

ACS *LiveStor*™

User Guide

We're here to help. Just ask.



LiveStor Service Center User Guide

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Introduction

Welcome to the LiveStor Service Center User Guide. 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. This User Guide is intended to familiarize you with the features and functions, as well as provide procedures that aid in the successful usage of LiveStor.

LiveStor User Responsibilities

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

To set up LiveStor, make sure that you:

- Install LiveStor on a computer that can properly access all of the files that you select to store remotely.
- Add jobs to back up your files and run on the schedule that you configure. If you choose not to run a job on an automated schedule, it is your responsibility to run the job.

The following are the requirements for LiveStor to run properly:

- The computer on which LiveStor is installed must be running at the time the job is scheduled. It cannot be in hibernate or standby mode.
- Other computers containing the shared folders must be running at the time the job is scheduled.
- The network user who was active when LiveStor was installed must be logged on to the network at the time the job is scheduled.
- The LiveStor  icon must display in the system tray.
- Your Internet cable must be connected.
- Your LiveStor job must be enabled.
- The files you want to back up must be closed. LiveStor does not transfer open files.

To ensure that your files transferred properly, routinely review log files in the LiveStor Service Center. To view LiveStor logs, go to the **View** menu and click **View Logs**. Double-click each log to view details. To make sure your files stored on the LiveStor servers, visit LiveStor Online at <http://my.livestor.com>. Make sure the results correspond with your LiveStor logs.

Changing Your Password

When you sign up with LiveStor, you are provided a password. You can change this password in your LiveStor Service Center.

Note: Your password must be a minimum of eight characters.

To change your password

1. On the **File** menu, click **Change Password**.
2. In the Password Change window, enter your old password and new password. You must enter your new password in the **New Password** and **Confirm New Password** fields.
3. Click **OK**.

Using the Side Panel

Your LiveStor Service Center includes shortcuts to commonly used windows in the program. To view these shortcuts, go to the **View** menu and click **Show Panel**. A check icon displays next to Show Panel.

The side panel displays on the left side of your LiveStor Service Center. It includes the following:

Tasks

- **View Jobs** — Displays the Scheduled Jobs window in which you can view the jobs you have created.
- **Create a new backup job** — Displays the Scheduled Jobs (NEW) window in which you can add a new job.
- **Edit selected backup job** — Displays the Job Properties window in which you can edit the job that you selected in the Scheduled Jobs window.
- **Launch backup job** — Runs the job that you selected in the Scheduled Jobs window.
- **Restore files** — Displays the Restore Files window in which you can restore files from the LiveStor servers. The side panel does not display in the Restore Files window. To display the panel, click the exit icon in the top left corner.
- **View Activity** — Displays the Activity window in which you can view the details of a running job. If you don't have a job running, you can view the results of the last job that ran.

Other Places

- **My Livestor** — Displays LiveStor Online, which you can visit to view details about the jobs stored on the LiveStor servers.
- **Knowledge Base** — Displays the LiveStor Knowledge Base, an online library that includes tips, procedures, and answers to common questions.

Details

- **Version** — Displays the current version of your LiveStor Service Center.
- **Status** — Displays the current status of activity for your LiveStor Service Center.

Using Help

If you need assistance with your LiveStor Service Center, you can click the Help  icon in the top right corner of your window. You can also go to the **Help** menu and click **Quick Help**.

Managing Backup Jobs in the LiveStor Service Center

In the LiveStor Service Center, you can add, edit, and delete backup jobs. You can also manually run a backup job at any time.

The LiveStor servers can store multiple versions of a file in addition to files that you have removed from your computer. If you edit a file on your computer that you have previously stored on the LiveStor servers, your LiveStor Service Center stores your newly edited version. In addition, LiveStor continues to store your previous version for the amount of time that was set in the **Duration** field of your job properties when your job ran. If you delete a file from your computer that your job has stored, LiveStor continues to store the file for the amount of time that was set in the **Duration** field when your job ran.

The following sections include information on:

- Adding jobs
- Scheduling jobs
- Running jobs
- Editing jobs
- Deleting jobs
- Deleting files from the LiveStor servers
- Viewing job logs

Note: Review the LiveStor User Responsibilities section on page 4 before you create a backup job.

