Mozy

Administrator Guide
Preface

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CHAPTER 1

Introduction to Mozy

Mozy provides remote backup and file management services for Internet-connected devices.

Your computer, laptop, and smartphone hold your most important files, including email, photos, music, financials, and business contacts. Mozy protects your files by automatically backing up your data in our cloud-based data centers. If disaster strikes, or whenever you choose, you can restore any lost files quickly and easily.

Mozy is easy to set up. You simply download and install Mozy onto your computer. Mozy is a small software program that works quietly in the background. When your computer is idle, and at regular intervals, the program automatically backs up new and changed files. You choose when, and how often, the backup program will run and which files to include in the backup.

As part of the backup process, each file is encrypted before being sent over the Internet and remains encrypted in the data center. You are the only person who can decrypt them ensuring your files are protected at all times.

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Understanding Mozy

Mozy consists of these components for complete protection of, and access to, your files:

- **Mozy Client**: A desktop agent used to back up data on your machines.
- **Mozy mobile app for Android or iOS**: Mobile app for user access to files backed up with Mozy on Android or iOS devices.
- **Web access**: A Web-based portal for access to files in the Mozy cloud from any computer.
- **Mozy Admin Console**: A Web-based portal used for administration of your account, users, and their access to and use of features such as the Mozy Client, Web access, and Mozy mobile app.

**Mozy Client**
The Mozy backup client is a desktop agent used to back up the data on your machines. It is installed on all workstations and servers that contain files you want to include in your backup. The backup client supports multiple methods of installing and activating the client within your organization, allowing you to tailor the deployment according to your needs.

**Mozy Mobile App for Android or iOS**
With the Mozy mobile app for Android or iOS smartphones or tablets, users can view and email files while on the go, stream music and videos backed up with Mozy, and share files. For security purposes when a device is lost, you can require authentication the next time the Mozy mobile app is accessed, and at the same time wipe all locally-saved instances of files backed up with Mozy.

**Web Access to Files in the Mozy Cloud**
Files backed up with Mozy can be accessed from any computer which has a Web browser and Internet access. Users can do this themselves, or administrators can do this on behalf of users. You can select a single file, many files, or all files, as well as previous versions of files and files deleted from the computer or deselected from backup within the retention period for your account. For more information, see File Versions and Data Retention Periods on page 160. Selected files can be downloaded either using the Restore Manager or directly from a Web Browser.

**Admin Console**
The Admin Console is a Web-based management portal that lets administrators manage their backup environment. It is accessed using any Internet-connected device capable of running a supported Web browser. The console allows you to create and manage your users, define the default client configuration, specify the types of files that are included in your backups, and conduct overall management of the service.

**Key Mozy Concepts**

**Roles**
Mozy uses Roles to determine the capabilities available to an Administrator. Capabilities are rights, or privileges, you assign to other administrators allowing you to delegate some management activities.

**Partners**
Partners are not available to all types of accounts. Partners are available in MozyEnterprise and for qualified resellers. Partners allow you to create logical groupings of users and user groups to more easily manage large, or more complex,
organizations. For example, if your company is comprised of several business units, Mozy allows you to create a Partner for each business unit and assign an administrator that is responsible for the overall day-to-day management of Mozy for their business unit.

**Administrators**

When you first purchase Mozy, your account is enabled with a root administrator. The root administrator is responsible for managing all aspects of your account, including managing users, storage space, and account-related items. If you have a MozyEnterprise account, the root administrator also manages user groups and subadministrators.

**Users and User Groups**

User groups are available in MozyEnterprise and for qualified resellers. A user account is required for each individual in your organization who will be using the Mozy service. User groups allow you to organize your users in ways that make sense for your organization. For example, you may create a user group for different functional departments or based on the level of control you want to allow users in managing their own Mozy software.

### Roles and Capabilities

Mozy uses Roles to determine the capabilities available to an Administrator.Capabilities are rights, or privileges, you assign to other administrators allowing you to delegate some management activities.

When your Mozy account is initially created, a parent administrator is also created with the root role. The capabilities of the root role depend on the type of account you have purchased. More complex management activities may not be displayed for smaller or simpler organizations.

All administrators defined in Mozy must have a role assigned to perform management activities. You will create or edit roles and assign administrator capabilities to those roles.

If your account is identified in the Admin Console as being subject to HIPAA security rules, you cannot change password policies, nor can the Mozy default encryption key be used. In addition, parent administrators cannot directly activate sub-administrator accounts. Sub-administrator accounts may only be self-activated via an email they receive. Any subpartners are also subject to the same rules. This security choice is made during account creation, and it cannot be changed later. For information about HIPAA, see [http://www.hhs.gov/ocr/privacy/](http://www.hhs.gov/ocr/privacy/). For more information about HIPAA settings in Mozy, please contact your account representative in Mozy Sales.

### Working with Roles

By default there is one type of administrator in the Admin Console, the Business Root administrator. However, to create additional partners, you must create a Partner Role.

#### Note

Partners are not available to all types of accounts. Partners are available in MozyEnterprise and for qualified resellers.

When your account is created, one user is assigned as the Business Root administrator. The Business Root administrator oversees the entire account, with all rights and privileges. The Business Root administrator can assign additional Partner Admins with specific rights and privileges.
A Partner Admin can only manage users and machines which are assigned to the partner organization that the Partner Admin has privileges to, such as subpartner corresponding to a division of the company or a different company.

You can create custom roles as well, perhaps to make it easier to delegate specific tasks to certain administrators. You can give these custom roles whatever name you want and assign certain rights to them. The number of custom roles you create and the capabilities assigned to each largely depend on how you want to structure management of Mozy within your organization.

The Admin Console

The Admin Console is a Web-based management tool that lets administrators manage their Mozy environment. It is accessed using any Internet-connected device capable of running a supported Web browser.

The Admin Console displays a navigation menu in the left-side pane and a Dashboard in the main section of the screen. The Dashboard is segmented into content panels. Clicking a menu item in the left-side pane opens a new content panel or performs a specific action. When a new content panel is opened, it persists on your Dashboard until you close it.

Logging in to the Admin Console

Administrators use the Admin Console to manage their backup environment.

Procedure

1. In a Web browser, enter https://secure.mozy.com/login.
2. Enter the email address and password associated with your administrator account.
3. Click Log In.

The Dashboard page of the Admin Console appears.

The Dashboard

The Dashboard provides an overview of the backup status for your account. In addition, the Machines list opens by default.

The Navigation Pane

The navigation pane is located on the left side of the screen and contains links to all of the commands necessary for managing Mozy. Clicking a link in the navigation pane opens a content panel or performs a specific action. At the top of the navigation pane are Quick Links that allow you to more easily access the panels for commonly performed tasks.

The options available in the navigation pane are determined by the role assigned to the administrator. The root administrator, the primary administrator for the account, has access to all capabilities available for the account. Root administrators can create sub-administrators to manage various aspects of the system and limit the capabilities of each subadministrator.
Content Panels

Content panels organize the data in Mozy allowing you to easily find and manage specific aspects of your system. For example, the Machines panel lists machines in your environment and all relevant information, while the Users panel lists users.

Figure 1 User details panel

Clicking a menu item in the left-side pane opens a new content panel or performs a specific action. When a new content panel is opened, it is expanded and placed in view at the bottom of the page. Use the controls in the title bar to expand, collapse, and refresh the panel. Clicking the product name in the upper-left corner of the Admin Console opens the default Dashboard display.

Clicking a link in a content panel allows you to view and edit information relevant to the current panel. Other links, such as the column headings, allow you to determine how information is displayed. In addition, most content panels include an Export to Excel link allowing you to export the data to a .csv file.

Searching and Filtering within a Content Panel

Most content panels allow you to search for specific information or to filter the data that is displayed so you can more quickly access the specific information you need. Click a navigation menu item to open a content panel and enter a search term in the Search text box. You can use the Filter drop-down menu to further refine your search.

Exporting Information

The information in your Mozy service can be exported from most content panels. For example, if you want to export a list of users of your system, click Search / List Users to open the content panel. If you want to export a machines list, click Search / List Machines. To export the data in a content panel, click Export to Excel in the upper-right corner of the panel.

Administrator Quick Start

This topic describes basic storage management for a smaller instance of the Mozy service, so you can get up and running quickly. The Mozy service by default allows you share your organization's storage pool among all users and devices.
Each computer requires a user account, which administrators create and manage using the Admin Console. User accounts correspond to a user’s email address. Users download, install, and activate the most recent version of the Mozy software directly from Mozy. Servers should be backed up with an account which is dedicated to that purpose, with a corresponding non-personal email address.

To immediately begin backing up computers in your organization, you create user accounts and use the automated email notification to let users download the latest version of the backup software. As soon as it is installed and activated, the client software begins backing up.

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**Note**

Be aware that an initial backup might take many hours, even days, depending on network speed and the amount of files being backed up.

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If you need to determine whether a more complex storage management structure is necessary, and whether you need any assistance, see Planning Your Deployment on page 19. If your organization needs more control or requires a more complex implementation, consider using any of these capabilities.

- Create user groups. This feature is available in MozyEnterprise and for qualified resellers.
- Enable the available amount of storage to automatically grow on demand.
- Define settings for the backup software which can be automatically sent and enforced.
- Manage which versions of the backup software are used and control its deployment. This feature is available in MozyEnterprise and for qualified resellers.

## Create a User Group

**Before you begin**

This feature is available in MozyEnterprise and for qualified resellers.

Groups define how storage will be managed for users. Every account comes with a single, built-in user group. You can use the Add User Group panel to create your own user groups and define how each group manages storage. If you create at least one user group, you can delete the built-in user group. It is not possible to specify a default user group. Once the group is created, you can use the Admin panel to specify an administrator for each group.

**Procedure**

1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.
2. Under **Quick Links** in the left-side pane, click **User Group List**.
3. Click **Add Group**.
4. Enter a name for the new group.
5. In **Server Storage Type**, select the type of storage you want server devices to use, and then enter the number of server devices available for this group.

**Note**

Server is available only if you have purchased a server add-on.
### Table 1 Storage types

<table>
<thead>
<tr>
<th>Storage Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shared</td>
<td>The organization's storage pool is shared among users and their devices, and among user groups if your organization uses them.</td>
</tr>
<tr>
<td>Limited</td>
<td>The organization's storage pool is shared, but the limit you set for any device, user, or user group cannot be exceeded.</td>
</tr>
<tr>
<td>Assigned</td>
<td>A user group can be assigned a portion of storage from the organization's storage pool. The assigned amount is reserved for use only by the users and devices within the user group. This assigned amount cannot be exceeded. This feature is available in MozyEnterprise and for qualified resellers.</td>
</tr>
</tbody>
</table>

6. In **Desktop Storage Type**, select the type of storage you want desktop devices to use, and then enter the number of desktop devices available for this group.

### Table 2 Storage types

<table>
<thead>
<tr>
<th>Storage Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shared</td>
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</tr>
<tr>
<td>Assigned</td>
<td>A user group can be assigned a portion of storage from the organization's storage pool. The assigned amount is reserved for use only by the users and devices within the user group. This assigned amount cannot be exceeded. This feature is available in MozyEnterprise and for qualified resellers.</td>
</tr>
</tbody>
</table>

7. Click **Save**.

### Create User Accounts

You can create user accounts and use the automated email notification to let users download the latest version of the backup software. As soon as it is installed and activated, the client software begins backing up.

**Procedure**

1. Log in to the Admin Console.
   a. In a Web browser, enter https://secure.mozy.com/login.
   b. Enter the email address and password associated with your administrator account.
   c. Click **Log In**.

   The Dashboard page of the Admin Console appears.

2. Under **Quick Links** in the left-side pane, click **Add New User**.

   The Add New User panel opens.
3. The action available in section 1 depends on the nature of your account.
   - If you see **Choose a Group**, select the group you want users to belong to, then view the resources available in that group which can be assigned to new users.

   **Note**

   There may be only one group available to choose.

   - If you see **View Plan Summary**, review the resources available for your account that can be assigned to new users.

4. In section 2, **Define Profile**, define the profile for the users.
   a. Choose whether the users have server or desktop devices.
   b. (Optional) Set a storage limit for each user. This limit applies to each user, and not to the group or to each device individually.
   c. Set the maximum number of devices the users may back up.
   d. (Optional) If the type of user is Desktop and if file synchronization is enabled for this group, select whether sync will be enabled for these users.

   **Note**

   User accounts backing up server computers cannot be enabled for sync. Only desktop profiles may be enabled for sync.

5. In section 3, **Enter Users**, enter the name and email address of a user to add to your account.

6. (Optional) To add another user, click and repeat the previous step.

7. (Optional) To remove a user from this list, click for that user.

8. Select **Send users instruction email** to send an automated email to the users which provides instructions for downloading and installing Mozy software.

9. Click **Add User(s)**.
Results

A user account for each of the names entered is created with the defined settings, and an email is sent to these users. Users click the link in the email to create an account password and then download the latest version of the backup software. As soon as the backup client is installed and activated, the backup begins.
The activities involved in planning your deployment of the Mozy service will depend on the product you are implementing. Most of the considerations when deploying Mozy do not apply to deploying the MozyPro service. MozyPro customers should refer to the Storage Types and Mozy Authentication topics for information relevant to their implementation.

- **Storage Types** on page 22
- **Mozy Authentication** on page 24

When deploying MozyEnterprise, it is important to consider the structure of your organization, how you want your users organized, and who will manage your users. This chapter guides you through some of these considerations.

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Determining Your Organization's Structure

Many organizations are divided into logical groups such as business units or functional units. These units may organize members based on geographical location, business type, function, or many other factors.

When managing Mozy, each business or functional unit may have one or more administrators. In addition, each unit might include subordinate departments, each of which might have its own administrators. The Mozy Admin Console provides options for logical groupings to let you support your users using whatever structure best suits your organization.

*User groups* are the simplest way for an organization to logically group users. The root administrator creates user groups and determines their capabilities with client configurations. The root administrator can also create subordinate administrators, determine which administrative capabilities they have, and then assign them to manage specific user groups.

If your organization does not require a complex structure to use and manage Mozy, you should implement a flat user group structure.

Figure 3 Example of a flat organization with user groups

**Note**

Partners, in conjunction with user groups, are more suited to the logical groupings required by more complex organizations with a deeper hierarchy. This more complex deployment approach requires planning and communication, but it offers benefits to an organization prepared to manage it effectively.

---

**Note**

Partners are not available to all types of accounts. Partners are available in MozyEnterprise and for qualified resellers.

In this organizational model, the parent organization has subordinate partners, which can in turn manage their own sub-partners or user groups. In addition to user groups and subordinate administrators, the partner root administrator can also create sub-partners. In turn, administrators of sub-partners may also create their own subordinate partners and user groups.
If your organization has a complex hierarchical structure, you should deploy Mozy using both partners and user groups.

Figure 4 Example of a complex organization with partners and user groups

The root administrator is responsible for the entire account.

The primary sub-administrator has all capabilities except billing.

Partner administrators create sub-administrators and user groups within the Partner group.

Sub-administrators manage storage space and client configuration for users within the user group.

Using Partners to Organize Your Users

Note

This feature is available in MozyEnterprise and for qualified resellers. If you are interested in using partners to help manage your users, you must first create a plan. Please contact Support or Sales to assist you in creating a plan.

Partners allow you to segment your organization into smaller logical units, as described in Determining Your Organization's Structure on page 20. In the example chart of a complex organization, each business unit is a separate sub-partner with its own administrator.

