



# **MozyPro Windows Client Manual**

Platform: Windows

Version: 1.8.8

Revised: May 08

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# 1 Overview

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MozyEnterprise is a secure and reliable backup solution for your business needs. Through the easy-to-use MozyEnterprise client interface, you can customize your file selection and backup scheduling. The MozyEnterprise backup service saves 30 days of data history for each file you back up. In the event that you need to restore files (in the case of computer failure, loss, etc.), MozyEnterprise makes it easy to recover the data via the MozyEnterprise client.

MozyEnterprise encrypts your data locally before it is sent to Mozy data centers over an SSL connection. Your backups are then stored in the Mozy data center with 448-bit Blowfish encryption to ensure your data is protected.

It's easy to install and configure the MozyPro client. Simply register at <https://mozy.com/registration/business>, download and install the client, select the files you need to back up, and you're set to go.

## 2 Installing MozyPro

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There are several steps to the installation process:

1. Download the MozyPro client from the Mozy Web site.
2. Install the software on your workstation.
3. Activate the client.
4. Create initial backup sets.
5. Configure bandwidth.
6. Advanced Configuration.

This step is optional during the install. It can also be performed at any time after the install. See "Using Advanced Configuration" on page 8 for more information.

### 2.1 Downloading the MozyPro Client

1. In your browser's address bar, type <https://mozy.com/downloads/mozyprosetup.exe> and press *Enter*.
2. Browse to the location where you want to save the file, then click *Save File*.

### 2.2 Installing the MozyPro Client

To begin the installation process:

1. Browse to the location where you saved the MozyPro Client on Windows, then double-click the MozyPro Client executable file (ends in *.exe*).
2. The MozyPro Setup Wizard launches.

Figure 2-1 Remote Backup Setup Wizard



3. Click *Next* to continue with the Setup Wizard.
4. Read the license agreement, then select *I accept the agreement*.
5. Click *Next*.
6. Specify the location for the installation or click *Browse* to search for a location, then click *Next*.
7. Click *Next* to accept the default Start Menu folder for MozyPro.  
or
8. Specify a name for the MozyPro folder in the Start Menu folder, or click *Browse* to search for an existing Start Menu folder.
9. Review the installation settings, then click *Install* to start the installation.
10. (Optional) If you do not want to configure MozyEnterprise immediately after installing the client, deselect *Launch MozyEnterprise Configuration Wizard*.  

This check box is selected by default. It is recommended that you configure the client immediately after you install it. However, you can configure it later by opening the Configuration Wizard as explained in "Using Advanced Configuration" on page 8.
11. Click *Finish*.

## 2.3 Activating Your MozyPro Client

After installing your client, you need to activate your client using the activation key that was emailed to you. If an activation key was not emailed to you, contact your administrator.

To activate your client:

1. In the *Email* field, type the email address that the product key was sent to.
2. In the *Product Key* field, type or copy the product key number that was sent to you.
3. Click *Next*.
4. In the *Name* field, type your name.
5. In the *Password* field, type a password.
6. In the *Confirm Password* field, type your password again.
7. (Optional) Select whether you want the client to remember your password.
8. Click *Next*.

## 2.4 Configuring Your Encryption Preferences

Select one of the following choices:

- Encrypt my data with MozyPro's own 448-bit key
- I'd rather manage my own private key symmetric key

**Important:** If you select *I'd rather manage my own private key symmetric key*, you are responsible for remembering that key. If you forget your private key, you will not be able to access your backed up files when they are restored.

1. Click *Next*.
2. If you selected *I'd rather manage my own private key symmetric key*, then continue on with section "Managing Your Own Key" on page 4.

or

If you selected *Encrypt my data with MozyPro's own 448-bit key*, then skip to section "Creating Backup Sets" on page 5.

### 2.4.1 Managing Your Own Key

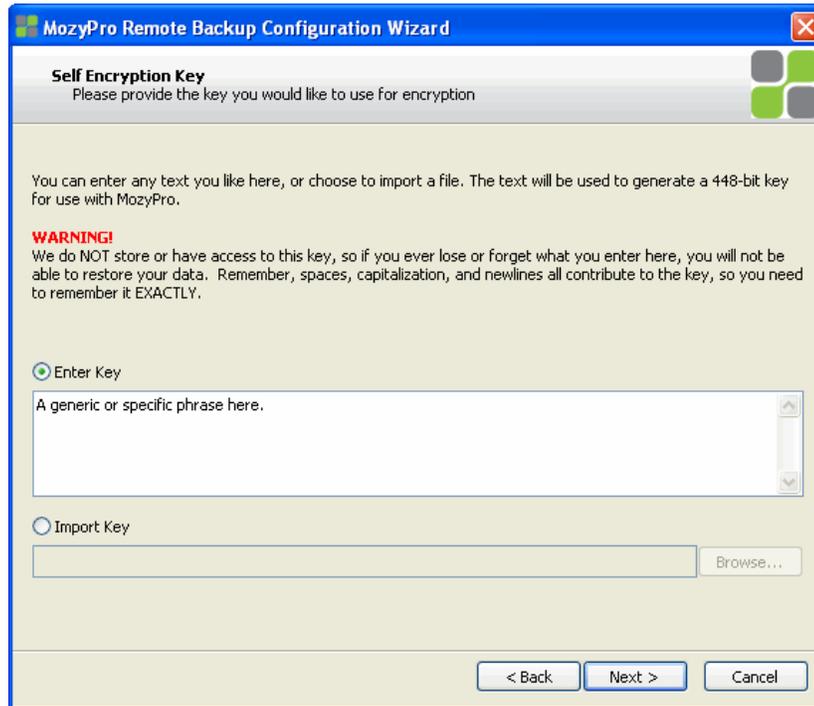
If you selected *I'd rather manage my own private symmetric key*, then proceed with the following procedure.

1. Enter your key in the field provided.

or

Click *Import Key* to import your key from a file.

Figure 2-2 Self Encryption Key



2. Click *Next*.
3. When prompted to save your key, click *Yes*.  
It is recommended that you save your key in case you need to restore your backed up data.
4. Select the location on your computer where you want to save your key, then click *Save*.
5. Click *Yes* to confirm that you understand that if you lose your key, neither you nor Mozy will be able to decrypt your data.

## 2.5 Creating Backup Sets

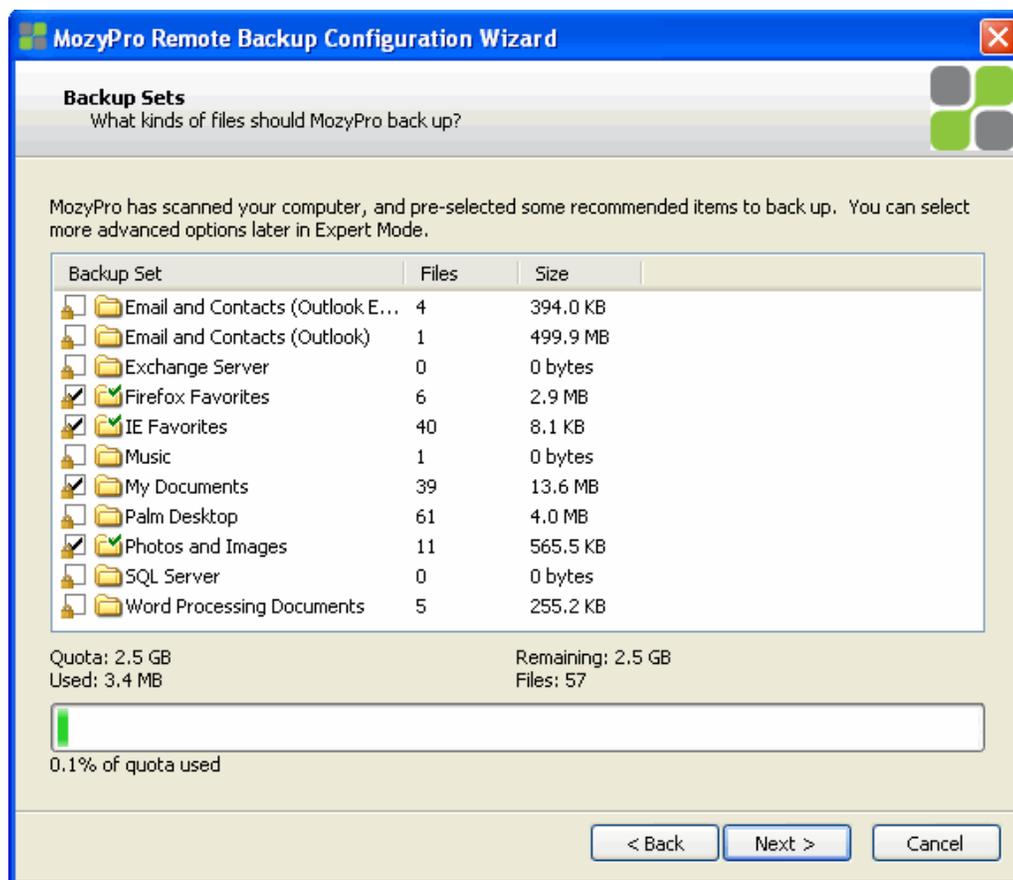
Backup sets have been prebuilt for file types that are common to most users. By default, each of these backup sets that pertain to your files is selected for backup.

Your system administrator might have already created custom backup sets for your organization. If this is the case, MozyPro could automatically start the backup process without any intervention by you.

For more information about backup sets, see “Using Advanced Configuration” on page 8.

1. Customize your backup sets by deselecting the check box next to each backup set name you want to exclude from the backup.
2. (Conditional) If the size of the selected backup sets exceeds your quota, deselect sets until your selection is within your quota.

**Figure 2-3 Selecting Backup Sets**



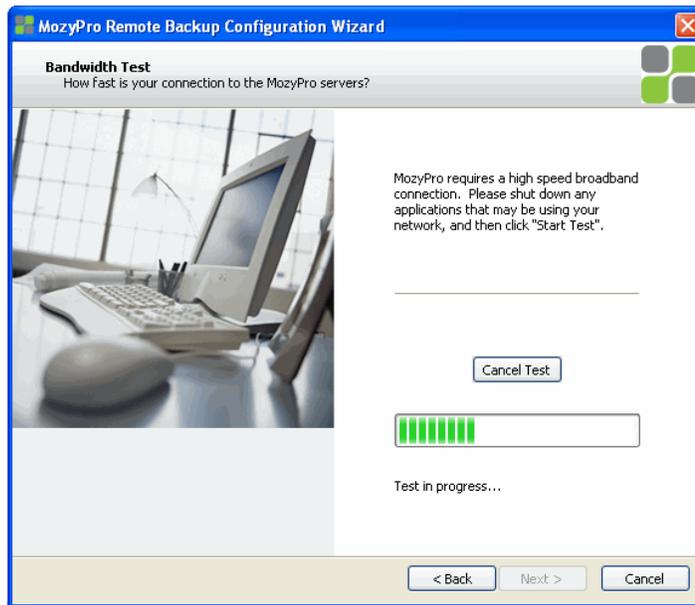
3. (Optional) To edit the prebuilt backup sets from this screen or create your own sets, right-click in the Backup Set window, then select the function you want to perform.
4. For instructions on custom backup sets, see “Using Advanced Configuration” on page 8.
5. When you have finished selecting your backup sets, click *Next*.

