



TECHNICAL PAPER SERIES

**Reducing Your Storage
Usage**

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Reducing Your Storage Usage

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Reducing Your Storage Usage

Introduction

If you are reading this paper, you may have recently received an email informing you that you are using more storage space than your pricing plan allows or you may have received a bill for more than the base price of your monthly pricing plan. This paper will help you reduce the storage space you are using and thereby help you reduce the monthly costs of the ECG Data Storage service.

How is my storage usage computed?

Every time you run a backup, files that have been created since your last backup are compressed, encrypted and then sent to the ECG servers. These files add to your storage usage. Because they are compressed, they use less storage on the ECG servers than they do on your own hard drive.

In addition to the newly created files, files that have changed since your last backup are also transmitted. These are files whose content has changed but whose filename has stayed the same. These new versions of files are known as “revisions.” Revisions also add to your storage usage. The ECG Data Storage software contains a tool, called “Revisions Rules” that let you manage how many revisions of each file will be kept on the ECG servers. At the end of every backup these revision rules are automatically run and revisions that fail the rule are deleted from the ECG servers. By default, the ECG Data Storage software is set to keep 10 revisions for all types of files. You have the ability to change this default rule to store fewer or greater number of revisions as well as set up additional rules that apply to only selected files/folders or types of files.

In summary, your total storage usage is the sum of the space taken up by all of the files (compressed) and all of the revisions (compressed) that are backed up and stored on the ECG servers.

How do I reduce my storage usage?

There are two ways to which you may be able to lower your storage usage. One method is to delete selected folders, files or revisions that have been backed up. You may have files backed up that you no longer need to be stored or you may have files backed up that never needed to be backed up in the first place, such as temporary internet files or

program files. If you do delete files from the ECG servers (they will NOT be deleted from your own hard drive) you will also need to make sure that these files are not in your active Backup Sets and will not be backed up again. The second method is to change your revision rules so that the software keeps fewer versions of changed files. You can either change the default rule that applies to all files or create additional rules that apply to only certain files.

If you need any help reducing your storage usage or if you have any questions regarding any of the information contained in this paper, please contact our technical support department via phone at 1-800-767-5599 or via email at support@ecg1.com.

Things to remember...

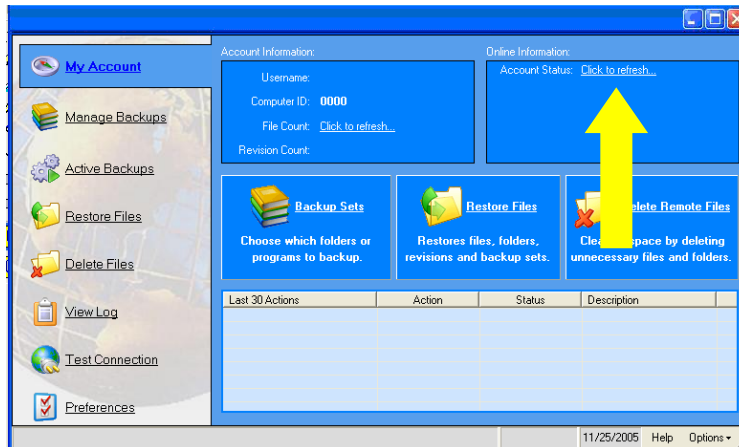
- ✓ There are two ways to lower your storage usage – deleting files and changing your revision rules.
- ✓ If you delete files, you must also remove them from your Backup Sets. Otherwise they will be backed up again.
- ✓ Deleting files deletes them only from the ECG servers and NOT from your computer.