When a partner is created, a new administrator is created to manage that partner. In a sufficiently large organization, partners may also choose to use subadministrators to help manage the partner account.

Note

You cannot create subpartners without first creating a partner role.

In the complex organization example, all the subadministrators inherit capabilities from their Parent Admin. The following structure is deployed in this example, using both partners and user groups:
A Product Development subpartner and administrator, with subadministrators to manage the Testing and Development user groups.

A Sales subpartner and administrator.

A Marketing subpartner and administrator.

A Support subpartner and administrator, with subadministrators for each user group.

### Using Groups to Organize Your Users

Note

This feature is available in MozyEnterprise and for qualified resellers.

Because some users have different needs from others, user groups help you organize these users according to their requirements.

Each user group must be assigned an administrator. The administrator assigns identifies the type of storage space creates users within the group. In addition, the administrator is responsible for the client configuration for users in the group. Each group can have a different client configuration based upon the needs of the users within the group. For example, the marketing department might need to back up MS PowerPoint presentations, but users in support may not even have this application and so won't need to back up that type of file. The administrator can create a client configuration for the marketing group with a backup set that looks for PowerPoint presentations.

If you have chosen to deploy using partners, a default user group is automatically created for each partner. Also, the partner administrator is assigned automatically as the administrator for the default user group.

Mozy makes it easy to automatically assign users to the proper user group when the users are activated.

When you have organized the logical structure of your organization and have assigned all your users appropriately, you are ready to deploy the Mozy client to your users.

### Storage Types

The Mozy service by default allows you share your organization's storage pool among all users and devices.

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Table 3 Storage types (continued)

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<tbody>
<tr>
<td></td>
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</tr>
</tbody>
</table>

Choosing to impose storage limits can have consequences. Once a device or user or group has consumed storage up to its limit, backups can be affected. Any single user in a limited group might cause that group to reach its limit. Any single device within a limited group may cause that group to reach its limit.

If you choose to assign storage to a user group, the group should be monitored to ensure the storage assignment is meeting the needs of group. Any single user or device in a group with assigned storage can cause that group to reach its limit.

You can subscribe to autogrow to automatically add to your organization's storage pool.

Automatically Adding Storage with Autogrow

If your account is subscribed to autogrow, and if the storage purchased by your organization has been consumed, storage is automatically added as needed to your organization's storage pool.

If a limit is set for any device, user, or user group, once that limit is reached, autogrow has no effect. Storage will not be automatically added to the organization's storage pool.

If storage is assigned, autogrow has no effect. When all assigned storage for a user group is consumed, storage will not be automatically added to the organization's storage pool.

Authentication Policy

Using the Authentication Policy panel, you can define the method you want to use for authenticating users to the Mozy service. Mozy support native authentication through the Mozy service, as well as integration to a directory service for a more seamless user experience.

Mozy Authentication

Mozy provides a simple method for authenticating your users through the service. Users create a password that meets the criteria you define the Password Policy panel, located under Configuration in the left-side pane. You can use the default password policy or specify a more granular custom policy. The Administrator password policy can use the settings of the User password policy or you can specify a separate Admin policy.

Note

If your account is identified in the Admin Console as subject to HIPAA security, your password policies are already set to conform to specific rules, and they cannot be changed.

Directory Service Authentication

This feature is available to MozyEnterprise customers only. The directory service integration allows you to authenticate and manage your users through a connection to
your user directory. All provisioning and deprovisioning of users is done through the integration, simplifying overall management of Mozy. For more information on enabling directory service integration, contact your Account Manager at mailto:accountmanager@mozy.com.

Mozy leverages the user management capabilities of Microsoft Active Directory or any LDAP-enabled directory service to automatically provision and deprovision Mozy users and provide Single Sign-On (SSO) capabilities.

Mozy queries for changes in the user directory, automatically updating the corresponding user accounts. Everyday actions in the directory service will trigger user creation, update, and deletion in the service, simplifying administration for IT management.

To provide SSO, Mozy integrates with any enterprise Identity Provider (IdP) using the Security Assertion Markup Language v2.0 (SAML). The IdP validates the identity of the user, then issues a SAML token once proper login credentials are received. The token is used to gain access to SAML-enabled applications and network services. The SAML token issued by the IdP is presented as proof of identity and eliminates the need for a Mozy-specific username and password.

**Mozy Authentication**

Mozy provides a simple method for authenticating your users directory through the service. The policies can be as simple or as complex as your organization requires. If your account is identified in the Admin Console as subject to HIPAA security, your password policies are already set to conform to specific rules, and they cannot be changed.

**Defining a User Password Policy**

When selecting a password policy for your users, you can choose to use the default password policy set by Mozy or set your own custom password policy. The password policy applies to the password users use to log in to their online account using a Web browser. It also affects the password in the Mozy client software. You can either use the default user password policy or create a custom password policy.

If your account is identified in the Admin Console as subject to HIPAA security, your password policies are already set to conform to specific rules, and they cannot be changed.

**Selecting the Default User Password Policy**

**Note**

If your account is identified in the Admin Console as subject to HIPAA security, your password policies are already set to conform to specific rules, and they cannot be changed.

**Procedure**

1. Log in to the Admin Console.
   
   For additional information, see [Logging in to the Admin Console](#) on page 12.

2. In the left menu, click **Password Policy** under **Configuration**.

3. Under **User Password Policy**, select **Default**.
   
   The default password rules are listed under Default. These cannot be changed.
4. (Optional) If you want to have the Admin Password Policy be the same as the user password policy, select **Same as user policy** under **Admin Password Policy**.

5. Click **Save Changes**.

**Creating a Custom User Password Policy**

**Note**

If your account is identified in the Admin Console as subject to HIPAA security, your password policies are already set to conform to specific rules, and they cannot be changed.

**Procedure**

1. Log in to the Admin Console.
   
   For additional information, see **Logging in to the Admin Console** on page 12.

2. In the left menu, click **Password Policy** under **Configuration**.

3. Under **User Password Policy**, select **Custom**.

4. Modify the options you want for the user password policy.

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Length</strong></td>
<td>Enter a minimum number of characters for a password.</td>
</tr>
<tr>
<td><strong>Complexity</strong></td>
<td>Choose whether you want to require special characters in a password. You can require special characters such as capital letters, lowercase letters, numbers, or other special characters such as ($!&amp;).</td>
</tr>
<tr>
<td><strong>Min age</strong></td>
<td>Enter the minimum number of hours before an administrator can change the password. If an administrator tries to change the password before the minimum age for the password passes, the administrator receives an error message stating they are not allowed to change their password at this time.</td>
</tr>
<tr>
<td><strong>Max age</strong></td>
<td>Enter the maximum number of days that must pass before a user is prompted to change their password. If the password expires for the administrator, the administrator is prompted to create a new password when logging in to the Admin Console. For example, if you enter 90, then the user will be prompted to change their password in 90 days.</td>
</tr>
<tr>
<td><strong>Reuse</strong></td>
<td>Enter the number of different passwords that must be used before a password can be used again. For example, if you use the password xYz341 and <strong>Reuse</strong> is set at 3, then you must use three different passwords before you can use xYz341 again.</td>
</tr>
<tr>
<td><strong>IP Address Lockout</strong></td>
<td>Enter the parameters when repeated failed login attempts come from the same address. This prevents an IP address from attempting different usernames to gain access.</td>
</tr>
<tr>
<td>Option</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>option 1</td>
<td>- Number of failed login attempts before the IP address that the administrator is attempting to log in from is prevented from accessing the system. For example, if set at 3, an administrator whose login attempts fail three times is blocked from logging in using the same IP address.</td>
</tr>
<tr>
<td></td>
<td>- Number of minutes in which the failed attempts must occur. For example, if the number of failed attempts is set at 3 and the number of minutes is set at 5, then any administrator whose login attempts fail three times within five minutes from that IP address are blocked from logging in using the same IP address.</td>
</tr>
<tr>
<td></td>
<td>- Number of minutes the IP address is blocked. After the specified number of minutes has passed, the administrator at the blocked IP address can try to log in again using the same IP address.</td>
</tr>
<tr>
<td>Username Lockout</td>
<td>Enter the parameters for repeated failed login attempts of the same username.</td>
</tr>
<tr>
<td></td>
<td>- Number of failed attempts before the person with that username is blocked from logging in.</td>
</tr>
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<td>- Number of minutes in which the failed attempts must occur. For example, if the number of failed attempts is set at 3 and the number of minutes is set at 5, then any administrator whose login attempts fail three times within five minutes are blocked from logging in.</td>
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<td></td>
<td>- Number of minutes for which the username is blocked. After the specified number of minutes has passed, the administrator can try to log in again.</td>
</tr>
<tr>
<td>CAPTCHA Display</td>
<td>As an additional security measure, you can require users to complete a CAPTCHA if they fail to enter a correct username and password for logging into their online account.</td>
</tr>
<tr>
<td>Email Verification</td>
<td>You can require that users verify their registered email address before they can log in to their online account. To verify, the user must respond to a verification email that contains a link that is valid for 72 hours. Users whose email addresses are not verified will automatically receive a verification email when they attempt to log in to their online account. They will also see the Verify Email page that provides instructions. It also lets them change their registered email address. Users who change their registered email address will not be able to perform backups until they change the email address in their client software. If an administrator changes his or her registered email address, it has no effect on any of their users' ability to perform backups.</td>
</tr>
</tbody>
</table>
5. (Optional) If you want to have the administrator password policy be the same as the user password policy, then select Same as user policy under Admin Password Policy.

6. Click Save Changes.

Defining an Admin Password Policy

When selecting a password policy for your administrators, you can choose to use the same policy that is set for your users, use the default password policy set by Mozy, or set your own custom password policy. The password policy applies to the password admins use to log in to the Admin Console. This does not affect passwords used in the Mozy backup software. If your account is identified in the Admin Console as subject to HIPAA security, your password policies are already set to conform to specific rules, and they cannot be changed.

Selecting the Default Admin Password Policy

By selecting to use the default password policy, you are selecting to use the default settings of the systems.

Note

If your account is identified in the Admin Console as subject to HIPAA security, your password policies are already set to conform to specific rules, and they cannot be changed.

Procedure

1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.
2. In the left menu, click Password Policy under Configuration.
3. (Optional) Under Admin Password Policy, deselect Same as user password policy.
4. Under Admin Password Policy, select Default.
   The default password rules are listed under Default. These cannot be changed.
5. Click Save Changes.

Creating a Custom Admin Password Policy

You can create a custom policy for password length and a custom retry policy within the Admin Console.

Note

If your account is identified in the Admin Console as subject to HIPAA security, your password policies are already set to conform to specific rules, and they cannot be changed.

Procedure

1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.
2. In the left menu, click Password Policy under Configuration.
3. Under Admin Password Policy deselect Same as user password policy.
4. Under **Admin Password Policy**, select **Custom**.
5. Modify the options you want for the user password policy.

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<td><strong>Complexity</strong></td>
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</tr>
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<td><strong>Min age</strong></td>
<td>Enter the minimum number of hours before an administrator can change the password. If an administrator tries to change the password before the minimum age for the password passes, the administrator receives an error message stating they are not allowed to change their password at this time.</td>
</tr>
<tr>
<td><strong>Max age</strong></td>
<td>Enter the maximum number of days that must pass before a user is prompted to change their password. If the password expires for the administrator, the administrator is prompted to create a new password when logging in to the Admin Console. For example, if you enter 90, then the user will be prompted to change their password in 90 days.</td>
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| **IP Address Lockout** | Enter the parameters when repeated failed login attempts come from the same address. This prevents an IP address from attempting different usernames to gain access.  
  - Number of failed login attempts before the IP address that the administrator is attempting to log in from is prevented from accessing the system. For example, if set at 3, an administrator whose login attempts fail three times is blocked from logging in using the same IP address.  
  - Number of minutes in which the failed attempts must occur. For example, if the number of failed attempts is set at 3 and the number of minutes is set at 5, then any administrator whose login attempts fail three times within five minutes from that IP address are blocked from logging in using the same IP address.  
  - Number of minutes the IP address is blocked. After the specified number of minutes has passed, the administrator at the blocked IP address can try to log in again using the same IP address. |
| **Username Lockout** | Enter the parameters for repeated failed login attempts of the same username.  |

Planning Your Deployment

Mozy Administrator Guide
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</tr>
</tbody>
</table>

6. Click **Save Changes**.

**Directory Services Authentication**

Mozy leverages the user management capabilities of Microsoft Active Directory or any LDAP-enabled directory service to automatically provision and deprovision Mozy users and provides Single Sign On (SSO) support for any identity provider that supports the Security Assertion Markup Language. To integrate with Mozy, your directory service must support LDAP v2.0 or higher and your identity provider needs to include support for SAML v2.0.

If you have implemented Mozy using Federated Identity for authentication to the service, this section assist you in managing your federated environment. If you are implementing Mozy for the first time using directory services authentication, see the *Federated ID Guide* for detailed implementation information.

**Change the Mode of Directory Services Authentication**

**Before you begin**

Your account must be configured to use directory services authentication. Contact your Account Manager if you require additional information. For instructions on implementing Mozy with directory services authentication, see the *Federated ID Guide*. 
Mozy allows you to synchronize your directory service by push changes from your local network to the Mozy service or by pulling changes from the directory services. Pull mode provides a level of convenience by allowing you to define all of your settings in the Mozy directory services configuration. Push mode provides for additional security by keeping authentication information for your directory services within your network.

**Procedure**

1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.
2. Under **Configuration** in the left-side pane, click **Authentication Policy**.
3. Make sure **Directory Services** is selected next to **Provider**.
4. Select the new mode of directory services integration you want to use.
   - Select **Use LDAP Pull** to pull changes from your user directory into Mozy.
   - Select **Use LDAP Push** to push the changes in your user directory from your network into the Mozy service.

**After you finish**

- If you selected **Use LDAP Pull**, configure the connection settings in the Admin Console to connect to your LDAP directory. For more information, see the *Federated ID Guide* on implementing Mozy using pull mode.
- If you selected **Use LDAP Push**, install the LDAP Connector software on a local server that can connect to your user directory server. For more information, see the *Federated ID Guide* on implementing Mozy using push mode.

**Push Mode vs. Pull Mode**

Mozy allows you to synchronize your directory service by push changes from your local network to the Mozy service or by pulling changes from the directory services. Pull mode provides a level of convenience by allowing you to define all of your settings in the Mozy directory services configuration. Push mode provides for additional security by keeping authentication information for your directory services within your network.

**Pull Mode**

In pull mode, the Mozy service queries your user directory for changes on a scheduled basis. You enter your server settings and connection information in the Mozy Admin Console. Your network must be configured to allow incoming and outgoing connections to use directory services authentication in pull mode. At the scheduled time, Mozy connects to your user directory to check for any changes. Changes identified are synchronized to Mozy based on the provisioning and deprovisioning rules you have defined. All of the configuration needed for provisioning your users is done in the Mozy Admin Console.

**Push Mode**

When using push mode, you install the Mozy LDAP Connector on a server in your organization. The server on which the LDAP Connector is installed must be able to connect to your directory service. The connector can be run manually or you can run it using a scheduling utility. Once you have configured the connector software, it is recommended to use a scheduling utility to ensure your user information is consistently updated. Your network must allow outgoing connections to use directory services authentication in push mode. In addition, you must have an API key enabled for your account. Your Account Manager can assist you in obtaining an API key.
Set or Change a Synchronization Schedule

You can schedule the frequency that Mozy and your directory service synchronize user information. Where you define the synchronization schedule depends on whether you are using directory service authentication in push or pull mode.

