


## **LiveStor System and Security Frequently Asked Questions**



### **General Frequently Asked Questions**

#### ***What version of the .NET Framework must be installed prior to installing and running LiveStor?***

You must be on .NET Framework version 1.1 to install and run LiveStor.

#### ***Can I still run LiveStor without installing .NET Framework Version 1.1?***

You must install the .NET Framework on all computers prior to installing or opening LiveStor. The .NET Framework is necessary in order to maintain the web-enabled storage capability of LiveStor.

#### ***Can LiveStor run as a Windows service?***

LiveStor does not currently function as a Windows service. However, an enhancement to develop this capability is planned for the future. As a result, you should ensure that a LiveStor user is logged in and that the computer designated to perform your LiveStor backup jobs remains on and running at the time of a scheduled backup to confirm the completion of the backup job. The LiveStor Service Center icon should always be located in your system tray.

#### ***Does the computer that LiveStor is installed on have to be powered up in order for a scheduled backup job to be completed?***

Scheduled Backup jobs cannot be completed if your computer is powered off, or in Standby or Hibernate mode. Additionally, if the computer is not powered up and a LiveStor user is not logged in at the time of the scheduled job, a confirmation message inquiring as to whether you want to process past jobs displays once the computer is powered on. When the Process Past Jobs prompt displays, you can select to process the past jobs immediately. If you do not process the past job immediately, the jobs will be rescheduled for the job's next scheduled time.

### ***What happens if the computer that LiveStor is installed on loses power or is shut down while a job is in progress?***

In the event that the computer that LiveStor is installed on loses power or is shut down while a LiveStor job is in progress, the job does not automatically restart when your computer is powered on. You can manually run the job again or wait until the next scheduled run. The files that were completely uploaded before the interruption or power loss are stored on the LiveStor server.

### ***When would I need to install LiveStor on more than one computer?***

You need to install LiveStor on more than one computer if you want to backup files on different computers and the computer that LiveStor is installed on cannot access the files on the other computers.

### ***How are data files that I store using LiveStor kept secure?***

LiveStor is designed around the concept of file security, from uploading your data via the FTP site to long term storage; we have built in security measures to safeguard your files. The FTP site is secured so that it is only accessible via the Internet by entering a correct username and password on the LiveStor login page. This security measure prevents any outside interference. Once your data files have been transferred through the secure FTP site, the LiveStor director removes the files off the FTP site and stores them on the LiveStor storage server, which is a location that cannot be directly accessed by an outside party through the Internet. Additionally, we store data files with unique identifiers instead of their native file name. This separation of information secures the data so that only our system administrators can match up the files.

### ***Does LiveStor scan my files for viruses?***

No, LiveStor does not scan any uploaded data files for viruses. There is no danger of transferring viruses to the LiveStor server, because LiveStor is not designed to open or view the files during the file transfer or upload. In the event that your files have viruses, LiveStor will still store them. Antivirus precautions should be taken at the local level.

### ***What kind of user account must I have to create and schedule jobs?***

It is recommended that each user authorized to schedule a LiveStor job needs to have administrative rights to the computer, which the files are uploaded from.