Common causes of high storage usage

- ✓ Too many revisions are stored, especially of large files that change daily, such as:
 - Microsoft Outlook .PST files
 - Microsoft Exchange Server files
 - Microsoft SQL databases
 - Microsoft Access and other databases
 - QuickBooks files
- ✓ Files are backed up that do not need to be, such as:
 - Temporary internet files
 - Program files
 - Windows operating system files
 - Clipart
 - Other multimedia files (e.g. MP3s)

Viewing your Storage Usage

- 1 Before you go about reducing your storage usage, the following steps will show you how to check how much storage you are currently using. **Please note that this information is updated every four hours.**



- 2 To view the amount of disk space on the ECG servers that your account is using, click **My Account**, in the upper left of the screen.
- 3 On the top right of the page, under Online Information, is your **Account Status**. To view your account status, select the link to the immediate right labeled, “Click to Refresh”.
- 4 You can also view your usage and recent backup information online by logging into your account at support@ecg1.com.

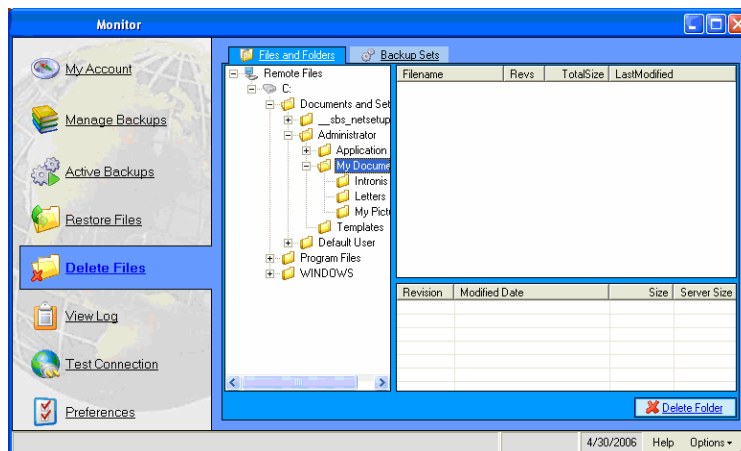
Part I – Deleting Files and Revisions

Deleting files will instantly lower the amount of server storage that your account is using. However unless those files are no longer on your hard drive(s), or are no longer in your Backup Sets, they will be backed up again the next time a backup runs. Therefore, after deleting files, you must also remove them from you Backup Sets. Keep in mind that deleting files will **NOT** delete them from your computer, but only from the ECG servers.

Deleting Selected Folders, Files or Revisions

The following steps will show you how to delete selected folders, files or revisions.

- 1 Click **Delete Files**.
- 2 Next, Click the tab on the top of the window labeled **Files and Folders**.
- 3 Select the folder that you want to delete. Click on the “+” to expand a folder. Click on the “-” to collapse a folder. The folder you have selected will become highlighted. Make sure that you Click the folder to see its contents.



4 **Deleting Folders:**

- a. Click the **Delete Folder** button on the bottom right of the window to delete the selected folder and all subfolders and files contained within.

4 **Deleting Files:**

- a. All of the files contained in the folder that you selected will be displayed in the right box of the window. Select the files that you wish to delete. You may select more than one file by Clicking while holding down the

shift key (for consecutive files) or the *control key* (for non-consecutive files).

- b. Click the **Delete Files** button on the bottom right of the window to delete the files (and ALL corresponding revisions) that you have selected.

4 Deleting Revisions:

- a. All of the files contained in the folder that you selected will be displayed in the right box of the window. Select the files from which you wish to delete revisions.
- b. All of the revisions associated with that file will be listed in reverse chronological order (the latest version of the file will be first and will be labeled “*latest*”) on the bottom right box of the window. You may select more than one revision to delete by Clicking while holding down the *shift key* (for consecutive files) or the *control key* (for non-consecutive files).
- c. Click the **Delete Revision** button on the bottom right of the window to delete the revisions that you have selected. **Please note that deleting all revisions of a file has the same effect as deleting the file.**