- **Push mode**: If you are using the Mozy LDAP Connector to push changes to Mozy, use any scheduling utility available on your server to determine how often updates are sent.
- **Pull mode**: Use the instructions below to define the synchronization schedule.

**Procedure**

1. Under **Configuration** in the left-side pane, click **Authentication Policy**.
2. Click the **Sync Rules** tab.
3. You can synchronize daily, hourly, or use both options.
   - For daily synchronization, click the **Synchronize Daily At** checkbox and enter the hour of day during which you want the sync to occur. The hour is entered using a 24-hour clock. Synchronization occurs during the hour specified.
   - For hourly synchronization, click the **Synchronize Hourly** checkbox. Synchronization occurs at the start of each hour.
4. Click the **Enable synchronization safeguards** checkbox, if it is not already selected, to limit the number of records that can be synchronized at any given time.
   
   If this option is selected, synchronization will fail if more than 5% of your users are impacted. An email is sent to the administrator of the account with additional information and instructions on how to proceed.
5. Click **Save Changes**.

Validate SAML Messages

When configuring your SAML settings, you can validate the SAML assertions that are sent to ensure that your users can log in to the service successfully.

**Procedure**

1. Under **Configuration** in the left-side pane, click **Authentication Policy**.
2. Next to **Providers**, make sure **Directory Services** is selected.
3. Click the **SAML Authentication** tab.
4. Make sure you have entered your SAML settings in the available fields.
5. Click **Validate SAML assertions** at the bottom of the page.
6. Copy and paste the SAML assertion into the provided field.

A portion of a SAML assertion is shown below for reference.

```xml
<samlp:Response ID="_49722f3c-c36a-42ae-ad63-1f4ec637fb4f"
Version="2.0"
Destination="https://auth2.mozy.com/fedidpush/saml"
Consent="urn:oasis:names:tc:SAML:2.0:consent:unspecified"
xmlns:samlp="urn:oasis:names:tc:SAML:2.0:samlp">
...SessionIndex="_54044b5c-...c2e58">
```
7. Select the format of the assertion you are using.
   - Base-64 encoded: Use if the SAML assertion is encoded.
   - Plain text: Use if you are pasting a copy of the SAML assertion in plain text.
     The example in the previous step uses plain text.

8. Click Validate.
   The SAML Validation Results window appears with details on the success or failure of each step in the SAML assertion.

LDAP Connector Parameter Reference

The LDAP Connector is command line software that allows you to communicate changes in your user directory to the Mozy service automating user management of the Mozy service. The connector can be run using a scheduler to process updates as frequently as needed. Once you define the server connection settings in the Mozy Admin Console, configure the Bind credentials the LDAP Connector should use to synchronize changes. If this is the first time you are configuring the LDAP Connector, see the Federated ID Guide for information on downloading, installing, and configuring the software.

Parameters

The following parameters allow you to configure and then run the software to update the Mozy service. Settings are stored in the registry. If you want to delete any of the settings, specify the parameter followed by empty quotes. For example, proxy_uri ".

- **-partner_id**
  The ID of the partner your are synchronizing. If you do not know your partner ID, contact your Account Manager. This parameter is required when running the LDAP Connector software.

- **-api_key**
  The API key for your partner record. The API key is used to authenticate you to the partner record. If you do not know your API Key, contact your Account Manager. This parameter is required when running the LDAP Connector software.

- **-test_mode**
  This parameter is required when running the LDAP Connector software. Use -testmode True to test the configuration and validate your settings. Use -test_mode False when you want to run the software during normal operations.

- **-ldap_req_timeout**
  This parameter allows you to adjust the timeout value when running the LDAP Connector software. The value is entered in seconds and is not stored in the registry. The default time is 120. Use this parameter if you want to use a timeout value other than the default value of 120 seconds.

- **-ldap_username**
  The account to use to log in to your user directory. This account must have sufficient access to traverse the records defined in the Base DN in the Admin Console. If this parameter exists, the connector is assumed to be running in configuration mode.

- **-ldap_password**
  The password associated with the account you want to use to log in to your user directory. If this parameter exists, the connector is assumed to be running in configuration mode.
-show_ldap_config

Returns the configuration settings the Mozy service will use to sync with the LDAP user directory. This includes the connecting settings defined in the Mozy Admin Console and the Bind credentials defined for the connector.

-proxy_uri

If you need to go through a proxy to reach the Mozy service, enter the location of the proxy server. Enter the URI in the format \texttt{https://myproxy.example.com:port} or \texttt{https://198.51.100.1:port}. This setting are stored in the registry, but you can override the registry entry by specifying the parameter when running the connector.

-proxy_logon_name

The account to use to log in to the proxy server. The LDAP Connector supports basic proxy authentication only. This setting are stored in the registry, but you can override the registry entry by specifying the parameter when running the connector.

-proxy_logon_password

The password associated with the proxy log in information. This setting are stored in the registry, but you can override the registry entry by specifying the parameter when running the connector.

Change the Authentication Method

You have the option of changing the authentication method chosen when implementing Mozy. If you choose to change your authentication method, contact your Account Manager for assistance in making sure users are migrated to the new authentication method successfully.

Procedure

1. Log in to the Admin Console.
   
   For additional information, see \textit{Logging in to the Admin Console} on page 12.

2. Under Configuration in the left-side pane, click Authentication Policy.

3. Select the new authentication method you want to use.
   
   - Select \textbf{Mozy} authentication if you want each user to have a username and password that is managed by Mozy. Your users access Mozy using this username and password.
   
   - Select \textbf{Directory Services} if you want users managed in your user directory. Your users access Mozy using their network credentials.

After you finish

- If you changed your authentication method to Mozy authentication, set up the authentication policies for your users and administrators. Each person will need to define a password to access the Mozy service. For more information, see \textit{Mozy Authentication} on page 24.

- If you changed your authentication method to Directory Services authentication, configure the settings for connection to your LDAP service and the SAML settings. For more information, see the \textit{Federated ID Guide} for instructions on implementing Mozy in a federated environment.
Planning Client Encryption

Administrators can decide how the Mozy software encrypts files sent to the Mozy cloud. Administrators can also decide to allow users to choose between types of encryption keys.

After you understand the role encryption plays in your organization's experience of Mozy, you can configure the Mozy client software to best meet the needs of your users and your organization, and prepare for a smooth deployment and use.

Mozy Encryption

Mozy secures your data using either 448-bit Blowfish or 256-bit AES encryption. If you elect to use the Mozy default encryption, the Blowfish algorithm is used; if you create your own key from a pass phrase, the encryption key is created using AES. The account administrator can choose what type of encryption key can be used with the Mozy software, and how to deploy it.

Note

If your account is identified in the Admin Console as being subject to HIPAA security rules, the Mozy default encryption key cannot be used. This reduces concerns regulators might have about your vendor, Mozy, having access to your organization's encryption key.

That encryption is permanently associated with all files sent to the Mozy cloud from that computer.

Administrators can configure the Mozy software before installation to assign the encryption key type for users. The client software configuration can also be used to automate installation with a corporate key or KMS keys. If you use corporate key, all Mozy software that is installed by the affected users use the same corporate encryption key. If you use a KMS key, each affected user has a unique KMS encryption key.

You can change the encryption key type after you install the Mozy software. Doing this requires deleting the computer from the account and re-activating the software. If users are permitted to activate the software, a user can re-launch the setup wizard through the software and reactivate. Otherwise, you must uninstall the software, then reinstall and reactivate. The Mozy software then uploads all the files again to ensure that the stored files match the current encryption key.

Encryption Options

Regardless of the type of encryption key that is used, files are encrypted in the first step of processing before they are sent to the Mozy cloud. This ensures that they are secure before ever leaving your computer and remain so during transit and at rest in the Mozy cloud. If you are using personal encryption keys, a corporate encryption key, or KMS encryption keys, Mozy cannot read and will not escrow your encryption key; therefore, the files are never decrypted until you restore them to your computer.

The type of encryption key that is used determines whether some tasks are seamless and simple or whether extra steps are required. The Mozy default encryption key yields the least complicated experiences. A personal or corporate encryption key requires an extra set of steps for certain tasks. For example, if a personal encryption key is used, that key must be supplied to access files from the Mozy cloud when you use the Mozy mobile app. If a personal or corporate key is used, when you download files from the Mozy cloud using a web browser that you must then also use the Mozy
decryption utility to supply that key. If a KMS key is used, you must use the backup software or Restore Manager to download and decrypt files.

With a few exceptions, most features of Mozy are available regardless of which type of encryption key is used.

**Table 4 Mozy encryption key options**

<table>
<thead>
<tr>
<th>Encryption Key Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Default encryption key</strong></td>
<td>The Mozy default encryption option uses 448-bit Blowfish to encrypt files. Mozy separately stores the key. This option lets Mozy automatically decrypt your files when you download or restore them. This is the least complicated, most seamless experience for users, imposing no restrictions on any Mozy features.</td>
</tr>
</tbody>
</table>
| **Personal encryption key** | When you download and restore files, you must supply this key to decrypt those files. Mozy does not have access to your personal encryption key and cannot decrypt files for you. This means that if you lose your key, Mozy cannot help you decrypt your files. When you reinstall the Mozy software or install it on a replacement computer, you must supply this same key to ensure continued access to files you have previously backed up. If you choose to use a personal encryption key and you also use the Mozy mobile app, you must provide your personal key to view and download files from the Mozy mobile app. If you choose to use a personal encryption key with Mozy Sync, each instance of the sync software you install must use exactly that same key. If you use a personal encryption key, several Mozy features are affected.  
  - File previews and image thumbnails are not available in Mozy on the web.  
  - Files cannot be uploaded from a web browser to your set of synchronized files.  
  - You must use the Mozy decrypt utility to manually decrypt archive packages that are downloaded from the web and files that are instantly downloaded from the web. |
| **Corporate encryption key** | Corporate encryption keys are created using a special utility, the Crypto Utility. To protect against unauthorized access to the encryption key, Mozy assigns a shared secret that is used to encrypt the corporate encryption key file using the Blowfish algorithm. This two-step process ensures that your encryption key is secure. Mozy cannot assist you in decrypting files that you have backed up, as Mozy does not have access to your key. Corporate encryption keys are shared among all users in your organization or within a user group and can be distributed to the local computers or stored on a network server for users to access. If you use a corporate encryption key, several Mozy features are affected.  
  - If you are using mobile devices, the corporate encryption key must be stored on a web server that is accessible to mobile devices.  
  - Files cannot be uploaded from a web browser to your set of synchronized files.  
  - File previews and image thumbnails are not available in Mozy on the web.  
  - When manually downloading files instantly from the web, or when downloading archive packages, the administrator must use the Mozy decrypt utility to manually decrypt the files. |
Table 4 Mozy encryption key options (continued)

| KMS encryption key | The KMS encryption key option uses 256-bit AES encryption. Keys are generated and managed by a key management server (KMS) that communicates with Mozy through the Key Management Interoperability Protocol (KMIP). Each user has a unique key for encrypting files. Users do not need to remember this key, because it is managed by the Mozy software and KMS. Mozy cannot assist you in decrypting files that you have backed up, as Mozy does not have access to your key. The KMS encryption key option is available only to MozyEnterprise accounts.

If you use KMS encryption keys, several Mozy features are affected.

- You cannot use the KMS encryption key option with the Mozy mobile app.
- You cannot use the KMS encryption key option with Mozy Sync.
- File previews and image thumbnails are not available in Mozy on the web.
- The KMS encryption key option allows you to backup files using the backup software on Windows. Mac OS X and Linux are currently not supported. You can restore files using the backup software on Windows. If you have permission, you can also restore files using Restore Manager on Windows.

Encryption Key Derivation for Custom Keys

When customizing an encryption key, whether personal or corporate, Mozy runs the pass phrase you enter through multiple passes of the SHA-512 algorithm to create a hash of the pass phrase. The 256-bit AES encryption key is created from the resulting hash. Mozy never has access to your encryption key and is not able to assist you in decrypting your files if you misplace the key.

Table 5 Custom encryption key deprivation

| Personal Encryption Keys | Once created, the encryption key is hashed through multiple passes of the SHA-512 hashing algorithm and then stored on the local system. On Windows, the hashed encryption key is stored in the registry. The key is additionally protected with the Microsoft Data Protection API and cannot be read by users or administrators of the computer.

On Mac OS X, the hashed encryption key is stored in *state.db*. Hashing the result ensures that the encryption key remains secure on the local system. You can also save the key to a *.dat* file for safekeeping if you need to reinstall the software in the future.

| Corporate Encryption Keys | When creating corporate encryption keys, Mozy adds the encryption key to a *.ckey* file and encrypts the file using a shared secret. The shared secret ensures that even if your *.ckey* file is compromised, your encryption key cannot be read and used to decrypt your files. Keep in mind, the shared secret is not used to encrypt or decrypt your data. The shared secret is used to encrypt your encryption key adding another level of security to your data.

When you install the Mozy software on your endpoints, Mozy decrypts the corporate encryption key file so the encrypted pass phrase can be stored on the local system. The encryption key is hashed through multiple passes of the SHA-512 hashing algorithm, encrypted with a Blowfish algorithm in CBC...
Table 5 Custom encryption key depravation (continued)

<table>
<thead>
<tr>
<th>Mode using a symmetric key obfuscated and hidden in the client binary, and then stored on the local system.</th>
</tr>
</thead>
<tbody>
<tr>
<td>On Windows, the hashed encryption key is stored in the registry. The key is additionally protected using the Microsoft Data Protection API, with a per-user encryption key, and cannot be read by users or administrators of the computer.</td>
</tr>
<tr>
<td>On Mac OS X, the hashed encryption key is stored in state.db.</td>
</tr>
</tbody>
</table>

Create a Corporate Encryption Key

Before you begin

- Before you create a corporate encryption key, you should understand Mozy encryption types. For more information, see Mozy Encryption on page 34.
- Contact Mozy Support to set up a secure remote session. During the session, a shared secret will be used to encrypt your organization's passphrase, resulting in your corporate encryption key (c-key).
- Decide whether to store the c-key on a Web server accessible to all users or on each user's computer using the universally identical absolute path.

Table 6 Corporate key location

<table>
<thead>
<tr>
<th>Corporate Key Storage Location</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Web server accessible to all Mozy users</td>
<td>You can store the corporate encryption key on a Web server for use by a specific user group or your entire organization. Organizations often choose to use a Web server located inside the corporate firewall to prevent unauthorized access to the encryption key. Users' computers must have access to that location. You must specify the URL of the encryption key in the Client Configuration panel of the Admin Console. During installation, Mozy software retrieves the key from the Web server.</td>
</tr>
<tr>
<td>Absolute path identical on all users' computers</td>
<td>If you choose to temporarily store the corporate encryption key on each user's computer for use when the Mozy software is installed, you must specify this location in the Client Configuration panel of the Admin Console.</td>
</tr>
</tbody>
</table>

- The location must be identical for all machines
- The location must be an absolute path which all users have permission to access, such as /users/shared or /users/temp.
- A UNIX-style path works on both the Windows and Mac platforms.