## 2.6 Configuring Bandwidth

MozyPro checks your computer's bandwidth to make sure that it has the required broadband connection to support online backups.

1. Click *Start Test* to initialize the test.

Figure 2-4 Bandwidth Test

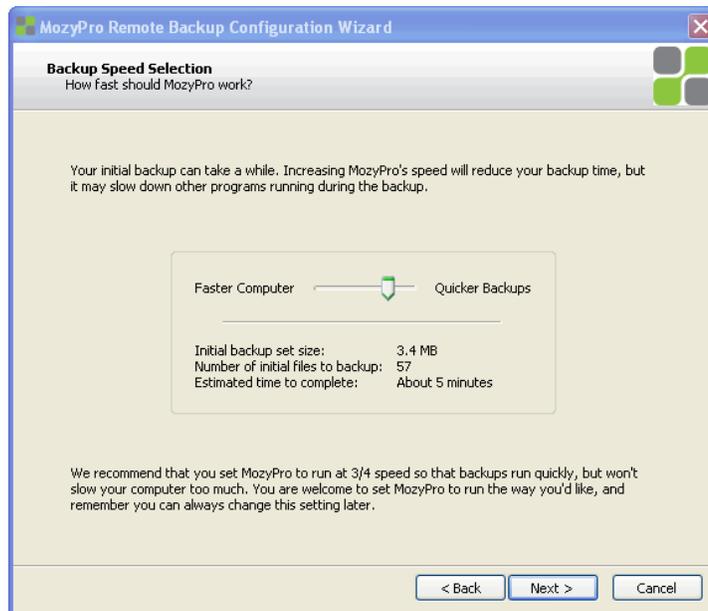


When the test has completed, the wizard displays your upload speed.

2. Click *Next* to continue.

3. Click and hold the slider to select either quicker backups (slide to the right) or faster computer response time (slide to the left), then click *Next* to continue.

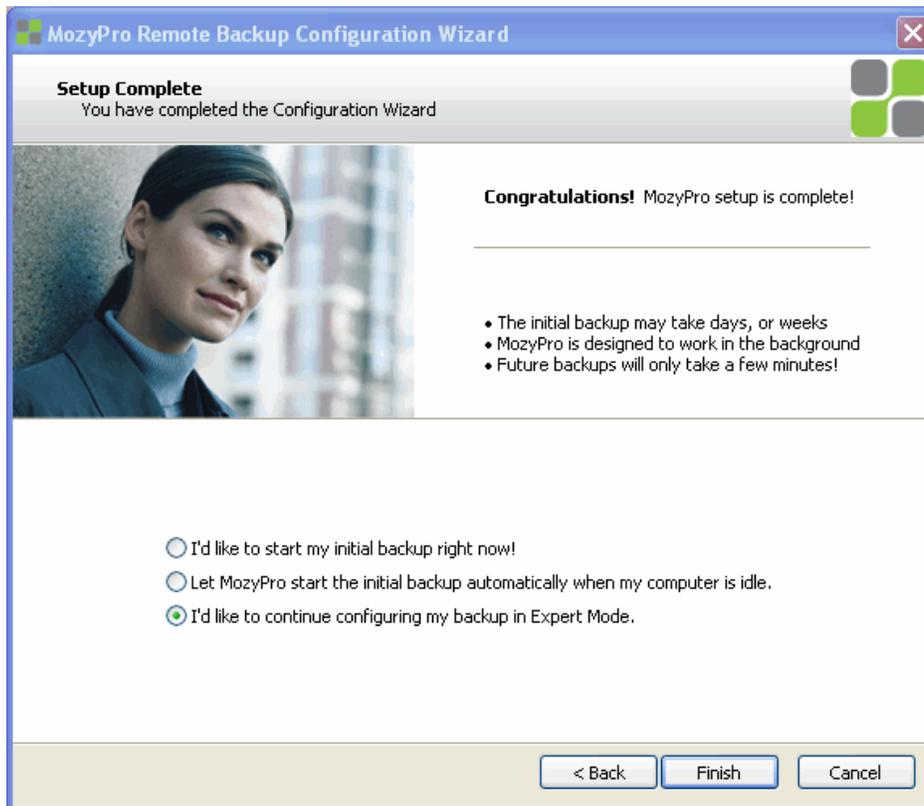
**Figure 2-5 Backup Speed Selection**



4. To finalize the MozyPro Remote Backup Configuration Wizard, select one of the following options:
  - *I'd like to start my initial backup right now!*
  - *Let MozyPro start the initial backup automatically when my computer is idle.*
  - *I'd like to continue configuring my backup in Expert Mode.*  
If you select this option, see "Using Advanced Configuration" on page 8.

5. After making your selection, click *Finish*.

**Figure 2-6 Setup Complete**



Depending on the amount of data and your upload time, the initial backup might take quite a long time. However, after the initial backup, future backups only take minutes.

### 3 Using Advanced Configuration

If you opted to start your initial backup immediately, the MozyPro Status window appears after the backup has completed.

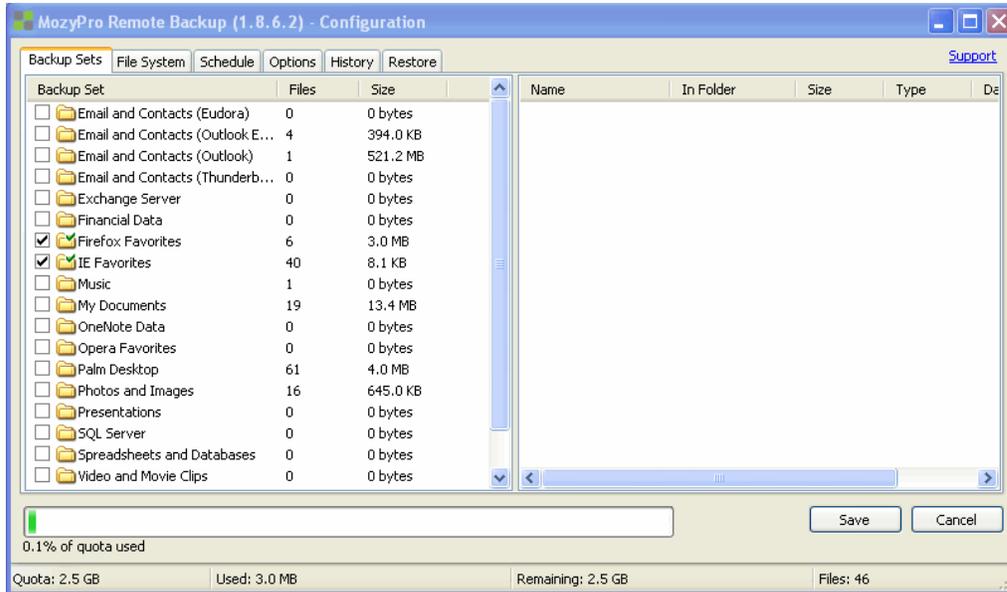
From the Status Window, click *Configure* to launch the MozyPro Remote Backup Configuration Window.

If the MozyPro Status Window is not displayed, right-click the *MozyPro* icon  in your system tray, then click *Configure*.

Depending on the speed of your system, you might see the MozyPro Load Configuration window.

MozyPro can be configured in each of the six tabs at the top of the Configuration window. This guide examines each of the tabs in detail, starting with the *Backup Sets* tab.

**Figure 3-7 Backup Sets Tab**



To understand how the backup sets are organized, it helps to learn about the backup set icons. Using a combination of check boxes and folders with a green check displayed on them, MozyPro indicates how it treats files in a backup set. To see how files are handled, hover your mouse pointer over a backup set and an explanation appears.

### The complete icon list:

-  Spreadsheets and Databases  
- NONE of these files will be backed up.  
- New files in this set WILL NOT be backed up.
-  Spreadsheets and Databases  
- NONE of these files will be backed up.  
- New files in this set WILL be backed up.
-  Spreadsheets and Databases  
- ALL of these files will be backed up.  
- New files in this set WILL NOT be backed up.
-  Spreadsheets and Databases  
- ALL of these files will be backed up.  
- New files in this set WILL be backed up.
-  Spreadsheets and Databases  
- SOME of these files will be backed up.  
- New files in this set WILL be backed up.
-  Spreadsheets and Databases  
- SOME of these files will be backed up.  
- New files in this set WILL NOT be backed up.

### General guide to each icon:

- NONE of these files will be backed up.
- SOME of these files will be backed up.
- ALL of these files will be backed up.
-  New files in this set WILL NOT be backed up.
-  New files in this set WILL be backed up.

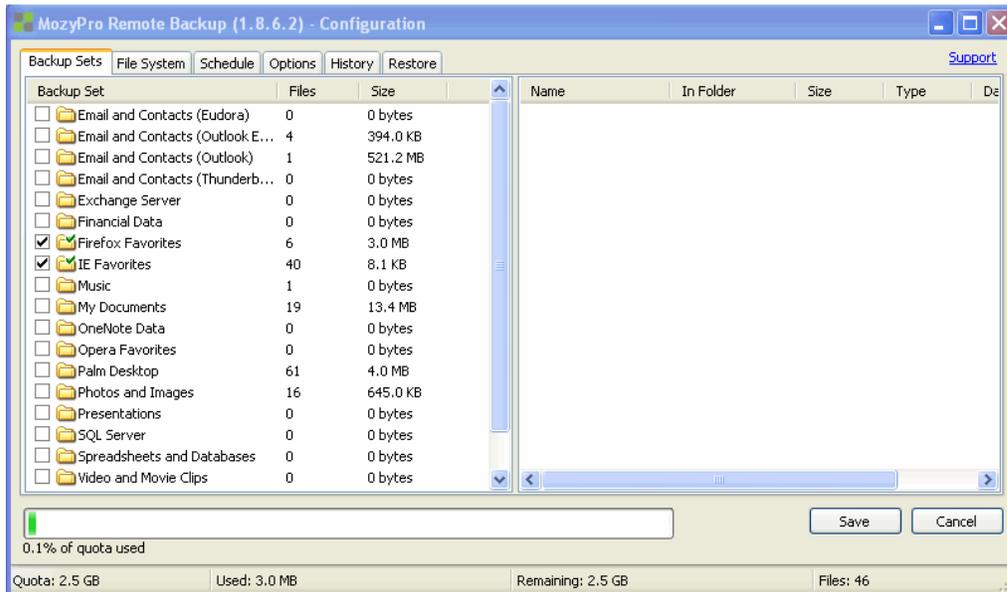
In addition, if you click the name of a backup set, a list of files included in the backup set is displayed in the right pane. File names for encrypted files are displayed in a different color than the rest of the files.