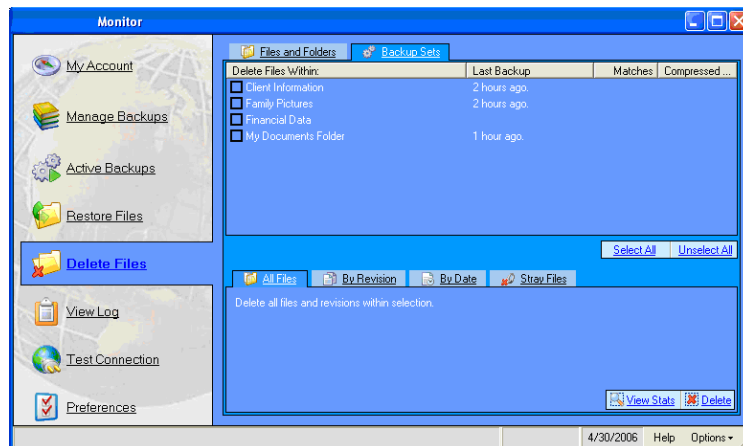
5 For security reasons, you may be prompted for your password.

6 Next, you will be prompted to confirm that you want to delete the selected folders, files or revisions. If you are sure, Click **Yes**.

Deleting Groups of Files or Revisions

The following steps will enable you to delete groups of files and revisions by specifying a date or the number of revisions to keep.

- 1** To begin the process, Click **Delete Files**.
- 2** Now, Click the tab on the top of the screen labeled **Backup Sets**.



3 Click on the checkbox to the left of the names of the Backup Sets from which you want to delete all files (or revisions). You may Select multiple Backup Sets.

- You can also Select all Backup Sets by Clicking **Select All**.
- Click **Unselect All** to remove all selections.

4 *Deleting Files or Revisions by Date*

The following steps will enable you to delete all the files or revisions of a Backup Set that were backed up earlier than a specified date.

- a. Under the box that lists all of your Backup Sets, you will see text that says, “**Delete files older than:**” Next to that text, you will see a date. Click on the Date and a calendar will appear. (You may have to Click twice).
- b. Select a Date from the calendar. Files that are older than the Date that you Select will be deleted.
- c. To delete all files and revisions of the Backup Set, make sure that the checkbox labeled **Only Delete Revisions** is NOT checked.
 - If you only want to delete the revisions of the Backup Set, the checkbox labeled **Only Delete Revisions** should be checked.
- d. Click the middle **Delete** button (the one located below the Date and the checkbox of the previous step).

4 *Deleting Revisions by Number of Revisions*

The following steps will enable you to delete revisions of a Backup Set by letting you select how many revisions to keep. The rest of the revisions will be deleted.

- a. On the right part of the window, you will see “**Delete revisions, starting at: # # #**”. Click the up and down arrows to Select the numbered revision from which you will delete all older revisions. You may also Type a number.
 - For example, if you want to delete all revisions, Select 1. If you want to keep the first 5 revisions, and delete the rest, Select 6.
 - b. Click the right-most **Delete** button (the one located below text labeled “**Delete revisions starting at: # # #**”).
- 5 For security reasons, you may be prompted for your password.
 - 6 You will be prompted to confirm that you want to delete the files. If you are sure, Click **Yes**.
 - 7 After a pause (this may take up to several minutes, depending on the number of files of the Backup Set), the files and/or revisions of the selected Backup Set(s) will be deleted from the ECG servers.

Deleting Stray Files

ECG Data Storage features a Sync function that will remove any stray files being stored on the ECG servers.

1. Go to **Delete Files** from the main menu of the monitor
2. Select the tab **Backup Sets** at the top left of the monitor. Within this tab, there is a **Stray Files** option at the bottom of the screen. Click on this option, and several details will appear.
3. Ensure that **Delete if Not Linked To Any Backup Set** is checked. This will delete any files that no longer exist locally on your computer or that are no longer part of a Backup Set.
4. If this raises concern about deleting important files, select the option to **Prompt for Each File** so that you can confirm which files are being deleted from the ECG servers.
5. To begin deleting stray files, select **Remove Stray Files**.