Adding a Backup Job

When you create a backup job, you must enter information in the Scheduled Jobs (NEW) window. You can display this window by clicking **Create a new backup job** in the **Tasks** section on the left panel of your LiveStor Service Center.

To add a backup job

1. On the **Tools** menu, point to **Job** and click **Add**. The Scheduled Jobs (NEW) window displays.
2. Under **General Properties**, enter a name for your backup job in the **Job name** field. For example, enter **My Documents**.
3. In the **Description** field, enter a description of the backup job. You can include information such as the types of files in the backup. This field is optional.
4. To set up the job to send an e-mail if the job runs but does not store any files, select **Notify me if this job runs but stores no files**.
5. To set the job to run automatically, select **Enable this job to run at the scheduled time**. The job will not run automatically if this option is not selected.
6. In the **Notify me if this job has not run within**  **day from the scheduled date** field, enter the number of days you want the LiveStor system to wait before sending an e-mail that the job is past due.
7. Under **Job Details**, click **Browse** to locate the folder that includes the file or files that you want to include in your backup job.
8. In the **Browse For Folder** dialog box, highlight the folder you want to back up, and click **OK**.
9. If the selected folder contains subfolders that you want to back up, select **Include Sub-Folders**.
10. In the **Duration** field, enter the number of days that you want the LiveStor servers to retain your original files. The Duration does not affect stored files that you have not changed or deleted.

See the following procedures to schedule your job to run daily, weekly, or monthly.

Scheduling a Backup Job

When you create a backup job in the Scheduled Jobs (NEW) window, you can schedule a time for the backup to run automatically. Before you can schedule a job, you must complete the Adding a Backup Job procedure on page 7.

To schedule a backup job to run daily

1. In the **Schedule** section under **Occurs**, select **Daily**.
2. In the **Every** **day(s)** field, enter the frequency for which you want to run the backup.
3. In the **Starting** drop-down list, select the starting date from the calendar.
4. To change the starting time, click the hours text, the minutes text, and the AM/PM designation and enter the time you want the backup to run. For example, if the time displayed is **08:00 PM** and you want the backup to run at **6:30 AM**, do the following:
 - Click **08** to highlight the hour and enter **06**.
 - Click **00** to highlight the minutes and enter **30**.
 - Click **PM** to highlight the AM/PM designation and enter **AM**.
5. Under **Duration**, select one of the following:
 - **I would like to end this job on** — Select the date on which you want to stop backing up the selected folder.
 - **No end date** — Backs up the selected folder for an unlimited amount of time.
6. Click **OK**.

To schedule a backup job to run weekly

1. In the **Schedule** section under **Occurs**, select **Weekly**.
2. Under **Weekly**, select each day of the week on which you want to run the backup. You can select multiple days.
3. In the **Starting** drop-down list, select the starting date from the calendar.
4. To change the starting time, click the hours text, the minutes text, and the AM/PM designation and enter the time you want the backup to run. For example, if the time displayed is **08:00 PM** and you want the backup to run at **6:30 AM**, do the following:
 - Click **08** to highlight the hour and enter **06**.
 - Click **00** to highlight the minutes and enter **30**.
 - Click **PM** to highlight the AM/PM designation and enter **AM**.
5. Under **Duration**, select one of the following:
 - **I would like to end this job on** — Select the date on which you want to stop backing up the selected folder.
 - **No end date** — Backs up the selected folder for an unlimited amount of time.
6. Click **OK**.

To schedule a backup job to run monthly

1. In the **Schedule** section under **Occurs**, select **Monthly**.
2. Under **Monthly**, select one of the following:
 - **Use the Starting date for recursion** — Schedules the backup to run every month from the date you enter in the **Starting** field.
 - **Use the** — Select the day from the drop-down lists.
3. In the **Starting** drop-down list, select the starting date from the calendar.
4. To change the starting time, click the hours text, the minutes text, and the AM/PM designation and enter the time you want the backup to run. For example, if the time displayed is **08:00 PM** and you want the backup to run at **6:30 AM**, do the following:
 - Click **08** to highlight the hour and enter **06**.
 - Click **00** to highlight the minutes and enter **30**.
 - Click **PM** to highlight the AM/PM designation and enter **AM**.
5. Under **Duration**, select one of the following:
 - **I would like to end this job on** — Select the date on which you want to stop backing up the selected folder.
 - **No end date** — Backs up the selected folder for an unlimited amount of time.
6. Click **OK**.