## 3.1 Selecting Backup Sets

The MozyPro backup sets allow you to customize your backups by file type. Each time a new file of a type you have selected for backup is saved to your computer, MozyPro automatically selects that file for all subsequent backups.

For example, if you want to back up all the Microsoft Word, OpenOffice.org, WordPerfect, Adobe Acrobat, and text files on your computer, select the check box next to the Word Processing Documents backup set. MozyPro then finds those types of documents and backs them up automatically. All subsequent files saved to your computer with the same file extensions are automatically added to your backups.

**Figure 3-8 Selecting Backup Sets**



To select a backup set:

- Click the Backup Sets tab.
6. From the Backup Set list in the left pane, select the check box next to the set you want to back up.
  7. Select the name of the set to view its list of files in the right pane.
  8. Deselect the check box next to any unwanted files in the file list.
  9. If you exceed your space allotment (as shown in the quota used bar), click Increase Quota to launch the MozyEnterprise online site so you can request increased backup space from your administrator, or deselect files until you are within your quota.
  10. Once you have finished configuring your backups, click Save.

Your changes are saved and the Configuration window is closed.

For information about editing a backup set, see “Editing Backup Sets” on page 17.

### 3.2 Creating Custom Backup Sets

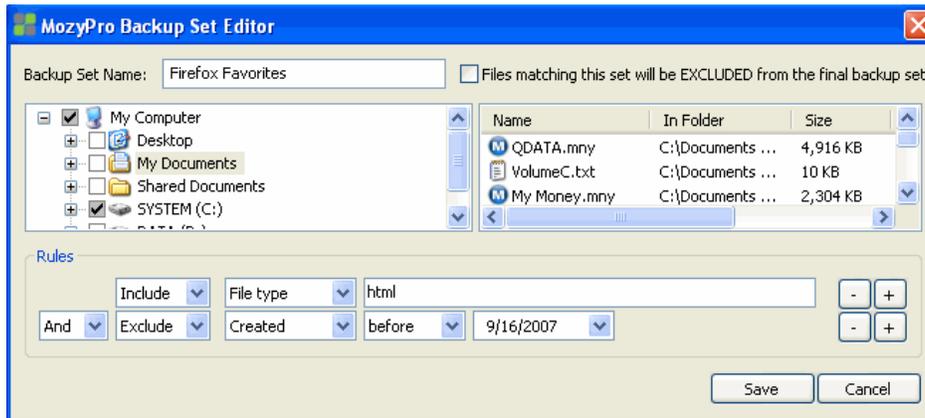
MozyPro allows you to create custom backup sets for your specific needs.

To create a custom backup set:

1. Right-click within the left panel of the *Backup Sets* tab, then click *Add Backup Set*.

2. When the MozyPro Backup Set Editor appears, specify a name for your new backup set in the *Backup Set Name* field.
3. In the right pane, select the locations where your files are stored.
4. To create rules for your backup set, click *Add a rule*, then use the drop-downs and text field to specify the rule criteria.

**Figure 3-9 Backup Set Editor**



For more information about rules, see “Setting up Rules” on page 12.

5. To add another rule, click +.
6. Click *Save* to save your new backup set.

### 3.3 Setting up Rules

There are many possible rule combinations for backup sets. However, they are all based on either including or excluding certain files according to your specifications. The following sections explain how to build a rule, moving from left to right while building your rules.

#### 3.3.1 Including or Excluding Data

The first criteria you select is whether to include or exclude the data from the backup set. Click the drop-down and select either *Include* or *Exclude*.

#### 3.3.2 Selecting File Attributes

Next, use the second drop down to select a file attribute for the backup set.

The available options are:

- File type
- Size
- Last modified
- Created
- File name
- Folder name

### 3.3.2.1 File Type

If you select *File type* as the second criteria, specify the extension needed for MozyEnterprise's backup search. Examples of extensions are .exe, .doc, .txt, .pdf, etc.

Include  File type  pdf

### 3.3.2.2 Size

If you select *Size* as the second criteria, select either *is less than* or *is greater than* for your option, then specify the number of kilobytes you require.

Include  Size  is greater than  64 KB

### 3.3.2.3 Last Modified

If you select *Last modified* as the second criteria, select either *before*, *after*, or *between* for your option.

*Before* and *after* allow you to select one date for the date field. Either enter the date manually or select the date from a calendar that appears when you click the *date field* drop-down menu.

If you select *between*, two date fields appear so you can set the range. You can either enter the date manually or select the date from a calendar that appears when you click the *date field* drop-down menu.

Include  Last modified  between  1/ 2/2007  8/ 2/2007

### 3.3.2.4 Created

If you select *Created* as the second criteria, select either *before*, *after*, or *between* for your option.

*Before* and *after* allow you to select one date for the date field. Either enter the date manually or select the date from a calendar that appears when you click the *date field* drop-down menu.

If you select *between*, two date fields appear so you can set the range. Either enter the date manually or select the date from a calendar that appears when you click the *date field* drop-down menu.

Include  Created  after  1/ 2/2007

### 3.3.2.5 File Name

If you select *File name* as the second criteria, you have several options:

- Is
- Is not
- Starts with
- Doesn't start with
- Ends with
- Doesn't end with

For all these options, enter the word or characters that meet your requirements.

Include  File name  starts with  D|

### 3.3.2.6 Folder Name

If you select *Folder name* as the second criteria, you have several options:

- *Is*
- *Is not*
- *Starts with*
- *Doesn't start with*
- *Ends with*
- *Doesn't end with*

For all these options, enter the word or characters that meet your requirements. Additionally, there is a final drop-down menu that allows you to select between *Files* and *Files and folders* for MozyEnterprise's backup search.



The image shows a configuration interface for search criteria. It consists of five main components in a row: 1. A dropdown menu with 'Include' selected. 2. A dropdown menu with 'Folder name' selected. 3. A dropdown menu with 'ends with' selected. 4. A text input field containing the word 'ment'. 5. A dropdown menu with 'Files and folders' selected.

### 3.3.3 Configuring Microsoft Volume Shadow Services Backup Set Rules

For server backups, you might want to back up Microsoft Exchange, Active Directory, Microsoft SQL Server, SYSVOL, registry, and COM+ data. This helps for quick restoration when you have data loss. Mozy makes this process easy for you. For Microsoft Exchange, Active Directory, Microsoft SQL Server, SYSVOL, registry, and COM+ data, MozyEnterprise uses the native Microsoft VSS writers to back up the data while the services are running. Microsoft VSS support is only available on Windows 2003 server or later.

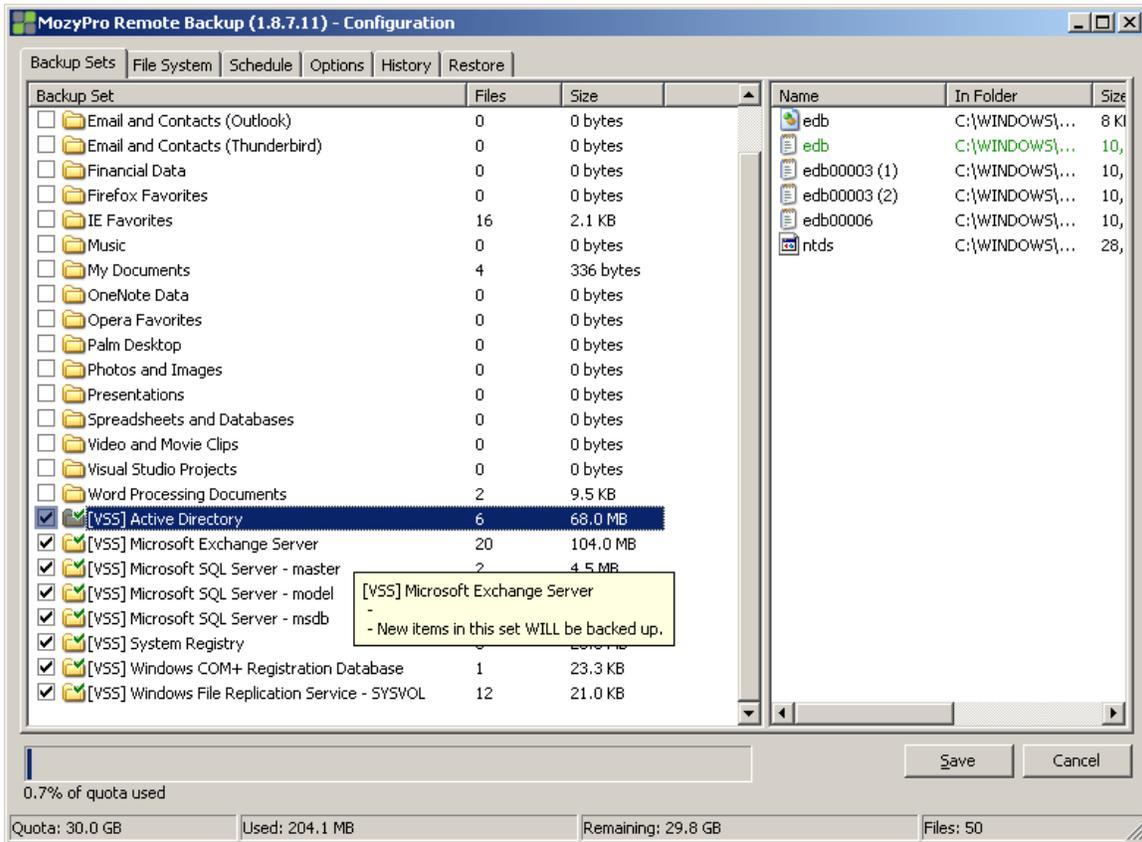
**Note:** You can only back up servers if you have a MozyEnterprise server license. If you cannot install MozyEnterprise client on a server, it means you don't have a server license. See your MozyEnterprise administrator to obtain a server license.