Part II – Removing Files from your Backup Set

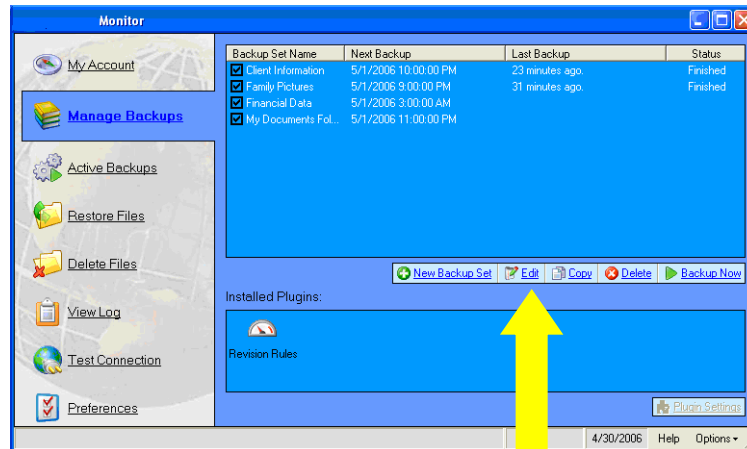
Unless you have deleted only files that are no longer on your hard drive(s) or no longer in your Backup Sets, or you deleted only revisions, then you will need to make sure that the deleted files will not be backed up again. There are three ways you may be able to do this. You can (i) edit your individual Backup Set(s) so that the files you have just deleted are no longer included or you can (ii) exclude selected files or folders from all of your Backup Sets or you can (iii) delete these files from your hard drive.

- 1** Can I edit my Backup Sets to exclude the files I have deleted?
 - a. If you have deleted only specific file types (files with the same file extensions) such as Microsoft Word documents (.DOC) or MP3 files AND if you had originally setup your Backup Sets by *file type*, then you can edit your Backup Sets and exclude these types of files from your Backup Sets. However, you should ONLY exclude these types of files if you do not want ANY files of these types backed up. If, for example, you have deleted some of your Word documents but not all of them, then you should NOT use this method. This method will typically be effective if you have a select few types of files that you no longer want to backup (i.e. .PST file or digital pictures).
 - b. If you have deleted ALL of the files from certain specified folders AND if you had originally setup your Backup Sets by *folder*, then you can edit your Backup Sets and exclude these folders from the Backup Sets. Only use this method if you will never need to backup any files from these selected folders again.
- 2** If you do not meet the requirements for the two methods described in 1(a) and 1(b) above then you will not be able to edit your Backup Sets in order to exclude the files that you have deleted. Instead you can use the Exclude Files and Folders feature. To learn how to use this tool, please turn to **page 12**.
- 3** While we have listed it third, the easiest way to exclude certain files from your Backup Sets and therefore from ever being backed up again is to delete them from your hard drive(s). Of course, only do this if you are certain that you will never need these files again.

Editing a Backup Set

If you have determined that editing your Backup Set will allow you to exclude the files that you have deleted then please follow these steps.

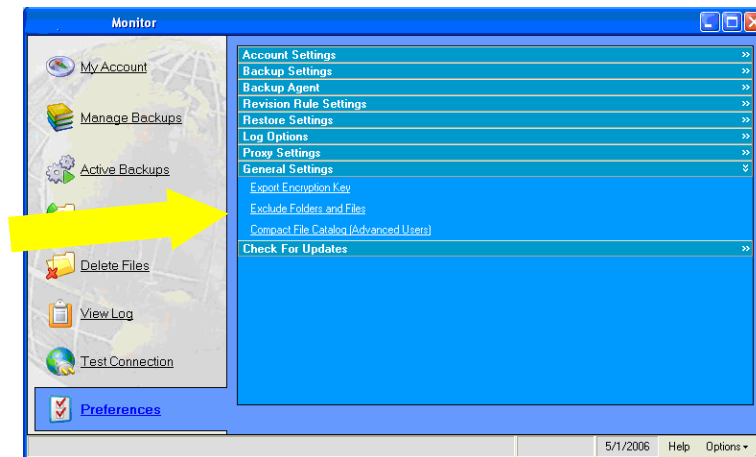
- 1 To edit a Backup Set, first Click on **Manage Backups**.