Organizations which choose to use this method often include c-key file in the installation package. Before the Mozy software is installed, the installation script writes the encryption key to the specified location. The corporate encryption key is retrieved during installation.
Table 6 Corporate key location (continued)

<table>
<thead>
<tr>
<th>Corporate Key Storage Location</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>the installation and activation process, then the key is automatically deleted from the computer.</td>
</tr>
</tbody>
</table>

Administrators may restore files on behalf of their users through a Web browser. If the Restore Manager is used to stream files selected from the Web, it must have access to the corporate key. All other delivery methods require the use of the Crypto Utility to manually decrypt files encrypted with a corporate encryption key.

End users enabled to do so may seamlessly restore their own files using the backup software. Users who have access to their files through a Web browser can most easily restore their own files by streaming them with the Restore Manager, which must have access to the corporate key. If any other delivery method is used, end users must manually decrypt their files with Crypto Utility using the corporate encryption key. For more information, see Decrypting Your Restored Files on page 156.
**Figure 5** Corporate encryption key creation and deployment

<table>
<thead>
<tr>
<th>Crypto Utility</th>
<th>Administrator</th>
<th>Admin Console</th>
<th>Users’ Computers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter corporate key (passphrase) and location of shared secret</td>
<td>Get Crypto Utility</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Export encryption key (file with .ckey extension)</td>
<td>Choose one location to save .ckey</td>
<td>Specify location of .ckey in Client Configuration</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Web server</td>
<td></td>
<td>Universal absolute path</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Client software installed with specified .ckey</td>
</tr>
<tr>
<td></td>
<td>Deploy client software</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Procedure**

1. Download and save the Crypto Utility.
   - If you use MozyPro, click here: [https://mozy.com/downloads/mozyprocryptoutil.exe](https://mozy.com/downloads/mozyprocryptoutil.exe)
   - If you use MozyEnterprise, click here: [https://mozy.com/downloads/mozyentcryptoutil.exe](https://mozy.com/downloads/mozyentcryptoutil.exe)
2. Double-click the file you just saved.
3. In the Enter Key field, type your organization's passphrase, and then click OK.
4. In the Shared Secret field under Export Encrypted Customer Key, type or browse to the path of the shared secret file.
   - The shared secret file has an .ss file extension.
5. Click Export to create and save the corporate encryption key.
   - The file extension must be .ckey.
6. Copy the corporate encryption key file either to a Web server accessible to all users’ computers, or to the same absolute path on all users’ computers.

7. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.

8. In the left menu, click Client Configuration under Configuration.

9. Under General Preferences, specify the location of the corporate encryption key file in the Always use the following encryption key field.

10. Click Save Changes.

After you finish

Deploy the Mozy software to your users' computers, ensuring that the corporate encryption key is available during installation and activation. For more information, see Deploying the Mozy Backup Software on page 70.

User-Specified Personal Encryption Keys

During the installation process, the user is prompted to enter a personal key in the form of a pass phrase. If you select this method, you cannot use the auto- or assisted-activation methods. You can allow users to specify their own personal encryption keys, or you can provide a key for users to enter. When a personal encryption key is used, users can restore their own files from Mozy online, without requiring the administrator to intervene or act on their behalf.

Note

If you allow users to specify their own personal encryption key, those users are responsible for remembering that key. If users forget their personal keys, they will not be able to download or restore their files from the Mozy cloud.

Using a Key Management Server with Mozy

For MozyEnterprise users on Windows platforms, you can integrate the Mozy backup client with a key management server (KMS) that uses the Key Management Interoperability Protocol (KMIP).

Integrating a KMS with Mozy allows the backup client to automatically retrieve an encryption key from the KMS for each Mozy user. If a key does not exist, the KMS creates one. The backup client uses this key to encrypt files before they are backed up to the Mozy cloud. When restoring, files are downloaded and then decrypted using the same key. Users can use the backup client or Restore Manager to restore files. Administrators can be granted permission to restore files on behalf of a user using Restore Manager if the KMS supports this ability. We, Mozy, never know the encryption keys and cannot decrypt files encrypted with a KMS key.

Benefits of Using a KMS with Mozy

Integrating a KMS with Mozy provides many benefits.

- Mozy encryption key management is conveniently centralized along with other IT applications.
- Each user has a unique encryption key for backup encryption.
- Users do not need to manage or know about encryption keys.
- Encryption keys stay with the organization. We, Mozy, do not have the keys.

Integrating a KMS with Mozy

To integrate a KMS with Mozy, you must do a few tasks.
Set up a KMS, preferably with LDAP support. Mozy currently recommends and fully supports the SafeNet KeySecure KMS. Support for other KMSs that meet the requirements is considered on request.

Deploy a server certificate to the KMS and client user certificates to computers for each user.

Update the Windows client configuration in the Mozy Admin Console with KMS details, deploy the Windows backup client (version 2.34 or later) and use Restore Manager (version 2.4 or later).

Restoring Files in a KMS Environment
When using a KMS, a user can use the backup client on Windows to back up and restore files. Both users and administrators can use Restore Manager on Windows to restore files. All files encrypted with a key from a KMS are decrypted automatically as part of the restore process. If older versions of files or deleted files that are available within their retention period are encrypted using a previous key (example, you migrated from a corporate key to a KMS key), you can decrypt these files by manually importing the previous key into Restore Manager.

Migrating to a KMS Environment
For existing Mozy accounts, files are already encrypted with some type of key (default Mozy key, personal key, or corporate key). When you switch to using KMS keys, all the files that are selected for backup are encrypted using the new KMS key and re-uploaded to the Mozy cloud.

If you have older versions of files or deleted files that are still within their retention period in the Mozy cloud, they remain encrypted with the original key. These files can still be decrypted using the original key.

KMS Limitations
Currently, there are a few limitations with using a KMS with Mozy.

- You can only use the backup client for Windows to back up files. Other operating systems, Mozy Sync, and the Mozy mobile app are not yet supported. If there are also computers running Mac OS X or Linux you want to back up, do not use the same client configuration as the Windows computers to manage them, and choose a key type other than KMS for them. You cannot have computers using KMS keys that are configured by the same configuration file as computers that are not using KMS keys.
- You can only use the backup client for Windows or Restore Manager on Windows to restore files. Other file restore options are not supported.
- Automated key lifecycle management through the KMS is not yet fully supported. If you must roll over keys, you must delete the computer from your Mozy account. Then, if the user has permission, the user can relaunch the setup program through the backup client and reactivate the backup client. Otherwise, you must uninstall the backup client, then reinstall and reactivate the backup client. After reactivation, a new encryption key is created.
- The backup client automatic activation feature is not supported. Access to the KMS requires user security certificate access that the automatic activation feature does not have.

Key Management Server with Mozy Requirements
You must meet the requirements to integrate a key management server (KMS) with Mozy.

- MozyEnterprise account.
• Backup software for Windows version 2.34 or later on client computers.
• (Optional) Restore Manager for Windows version 2.4 or later.
• KMS that supports the KMIP protocol and has passed the OASIS KMIP interoperability tests or conformance tests. Mozy currently recommends and fully supports the SafeNet KeySecure KMS, physical or virtual editions. The use of other KMSs is considered on request.
  ▪ (Recommended) KMS supports LDAP integration (supports key access authorization based on local directory services).
  ▪ (Recommended) KMS supports a mechanism that allows a user group to be enabled for access to client user keys (keys that are not their own).

After meeting the requirements, you can prepare your network environment to use a KMS with Mozy. For more information, see Preparing to Use a Key Management Server with Mozy on page 42.

Preparing to Use a Key Management Server with Mozy

You must prepare the network environment before integrating a key management server (KMS) with Mozy.

Before you prepare, you must meet the requirements to use a KMS with Mozy. For more information, see Key Management Server with Mozy Requirements on page 41.

The Mozy backup software on the client computers must be able to communicate securely with the KMS over TLS. You must deploy a client user certificate to client computers and a server certificate to the KMS. You must also place the CA certificate in the KMS trusted CA list. Typically, this is an Active Directory CA. Mozy highly recommends that the same trusted CA issue both the client and KMS certificates.

You must authorize key access to the KMS by the Mozy backup client. A recommended option is to set up the KMS with LDAP enabled. On the KMS, a property in the client user certificate must be chosen for use in authenticating the user for key ownership. Typically, this is a DN or CN. Keys are mapped to one user. If you want administrators to be able to restore files on behalf of users through Restore Manager, the administrators must be authorized for KMS key access. You can grant the Mozy administrator group access to the Mozy keys on the KMS if the KMS supports this ability.

After you prepare the environment, you must configure Mozy to work with the KMS. For more information, see Configure Mozy to Work with a Key Management Server on page 45.

A KMS Integration Use Case

You can integrate the KMS with Mozy in many ways. Mozy has tested and recommends a specific integration.

• SafeNet KeySecure
• Microsoft Active Directory Certificate Services
• LDAP

This integration requires the completion of several tasks.

• Set up Microsoft Active Directory Certificate Services if it is not already set up.
• Deploy the client user certificates for Mozy.
• Configure KeySecure. For more information, see Configure KeySecure to Work with Mozy on page 43.
Setting up Active Directory Certificate Services
You can use Active Directory Certificate Services to manage the security certificates for the KMS and client computers.


For information on setting up Certificate Services, see the Microsoft documentation.


As you perform the setup, you must specify a common name (Common Name field). The Root CA uses the Common Name value in certificates.

Deploying the Client User Certificates for Mozy
When using Active Directory Certificate Services to create certificates, you must deploy the client user certificates. The most common method for deploying certificates, and recommended by Mozy, is to use Group Policy along with Active Directory Certificate Services. For more information on deploying certificates using Active Directory Certificate Services, see the Microsoft documentation (https://msdn.microsoft.com/en-us/library/cc770857(v=ws.11).aspx). Other options, including SCCM or PowerShell scripting, can also be used.

As you deploy certificates, you must do certain tasks.

- Note the name that you specify in the Subject Name tab. This name is used by Mozy to identify the correct certificate.
- Choose the Fully distinguished name option.
- Check the Include email in subject name box.
- Note the email address that you type in E-mail name.

Configure KeySecure to Work with Mozy
If you are integrating the SafeNet KeySecure key management server (KMS) with Mozy, you must configure the KMS.

Before you begin

- You must meet the requirements to use a KMS with Mozy. For more information, see Key Management Server with Mozy Requirements on page 41.
- You must prepare the network environment to use a KMS with Mozy. For more information, see Preparing to Use a Key Management Server with Mozy on page 42.
- Deploy the SafeNet KeySecure KMS.
- Deploy client user certificates. For more information, see Preparing to Use a Key Management Server with Mozy on page 42.
- Create a group that contains the Mozy administrators if you want to allow administrators to restore files on behalf of users. The most common method for managing groups, and recommended by Mozy, is to set up LDAP with the Mozy backup client users and groups.

To use the KeySecure KMS with Mozy, you must perform certain tasks. This procedure only outlines the required tasks to configure KeySecure using a well-known public CA or a domain CA. For detailed information on the tasks and additional options for setting up KeySecure, such as using self-signed server certificates provided by the
KeySecure built-in CA, see the *SafeNet KeySecure Appliance Administration Guide* (http://www2.gemalto.com/aws-marketplace/usage/vks/uploadedFiles/Support_and_Downloads/AWS/007_012568_002_KeySecure_Appliance_Admin_Guide_V8.4.3_RevB.pdf). To use a different KMS, see *Key Management Server with Mozy Requirements* on page 41.

**Procedure**

1. On the KMS, open the KeySecure web console.
2. Install the CA certificate in **Known CAs**.
   a. Type the CA name in **Certificate Name**.
   b. Copy the pre-configured root CA certificate text, then paste it into **Certificate**.
   c. Click **Install**.
3. Add the root CA to the list of trusted CAs in **Trusted CA Lists**.
4. Create a server certificate request.
   a. In the KeySecure web console, navigate to the **Create Certificate Request** section of the Certificate and CA Configuration page (Security > SSL Certificates), then provide the information in the fields.
   b. Click **Create Certificate Request**.
      The new request appears in **Certificate List** with a status of **Request Pending**.
   c. Select the certificate request, then click **Properties** to access the **Certificate Request Information** section.
   d. Copy the certificate request text, then paste it into an **REQ** file (example, **kms_server.req**).
      
      You use the **REQ** file when you submit the server certificate request. The file name is the **RequestFileIn** option in the **certreq** command.
5. Submit the server certificate request to the CA using **certreq**.
6. Install the server certificate from the CA.
   a. Open the server certificate file, then copy the contents.
      
      The file is specified of the **CertFileOut** option of the **certreq** command.
   b. In the KeySecure web console, select the certificate request, then click **Properties**.
   c. Click **Install Certification**.
   d. Paste the text of the server certificate into **Certificate Response**.
   e. Click **Save**.
7. (Optional) Integrate LDAP and import users and groups.
   a. Connect the KMS with LDAP in **LDAP Server**.
   b. Load users and groups using LDAP in **LDAP Users & Groups**.
If you want to allow administrators to restore files on behalf of users, you must have a group that includes the Mozy administrators. The group name cannot contain a less than (<) or greater than (>) character.

8. Add the KMIP protocol in **Key Server**.

When adding the protocol, select **KMIP** for the protocol, specify the IP address, specify the port, select **Use SSL**, and type the server certificate name. Note the KMIP port number in **Port** and the name in **Server Certificate**. They are required when you configure Mozy.

After adding the protocol, view the protocol properties, then edit the authentication settings for the protocol. Select the **Used for SSL session and username (most secure)** option under **Client Certificate Authentication**.

9. (Optional) Add the NAE-XML protocol in **Key Server**.

Perform this step if you want to allow administrators to restore files on behalf of users.

a. Select **NAE-XML** for the protocol, specify the IP address, specify the port, select **Use SSL**, and type the server certificate name. Note the NAE-XML port in **Port** and the name in **Server Certificate**. This information is required when you configure Mozy.

b. View the properties, then edit the authentication settings for the protocol. Be sure to select the **Used for SSL session and username (most secure)** option under **Client Certificate Authentication**.

**Configure Mozy to Work with a Key Management Server**

You must update the Mozy client configuration through the Admin Console to integrate a key management server (KMS) with Mozy.

**Before you begin**

- You must meet the requirements to use a KMS with Mozy. For more information, see [Key Management Server with Mozy Requirements](#) on page 41.
- You must set up a KMS and prepare the network environment to use a KMS with Mozy. For more information, see [Preparing to Use a Key Management Server with Mozy](#) on page 42.

You must edit the client configuration for Windows computers through the Admin Console with details about the KMS. The client configuration must only include computers that you want to use KMS keys. You cannot have some computers using KMS keys and some not using KMS keys in the same configuration. For more information about client configuration, see [Create or Change a Client Configuration](#) on page 51.

**Procedure**

1. Log in to the Admin Console. For additional information, see [Logging in to the Admin Console](#) on page 12.
2. In the left menu, click **Client Configuration** under **Configuration**.
3. Select **Use KMIP to manage encryption keys** from the **Settings** list.
4. Provide the details about the KMS.
<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Server address</td>
<td>IP address or fully qualified domain name (FQDN) of the KMS.</td>
</tr>
<tr>
<td>Server port</td>
<td>Port that is used to access the KMS.</td>
</tr>
<tr>
<td>Client certificate issuer (optional)</td>
<td>Name of the client user certificate issuer. Specifying the issuer helps Mozy locate the client user certificates more quickly by eliminating the need to search for the issuer.</td>
</tr>
<tr>
<td>KeySecure server NAE-XML service port</td>
<td>(KeySecure KMS) Port that is used by the KeySecure server NAE-XML service. This port allows an administrator group to restore files on behalf of users through Restore Manager.</td>
</tr>
<tr>
<td>LDAP/KMS local directory user group</td>
<td>(KeySecure KMS) LDAP or KMS administrator group that can restore files on behalf of users through Restore Manager. The group name cannot contain a less than (&lt;) or greater than (&gt;) character.</td>
</tr>
</tbody>
</table>

5. Click **Save Changes**.

**Results**

The updated client configuration is deployed to client computers. The backup client will request a new encryption key from the KMS. After receiving the new key, the client will re-backup all files that are selected for backup and encrypt those files using the new key.