### 3.3.4 Microsoft Volume Shadow Services Backup Sets

Mozy uses the native Microsoft VSS writers to back up Microsoft Exchange Server, Microsoft SQL Server, Active Directory, and the Windows File Replication Service (for example, SYSVOL), COM+, and the registry. Microsoft VSS support is only available on Windows 2003 server or later.

If these services are running on your machine, the MozyEnterprise client automatically detects the available services and displays them in the *Backup Sets* tab.

Figure 3-10 VSS Backup Sets



To back up these applications for file sets, select the check box next to the backup set. The MozyEnterprise client then automatically uses the Microsoft Volume Shadow-copy Service (VSS) Writer to do the backup.

At the time of backup, if the Exchange or SQL Server and SQL Server VSS Writer services are running, a request is made to the VSS, which notifies the Exchange or SQL Server and SQL Server VSS Writer services that a backup is about to take place. The Exchange or SQL Server services and SQL Server VSS Writer then flush any transactions pending in memory to the store file to ensure that the backup includes the most recent changes available; after which, a snapshot of the files are backed up.

For Microsoft SQL Server to back up, the SQL Server VSS Writer service must be started before the backup set displays. It is suggested that you set the SQL Server VSS Writer service to automatically start when Windows starts. When the backup



sets appear for Microsoft SQL Server, each database displays as a separate backup set.

After MozyEnterprise has backed up the file, only the changed blocks of the file are transmitted. This happens at the block level, not the file level, so subsequent backups can take minutes instead of hours.

This style of Exchange and SQL Server backup results in a significantly reduced impact on the performance of the server as well as on the SQL/Exchange services. Because MozyEnterprise avoids interfacing with the services directly, no downtime or slowdown of any kind is experienced.

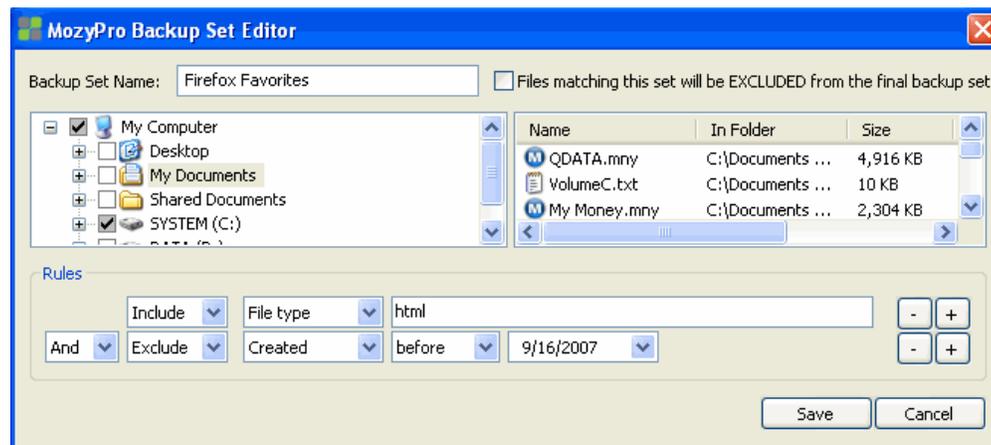
## 4 Editing Backup Sets

Editing a backup set takes just moments and is easy to accomplish.

To edit a backup set:

1. Double-click the backup set you want to edit.  
or  
Right-click on your target set, then click *Edit Backup Set*.
2. Make any changes as required, then click *Save*.

Figure 4-11 Saving a Backup Set



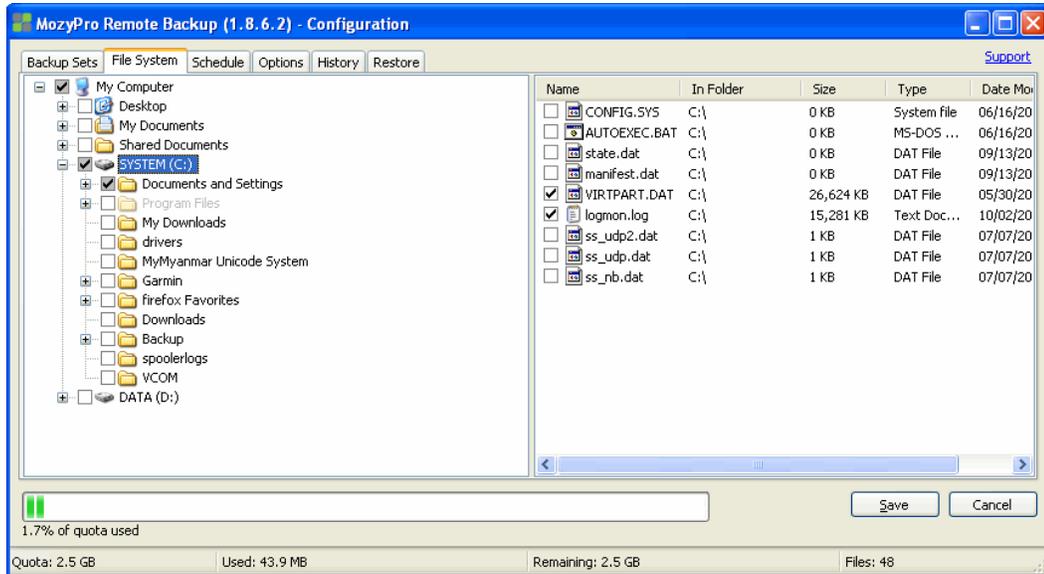
### 4.1 Using the File System to Select Backup Content

The *File System* tab allows you to select or deselect any files or folders on your system to include with your MozyEnterprise backup. This method differs from backup sets because instead of searching for a file type, MozyPro searches for individual files to back up.

To use the file system to select your backups:

1. Click the *File System* tab.

**Figure 4-12 Selecting Folders to Back Up**



2. Select the folder to include in the backup. When you select a folder, all subfolders are included as well.
3. To select individual files in a directory, select the file in the right panel to include it in the backup.

or

To exclude a file from the backup, deselect the individual file in the right panel.

The file name for an encrypted file displays as a different color than the rest of your files.

**Note:** Deselecting a file in the *File System* tab also deselects it in any backup sets you have selected. Likewise, any files selected in either the *Backup Sets* or *File System* tabs are selected.

4. Click *Save* to save your changes, or continue with your configuration on other tabs.

None of the steps above disengage the feature that automatically marks subsequently created files in selected folders. If you are uncertain of how MozyPro treats the folder during a backup, hover your mouse pointer over the folder in question to reveal a tooltip explanation.

#### 4.1.1 Adding a Network Share

If your computer is in a network environment, you can add network shares to your file system backups. This allows you to back up content on another computer that is shared. You can only add a network share with a server license type.

For information on how to share files and folders on another computer, see the computer's operating system help.

1. Click the *File System* tab.
2. Right-click the left folder list panel, then click *Add network share*.
3. In the *Share* field, enter the UNC path to the share.
4. An example of a UNC path could be `\\shareserver\share`.

**Figure 4-13 Adding a Network Share**



5. If the machine requires you to log in to use the share, enter the user name in the *Username* field.
6. In the *Password* field, enter the password that is required by the share.
7. Click *OK*.

If the share has been configured correctly, the share point displays in the list in the left pane. To select folders and files to add to the backup, see “Using the File System to Select Backup Content” on page 17 for additional information.

#### **4.1.2 About Deleting, Moving, and Renaming Files**

After you remove files from the backup by deselecting them, on each subsequent backup, the files that you unchecked are marked for deletion on the MozyEnterprise servers. When a file is unchecked, MozyEnterprise immediately releases the quota used by that particular file. The most recent version is kept for the amount of time allotted to your account, after which the files are irretrievable. Previous versions of files do not count against your quota.

MozyEnterprise recognizes when you delete, move, or rename files on your system, and updates the copies on the Mozy server with each backup. MozyEnterprise keeps an exact copy of your selections on the Mozy servers, meaning that all changes (deletions, moves, etc.) of files on your system are mirrored.

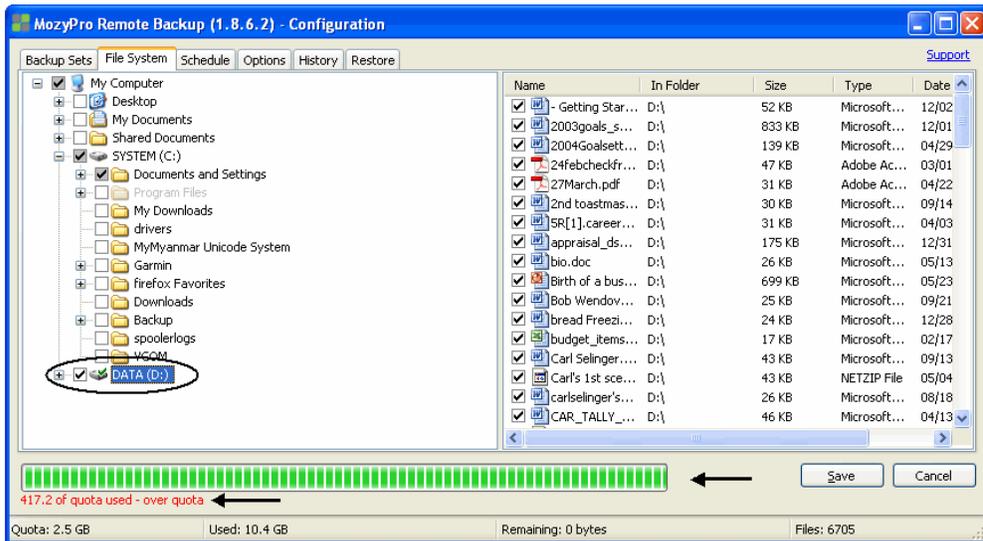
When you rename a file on your system, MozyEnterprise treats it as a deletion of the old file and a creation of a new file with the same content. If you need to restore the file, and the restore date is prior to the renaming, the file bears the old name. After the date of renaming, the file carries the new name. All versions are kept as long as they are selected in the file list.

When you move a file from one location to another on your file system, MozyEnterprise treats this in the same manner as a renaming.

## 4.2 Keeping Track of Your Quota

If you receive an over-quota error message, or find you are about to run out of space, remedy the situation by deselecting files from your configuration or requesting additional storage space from your administrator.