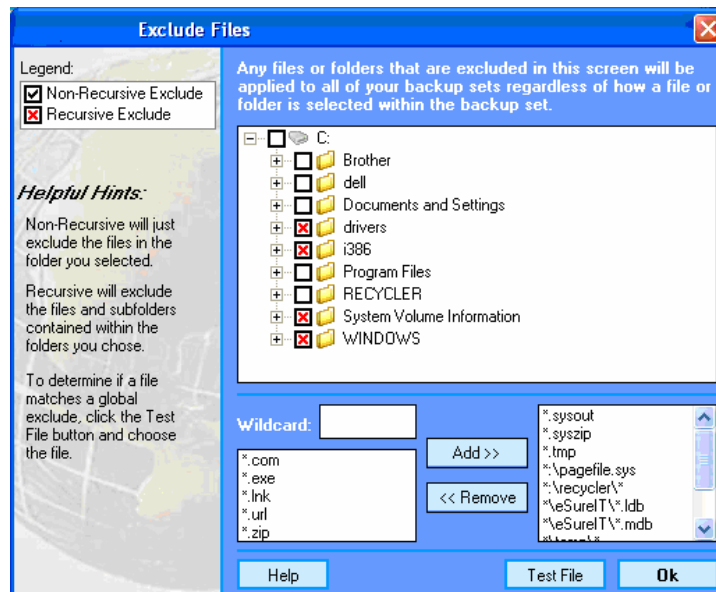
- 2 Select a Backup Set by Clicking once on the name of the Backup Set that you want to edit (it will become highlighted).
- 3 Next, Click **Edit** at the bottom right of the window. Alternatively, you may Double Click on the name of the Backup Set. This will bring up the Backup Set creation wizard.
- 4 For step by step instructions on editing your Backup Set, please consult the ECG Data Storage User Guide. You can download the User Guide after logging into your account at www.ecg1.com.

Excluding Files and Folders from All Backup Sets

If you have determined that the best way to exclude the files from your Backup Sets that you have just deleted is to use the Exclude Folders and File tool, then please use the following steps. Note that files or folders that you select will be excluded from ALL of your Backup Sets.



- 1 To exclude files and folders, Click **Preferences**.
- 2 Next, Click **Exclude Folders and Files** which is located under *General Settings*. You may need to expand the *General Settings* list by Clicking anywhere on the *General Settings* viewbar.
- 3 You may choose files to exclude by Clicking on the checkbox to the left of the desired folder. Click “+” to expand a folder and “-” to collapse a folder.
 - Click the checkbox once and you will see a check. A check means that all files in the selected folder will be excluded. However, files in subfolders will not be excluded.
 - If you want to exclude files in the selected folder AND all subfolders, Click the checkbox again and a red “X” will appear. If you expand the selected folder, you will notice that all subfolders also have a red “X.”