Manually Running a Backup Job

You can manually run a backup job in the Scheduled Jobs window at any time, even if you have enabled the job to run automatically. You can display this window by clicking **View Jobs** in the **Tasks** section on the left panel of your LiveStor Service Center.

To manually run a backup job

1. On the **View** menu, click **View Scheduled Jobs**.
2. In the Scheduled Jobs window, select a backup job.
3. On the **Tools** menu, point to **Job** and click **Run Now**. The backup job runs.

Tip: You can also select a job name, right-click, and click **Run Now** or click **Launch backup job** in the **Tasks** section on the left panel of your LiveStor Service Center.

Editing a Backup Job

You can edit a backup job in the Scheduled Jobs window as your needs for the backup change. You can display this window by clicking **View Jobs** in the **Tasks** section on the left panel of your LiveStor Service Center.

Note: The LiveStor team does not recommend editing the file path in the **Location** field of your job details after the job has run.

To edit a backup job

1. On the **View** menu, click **View Scheduled Jobs**.
2. In the Scheduled Jobs window, select a backup job.
3. On the **Tools** menu, point to **Job** and click **Edit**. The Job Properties window displays.
4. Make the appropriate changes in the **General Properties**, **Job Details**, and **Schedule** sections. For more information on these sections, see “Adding a Backup Job” on page 7 and “Scheduling a Backup Job” on page 8.
5. Click **OK**.

Tip: You can also select a job name, right-click, and click **Edit** or click **Edit selected backup job** in the **Tasks** section on the left panel of your LiveStor Service Center.

Deleting a Backup Job

You can delete a backup job from LiveStor when you no longer need to back up the files included in the job. To delete a job, open the Scheduled Jobs window. To display this window, you can click **View Jobs** in the **Tasks** section on the left panel of your LiveStor Service Center.

To delete a backup job

1. On the **View** menu, click **View Scheduled Jobs**.
2. In the Scheduled Jobs window, select a backup job.
3. On the **Tools** menu, point to **Job** and click **Delete**. A confirmation message displays.
4. Click **Yes**. LiveStor deletes the job.

Tip: You can also select a job name, right-click, and click **Delete**.

Deleting a job does not delete files you have stored on the LiveStor servers. To delete files from the servers, see “Deleting a File from the LiveStor Servers” on page 11.

Deleting a File from the LiveStor Servers

After you delete a job, previously backed up files might remain on the LiveStor servers. You can remove them in the Restore Files window. To view this window, you can click **Restore files** in the **Tasks** section on the left panel of your LiveStor Service Center.

Note: Deleting files from the servers does not delete them from your computer.

To delete a file from the LiveStor servers

1. On the **Tools** menu, click **Restore Files**.
2. In the left pane of the Restore Files window, navigate to the folder that includes the files you want to delete. To display the files in the folder, click the folder name.
3. In the right pane, click the name of the file you want to remove from the LiveStor servers.
4. Right-click the file name and click **Delete**. The Confirm File Removal dialog box displays.
5. Select an option and click **Yes**. For information about the options, see the following section.

About the options

- **Auto Retention** — Select this option to remove a file in the amount of time you selected in the **Duration** field of its job properties. To view job properties, right-click the job name in the Scheduled Jobs window. Auto Retention is based on the duration that was set at the time the file was stored.
- **Default of Job** — Select this option to remove a file from the LiveStor servers three days from when you delete it in your Restore Files window. To display this option, clear the **Auto Retention** option.
- **Immediately** — Select this option to delete the file from LiveStor servers immediately. To display this option, clear the **Auto Retention** option.
- **In  days** — Select this option to specify the number of days before LiveStor deletes the file. To display this option, clear the **Auto Retention** option.
- **Clear Purge Settings** — Select this option to reset the purge date that displays in the **Status** column of the Restore Files window. The new purge date is based on the duration that was set at the time the file was restored. To display this option, clear the **Auto Retention** option. This option displays only for files that are already set to be deleted.

If you need assistance with removing files from the LiveStor servers, e-mail LiveStor Customer Service at support@livestor.com.

Viewing the Job Log

Each time a job runs, LiveStor logs the activity of that job in the job log that displays at the bottom of your LiveStor Service Center. To make sure your log displays, go to the **View** menu and click **Show Logging**. A check icon displays next to Show Logging.