Figure 4-14 Quota



Select the check box next to files and folders you want to exclude until you see the quota turn from red to black, and the green bars in the quota status bar decrease. This can be done in both the *File System* and the *Backup Sets* tabs.

Click **Save** to save your changes.

## 4.3 Scheduling Backups

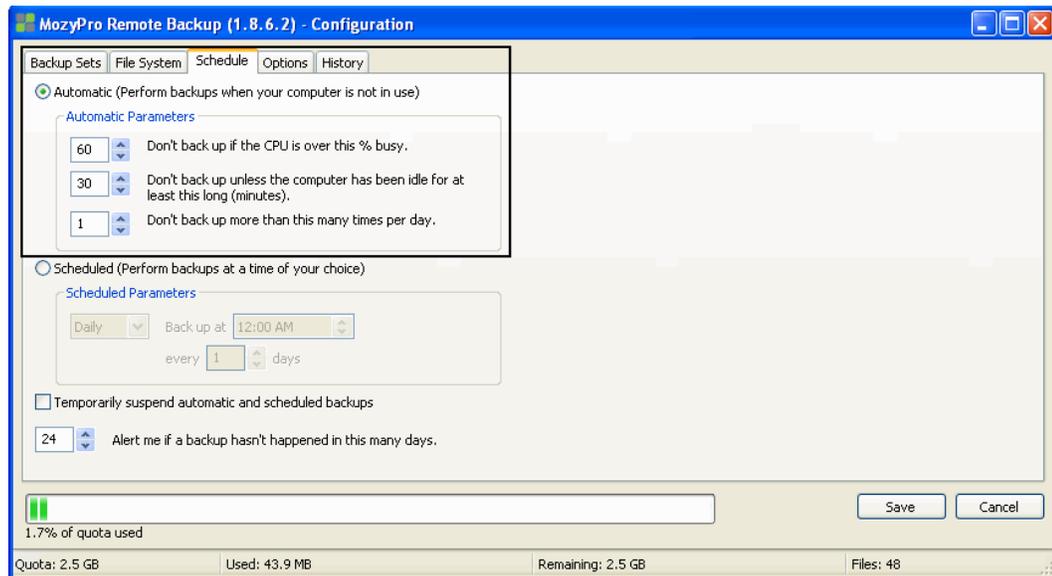
MozyPro's backup scheduling feature is very flexible. You can set the backups to occur within a range, parameters, or at specific times. MozyPro's two scheduling methods are called Automatic and Scheduled.

### 4.3.1 Using the Automatic Backup Method

To set MozyPro backups to occur at specific usage parameters:

1. Click the *Schedule* tab.

**Figure 4-15 Configuring an Automatic Backup**



2. Select *Automatic*.
3. Click the up and down arrows to raise and lower the parameters.
4. Specify a % busy setting that limits your backups to when your computer is less busy than that percent.
5. Specify a minutes idle number that limits your backups to when your computer has not been active for more than that number of minutes.
6. Specify a times per day limit for the number of times MozyEnterprise can run backups.
7. Specify the number of days to pass before MozyPro alerts you that a backup has not occurred.
8. Click *Save* to save your settings or continue your configuration in other tabs.

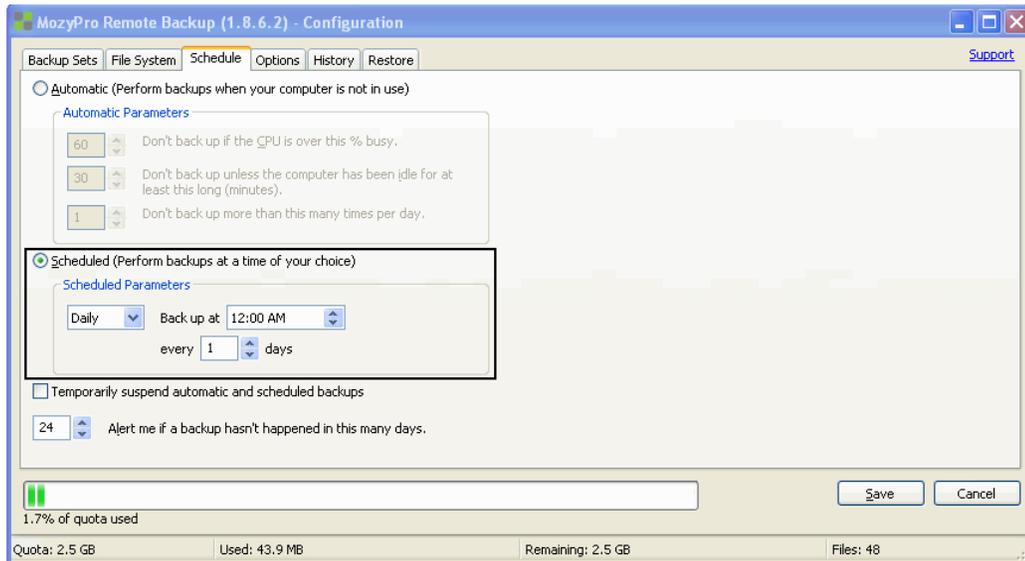
**Note:** You do not need to be logged in to Windows for your backup to run.

### 4.3.2 Using the Scheduled Backup Method

To set MozyPro backups to occur at a specific time intervals:

1. Click the *Schedule* tab.
2. Select *Scheduled*.

**Figure 4-16 Configuring a Scheduled Backup**



3. From the drop-down list, select *Daily* or *Weekly* backups.
4. Select the specific time you want MozyPro to perform the backups.
5. For *Weekly*, select from the drop-down list the day of the week you want to back up your data.
6. Select the interval for the backup. (For example, every week, every two days, etc.)
7. Select the number of days to pass before MozyPro alerts you that a backup has not occurred.
8. Click *Save* to save your settings and close the window, or continue your configuration within other tabs.

You can select to temporarily suspend automatic and scheduled backups. To temporarily suspend automatic and scheduled backups, select *Temporarily suspend automatic and scheduled backups*. Alternately, you can suspend MozyPro backups from your system tray. To activate the feature, right-click the MozyPro icon in your system tray, then click *Suspend*. MozyPro does not perform any backups until you deselect the *Suspend* option.

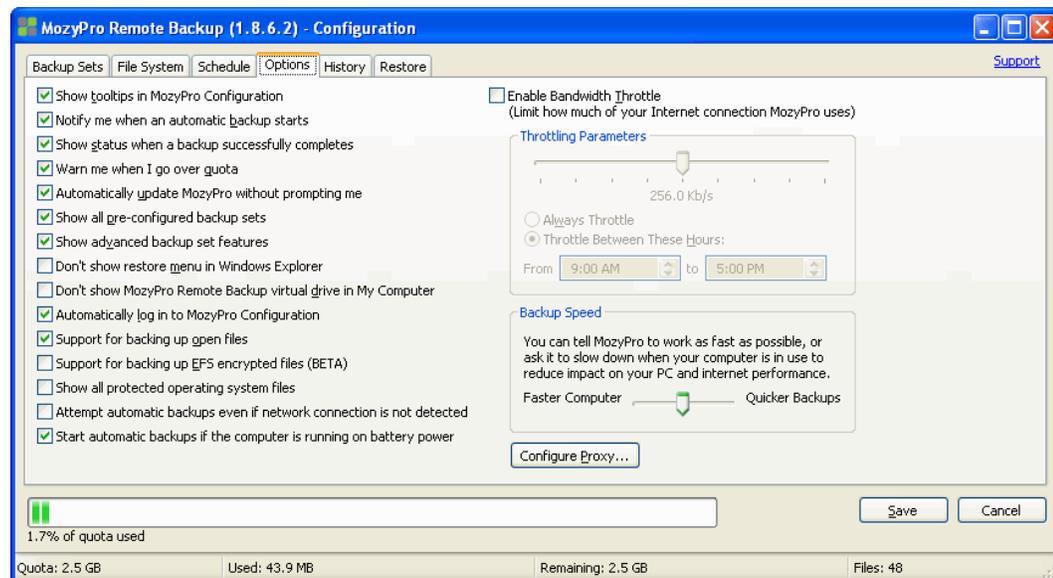
## 4.4 Configuring MozyPro Options

The *Options* tab allows you to switch certain features on or off according to your preferences and system setup.

To customize your options:

1. Click the *Options* tab.

Figure 4-17 MozyPro Options



2. Select the check boxes next to the options you want to activate. Deselect any undesired options.

The following options are available:

- **Show tooltips in MozyPro Configuration:** Displays a description of an item in the Configuration window when you hover your mouse over that item. It is selected by default.
- **Notify me when an automatic backup starts:** Launches a small window with an alert stating that a MozyPro backup is in progress. It is selected by default.
- **Show status when a backup successfully completes:** Launches the Status window after every successful backup. It is selected by default.
- **Warn me when I go over quota:** Launches a small window alerting you when you have exceeded your quota. It is selected by default.
- **Automatically update MozyPro without prompting me:** Allows MozyPro to automatically install any updates as soon as they are released. It is not selected by default.
- **Show all pre-configured backup sets:** Allows all the preconfigured backup sets to be visible in the *Backup Sets* tab. It is not selected by default.
- **Show advanced backup set features:** Allows you to define a set that prevents files from being backed up, instead of including files to be backed up. It is not selected by default.

- **Don't show restore menu in Windows Explorer:** Hides the MozyEnterprise Restore menu when in Windows Explorer. It is not selected by default.
  - **Don't show MozyPro Remote Backup virtual drive in My Computer:** Hides the virtual drive when you open My Computer. It is not selected by default.
  - **Automatically login to MozyPro Configuration:** Saves you the time and effort of entering your username and password each time you open the Configuration window. It is selected by default.
  - **Support for backing up open files:** This option allows MozyPro to back up both open and locked files. It is selected by default. **Note:** Not available on systems that do not have an NTFS-formatted drive, or on Windows 2000.
  - **Support for backing up EFS encrypted files:** This option allows MozyPro to backup files that have been EFS encrypted. It is not selected by default.
  - **Show all protected operating system files:** Reveals the C:\Program Files and C:\Windows directories MozyPro has hidden to assist users in making wiser backup choices. It is not selected by default.
  - **Attempt automatic backups even if network connection is not detected:** Forces MozyPro to attempt backups even if your Internet connection doesn't appear to be available. It is not selected by default.
  - **Start automatic backups if the computer is running on battery power:** Allows MozyPro to continue backing up your data even if your laptop is unplugged. It is selected by default. If you deselect this option, the MozyPro client will not start a backup if your laptop is running on battery power. However, if you have already started a backup while your laptop is plugged in, unplugging the laptop does not stop the backup process.
  - **Enable Bandwidth Throttle:** Ensures that your backups will use only the portion of your Internet connection that you specify. If you have a slow or shared Internet connection, consider enabling this to preserve bandwidth for browsing or other computers on your network. See "Bandwidth Throttle" on page 24. It is not selected by default.
3. Click *Save* to save your changes and close the window, or continue configuring MozyPro in other tabs.