**Adding a Subdomain**

A subdomain is a prefix that you can add to the mozy.com address. Adding the prefix requires partners, administrators, and end users to specify the entire address, including the subdomain name, to access their online accounts. For example, if you add `company_name` as a subdomain, then users would specify `company_name` to access their online accounts.

**Procedure**

1. Log in to the Admin Console.
   
   For additional information, see **Logging in to the Admin Console** on page 12.

2. In the left menu, click **Search/List Partners** under **Partners**.

3. In **Search**, start typing the name of the partner to filter the list.

4. Click the name of the partner you want to edit.

5. Click **Learn More and Set Up**.

6. In the **Subdomain** field, type the name of the subdomain.

7. Click **Save Changes**.
Adding an IP Address to the API Whitelist

Before you can use the Admin Console APIs, you must add the IP address of the server that is accessing the APIs. If you do not have permission to do this, contact Mozy Support.

Procedure

1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.
2. In the upper-right corner, click the name of your partner.
3. Next to API Whitelist, click Change.
4. In the API Whitelist field, type the IP address of the server accessing the APIs, then click Submit.

Note

IP address can be either a single IP address or a block of IP addresses. You can also add multiple IP address or blocks separated by a comma.

Managing the IP Address Whitelist for Access to the Admin Console

You can ensure that your partner organization accesses the Admin Console only from whitelisted IP addresses, such as your local network or VPN. You may also choose whether an IP whitelist is cascaded to any subpartners. The IP Whitelist is managed on the Partner information panel.

Procedure

1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.
2. In the left menu, click Search /List Partner under Partners.
3. In Search, start typing the name of the partner you want to manage the IP address whitelist for.
   The list will be filtered based on the search criteria you enter.
4. Click the name of the partner.
   The Partner details pane opens.
5. Click IP Whitelist.
   The View IP Whitelist tab appears.
6. To add IP addresses to the whitelist, click the Add IP Whitelist tab.
   a. In the IP Address Range field, enter the IP addresses from which to permit access to the Admin Console.
   b. (Optional) In the Comment field, provide any necessary comments.
   c. To cascade this whitelist to any subpartners, select Yes in the Cascade to Subpartners field.
d. Click **Save Changes**.

7. To delete an entry from the whitelist, find the correct entry on the View IP Whitelist tab, and then click **Delete**.
Your organization may employ any of these options for how users can obtain and install the backup client on desktops or servers.

Note

Edit Client Versions is available in MozyEnterprise and for qualified resellers.

- Download the client to a network share and direct users to install the client from this location. If you have the ability to edit the client version, be sure the version you download is the same version you have selected in Edit Client Version. If you left the default setting in Edit Client Version, you'll need to download the most recent client.
- Rely on an automated email you can choose to send to users from the Admin Console. This email provides a link to the Mozy Website from which users can download the client.
- Provide the installation instructions from the User Guide, which provides a link to directly download the most recent version of the client from Mozy. If you are managing client versions for your organization and do not typically use the currently available version, do not use this option.
Download the Mozy Client

The Download Mozy Client panel allows you to download the latest version of Mozy as well as older versions. It also includes the MD5 string to validate the file is correct, the date the client was generated, and the release notes.

Note

You can choose for users to receive an email when their account is created. If backup software version 2.22 and later for Windows or version 2.11 and later for Mac are used, your users click the unique link in that email to open a Web page. On that Web page, they create a password, which activates their account. Then they can download and install the backup software and activate it using that same password. If older versions of the backup software are used, the product key is emailed to the user. The user must use that key to activate the backup software. The download link provided depends on the version you have defined in the Edit Client Version panel. You can also save the file you download to a network drive and direct users to install the client from the local network.

Procedure

1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.
2. Under Resources in the left-side pane, click Download Mozy Client.
3. Click the link for the client you want to download.
   The current releases are listed at the top of the panel. Older releases can be found toward the bottom.
4. Save the file to your hard drive and install the client when you are ready.
5. To view information about the contents of the release, click Release Notes.

About the Mozy Client

The Mozy backup client is a desktop agent used to back up the data on your machines. It is installed on all workstations and servers that contain files you want to include in your backup. The backup client supports multiple methods of installing and activating the client within your organization, allowing you to tailor the deployment according to your needs.

About Client Configuration

The Client Configuration panel allows you to customize your Mozy client software configuration. The Mozy client is the software that resides on users' machines and allows them to configure their backups, restore files, and track their backup histories.

All of the settings below can be cascaded down to your subpartners, administrators, user groups, and users. In order for the settings to be cascaded, the client configuration must be set to use the default user group.

All of the settings in the client configuration can be cascaded down to your users. In addition, you can lock the settings prohibiting users from making changes to the configuration in the client.

You can define many options in the client configuration.
Create or Change a Client Configuration

On the Client Configuration panel, you can define the default options used by the backup software. You can create an entirely new client configuration, or copy an existing configuration and change it to more quickly make a new configuration. You may also change or delete any existing client configuration.

Procedure

1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.

2. In the left menu, click Client Configuration.

3. Create a configuration, copy an existing configuration and modify it, or modify any configuration.
   - To create a client configuration, under Create a new client configuration, type a name in the Name box, select the key type if necessary, and click Next.
   - To modify an existing configuration, under the Existing Client Configs, select the configuration you want to modify.
   - To copy a configuration, under Existing Client Configs, select a configuration and click Copy.
     a. Type the name of the new configuration, and click Submit.
     b. (Optional) Click the configuration you just created to modify the configuration.

4. Click the Preferences tab to configure your preferences.
   For more information on Preferences, see Setting Preferences on page 56.
5. Click the **Scheduling** tab to configure scheduling options.  
   For more information on Scheduling, see Setting Automatic Backups on page 56.

6. Click the **Bandwidth Throttling** tab to configure bandwidth throttling options.  
   For more information on controlling bandwidth usage, see Bandwidth Throttling on page 57.

7. Click the **Windows Backup Sets, Mac Backup Sets, or Linux Backup Sets** tab to configure backup sets.  
   For more information on defining backup sets, see Backup Sets on page 58.

8. Click the **User Group** tab to select the user groups that are assigned to the client configuration.

9. Click **Save Changes**.

**Proxy Server Settings**

This feature is available in MozyEnterprise and for qualified resellers. These methods are available for administrators to configure proxy server settings for the Mozy backup software on Windows. These settings apply to Mozy Sync as well.

- Client configuration settings in the Admin Console, at **Client Configuration > Configuration Name > Preferences**
- Command Line Interface (CLI) switches during automated deployments

Either of these methods allows you to centralize management of the proxy settings, ensuring all clients are up-to-date and accurate.

---

**Note**

If you automate deployment of Mozy software, you must ensure the proxy settings defined in the automated deployment and those in the Admin Console do not conflict. Inconsistencies between the locked client settings and those in the Admin Console can prevent the Mozy software from establishing a connection to the Internet and the Mozy service.

Administrators may also choose to permit users to configure proxy server settings on their own, from within the Mozy backup software on Windows. End users may also be permitted to manually configure their own proxy server settings for Mozy Sync on Windows.

---

**Note**

There is no means to define proxy server settings for Mozy backup software. There is also no means to define proxy server settings for Mozy Sync on Mac. This is because the proxy server settings defined on each computer are automatically used.

When a proxy is defined for a particular client, if a connection cannot be obtained through the defined proxy, the client reverts to using a direct connection to ensure backups continue, so your data remains secure.
### Table 7 Proxy configuration options

<table>
<thead>
<tr>
<th>Option</th>
<th>Admin Console Setting</th>
<th>CLI Switch for Automated Deployments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your organization does not use a proxy, and Mozy software connects directly to the Internet.</td>
<td><strong>No Proxy (Direct Connect)</strong>&lt;br&gt;This is the default setting.</td>
<td>No switch is necessary</td>
</tr>
<tr>
<td>You define the proxy server and port number, IP address, host name, or URL the Mozy software must use. Use the format server:port</td>
<td><strong>Use a Specific Proxy</strong>&lt;br&gt;Example: myproxy:80</td>
<td>/USEPROXY&lt;br&gt;Examples:&lt;br&gt;/useproxy:proxyserver: 80&lt;br&gt;useproxy:url</td>
</tr>
<tr>
<td>Use the computer's default proxy defined in the Group Policy Object.</td>
<td><strong>Use Machine Default Proxy</strong></td>
<td>/USEMACHINDEFAUTPROXY</td>
</tr>
<tr>
<td>Note&lt;br&gt;The default proxy is not necessarily the same as the proxy established in the client computer's Internet Explorer settings.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Automatically detect an auto-script using Web Proxy Auto Detect (WPAD) settings configured in DHCP or DNS.</td>
<td><strong>Auto-detect Proxy Settings</strong></td>
<td>/AUTODETECTPROXY</td>
</tr>
<tr>
<td>Note&lt;br&gt;Your DHCP or DNS servers must be configured for auto-detection for this option to work correctly. If auto-detection is not configured, Mozy software reverts to a direct connection.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Use a proxy auto-configuration (PAC) script located at the URL you specify.</td>
<td><strong>Use a PAC script</strong>&lt;br&gt;Example: /pacurl:/<a href="https://pacscriptURL">https://pacscriptURL</a></td>
<td>/pacurl&lt;br&gt;Example: /pacurl:/<a href="https://pacscriptURL">https://pacscriptURL</a></td>
</tr>
<tr>
<td>Retrieve and use the proxy settings defined in Internet Explorer. If a username and password are required, these will need to be provided.</td>
<td>There is no setting for this in the Admin Console.</td>
<td>/GRABUSERIEPROXYSETTINGS</td>
</tr>
</tbody>
</table>

**Proxy Authentication Command Line Switches**

If you are automatically deploying Mozy software, you may use these CLI switches to specify authentication credentials for the proxy server.
Table 8 Proxy authentication switches

<table>
<thead>
<tr>
<th>Switch</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>/USEMACHINEPROXYAUTH</td>
<td>Use the authentication credentials on the computer.</td>
</tr>
</tbody>
</table>

Proxy Settings within the Mozy Software

These are the proxy server settings end users see within the Mozy backup software on Windows, if you permit them to configure these settings on their own. These settings are also available in Mozy Sync for Windows. These settings provide similar capabilities as those available in the Admin Console or the command line interface.

Table 9 Mozy proxy settings

<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do not use a proxy to connect to servers</td>
<td>Indicates that this client is not required to connect through a proxy server or that there is no proxy server on the network. This is the default selection.</td>
</tr>
<tr>
<td>Use this proxy server</td>
<td>Identify a specific proxy server using the port number, the IP address, the host name, or the URL.</td>
</tr>
<tr>
<td>Use this computer's default proxy server</td>
<td>Use the proxy server configured for the machine based on the group policy settings for the user account.</td>
</tr>
<tr>
<td>Automatically detect proxy settings</td>
<td>Find any proxy servers configured for the computer, in this order.</td>
</tr>
<tr>
<td>Use automatic configuration script</td>
<td>Specify the URL for a PAC script which contains the proxy server configuration.</td>
</tr>
<tr>
<td>Import Windows Proxy Settings</td>
<td>If a proxy server is defined for Internet Explorer, import those settings automatically. If a username and password are required, these will need to be entered manually.</td>
</tr>
</tbody>
</table>

Configure Proxy Settings for Mozy Backup Software

In the Admin Console, you can specify proxy server settings for in client configuration, centralizing management and ensuring all clients are up-to-date and accurate. This feature is available in MozyEnterprise and for qualified resellers.
CAUTION

If you automate the deployment of Mozy software, you must ensure the proxy settings defined in the automated deployment and those in the Admin Console do not conflict. Inconsistencies between the locked client settings and those in the Admin Console can prevent the Mozy software from establishing a connection to the Internet and the Mozy service.

Procedure

1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.

2. In the left menu, click Client Configuration.

3. Create a configuration, copy an existing configuration and modify it, or modify any configuration.
   - To create a configuration, type its name in the Name box under Create a new client configuration, select the key type if necessary, and then click Next.
   - To change a configuration, click its name under Existing Client Configs.
   - To copy a configuration, click Copy under Existing Client Configs.
     a. Type the name of the new configuration, and then click Submit.
     b. Click the name of the configuration you just created.

4. On the Preferences tab, update the Proxy Settings option, selecting Cascade and Lock if appropriate.

5. Click Save Changes.

Proxy Server Advanced Settings

If you manage traffic directly through your firewall or through advanced configuration of your proxy server, you may need to update your configuration to include the following:

Table 10 Advanced proxy settings

<table>
<thead>
<tr>
<th>Setting</th>
<th>Required Values</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ports used by Mozy backup software</td>
<td>Port 80</td>
</tr>
<tr>
<td></td>
<td>Port 443</td>
</tr>
<tr>
<td>IP Ranges required: (if you only allow connections to specific IP addresses on ports 80 and 443)</td>
<td>74.112.144.0/21</td>
</tr>
<tr>
<td></td>
<td>74.112.150.0/23</td>
</tr>
<tr>
<td></td>
<td>173.243.48.0/20</td>
</tr>
<tr>
<td>URLs used by Mozy backup software (if you use URL filtering)</td>
<td>berkeleydata.com</td>
</tr>
<tr>
<td></td>
<td>mozyoeom.com</td>
</tr>
<tr>
<td></td>
<td>mozy.com</td>
</tr>
<tr>
<td></td>
<td>mozypro.com</td>
</tr>
<tr>
<td></td>
<td>mozyenterprise.com</td>
</tr>
</tbody>
</table>
Setting Preferences

Procedure

1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.

2. In the left menu, click Client Configuration under Configuration.

3. Select the appropriate settings from the Settings list.
   For information about any of the preference settings, click more next to the setting. Additional text displays underneath the setting with a short explanation of what the setting does. To hide the text, click less.

4. (Optional) To override the setting for sub-partners, administrators and users below you, select Cascade.

   Note
   For the settings to be cascaded, the client configuration must include the default user group.

5. (Optional) To lock a setting, select Lock.

6. Use the slide to increase or decrease the computer speed or backup speed.

Scheduling Client Backups

The client configuration settings allow you to define when backups will occur on the client machines.

There are two configuration options.

- Automatic backups automatically backup your data whenever your machine is not in use. See Setting Automatic Backups on page 56 for additional information.
- Scheduled backups backup your data at a specified time. See Setting a Scheduled Backup on page 57 for additional information.

Setting Automatic Backups

In the Scheduling tab, you can set the parameters or timing for the backups on all the machines within a designated configuration.

To set an automatic backup schedule (perform backups when the computer is not in use) for each client using this configuration:

Procedure

1. Click the Scheduling tab.

2. Select Automatic.

3. Enter the value for Don't back up if the CPU is over this % busy.
   a. Select if you want to Lock this feature so that users cannot change this setting.

4. Enter the Don't back up unless the computer has been idle for at least this many minutes value.
   a. Select if you want to Lock this feature so that users cannot change this setting.

5. Enter the Don't back up more than this many times per day value.
a. Select if you want to **Lock** this feature so that users cannot change this setting.

