

## **LiveStor General Functionality**

### **Frequently Asked Questions**



#### **General Frequently Asked Questions**

##### ***What is LiveStor and how does it work?***

LiveStor is a remote backup program designed to protect your most valuable data files by automatically transferring them over the Internet and storing them safely in our secure servers.

LiveStor works automatically based on scheduled jobs. When creating a LiveStor job, you assign a name and description to that specific job and define what location (folder, including sub-folders) you want to back up. You also define the frequency for the job to run and the duration to keep files on the LiveStor server that have been changed or deleted on the local computer.

The Duration, or the number of days to keep changed or deleted data, determines how long your changed or deleted data will remain on the remote server. The Duration value can be set to a minimum of three days and a maximum of 365 days. A full backup is stored when the initial file upload has been completed. As each subsequent LiveStor job is executed, files are handled as follows:

- New Files added to the local computer are uploaded. If these files are never changed or deleted on the local computer, LiveStor stores them indefinitely.
- Changed files on the local computer are stored on the LiveStor server. The previous file already on the LiveStor server is flagged so that it will be deleted from the LiveStor server after the user-defined duration value associated with that file expires.
- Files that have been deleted from the local computer are flagged on the LiveStor server so that they will be deleted from the LiveStor server after the user-defined duration value associated with that file expires.

### ***What are my responsibilities as a LiveStor user?***

As a LiveStor user, it is your responsibility to setup LiveStor to transfer your files to remote servers and to ensure that the transfer is functioning properly.

Setting up LiveStor includes the following responsibilities:

- Installation of the LiveStor programs on a computer that can properly access all of the files that you select to store remotely.
- Adding jobs to back up the correct location of the files that you want to include and jobs to run on the schedule that you configure. If you do not choose to run the job on an automated schedule, then it is your responsibility to run the job.

Ensuring that the file transfer process is functioning properly includes the following responsibilities:

- Routinely checking log files and our administration web page at <http://my.livestor.com> to determine that scheduled jobs are processing without error and you are storing all intended files.
- Ensuring that the LiveStor computer is powered up, not in Hibernate or Standby mode, and logged in with the LiveStor User Name associated with the LiveStor account so that scheduled jobs can be processed.
- Scheduling jobs to transfer files at a time when the files that you want to transfer are not open. LiveStor does not transfer open files.

### ***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

### ***How does LiveStor correlate with the ACS Automatic Backup Scheduler program?***

The ACS Automatic Backup program is designed to create and store a backup of your ACS data. The ACS Automatic Backup program, available with the release of ACS 7.0, can be installed on your computer from the ACS 7.0 Update CD.

With the ACS Automatic Backup program, you can establish and maintain a schedule for making regular backups of your ACS data.

With LiveStor, you can store the backup files of your ACS data created with the ACS Automatic Backup program remotely to ensure they can be recovered in the event of hard drive failure, theft, or other such disasters. In this way, the backup files that you create with the ACS Automatic Backup program can correlate with LiveStor to store your data on our safe and secure servers remotely.

### ***Does LiveStor only store backup files of ACS Data?***

No, the basic purpose of LiveStor is to accept data in any format and store the data on a remote server. However, it is recommended that you only back up data files, not program or system files.

### ***Where are the data files that are sent through LiveStor stored?***

The data files that you send through LiveStor are stored on secure servers at an ACS Technologies Data Center.

### ***Is E-mail Support available for LiveStor?***

Yes, you can submit an online support question to the ACS Technologies Support Department by e-mailing [support@lvestor.com](mailto:support@lvestor.com). You can also access [www.lvestor.com](http://www.lvestor.com) and click the Submit Question Online link under **Support**. You will receive a response within 6 business hours.

### ***What types of support are available for LiveStor clients?***

LiveStor Support clients receive online support, e-mail support, phone support, and an Internet based Knowledge Base.

### ***How much does LiveStor Support cost per month?***

The pricing rate of support for LiveStor is based on client storage and the number of LiveStor copies currently installed. To access a pricing chart containing this information, please go to [www.lvestor.com](http://www.lvestor.com), and click the link under Pricing.

## LiveStor Frequently Asked Questions

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### ***If I have forgotten my password, how do I get it back?***

If you have forgotten or lost your password, you can contact the ACS Technologies Support Department at [support@lvestor.com](mailto:support@lvestor.com).

### ***How do I request enhancements for LiveStor?***

You can submit an enhancement request for LiveStor via e-mail to [support@lvestor.com](mailto:support@lvestor.com).