#### 4.4.1 Bandwidth Throttle

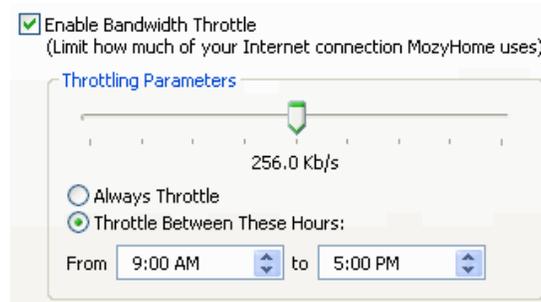
To understand how bandwidth throttling works, imagine a set of two power lines running to and from your house, but information (for example, word processing files, images, etc.) is flowing through the lines, not power. One line is only for uploading to the Internet (MozyPro backups, email, etc.), while the other is only for downloads (incoming email, photos, programs, etc.). Your Internet service provider supplies your information lines and determines the size of those lines. Only so much data can flow through them at a time.

During some parts of the day (or always, depending on your service), you might need MozyPro to use less of your upload bandwidth so other higher priority services (for example, email) can use it. This is called "throttling." MozyPro allows you to customize your backup throttle so that you don't have to tie up your information lines when you need them the most.

To customize your bandwidth throttle:

1. Click the *Options* tab.
2. Select *Enable Bandwidth Throttle*.

**Figure 4-18 Enabling Bandwidth Throttle**

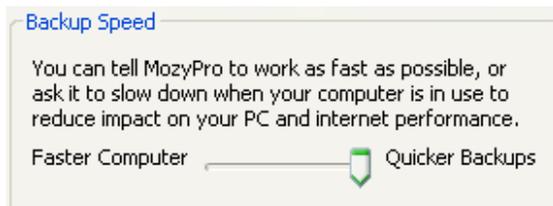


3. Click and hold the slider to move it left or right.  
The slider indicates how much of your bandwidth you want MozyPro to use.
4. Select whether you want MozyPro to always throttle or only during a specified period of the day (during office hours, for example).  
If you select *Throttle Between These Hours*, specify the range you want in the appropriate fields.
5. Click *Save* to save your settings or continue your configuration in other tabs.

#### 4.4.2 Backup Speed

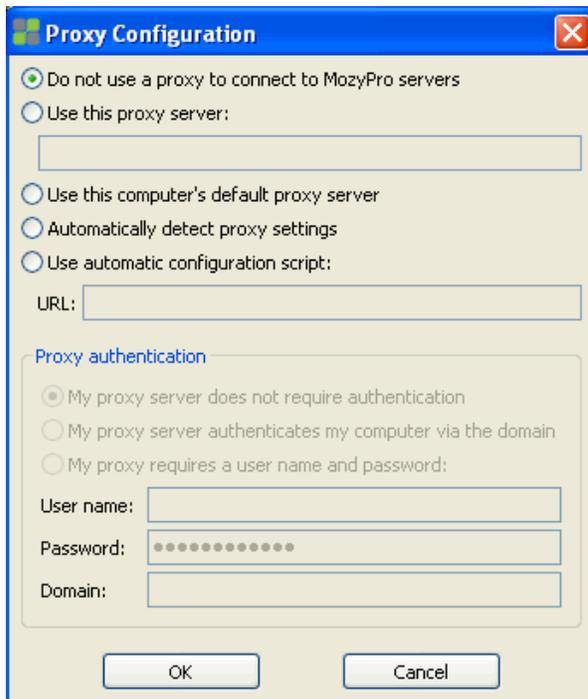
In addition to setting your backup speed in your initial configuration, you also can set it while in the *Options* tab.

**Figure 4-19 Backup Speed**



If you require proxy configuration, click *Configure Proxy* to launch the Proxy Configuration dialog box.

**Figure 4-20 Proxy Configuration Dialog Box**



Select the button next to the option that suits your needs.

1. Select *Use this proxy server to enable configuration* and enter your proxy server in the field provided.
2. Select your proxy authentication parameters.
3. Enter the user name, password, and domain, if required.
4. Select *Use this computer's default proxy server* if you want MozyPro to defer to your computer's default proxy server.
5. Select your proxy authentication parameters.
6. Enter the user name, password, and domain, if required.
7. Select *Automatically detect proxy settings* to allow MozyPro to configure the proxy server based on local network conditions.
8. Select your proxy authentication parameters.
9. Enter the user name, password, and domain, if required.
10. Select *Use automatic configuration script* if you use a script to activate the proxy service.
11. Enter the URL in the field provided.
12. Select your proxy authentication parameters.
13. Enter the user name, password, and domain, if required.

14. Click **Save** to save your settings or continue your configuration in other tabs.

## 4.5 Viewing MozyPro Backup and Restore History

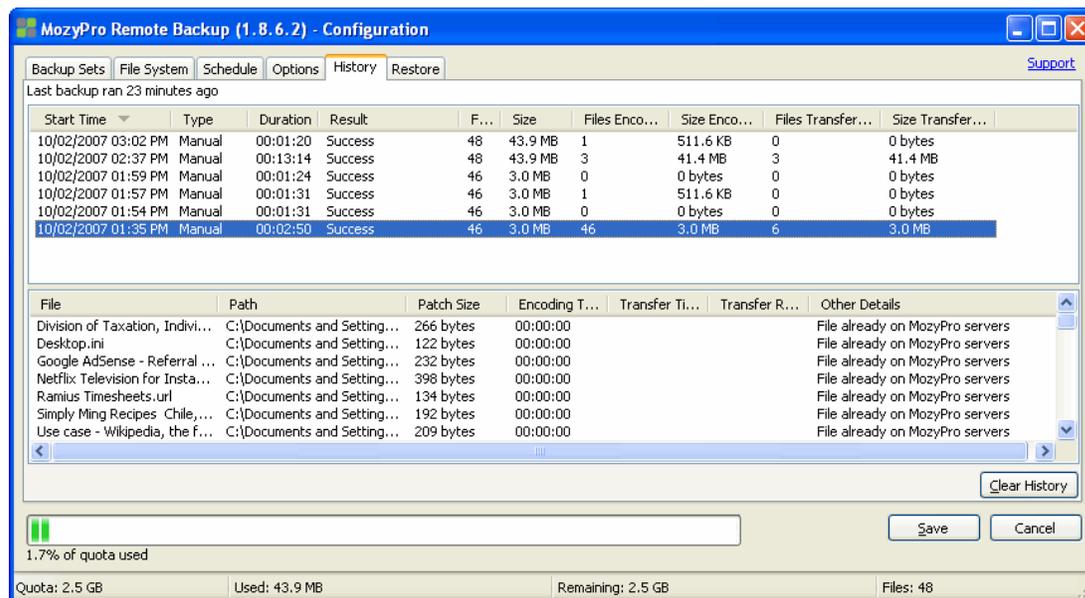
The *History* tab displays all attempted MozyEnterprise backups and restores in the top panel, and the bottom panel displays what was backed up in the selected backup or what was restored in the selected restore.

The following information is displayed in the top panel:

- When your last backup occurred.
- When your last restore occurred.
- The start time; type of backup or restore; duration; result; number of files included, size of the entire backup or restore, number of files encoded and transferred; and size of backup or restore and encoded files.

To see the detailed list of the files included in a backup or a restore, click the backup or restore in the top panel, and a list appears in the bottom panel.

**Figure 4-21 Backup and Restore History Tab**



You can sort by any of the column headings in either panel.

Click *Clear History* to delete your backup and restore history from your MozyPro Remote Backup Configuration window.

**Note:** Your backup and restore history can also be viewed from the MozyPro Status window.

To see your history from the MozyPro Status window:

1. Right-click the *MozyPro* icon in your system tray, then click *Status*.
2. Click *History* in the Status window.

## 4.6 Restoring Files

You can use the *Restore* tab to restore files. For more information, see “Restoring Backup Files” on page 32.

## 5 Change the Location of Temporary Files

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The Mozy client uses a temporary directory on your hard drive to encrypt your files. For the encryption process to work correctly, your hard drive must have enough free disk space to fit 130% of the largest single file you are trying to back up. For example, if the largest file is 1 GB, you’ll need 1.3 GB of free space on your C drive to encrypt the file. You might actually need more space than this, because Mozy encrypts more than one file at a time.

If you have another drive or volume that has enough free space to store the temporary files, then you can switch the location in which the Mozy client places the temporary files.

1. Browse to the new location of your temp location.
2. Right-click in the folder or drive, then click *New > Folder*.
3. Rename the folder to *Temp*.
4. Click *Start*, then right-click *My Computer*.  
or  
For Windows Vista, click *Start*, then right-click *Computer*.
5. Click *Properties*.
6. Click the *Advanced* tab, then click *Environment Variables*.  
or  
For Windows Vista, click *Advanced system settings*, then click *Environmental Variables*.
7. In the *User variables* group box, select *TEMP*, then click *Edit*.
8. In the *Variable Value* field, type the path of the new temp folder you created.  
For example, `D:\temp`.
9. Click *OK*.
10. In the *System variables* group box, select *TMP*, then click *Edit*.
11. In the *Variable Value* field, type the path of the new temp folder you created.  
For example, `D:\temp`.
12. Click *OK*, then click *OK* again.
13. For the changes to take effect, you must restart your computer.

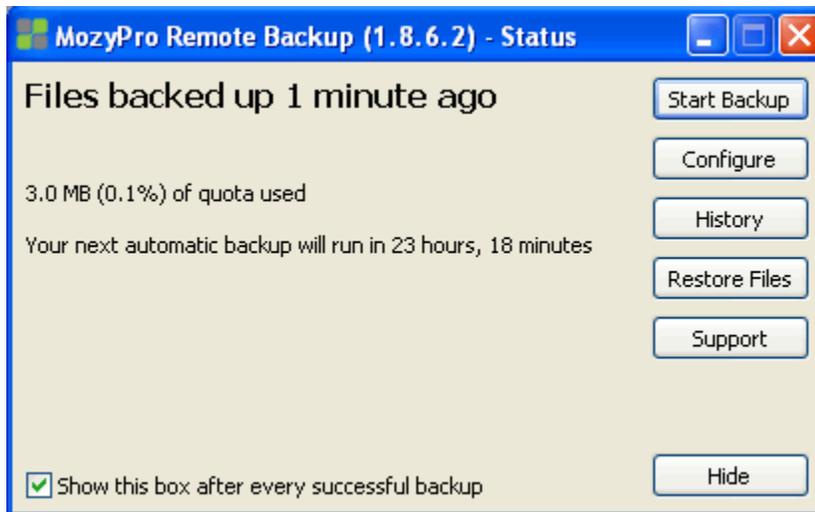
## 6 Using the MozyPro Status Window

The MozyPro Status window allows you to view the status of a current backup, start a backup manually, and launch the MozyPro Remote Backup Configuration window.