6. Select **Force users to use these scheduling options** to force the users to use these scheduling options.

7. Select **Don't allow users to suspend backups** to prevent users from suspending backups.

**Setting a Scheduled Backup**

You can schedule backups to begin at a specified times.

**Procedure**

1. Click the **Scheduling** tab.
2. Select **Scheduled**.
3. Select **Daily** or **Weekly**.
   
   If you select **Weekly**, the **Enter (day of the week)** parameter displays. Specify the day when you want the backup to occur every week.
4. Enter the time of the backup.
5. Enter the frequency of the backups.
   
   The frequency for the **Weekly** parameter is set at **1 Week** by default. The maximum frequency is either 7 days or 7 weeks, depending upon the parameter you use. If you select anything longer than 30 days, only the last version is retained.
6. Select **Force users to use these scheduling options** to force the users to use these scheduling options.
7. Select **Don't allow users to suspend backups** to prevent users from suspending backups.
   
   a. Select **Cascade** if you want this setting applied to all subordinate members.

**Bandwidth Throttling**

As part of the process of configuring client settings, the **Bandwidth Throttling** tab allows you to set how much of your users' Internet connection is used during a backup and the days in which throttling will apply. Bandwidth ranges allow for faster backups during slow bandwidth times.

For information about customizing the client configuration, see **Create or Change a Client Configuration** on page 51.

**Procedure**

1. Click the **Bandwidth Throttling** tab.
2. Select **Enable bandwidth throttle**.
3. Enter the number of kilobits per second permitted for backups in the field provided.
   
   The higher the number of kilobits the faster the backup.
4. Select the time frame for the bandwidth throttling.
5. Select the days you want to throttle bandwidth.
   
   Bandwidth is not throttled on non-selected days.
6. Select **Force users to use these bandwidth options** to force users to use the specified bandwidth throttling options.
7. To hide the use of bandwidth throttling from users, select **Enforce hidden bandwidth limit**.
   a. Enter the number of Kbps allowed for backups. This setting overrides the setting above.

**Backup Sets**

In the Admin Console, you can select or define rules to back up groups of files, called backup sets. Backup sets are defined separately for the Windows, Mac, and Linux clients. Backup sets or rules are used to automatically select files on client machines or to automatically exclude files from backing up.

Changes to a backup set or rule defined for the backup clients are not received by the clients unless **Lock** is selected. If a backup set or rule is not locked, the backup client will not obtain it, and users may be able to modify the backup set or rule themselves.

If a backup client needs to reacquire the backup set rules you have defined in the Admin Console, the client can be uninstalled and then reinstalled. In the case of the Windows client, simply running the Setup Wizard again can also discard the set of backup rules in use and reacquire the rules defined in the Admin Console.

**Procedure**

1. Select each backup set the client should back up.
2. (Optional) To lock any setting, select **Lock** next to the setting.
   Locking a backup set ensures that users cannot modify the setting in the client, and that the client can obtain the backup set definition.
3. (Optional) To override the setting for subpartners, administrators, and users below you, select **Cascade** next to the setting.

**Selecting Backup Sets**

**Procedure**

1. Select the **Settings** check box next to the backup set to back up.
2. (Optional) Select the **Lock** check box next to the item.
   By locking the backup set, the user cannot edit or turn on or off the backup set.
3. Select one of the following options:
   - Click another tab to make further changes.
   - Click **Save Changes** to save your changes.

**Viewing and Editing a Backup Set**

**Procedure**

1. Click **View/Edit** next to the backup set you want to view or edit.
2. Click **Done**.

**Creating a Windows Backup Set**

**Procedure**

1. Log in to the Admin Console.
   For additional information, see **Logging in to the Admin Console** on page 12.
2. Click **Client Configuration** under Configuration.
3. Click an existing client config or create a new client config by entering a name, then click **Next**.
4. Click the **Windows Backup Sets** tab.
The Windows Backup Sets tab displays a list of all current backup sets for Windows clients.

5. Click **Create Backup Set**.
6. Enter the name of the new backup set in the **Name** field.
7. (Optional) If you want to exclude the files in the new backup set, select **Files matching this set will be EXCLUDED from the final backup set**.
8. Under Where to Search, enter the desired matching criteria. You can use special key words such as "%My Documents%" to search standard file system locations.
   
   You can click one of the predefined special file system keywords to automatically copy it to the location field. You can also enter a drive letter and folder on a local drive or drive share, for example, C:\BACKUP.

9. To add additional search locations, click **Add Search Location**.
10. To delete a search location, click **Delete**.
11. (Optional) Click **Add Rule** to add rules to your backup set.
    
    See **Creating Rules** on page 59 for additional information on creating rules.
12. Click **Done**.

**Creating Rules**

There are many possible rule combinations for backup sets. However, they are all based on either including or excluding certain files or folders according to your specifications.

**Procedure**

1. Click the drop-down and select either:
   - **Include** to include data.
   - **Exclude** to exclude data.
2. Use the second drop down to select a file attribute for the backup set.
3. Click **Done** to save the rule.

**Creating a Mac Backup Set**

You use backup sets to specify types of files to back up on client machines. You decide the folders to search in and what type of files you want to back up.

You can also create exclusionary backup sets that specify files or folders that should not be backed up. You should use exclusionary backup sets carefully because they can have significant negative consequences.

**Procedure**

1. Log in to the Admin Console.
   
   For additional information, see **Logging in to the Admin Console** on page 12.
2. Click **Client Configuration** under Configuration.
3. Click an existing client config or create a new client config by entering a name, then click **Next**.
4. Click the **Mac Backup Sets** tab.
   
   The Mac Backup Sets tab lists all current backup sets for Mac clients.
5. Click **Create Backup Set**.
6. Enter the name of the new backup set in the **Name** field.

7. (Optional) Select **Files matching this set will be EXCLUDED from the final backup set** checkbox to make an exclusionary backup set.

8. Specify a path where to search for files in the **Where to Search** field. If left blank, this backup set will apply to all folders.
   
   For example, `/Users/UserA`.

   When you select a folder, all its subfolders are included as well.

9. In the **Spotlight Query** field, specify a file type to include (or exclude if you are creating a exclusionary backup set), for example, `.mp3`.

   You can also use Spotlight Query syntax to search for a file with certain attributes. For more information see: **Using Spotlight Query Syntax** on page 60.

10. Click **Done** to save your new backup set.

    The newly-created backup set appears in the list of available backup sets on the Mac Backup Sets window.

**Using Spotlight Query Syntax**

Mozy does not access the Apple Spotlight at the root-level. However, a limited number of Spotlight queries are supported. You can use Spotlight Query syntax to search for a file with certain attributes. For more information, see **Supported Spotlight File Metadata Attributes** on page 60 and the **File Metadata Query Expression Syntax** article in Apple's Mac Developer Library.

**Supported Spotlight File Metadata Attributes**

The following is a list of supported file metadata attributes searchable in Mozy.

- `kMDItemFSName`
- `kMDItemDisplayName`
- `kMDItemFileName`
- `kMDItemContentType`
- `kMDItemContentCreationDate`
- `kMDItemContentModificationDate`
- `kMDItemFSSize`

The syntax is defined in the **File Metadata Query Expression Syntax** article in Apple's Mac Developer Library.

The only change from the official syntax is that Mozy does NOT support the "wcd" string modifiers nor does it support the "InRange()" function.

**Creating a Linux Backup Set**

You use backup sets to select files for backup or exclusion. An inclusion backup set lets you specify files to back up on client machines. You specify the directories to back up.

An exclusionary backup set lets you specify files or directories that should not be backed up. Any files listed in an exclusionary backup set are excluded from all backups, even if they are selected for backup in an inclusion backup set.

When specifying a search location path in a backup set, you can use symbolic links, but a symbolic link cannot be the last directory in a path. When specifying an exclusion search location path in a backup set, you can use wildcards (*) or symbolic links, but
you cannot use them at the same time. In this situation, too, a symbolic link cannot be
the last directory in a path.

There are no default backup sets for Linux, so you must create all your own custom
backup sets.

Procedure

1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.

2. Click Client Configuration under Configuration.

3. Click an existing client config or create a new client config by entering a name,
then click Next.

4. Click the Linux Backup Sets tab.

5. Click Create Backup Set.

   *Figure 6 Linux Backup Set*

6. Enter the name of the new backup set in the Name field.

7. (Optional) Select Files matching this set will be EXCLUDED from the final
backup set checkbox to create an exclusionary backup set.

8. Specify a search path for files you want to back up.
   a. In the field below Where to Search, enter a search path. For example, /home. When you specify a directory, all its subdirectories are also included.
   b. From the drop down menu to the left of the field, select either Include to
include this path in the backup set or Exclude to exclude it.
   c. (Optional) Click Add Search Location to add additional paths for this
backup set.
9. (Optional) Create rules that specify the file names or file types you want to include or exclude.

Create rules that specify the file names or file types you want to include or exclude. Some shortcuts are supported for rule creation.

- You can wildcard the file name or file type you specify, for example: "file*" or "log\*".
- When you a specify file type, it’s not necessary to prepend a period: for example, you can use "log" instead of ".log".
- If you want to list more than one file name or type in a rule, use whitespace to separate each item in the list. If an individual item in the list uses a space in its name (for example, "file 3") use double quotes (") to enclose that item.

For example, if you want to back up all of your Microsoft Excel spreadsheet files for Acme Sales that used "2014" in the file name, you can create a rule.

a. In the File name includes field, enter *me* *2014*.
b. In the File type includes field, enter xls*.
c. Click Done.

10. Click Done to save your new backup set.

The newly-created backup set appears in the list of available backup sets on the Linux Backup Sets window.

Deleting a Backup Set
Procedure

1. To delete a backup set, click Delete next to the backup set.

Mobile Rules

Mobile rules allow you to control when the client can perform backups and restores based upon the type of network the computer is connected to and the speed of the network. When a mobile rule is created, it displays in a list of mobile rules that have been previously created.

Mobile rules can be locked. When a mobile rule is locked, it prevents users from being able to change the mobile rule. When the mobile rule is unlocked it allows the users to change the mobile rule. In addition, a mobile rule can be cascaded. When a mobile rule is cascaded, it means that the sub-partners of the parent partner will have the same rules that the parent partner has created.
Creating/Modifying a Mobile Rule

To create or modify a mobile rule:

**Procedure**

1. To create a mobile rule, click **Create a New Mobile Rule**, or to modify a mobile rule, click the name of the mobile rule to modify.

2. Under **Name**, type the name of the mobile rule in the appropriate language text box.

3. Under **Locking**, select the locking mechanism:

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lock</td>
<td>Prevents end-users from changing this setting in the client.</td>
</tr>
<tr>
<td>Cascade</td>
<td>Forces the rule to apply to sub-partners, administrators, and end-users of the parent partner.</td>
</tr>
</tbody>
</table>

If you do not select any of the options, then the end-users can change the settings for this rule.

4. Under **Network Type**, select one or more of the following network types:

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home Network</td>
<td>Applies the rule when users are connected to their home network.</td>
</tr>
<tr>
<td>Roaming Network</td>
<td>Applies the rule when users are connected to a roaming network. Roaming networks typically incur additional charges compared to a home network.</td>
</tr>
</tbody>
</table>

5. Under **Network Speed**, select one or more of the following network speeds:
6. Under **Backup**, select the following options:

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Allow backups to run</strong></td>
<td>You can select the following options for allowing backups:</td>
</tr>
<tr>
<td></td>
<td>• None</td>
</tr>
<tr>
<td></td>
<td>• Manual</td>
</tr>
<tr>
<td></td>
<td>• Automatic</td>
</tr>
<tr>
<td></td>
<td>• Manual and Automatic</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Backup Size</strong></td>
<td>Select this option to prevent backups from occurring when the backup is larger than the specified size in Megabytes.</td>
</tr>
<tr>
<td><strong>Notification for Manual Backups</strong></td>
<td>Select this option to have the client display a warning message before a manual backup is started.</td>
</tr>
</tbody>
</table>

7. Under **Restore**, select the following options:

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Allow Restores</strong></td>
<td>Allows the users to perform a restore on a mobile network.</td>
</tr>
<tr>
<td><strong>Restore Size</strong></td>
<td>Select this option to prevent restores from occurring when the restore is larger than the specified size in Megabytes.</td>
</tr>
<tr>
<td><strong>Notify before starting a restore</strong></td>
<td>Select this option to have the client display a warning message before a restore is started.</td>
</tr>
</tbody>
</table>

8. Choose a method to complete the rule modification/creation.

- Click **Done** to save the changes and return to the mobile network rules for the client configuration.
- Click **Save Changes** to save and close the client configuration.

**Example 1** Slower Network Rule

The following example would prevent end-users from performing backups and restores when they are roaming, connected to a slower network (GPRS and Edge), and they are backing up or restoring more than 10 megabytes.
Example 1 Slower Network Rule (continued)

Figure 8 Mobile Network Rules

Deleting a Mobile Rule

Procedure

1. Click Client Configuration.
2. Click the name of the client configuration that contains the mobile rule you want to delete.
3. Click the name of the mobile rule you want to delete.
4. Click Delete Mobile Rule, then click OK to confirm the deletion.

Displaying the Mobile Rules Tab

You can select to display the Mobile Rules tab in the client from the Mobile Rules tab. You can also select to have the setting cascade to sub-partners as well.

To set the Mobile Rules tab display options:

Procedure

1. Click the Mobile Rules tab.
2. Select Setting to have the Mobile Rules tab display in the client.
3. Select Cascade to have the rule cascade to sub-partners.
4. Once you have finished configuring the rest of your mobile rules, click **Save Changes**.

## Backup Software Updates

Mozy uses update rules to update the backup software. The update behavior depends on computer user permissions, whether the automatic update feature is enabled, and the client computer operating system.

Backup software updates are managed through update rules. For MozyEnterprise, the Mozy administrator creates and manages the rules. For MozyPro and qualified resellers, Mozy creates default rules, but the Mozy administrator can override the rules. For more information about update rules, see *Editing Client Versions* on page 67. Organizations can use their own tools to distribute and install updates instead of using Mozy update rules if wanted.

Mozy includes an automatic update feature that allows updates to be installed automatically and silently after they are made available through update rules. This feature can be enabled or disabled through the client configuration settings. For more information, see *Create or Change a Client Configuration* on page 51. The automatic update feature can also be enabled or disabled through the backup software, unless the Mozy administrator has locked the feature. When the feature is disabled, updates can still be made available through update rules, but the installation of the update must be initiated from the client computer. The backup software for Linux does not support update rules or the automatic update feature. Updates are only installed manually.

### Note

If an update rule has the **Required Update** option that is selected, no updates occur, backups in progress stop, and no new backups start on specified computers until the backup software is manually updated to the exact version specified by the rule. For more information, see *Editing Client Versions* on page 67.