The job log includes the date and time that your job ran, the files that were included in the job, and the status of each file. It also displays the total number of files uploaded, their file sizes, and any errors that occurred. To save the current log to your computer, go to the **File** menu and click **Save Log**.

To view all job logs, go to the **View** menu and click **View Logs**. To see the details of a log, double-click the log. The log does not represent the entire storage process. To make sure that your files are stored on the LiveStor servers, visit LiveStor Online at <http://my.livestor.com>.

Restoring Files from the LiveStor Service Center

Once you have stored files with LiveStor, you can restore them at any time.

Accessing the Restore Feature

To access the Restore feature, go to the **Tools** menu and click **Restore Files**. You can also click **Restore files** in the **Tasks** section on the left panel of your LiveStor Service Center. The Restore Files window displays. A folder structure displays in the left pane. When you expand the structure, each directory that you have backed up displays.

Understanding File Versions

You can view different versions of your backup files in the Restore Files window. The **Version** column in the right pane displays the version of each file. The most recent backup version displays **Current**. The next most recent version displays **version -1**. The version prior to that displays **version -2**.

The version number is based on the number of days you set in the **Duration** field in the Job Properties window. For example, if you set the duration to 25 days and the file you back up is changed every day, LiveStor stores 25 files — one updated file for each scheduled backup run. The least recent version of the file displays **version -25**. LiveStor removes the files older than 25 days.

Sorting the File List

When you view a list of files that you can restore, you can sort the list by any of the column headings at the top of the right pane in the Restore Files window. To sort by a column heading, click the heading. For example, if you want to sort the list by file type, click the **Type** heading. The file list is reorganized by file type. The column headings available are:

- **Name** — The name of the file
- **Size** — The size of the file
- **Type** — The file type, including the file extension
- **Modified** — The date the file was last modified
- **Version** — The LiveStor backup version for the file
- **Status** — The status of the file in LiveStor

Restoring Files to Their Original Location

To restore files, open the Restore Files window. To view this window, you can click **Restore files** in the **Tasks** section on the left panel of your LiveStor Service Center.

Caution: When you restore files to their original location, you might overwrite files currently there.

To restore files to their original location

1. On the **Tools** menu, click **Restore Files**. The Restore Files window displays.
2. In the left pane, navigate to the folder that includes the files you want to restore. To display the files in the folder, click the folder name.
3. To restore an entire folder's contents, select the folder's option in the left pane. To restore individual files, view the right pane and select the option for each file.
4. In the **Restore files to** drop-down list at the bottom of the window, select **Original Location**.
5. Before you can proceed, you must select the **Acknowledge possible overwriting of files** option.
6. Click **Start Restore**.

Restoring Files to an Alternate Location

To avoid the possibility of overwriting files, you can restore your files to another location. To restore files, open the Restore Files window. To view this window, you can click **Restore files** in the **Tasks** section on the left panel of your LiveStor Service Center.

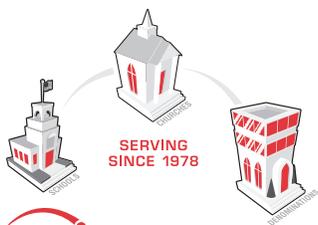
To restore files to an alternate location

1. On the **Tools** menu, click **Restore Files**. The Restore Files window displays.
2. In the left pane, navigate to the folder that includes the files you want to restore. To display the files in the folder, click the folder name.
3. To restore an entire folder's contents, select the folder's option in the left pane. To restore individual files, view the right pane and select the option for each file.
4. In the **Restore files to** drop-down list at the bottom of the window, select **Alternate Location**.
5. In the **Alternate location** field, enter the location to save the files to or click **Browse** to select a location. Select the folder and click **OK**.
6. Click **Start Restore**.

Locating a Restored File Sent to an Alternate Location

When you restore a file to an alternate location, the path to the restored file includes the path to the original file. However, the file properties are changed. The created, modified, and accessed dates display the date and time of the restore. The following are examples of file paths:

- **Original File Path** — c:\My Documents\LiveStor Backups
- **Alternate Location** — c:\Desktop\LiveStor Restored Files
- **Path to the restored file after the restore completes** —
c:\Desktop\LiveStor Restored Files\My Documents\LiveStor Backups



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