To view the status:

1. Right-click the MozyPro icon in your system tray, then click *Status*.

Figure 6-22 Backup Status

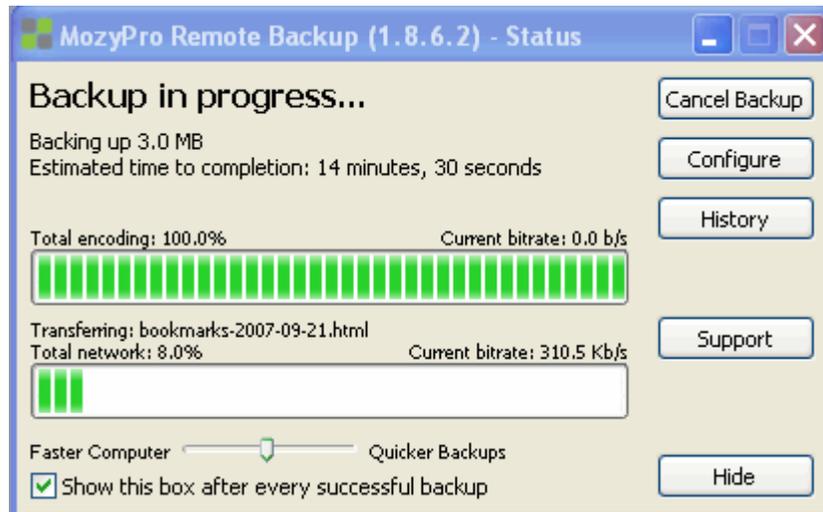


2. From the Status window, you can select any of the following options:
  - **Start Backup:** Initiates a manual MozyPro Remote Backup.
  - **Configure:** Launches the MozyPro Remote Backup Configuration window.
  - **History:** Launches the History window.
  - **Restore Files:** Launches your online account with MozyPro to initiate a file restoration.
  - **Hide:** Allows you to hide the Status window.  
To hide the Status window after a successful backup, deselect *Show this box after every successful backup*.

## 6.1 About the Status Window

In the Status window, the progress of a backup occurring is shown by text and green bars.

Figure 6-23 Backup Progress



The *Total encoding* progress bar shows how much of the current backup set has been encrypted and encoded for transfer.

The *Total network* progress bar indicates the percent of the current backup set that has been successfully transferred to the MozyPro servers.

In addition, when you perform a restore, the progress bar displays the progress made in downloading and restoring the files.

You can adjust the speed of the backup by moving the slider to the left (faster computer) or right (quicker backups).

After a backup or a restore has been attempted, the Status window displays whether the backup or restore was successful, and when it was completed. If an error occurred during the backup or restore, the window displays an error code with a brief explanation for the error and a link for more information.

## 7 Restoring Backup Files

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In the event of a catastrophic computer failure or loss, you might need to restore backed up files from MozyPro's online site. There are five methods for performing a file restore:

- **The *Restore* tab:** Allows you to restore files from the Configuration window.
- **VSS Restores:** Allows you to restore VSS data such as Microsoft SQL Server, Microsoft Exchange Server, Active Directory, and the Windows File Replication Service (for example, SYSVOL).
- **MozyPro Virtual Drive:** Allows you to restore files from a virtual drive using either the Explorer window or the My Computer window.
- **Right-click restores:** Allows you to restore files from the file explorer window or My Computer window by right-clicking in the window and selecting the files to restore.
- **Web restores:** Allows you to download or order CDs of your files from the Mozy Web site.

The *Restore* tab does not appear until after the first backup has taken place. Alternately, you can click *Restore Files* in the Status window.

The *Restore Files* button in the Status window follows a specific hierarchy:

1. If available, the *Restore* tab in the MozyPro Configuration window opens.
2. If not, the MozyPro Virtual Drive in My Computer opens.
3. If neither of those options is available, the MozyPro Web Restore window opens in a browser.

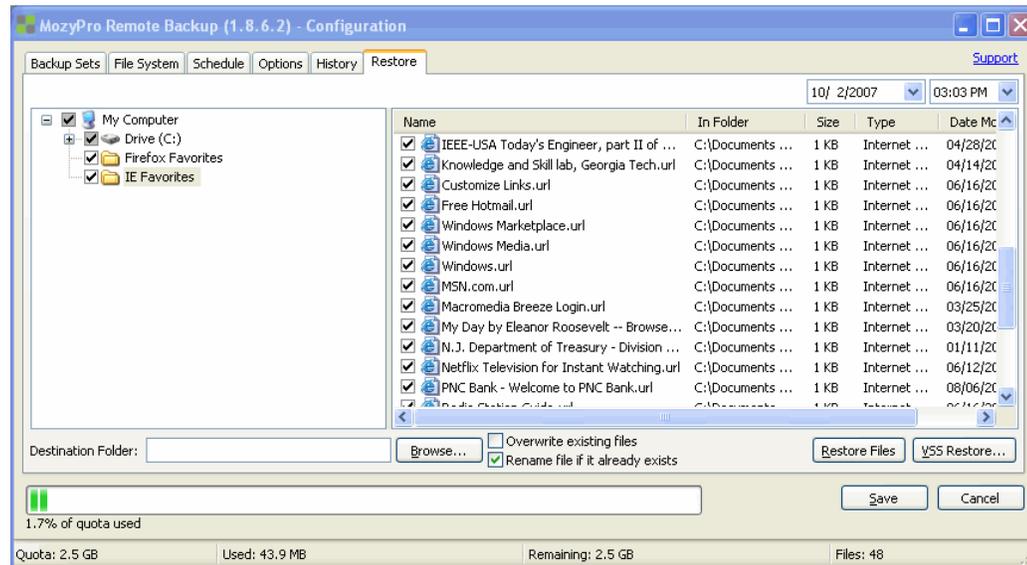
**Important:** You cannot perform a restore when the machine is in the process of a backup.

## 7.1 Performing a Restore Using the Restore Tab

To restore files from the *Restore* tab:

1. In the left panel, select the backup set from which you want to restore files.
2. In the right panel, select the file or files you want to restore.

Figure 7-24 Restore Tab

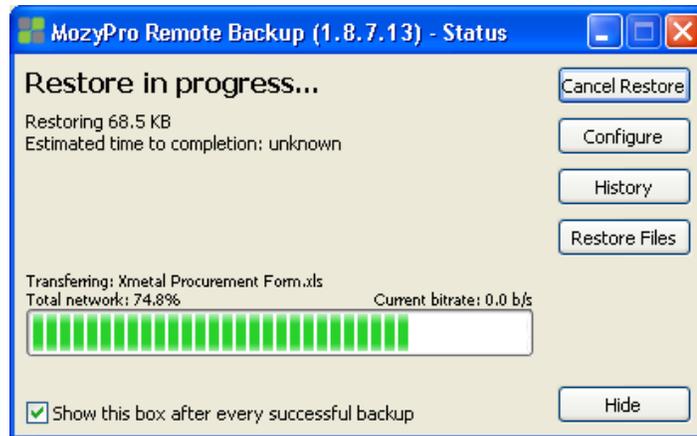


3. Click *Browse* to select the destination folder for your restored files.
  - When the Browse window appears, navigate to the desired folder.
  - Alternately, create a new folder by clicking *Make New Folder*, then specify the name of the new folder in the appropriate field.
  - Click *OK* to return to the Configuration window.
4. Select whether you want to overwrite existing files or rename files if they already exist.

5. Click *Restore Files*.

The Status window appears with the restoration progress.

**Figure 7-25 Restoration Progress**



## 7.2 Performing VSS Restores

If you have backed up VSS data such as Microsoft SQL Server, Microsoft Exchange Server, Active Directory, and the Windows File Replication Service (for example, SYSVOL), you can use the VSS Restore to recover this data.

The process for restoring VSS data is slightly different depending upon the type of data you are restoring.

### 7.2.1 Restoring Microsoft Exchange Server Data

Before you restore the Microsoft Exchange data, you must dismount all Mailbox Stores.

To dismount all Mailbox Stores:

1. Open the Microsoft Exchange System Manager and navigate to the Servers folder.
2. Expand each storage group.
3. For each mailbox store, right-click the mailbox store, then click *Dismount Store*.

Once each mailbox store has been successfully dismounted, you are ready to perform the restore.

1. Right-click the *MozyPro* icon in the system tray, then click *Status*.  
The Status window appears.
2. Click *Restore Files*.  
The MozyPro Configuration window appears.
3. Click *VSS Restore*.
4. Select the VSS: MS Exchange Server backup set.

**Warning:** Selecting the Authoritative Restore forces the restored directory database to be replicated to other servers on the domain after the backups have been restored.

5. Select the method used to access the backup set:
  - a. Download files from *MozyPro* Remote Backup Server
  - b. Use previously downloaded web restore or files copied from DVD restore
6. If you select to use a previously downloaded restore, browse to the location where either the files or the DVD is stored.
7. Click *Next*. The VSS downloading window appears.
8. Once the data has been downloaded, the VSS writer automatically copies the files to the correct locations.

Once the restore has been completed, all mailbox stores need to be mounted.

To mount the mailbox stores:

1. Open the Microsoft Exchange System Manager and navigate to the Servers folder.
2. Expand each storage group.
3. For each mailbox store, right-click the mailbox store, then click *Mount Store*.

**Important:** If configuring MozyEnterprise to back up a Microsoft Exchange Server residing on the same hardware as the domain controller it is important to select the corresponding check boxes for VSS Active Directory and Windows File Replication Service (SYSVOL) backup sets from the configuration module.

### 7.2.2 Restoring Active Directory and SYSVOL Data

Before restoring data to Active Directory and SYSVOL, you must restart the server in Directory Service Restore mode.