**Table 11** Backup software update behavior using update rules

<table>
<thead>
<tr>
<th>Platform</th>
<th>Behavior with automatic updates enabled</th>
<th>Behavior with automatic updates disabled</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows</td>
<td>For standard rights users, no updates occur and there is no indication of updates being available or an option through the backup software to install updates. For standard users on a computer that is configured for updates in a UAC environment or for a computer administrator, updates are automatically and silently downloaded and installed. For more information about configuring UAC updates, see <em>Configure Backup Software Updates for Non-administrators</em> on page 69.</td>
<td>For standard rights users, no updates occur and there is no indication of updates being available or an option through the backup software to install updates. For administrators, updates are automatically downloaded and an informational box in the computer notification area prompts the administrator to install the update. If the administrator clicks the box, the update is installed. If the box is not clicked, the administrator can right-click the Mozy backup software icon, in the notification area, then select <strong>Update Mozy</strong> when ready to install the update.</td>
</tr>
</tbody>
</table>
Table 11 Backup software update behavior using update rules (continued)

<table>
<thead>
<tr>
<th>Platform</th>
<th>Behavior with automatic updates enabled</th>
<th>Behavior with automatic updates disabled</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mac</td>
<td>Updates are automatically downloaded and silently installed.</td>
<td>The user can click the Mozy backup software icon, in the menu bar, then select Open Mozy Preferences. Next, the user can click the Options tab, then click Check for Updates. If an update is available, a dialog box opens and the user can click Download and Install to install the update. Finally, the user must type the computer administrator password.</td>
</tr>
<tr>
<td>Linux</td>
<td>Update rules are not supported. Updates must be installed manually.</td>
<td>Update rules are not supported. Updates must be installed manually.</td>
</tr>
</tbody>
</table>

Editing Client Versions

Note

This feature is available in MozyEnterprise and for qualified resellers.

This feature allows you to select which backup software client versions are updated automatically. Additionally, you can select the rule to force automatic updates on user machines. By default, clients are set to update automatically without user intervention when forced automatic updates are selected.

There is currently no automatic notification when a new client is available. However, you can see the latest version in both Edit Client Version and Product Release Notes.
Customizing a Default Client Version

Procedure

1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.

2. Under Configuration in the left-side pane, click Edit Client Version.

3. In the Update To drop-down list, select the appropriate client version.
   This is the version that the backup software client is updated to.

4. In the Current Version drop-down list, select a qualifier.

<table>
<thead>
<tr>
<th>Qualifier</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Any version</td>
<td>Any version of the client that isn't the selected update version</td>
</tr>
<tr>
<td>Qualifier</td>
<td>Description</td>
</tr>
<tr>
<td>-----------</td>
<td>-------------</td>
</tr>
<tr>
<td>&gt;=</td>
<td>Any version of the client that is greater than or equal to the selected update version</td>
</tr>
<tr>
<td>&lt;=</td>
<td>Any version of the client that is less than or equal to the selected update version</td>
</tr>
<tr>
<td>Between</td>
<td>Any version of the client that is between the selected versions of the client</td>
</tr>
</tbody>
</table>

5. In the User Group drop-down list, select the user group which is subject to this rule.

You can choose either all user groups (the default) or a single user group.

6. For Operating System, select the range of operating systems that will receive the client update.

7. (Optional) Select Required Update to force users to update to the client specified in the rule.

8. Click Submit.

Configure Backup Software Updates for Non-administrators

In organizations where users have standard rights on Windows computers, you can eliminate the need to provide the computer administrator password when installing updates to the backup software.

Before you begin

- You must be running version 2.32.4 (or later) of the backup software.
- You must be using MozyEnterprise or be a qualified reseller.

Generally, users with limited rights, such as those in a UAC environment, cannot install backup software updates made available through Mozy update rules without providing the computer administrator password. You, the Mozy administrator, can configure the updates so that updates can be automatically and silently installed without entering the administrator password. This configuration requires that you enable the automatic update feature in the backup software, which can be done through the client configuration file. If you are using version 2.32.4 or 2.32.6 of the backup software, you must also add two registry keys to the client computers.

Note

If you want to configure backup software activation for users without administrator rights, see Configuring Backup Software Activation for Non-administrators on page 71.

Procedure

1. In the Admin Console, enable and lock the Install new versions of Mozy silently when they are made available preference in the client configuration file you use to configure the Windows computers.

   Locking the feature ensures that any manual changes that have occurred to this setting are reset and that this feature cannot be disabled by a user. For more information about client configuration files, see Create or Change a Client Configuration on page 51.

2. (Version 2.32.4 and 2.32.6 only) Add registry keys to the client computers.
• Add a DWORD registry key that is named "upgrades_without_uac_prompt" with a value of 1 at HKLM\Software\MozyEnterprise\Options.

• Add a DWORD registry key that is named "autoupdate" with a value of 1 at HKEY_CURRENT_USER\software\MozyEnterprise\options. If this key exists, ensure that it is set to 1.

A method for making the registry changes is to push the changes to computers using system management software. If you later decide you do not want to use this feature, set the registry key values to 0 or remove the keys.

Results
Whenever you deploy an update using an update rule (the Edit Client Version feature), the applicable Windows computers are automatically and silently updated. For more information about the Edit Client Version feature, see Editing Client Versions on page 67.

Deploying the Mozy Backup Software

You can deploy the Mozy backup software using a systems management solution (SMS) or by allowing your users to install the software manually.

Table 12 Deployment options for backup software

<table>
<thead>
<tr>
<th>Manual</th>
<th>Users typically download and install the backup software on their machines, interacting with the available installation options. To use command line switches during a manual installation, the installation program must be started from a command window.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Automatic</td>
<td>For automatic distribution and installation on users’ machines, a systems management solution (SMS) is typically used. Most systems management solutions provide a mechanism to pass command line switches during installation.</td>
</tr>
</tbody>
</table>

Installing the Software Manually
If you choose manual deployment, the Admin Console sends each user an email with the link to download the backup software.

The users are required to download, install, and activate the client. A key might be required.

The Admin Console allows an administrator to type an email address for each user, and to specify the user’s initial storage quota. The system automatically sends an email to the user with the appropriate download link and their product key.

Automate Installation using an SMS
If you choose to deploy using any standard systems management solution (such as SMS, LanDesk, Unicenter, Altiris, and others), the client is delivered to the user’s machine by the package deployment mechanism of the systems management software.

In a typical deployment using this distribution method, the Mozy installer is wrapped in another install script, which passes any relevant command line switches during the installation process.
Configuring Backup Software Activation for Non-administrators

In organizations where users have standard rights on Windows computers, you can eliminate the need to provide the computer administrator password when activating the backup software through the user interface.

Generally, users with limited rights, such as those in a UAC environment, cannot activate the backup software through the user interface without providing the computer administrator password. You, the Mozy administrator, can install the backup software so that the administrator password is not required for activation. To use this feature, you must be running version 2.32.8 (or later) of the backup software.

This configuration requires the installation, but not the activation, of the backup software on the computer using the /nonadminactivation switch with the Mozy installation program (example, Mozysetup.exe /nonadminactivation).

When configuring, you install the backup software on the computer. This installation is usually done through scripts or using SMS software. You do not activate the software. The computer user then logs in to the computer, right-clicks the Mozy backup software icon in the notification area, and selects Continue Setup. If using a script, you can open a window by running C:\Program Files\MozyEnterprise\Mozyenterpriseconf.exe. The user is prompted to provide credentials. The credentials can be Mozy or organization credentials, depending on whether you have integrated your organization authentication system with Mozy.

Choosing an Activation Method

Once you have chosen an installation method, you must decide how you want to activate the Mozy software. The activation process verifies that the user account is valid and that user has the resources to run the Mozy software.

User activation requires users to click a link to activate their account, to create their own passwords, and to manually download and install the Mozy software.

With the automatic and assisted activation methods, your organization must use Microsoft Active Directory. Users are registered based upon their Active Directory domain, which makes it easy to integrate the installation process with a systems management distribution method. Assisted activation is very similar to automatic activation. The main difference is that after the client has been installed, the client displays the username to the user and prompts for a password. This allows users to know their username and password so that they can restore their own files through a Web browser. This also allows a user to have multiple machines associated with a single user account.

User Activation

User activation requires the user to enter a username and password during the activation process.

Procedure

1. From the Admin Console, the administrator creates a new user account with a username and default password.
2. The administrator selects the option to automatically send the user an account activation email.
3. The user clicks the account activation link in the email and creates their own account password which replaces the default password.
4. The user can then download and install the Mozy software using their username and their new password.

Automatic and Assisted Activation

**Before you begin**

To use either the automatic or assisted activation method, your organization must use Microsoft Active Directory.

---

**Note**

When either assisted or automatic activation is used for Mozy on any Mac operating systems, you must first create this user in your AD domain: mozy-mac-autoactivation. If this user does not exist, activation will fail for Mac operating systems.

---

**Note**

The Enforce Email Key Match setting is not compatible with automatic or assisted activation.

With the automatic and assisted activation methods, users are registered based upon their Active Directory domain. This makes it easy to integrate the installation process with a systems management distribution method.

Assisted activation is very similar to automatic activation. The main difference is that after the client has been installed, the client displays the username to the user and prompts for a password. This allows users to know their username and password so that they can restore their own files through a Web browser. This also allows a user to have multiple machines associated with a single user account.

**Procedure**

1. In the Admin Console, the administrator downloads the Mozy Activation Info Utility.
   a. Under Configurations, click **Network Domains**.
   b. Click **Mozy Activation Info Utility**.
   c. Save the utility for future use.

2. The administrator provides the Mozy Activation Info Utility to the IT department so they can use it to collect the Domain GUIDs and the Active Directory OU for each machine.

   The GUID and OU are used to determine which user group and partner (if appropriate) the new users are added to when they are created in the account. If an OU is not provided in the Network Domains area of the Admin Console, then that entry will match any OU under that Domain GUID. The administrator can override the active directory OU information with a custom value. If the administrator chooses to use a custom value for the OU, the value needs to be passed to the installation program. To do this, the value needs to be passed using systems management distribution software that can pass command line values to start the installation.

3. In the Admin Console, the administrator creates partners (if appropriate) and user groups, ensuring sufficient storage is available.

4. In the Admin Console, the administrator for each partner or user group creates a Network Domain entry that has the GUID and OU for each user group that has been created.
Users whose machines match the GUID and OU are automatically assigned to this partner or user group.

5. The IT department distributes the client using the preferred application delivery method, such as a systems management solution.

6. The client is installed using the silent installation command line switch.
   (Optional) The /OU command line switch can be used to override Active Directory OU information, which is determined automatically by the client.

<table>
<thead>
<tr>
<th>Automatic Activation</th>
<th>Assisted Activation</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. The client looks up the domain of the machine and the Active Directory OU of machine if the /OU switch was not used.</td>
<td>a. The client displays the user principal name from Active Directory, and prompts the user to enter a password. Once the user has added a password, the user clicks <strong>Activate</strong> to activate the client.</td>
</tr>
<tr>
<td>b. The client passes the machine name with the domain and the Active Directory machine OU or custom OU information to the Admin Console.</td>
<td>b. The client passes the username, password, Active Directory Domain GUID, and the Active Directory OU or custom OU to the Admin Console.</td>
</tr>
</tbody>
</table>

7. Based upon the machine name, domain, and machine OU, the Admin Console determines which user group and partner the account should be created in.

<table>
<thead>
<tr>
<th>Automatic Activation</th>
<th>Assisted Activation</th>
</tr>
</thead>
<tbody>
<tr>
<td>The user is created with these attributes.</td>
<td>The user is created with these attributes.</td>
</tr>
<tr>
<td>• Username = machine name @ Active Directory domain name</td>
<td>• Username = UserPrincipalName</td>
</tr>
<tr>
<td>• Password = randomly generated and is not provided to user</td>
<td>• Password = specified by user</td>
</tr>
</tbody>
</table>

Product Key Activation

**Before you begin**

This activation method is valid only for versions of the Mozy backup software older than version 2.22 for Windows or 2.11 for Mac.

Product key activation requires a username (usually the user’s email address), a password, and a product key.

**Procedure**

1. In the Admin Console, the administrator allocates product keys and storage to the user groups in their account.
2. The administrator assigns a storage quota to product keys in the Admin Console.
3. The administrator distributes the product keys and the download link to users through email.
   (You can either use the Admin Console to send the emails, or you can send them manually through your email system.)
4. The users download the client using the link provided in the email, then install the client on their machines.

5. During the activation process, the users enter the product key that was sent to them in the email message.

6. The client software uses the product keys to create the user accounts in the Admin Console.

7. Once the product key is successfully registered to each user, the user’s machine is also associated with the user account.

**Sending Files to Mozy a Hard Drive**

Data Shuttle lets users back up large amounts of data by copying files to a removable storage device instead of transferring files over the Internet, then returning that device to Mozy for data seeding in the Mozy cloud.

Data Shuttle is useful in several situations.

- The initial backup of files is anticipated to be very large.
- The initial backup of files is underway, and due to its size and the speed of the Internet connection is determined to be impractically slow.
- A very large volume of files is being added to files already backed up, such as when a storage device with large amounts of data to be backed up is added.

When using Data Shuttle, you can do several things.

- Add files to a Data Shuttle drive from more than one computer if space is available.
- Use more than one Data Shuttle drive if your files do not fit on a single drive.
- Add files from more than one computer to more than one Data Shuttle drive.

While the Data Shuttle device is in transit to Mozy, any files created, changed or deleted by the user are backed up over the Internet. After files are transferred from the Data Shuttle device to the Mozy cloud, it is possible to restore them.

Data Shuttle is available only to customers meeting these requirements.

- A MozyPro or MozyEnterprise account (Data Shuttle is not available for MozyHome accounts.)
- The computer being backed up must meet certain requirements.
  - Have at least 100 GB of files to back up.
  - Have an eSATA or USB port.
  - Be running a supported version of the operating system.
  - Use appropriate version of the Mozy backup software. (Version 2.8 or later for Windows. Version 2.4 or later for Mac. Version 1.3 or later for Linux.)

To inquire about using Data Shuttle, contact your Mozy sales representative.

**Send Files to Mozy by Data Shuttle**

**Before you begin**

Before you can use Data Shuttle, you must contact Mozy sales to learn whether you meet the requirements. For more information, see **Sending Files to Mozy a Hard Drive** on page 74.
Note
If you’re using a virtual machine, be sure USB pass-through is enabled.

When the Data Shuttle device is connected, the Data Shuttle wizard provides guidance for the file transfer process.

In Linux, you can check the status of a backup with the `state` command.

Note
A return shipping label is also in the package. Keep the label and original packaging to use when sending the Data Shuttle device back to Mozy when the transfer of files to the device is complete.

Procedure
1. If the Mozy backup software is not yet installed on the computer to be backed up with Data Shuttle, download and install it now.

2. Connect your Data Shuttle device to an available USB port on your computer or server. If you’re using USB 2.0, you might need to plug in both USB connectors to power the drive.

   If a backup is in progress, it automatically stops and is redirected to the Data Shuttle device. If you are in Linux continuous mode, automatic backups are paused.

3. (Optional) If you have multiple Data Shuttle devices connected, then select the volume you want to use when prompted. In Linux, the backup software automatically selects and fills each device as needed.

4. Verify and save the selection of files for transfer.

   The transfer of files starts automatically, encrypting the files and transferring them from the computer to the Data Shuttle device. In Linux, type `mozyutil datashuttle --format` to format the device for Linux and begin the transfer.

5. (Conditional) If the size of the transfer is large enough, more than one Data Shuttle device is sent. In that case, when prompted to do so, connect the additional Data Shuttle devices successively as the transfer proceeds. In Linux, if a device is full but the backup is not complete, the state is IDLE (SEED_FULL). Disconnect the drive, connect another drive, and repeat the previous step.

6. Once the files have been transferred, pack the Data Shuttle device, the cables, and the power cord into the original packaging and return it to Mozy using the provided overnight shipping label. In Linux, the backup is complete if the state is IDLE (SEED_SUCCESS).

