor Service Center window. For more information on the the files that you are currently storing, please go to <http://my.livestor.com>.