To restart the server in Directory Service Restore mode:

1. Reboot the server.
2. During the reboot process press and hold the *F8* key on the keyboard.
3. When the Windows Advanced Options menu displays, select *Directory Services Restore Mode*, then press *Enter*.
4. When the Authentication window appears, log in as the local administrator.

Once you have restarted the server in Directory Services Repair mode, you are ready to begin the restoration process.

1. Click *Start > All Programs > MozyPro > MozyPro Status*.
2. Click *Restore Files*.  
The MozyPro Configuration window appears.
3. Click *VSS Restore*.
4. Select *VSS Active Directory and SYSVOL*.

**Warning:** When you select the Authoritative Restore, Windows causes Active Directory to replicate and overwrites objects and object trees of objects to all domain controllers in the domain.

5. Select the method used to access the backup sets
  1. Download files from *the MozyPro* Remote Backup Server
  2. Use previously downloaded Web restore or files copied from DVD restore
6. If you select to use a previously downloaded restore, browse to the location where either the files or the DVD is stored.
7. Click *Next*.

The VSS downloading window appears.
8. Once the data has been downloaded, the VSS writer automatically copies the files to the correct locations.

After successfully restoring Active Directory and SYSVOL, restart Windows Server in normal mode, then log in as the domain controller Admin.

### 7.2.3 Restoring Microsoft SQL Server Data

To restore the Microsoft SQL Server data:

1. Right-click the *MozyPro* icon in the system tray, then click *Status*.

The Status window appears.
2. Click *Restore Files*.

The MozyEnterprise Configuration window appears.
3. Click *VSS Restore*.
4. Select the VSS: MS SQL Server backup sets that need to be restored.
5. Select the method used to access the backup set:
6. Download files from MozyEnterprise Remote Backup Server
7. Use previously downloaded a Web restore or files copied from DVD restore
8. If you select to use a previously downloaded restore, browse to the location where either the files or the DVD is stored.
9. Click *Next*. The VSS downloading window appears.
10. Once the data has been downloaded, the VSS writer automatically copies the files to the correct locations.

### 7.2.4 Restoring COM+

1. Right-click the *MozyEnterprise* icon in the system tray, then click *Status*.

The Status window appears.
2. Click *Restore Files*.

The MozyEnterprise Configuration window appears.
3. Click *VSS Restore*.
4. Select the VSS: COM+ backup set.

5. Select a method to access the backup set:
  3. Download files from MozyEnterprise Remote Backup Server
  4. Use previously downloaded web restore or files copied from DVD restore
6. If you select to use a previously downloaded restore, browse to the location where either the files or the DVD is stored.
7. Click *Next*. The VSS downloading window appears.
8. Once the data has been downloaded, the VSS writer automatically copies the files to the correct locations.

Once you have completed the restore, you must restart Windows for the restore to take effect.

#### **7.2.5 Restoring the Registry**

1. Right-click the *MozyEnterprise* icon in the system tray, then click *Status*.  
The Status window appears.
2. Click *Restore Files*.  
The MozyEnterprise Configuration window appears.
3. Click *VSS Restore*.
4. Select the VSS: Registry backup set.
5. Select the method used to access the backup set:
  5. Download files from MozyEnterprise Remote Backup Server
  6. Use previously downloaded web restore or files copied from DVD restore
6. If you select to use a previously downloaded restore, browse to the location where either the files or the DVD is stored.
7. Click *Next*. The VSS downloading window appears.
8. Once the data has been downloaded, the VSS writer automatically copies the files to the correct locations.

Once you have completed the restore, you must restart Windows for the restore to take effect.

## 7.3 Using the MozyPro Virtual Drive

To use the MozyPro Virtual Drive:

1. Use either the Start menu or your desktop icon to navigate to My Computer (Computer for Vista users).  
or  
Right-click on the Start button, click *Explore*, then click *My Computer* (Computer for Vista users).
2. When the file listing appears, select *MozyPro Remote Backup* from the right side of the window.
3. Navigate to the folders and files you want to restore.  
You might need to select from a number of different dates and times of backed up files. Select the most recent or the specific files you require.
4. Right-click on the folder or file and select *Restore* from the drop-down menu.
5. (Conditional) If, in the case of a corrupted file, a file by that name exists on your local drive, either overwrite or rename the file when prompted by MozyPro.  
If you know the file is corrupted and would like to overwrite the file, click *Overwrite*. If you are unsure, click *Rename* and rename the file. Be sure to keep track of the new file you created.
6. A small window appears to show you the progress of your file restore.

When the restore is finished, the window closes automatically and your file is restored to your hard drive.

You also have the option of restoring files to a specific location.

1. Follow steps 1 to 4 above, but select *Restore To* from the drop-down menu.
2. Navigate to the location on your hard drive where you want the folders and files to be saved, then click *Save*.

**Note:** Restoring this file to a location other than the original location results in two versions of the file on your computer. Be sure to keep track of the locations of each version.

## 7.4 Right-Click Restores

The right-click restore allows you to right-click in a Windows Explorer window or My Computer window and select the files to restore. The right-click restore is the simplest and most efficient way for Windows users to perform a restore for a small number of files in the event of accidental loss, deletion, or corruption.

To restore files using right-click restores:

1. Use either the *Start* menu or your desktop icon to navigate to *My Computer*.  
or  
Right-click on the *Start* button and click *Explore*.
2. Navigate to the folder you want to restore the file or folder to.

3. To restore all files and folders in the folder, right-click an open space in the Windows Explorer window or My Computer window, then click *Restore Files in Folder*.  
or  
To restore an older version of a file, right-click the file, then click *Restore Previous Version*.
4. Select the file versions you want to restore from the list of versions, then right-click the selected files or folders.
5. To restore the files or folders to the same location click *Restore*.  
or  
To restore the files or folders to a new location, click *Restore to*.
6. (Conditional) If you clicked *Restore*, and the file already exists, you must select whether you want to *Overwrite*, *Rename*, or *Cancel* the restore.  
If the file or folder you are restoring was not in the same location, the file is simply restored.
7. If you clicked *Restore to*, the Restore File As window display.
8. Browse to the location where you want to save the file, then in the *File name* field, type a name for the file.
9. Click *Save*.

## 7.5 Using Web Restores

To use the Web restores method:

1. Log in at <http://subdomain.mozypro.com/login/user>.  
Replace *subdomain* with the subdomain for your company. If you try to log in without using the appropriate subdomain, you will not be able to log in.
2. Click the name of the computer from which you want to restore files.

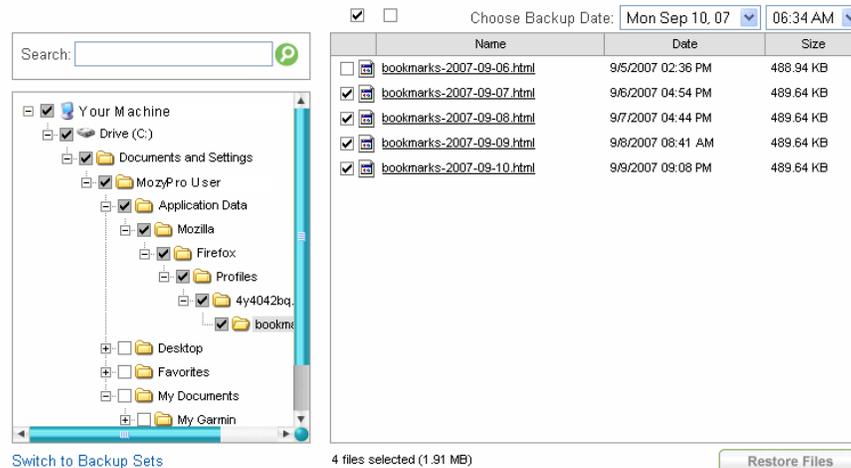
**Figure 7-26 Machines List**



3. Click *Restore Files* in the upper right corner.
4. From the *Restore Options* page, scroll down to *Web Restores*, then click *Choose Files to Restore*.
5. In the Restore Files window:
  - a. In the drop-down menus in the top-right corner of the page, select the date and time that correspond to the backup you want to restore.
6. Click the folder containing the files you want to restore.
7. Select or deselect individual files, if necessary.

8. To select all the files, click the check box above the top of the file list. To deselect all the files, click the empty check box above the top of the file list.

**Figure 7-27 Choosing the Backup to Restore**



9. Click *Restore Files*.

Another option for activating the restore feature is from the Backup Sets Restore view. To navigate to the Backup Sets Restore view, click *Switch to Backup Sets*.

1. In the drop-down menus, select the date and time that correspond to the backup you want to restore.
2. Select the backup set you want to restore.
3. (Conditional) Select or deselect individual files, if necessary.
  - To select all the files, click the check box above the top of the file list.
  - To deselect all the files, click the empty check box above the top of the file list.
4. Click *Restore Files* to start the restore process.
5. Select between the free Web download of your restored content or a DVD version that can be sent to you via FedEx.

**Note:** The second option includes a processing and shipping cost.

After you click *Restore Files*, an email is sent to you letting you know that your restore is complete. If you selected *Web Restore*, your email will include a link to use when retrieving your restored information. Your files will be available for download for 7 days.

To download the restored information:

1. Click (or copy and paste) the link from your restore email into your Web browser.
2. Log in using your user name and password.

3. Click *Restore > Download*.
4. When the pop-up window appears, you may either open the file immediately then save it, or save it right away to disk (recommended).
5. Once you have downloaded your restore files, you will need to decompress your files using decompression software such as (Windows Explorer, PKUnzip, Winzip, WinRar, etc.).

If you save it to disk, you need the same software, but it is used when you chose to open the file.

If you encrypted your data using your own private key, you need to decrypt the data using the Mozy Decrypt application.

## **7.6 Decrypting Restored Files Using Your Own Private Key**

If you opted to use your own private key during registration, you will need to download and run the Mozy Decrypt application.

1. Log in at <http://subdomain.mozypro.com/login/user>, then click *Download Mozy*.  
Replace *subdomain* with the subdomain for your account.
2. Scroll down to *Mozy Decrypt*, then click *Download*.
  - a. If you used the Mozy key when you registered, you do not need this application, and it will not be available for download.
3. Save the file to a location you will remember later (such as your Desktop).

4. Click on the *Mozy Decrypt* icon to run the program.

**Figure 7-28 Import Encryption Key**



5. When the Mozy Decryption Utility window appears:
  - a. Specify the folder into which you saved your downloaded files into the *Source Folder* field.
  - b. Specify the folder into which you want to place the decrypted files into the *Destination Folder* field.  
The *Source* and *Destination* folders cannot be in the same path.
  - c. Specify your key in the field provided or import your key from its location on your computer.