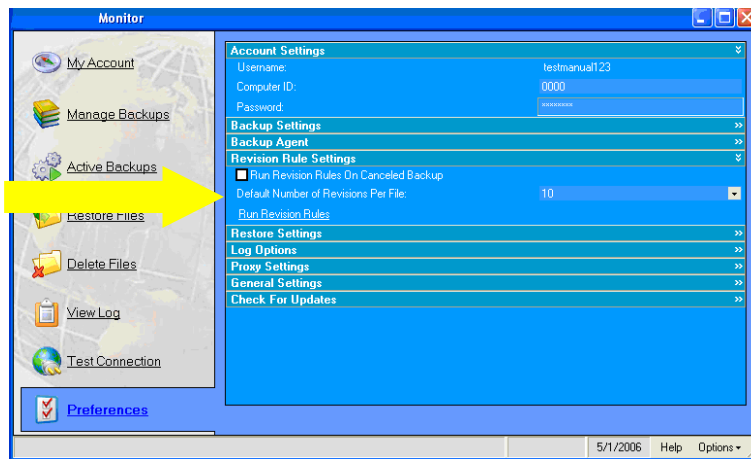


- 4 You may also select files to exclude by typing in a wildcard or selecting one of the listed wildcards. A wildcard is a part of a file name for which the system will search.
 - For example, to exclude all executable files, Type in “*.exe”) in the **Wildcard** box and Click **Add**. Note that a wildcard must contain a “*” and may contain more than one “*”.
 - To choose one of the prelisted wildcards, Select it and Click **Add**.
 - To remove a wildcard from the list, Select it from the box on the bottom right of the window and Click **Remove**.
- 5 By default, some files are excluded. These include temporary files, certain Windows systems files and selected files used only for ECG Data Storage.
- 6 When you are finished selecting folders and/or file types to exclude from all Backup Sets, Click **OK**.

Part III – Changing the Number of Stored Revisions

The second way to reduce the amount of storage space you are using is to change your revision rules. Revision rules run automatically at the end of every Backup Set. Any revision that fails the rule will be deleted from the ECG servers. You can also run revision rules manually at any time. You can change the default revision rule which applies to all files or you can create additional rules to apply to selected files or types of files.

Changing the Default Number of Revisions



- 1 To change the default number of revisions that will be stored for ALL files, Click **Preferences**.
- 2 Next, under the list labeled **Revision Rule Settings**, Select the number of revisions that you want to store as your default rule from the dropdown box labeled **Default Number of Revisions Per File**. You may need to expand the list by Clicking anywhere on the **Revision Rule Settings** viewbar.



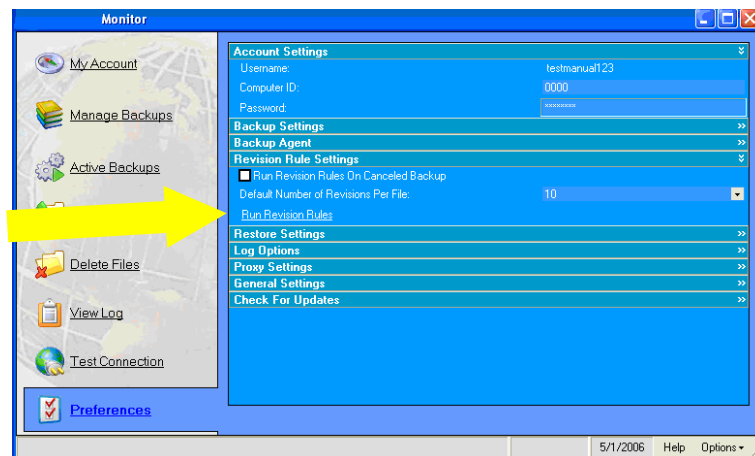
If you select **0** revisions, only the latest version of each file will be stored. If you select **Unlimited**, all revisions will be stored.

- 3 You can also create additional revision rules that apply to only certain files or types of files. For example, to save storage space, you might want to keep only one version of your Microsoft Outlook .PST, five versions of your QuickBooks file and ten versions of all other files. Or you might want to keep an unlimited number of versions of files so that old versions never get deleted. For step by step

