

# Q&A – Image Service

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**During a full image creation process, should the computer be turned off or can I use it normally and the image is made in the background?**

The computer has to be running in normal mode. The computer can be used while the image is being created, but we suggest to backup the computer when not in use (e.g. at night).

**Is it possible to increase the compression of the backup file of the image?**

The compression rate of the AUVESY Image Service is dependent on file system content.

**Is the backup image file extension compatible with other recovery software like ISO for example?**

No, the recovery of the image file can only be used by Drive SnapShot.

**About comparison of the image, can the indexing be done on a particular location or is for the complete image?**

With the AUVESY Image Service it is possible to select the whole PC or even selected partitions of the hard disk for the image creation.

**How long does an average image of a workstation take?**

The time which is needed to take an image is dependent upon network speed and file size.

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How do you compare this image service to something like Acronis software? Can you also customize the messages to notify that the images have been made or were there any errors (in automatic mode, 24 hrs)?

The AUVESY Image Service is easier to use, the installation size is smaller, and there are extended functionalities. More information about the AUVESY Image Service can be found in the Media Library portion of [auvesy.com](http://auvesy.com).

Please follow this [LINK](#).

**About compatibility of image service client, can you list operation system available (Windows XP, 7, 10, Linux, etc.)?**

All requirements are listed at [versiondog.info](http://versiondog.info) under:

versiondog 8.0.0: [Add-ons](#) > [AUVESY Image Service](#) > Requirements

Information is:

Operating system of the device set to be backed up

- Windows PCs: Windows XP SP3, Vista, 7, 8, 8.1 and 10
- Windows Server: from server 2003

Please follow this [LINK](#).

**Is the AUVESY Image Service included in normal licensing?**

The AUVESY Image Service is not included in the versiondog standard license and must be licensed.