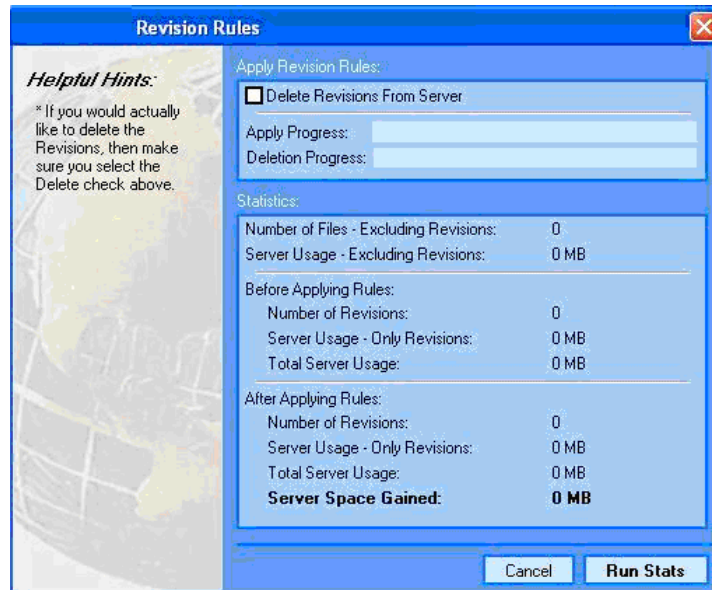
instructions on setting up individual revision rules, please consult the ECG Data Storage User Guide, which can be downloaded after logging into your account at www.ecg1.com.

Running Revision Rules

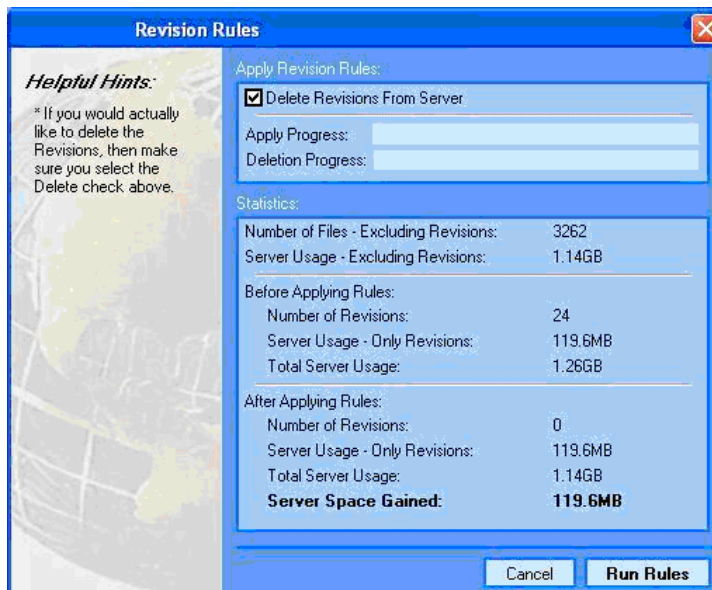
While revision rules will always automatically run at the end of each successful backup, you can also run them manually at any time. To manually run revision rules follow these steps.



- 1 First, Click **Preferences**.
- 2 Next, under **Revision Rule Settings**, Click **Run Revision Rules**. You may need to expand the **Revision Rules Settings** list. To do this, Click anywhere on the **Revision Rules Settings** viewbar. The Revision Rule window will open.



- 3 Click **Run Stats** to calculate the amount of storage you will save by running revision rules. This step will not delete any files yet.



- 4 To delete revisions, based on your rules, check the box labeled **Delete Revisions From Server**, which can be found at the top of the window.
- 5 Next, Click **Run Rules**. You will be prompted to confirm that you want to delete the revisions. The revisions will be deleted permanently from the ECG.
- 6 Finally, Click **Done**.



After you are Finished Deleting Files and Changing Revision Rules

After you have deleted files or manually run your revision rules, you should see a decrease in your storage usage, though you may have to wait up to four hours for an updated storage usage figure. If you do not see a reduction in your storage usage, please check your logs (View logs tab) to confirm that files were deleted and/or that revision rules were run. Also make sure to check your usage and your logs after your next scheduled backup to verify that the files that you may have excluded from your Backup Sets were indeed excluded and not re-backed up.

If you have any questions or do not experience a reduction in your storage usage, please contact our technical support department through the channels listed below.

For more information about ECG Data Storage, please visit our website or contact us at:

ECG 312 SE Delaware Bartlesville, OK 74006 USA	1-800-767-5599	support@ecg1.com www.ecg1.com
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