After you finish
While the Data Shuttle device is in transit to Mozy, you can routinely back up over the Internet. Once you are notified that the transfer of files from the Data Shuttle device to the Mozy cloud is complete, you may restore files if necessary.

Mozy Mobile App for Mobile Devices

The Mozy mobile app can be installed on devices running the iOS or Android operating system to gain access to Mozy services. Users can use their smartphones and mobile devices to view files backed up from their computers, share and post files on Facebook, and stream video and audio files. As an administrator, you can use the
Admin Console to enable and disable mobile device access for users in your Mozy environment.
You may also wish to expire mobile access for Mozy on a users' mobile devices.

**Enable or Disable Access for Mobile Devices**

**Before you begin**
- Your account must have mobile access enabled.
- Administrators must have the **Mobile Access:edit** capability to be able to manage mobile devices. For more information, see Administrator Capabilities.

To enable or disable access for mobile devices:

**Procedure**
1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.
2. In the upper-right corner of the Dashboard, click the link for your company name.
3. At the top of the panel, locate the Enable Mobile Access setting.
4. To enable access for mobile devices, change the Enable Mobile Access setting to **Yes** by clicking **change**.
   To disable access for mobile devices, change the setting to **No**.

**Results**
When enabled and set up for a company or partner, the setting for mobile device access cascades to sub-partners and sub-administrators.
When you first purchase Mozy, your account is enabled with a root administrator. The root administrator is responsible for managing all aspects of your account, including managing users and storage space.

MozyEnterprise root administrators are also responsible for managing subpartners, user groups, and subadministrators for their organization. Partners and user groups allow you to divide the users in your organization into logical groups for more efficient management of the service. Defining subadministrators allows you to delegate specific management activities for each of these subpartners or user groups.

Subadministrators must be assigned a role that determines the privileges they have in the Admin Console. The Admin Console allows you to create and list your administrators and create, assign, and list roles for your administrators.
Create an Administrator Role

A Role is used to allow you to assign a set of capabilities, or rights, to administrators within your company. Roles are assigned to administrators, subadministrators, and subpartners, providing very granular control over how Mozy is managed within your organization.

This feature is available in MozyEnterprise and for qualified resellers.

The Mozy service contains default roles, which cannot be edited. If you need more detailed control over the capabilities assigned to other administrators of your organization, you can create custom roles to meet these needs.

Procedure

1. Under Admins in the left-side pane, click Add New Role.
2. Select the type of administrator to create in the Type drop-down menu.
3. Enter a descriptive name for the new role in the Name text box.
   For example: User Group Admin.
4. Select the parent administrator in the Parent drop-down menu.
   Any administrators assigned the selected parent role are given management rights to the new role you are creating.
5. In the Config Group drop-down list, click the desired user group (and associated client configuration) to be used as the default for this role.

   Note

   This option is only available for Partner Roles when the selected Parent Role has at least one user group defined. Partners are not available to all types of accounts. Partners are available in MozyEnterprise and for qualified resellers.

6. Click Save Changes.
   A new window appears labeled with the name of the new administrator type.
7. Select the capabilities you want to assign to the new role.
8. Click the Members tab to assign administrators to the new role.
   Multiple roles can be assigned to a single administrator.
9. Click Add/remove admins.
10. Select the appropriate administrators from the list.
11. Click Save Changes.

Add an Administrator

This feature is available in MozyEnterprise and for qualified resellers.

Procedure

1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.
2. Under Admins in the left-side pane, click Add New Admin.
3. Enter a name for the administrator in the Name text box.
4. Enter the administrator's email address in the Email text box.
5. Using the Parent Admin drop-down menu, select a parent administrator.
6. In the User Groups list, select the user group, or groups, you want to assign to the new administrator.
7. In the Roles list, select the role, or roles, you want to assign to the new administrator.
You must assign the administrator a role. If you do not have a role created for this administrator, you can assign a default role and then change the role at a later time.

8. Click **Save Changes**.

**Results**

- If the administrator is using Mozy authentication, an email is sent with instructions for activating their account.
- If you are using directory services authentication and single sign-on (SSO) for your administrators, an email is sent with instructions on logging in with their network credentials.

**Edit an Administrator**

Editing an administrators record allows you to change the personal information for this administrator, as well as the roles assigned. A single person can have separate user and administrator identities. Editing the administrator information will not affect the user information. For example, if the user has a new email address, you will need to edit both the administrator and user records for the individual.

**Procedure**

1. Log in to the Admin Console.
   For additional information, see **Logging in to the Admin Console** on page 12.
2. Under **Admins** in the left-side pane, click **List Admins**.
   If you have a large number of administrators in your organization, click **Search Admins** to filter the list.
3. Click the name of the administrator to edit.
4. (Optional) In the **Personal Information** section, make any necessary edits.
5. (Optional) In the **Roles** section, select and deselect the assigned roles as needed.
6. Click **Save Changes**.

**Edit an Administrator's Role**

You can control what type of capabilities an administrator has through roles. For additional information on Roles, see **Administrator Capabilities** on page 257.

**Procedure**

1. Log in to the Admin Console.
   For additional information, see **Logging in to the Admin Console** on page 12.
2. Using the left menu in the Admin Console, click **List Admin** under the **Admins** heading.
3. Click **Add/remove types**.
4. Select or deselect any roles as desired, then click **Save**.
Delete an Administrator

**Procedure**

1. Log in to the Admin Console.
   
   For additional information, see [Logging in to the Admin Console](#) on page 12.

2. Under **Admins** in the left-side pane, click **List Admins**.

3. Click the name of the administrator you want to delete.

4. In the upper-right corner of the **Administrator details** panel, click **Delete Admin**.

5. Click **OK** to confirm the deletion.

**Results**

The administrator is deleted. Any subadministrators of the deleted administrator are also deleted.

Validate an Administrator's Rights

When you create a new administrator, you can masquerade as that administrator without logging out of your own account. Masquerading as an administrator allows you to verify the rights you assigned.

**Procedure**

1. Log in to the Admin Console.
   
   For additional information, see [Logging in to the Admin Console](#) on page 12.

2. Click **List Admins**, then click the name of the administrator to log in as.

3. Using the left menu in the Admin Console, click **List Admins** under the **Admins** heading.

4. Click the name of the administrator to log in as.

5. Click **Act as admin_name**.
   
   Where `admin_name` is replaced with the name of the user that you clicked.

6. To stop acting as the administrator, click **stop masquerading**.

Enable SSO for Administrators

**Before you begin**

Your account must be configured to use directory services authentication. Contact your Account Manager if you require additional information. For instructions on implementing Mozy with directory services authentication, see the [Federated ID Guide](#).

Mozy allows you to limit single sign-on to your users only or to expand it to administrators in your environment. If using SSO for Administrators, you still need a Mozy administrator account that manages the overall authentication policy for your organization.

**Procedure**

1. Under **Configuration** in the left-side pane, click **Authentication Policy**.

2. Make sure **Directory Services** is selected next to **Providers**.
3. At the bottom of the page on any tab, select the **Enable SSO for Admins** checkbox.

4. Click **Save Changes**.

**Results**

An email is sent to your administrators with instructions on how to log in to Mozy using your network credentials.
CHAPTER 5
Managing Partners and Subpartners

Note
You must be a MozyEnterprise customer to use Partners.

Subpartners allow you to create logical groupings of users and user groups to more easily manage large, or more complex, organizations. For example, if your company is comprised of several business units, Mozy allows you to create a subpartner for each business unit and assign an administrator that is responsible for the overall day-to-day management of Mozy for their business unit.

The administrator of the subpartner can create subadministrators in their respective groups to better delegate administrative activities.

Note
If you are interested in using partners to help manage your users, you must first create a plan. Please contact Support or Sales to assist you in creating a plan.

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- Add a Partner Record............................................................... 84
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- Editing a Partner................................................................. 86
- Logging In as a Partner............................................................ 87
Create a Partner Role

Before you can create a partner, you must create a partner role. You cannot deploy using partners without first creating the partner role. If your organization is not deploying with partners, and only implementing user groups, you can skip this topic.

The partner role defines what an administrator of a partner is allowed to do in the system. If you only create one partner role, it is the default role for all Partner Admin accounts that you create. Or, you may create multiple partner roles, each with a different set of capabilities. This allows you to efficiently assign different responsibilities to each partner admin.

Procedure

1. Log in to the Admin Console as the Root Partner administrator using a URL like this:
   https://subdomain.Mozy.com/login/admin
   The subdomain is the subdomain associated with your Mozy account.
2. Click Add New Role.
3. In the Type drop-down list, click Partner Admin.
4. In the Name field, enter a name for the role.
5. In the Parent drop-down list, click Partner Root.
6. Click Save Changes.
7. (Optional) On the Capabilities tab, select the capabilities to assign to the new partner administrator.
8. Click the Current Members tab.
9. Click Add/remove admins.
10. Select the administrators to assign the new partner role to.
   These should be the administrators that will be creating new partners.
11. Click Save Changes.

Results

You now have the ability to create partners with the administrator that was assigned the partner role.

Add a Partner Record

Partners allow you to create logical groupings of users and user groups to more easily manage large, or more complex, organizations. A partner administrator is defined while creating a partner account. Each partner administrator must be assigned a partner administrator role which defines the capabilities, or rights, the partner administrator will have.

Before you begin

- Create a partner role and administrator before creating the partner record.
- If you are interested in using partners to help manage your users, you must first create a plan. Please contact Support or Sales to assist you in creating a plan.
Procedure

1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.

2. Under Partners in the left-side pane, click Add New Partner.

3. Using the Create Under drop-down menu, select the parent partner for the new partner you are creating.
   If only one partner is available for selection as the parent, it will be selected for you.

4. The Pricing Plan will be defaulted to a generic pricing plan.

5. In the Root Role drop-down menu, select the partner role you want to use.
   If only one partner root role is available, it will be selected for you.

6. Enter the name and email address of the administrator that will be responsible for managing this partner.

7. Click Create Partner.
   The Partner Details panel appears.

8. Enter in an address and any additional contact information in the provided text boxes.
   If only one currency is available for the account, the currency is automatically assigned.

9. Next to Pooled Storage at the bottom of the panel, click (edit).

10. Enter the amount of storage and the number of devices you want to assign to the partner.
    You cannot assign more storage to the partner than you have available in the parent partner account.

11. Click Save Changes.

After you finish

If the partner’s users require the ability to perform their own Web restores, you must set up a subdomain for the users to access. For more information on adding a subdomain, see Adding a Subdomain on page 46.

Viewing and Editing a Partner Record

Procedure

1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.

2. In the left menu, click Search/List Partner under Partners.

3. In Search, start typing the name of the partner you want to view to filter the list.
   The list will be filtered based on the search criteria you enter.

4. Click the name of the partner to view.
   The Partner Details window appears.
The following information displays for the partner:

- The partner's ID number
- The date the partner was approved
- Status of the partner (Active/Suspended)
- The partner's root administrator
- The root role for the partner
- Whether HIPAA security is in use
- The ability to add or view a subdomain for the partner
- A list of sub-administrators that belong to the partner
- The ability to log in as a partner

**Editing a Partner**

You can change a partner's name, root role, or status. If you like, you can delete the partner altogether.

**Changing a Partner's Name**

**Procedure**

1. Log in to the Admin Console.
   
   For additional information, see Logging in to the Admin Console on page 12.

2. Under Partners in the left-side pane, click Search / List Partners.

3. Click the name of the partner to open the Partner detail panel.

4. In the upper-right corner of the panel, click Change Name.

5. Enter the new name for the partner.

6. Click Save Changes.

7. In the window that opens, enter your password, then click Submit.

**Changing a Partner's Root Role**

Roles control what capability an administrator has within the Admin Console. Each partner has a default root role in which a new administrator is created.

For additional information about roles, see Working with Roles on page 11.

**Procedure**

1. Log in to the Admin Console.

   For additional information, see Logging in to the Admin Console on page 12.
2. In the left menu, click **Search/List Partners** under **Partners**.
3. In **Search**, start typing the name of the partner to filter the list.
4. Click the name of the partner you want to change.
5. Click **Change** next to the **Root Role**.
6. In the drop-down list, select the root role to use.
7. Click **Submit**.

### Changing a Partner's Status

You can set a partner's status as either **Active** or **Suspended**. When a partner is **Suspended**, the partner and all administrators and users cannot log in to the Admin Console and cannot perform backups and restores.

**Procedure**

1. Log in to the Admin Console.
   
   For additional information, see *Logging in to the Admin Console* on page 12.
2. In the left menu, click **Search/List Partners** under **Partners**.
3. In **Search**, start typing the name of the partner to filter the list.
4. Click the name of the partner whose status you want to change.
5. Click **change**.
6. Select the status from the **Status** drop-down list, then click **Submit**.

### Deleting a Partner

**Procedure**

1. Log in to the Admin Console.
   
   For additional information, see *Logging in to the Admin Console* on page 12.
2. In the left menu, click **Search/List Partners** under **Partners**.
3. In **Search**, start typing the name of the partner to filter the list.
4. Click the name of the partner you want to delete.
5. Click **Delete Partner**, then click **Delete** to confirm you want to delete the partner.

### Logging In as a Partner

When you log in as a partner, you see everything the way the partner sees it. This is a good way to verify which privileges a partner has.

**Procedure**

1. Log in to the Admin Console.
   
   For additional information, see *Logging in to the Admin Console* on page 12.
2. In the left menu, click **Search/List Partners** under **Partners**.
3. In **Search**, start typing the name of the partner to filter the list.
4. Click the name of the partner you want to log in as.
5. Click **act as** next to the administrator of the partner.
Managing Partners and Subpartners

A new browser window opens and you are logged in to the Admin Console as the selected partner.
CHAPTER 6

Users and User Groups

Note

User Groups are available only to MozyEnterprise accounts or to qualified resellers.

A user account is required for each individual in your organization that will be using the Mozy service. When creating new users, you can send an email that provides a link where users can create a password to activate their account, and to download the Mozy software. Once the user installs and logs in to the backup software, the software is activated. Users share storage with their parent organization or with the user group they belong to. You can also limit or even assign the amount of storage available to a user.

User groups allow you to organize your users in ways that make sense for your organization. For example, you may create a user group for different functional departments or based on the level of control you want to allow users in managing their own Mozy software. Each user group is assigned a configuration file that determines how the Mozy software functions and what management capabilities the users in the group are allowed.

Storage space is shared among all users and devices unless you define a limit. You can also assign storage space to a user group.

- User Groups........................................................................................................90
- The User Details Panel..........................................................................................93
- Managing Devices for a User...............................................................................98
User Groups

Note
This feature is available in MozyEnterprise and for qualified resellers.

User Groups help you to organize your users into logical groupings to simplify management of individual users. You can create configuration files assigned to each user group to customize the Mozy experience for the members of the group.

User groups allow you to organize your users based upon their organization, billing plan, or other factors. In addition to being able to group your users, you can assign additional administrators to manage these user groups. For example, all users in Marketing could be added to a Marketing user group administered by their manager or by a dedicated IT member.

Storage space in a user group can be shared, including shared with the parent company. You may also limit the storage available for a group, or assign it specifically to a group.

Add a User Group

Groups define how storage will be managed for users. Every account comes with a single, built-in user group. You can use the Add User Group panel to create your own user groups and define how each group manages storage. If you create at least one user group, you can delete the built-in user group. Once the group is created, you can use the Admin panel to specify an administrator for each group.

This feature is available in MozyEnterprise and for qualified resellers.

Procedure

1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.
2. Under Quick Links in the left-side pane, click User Group List.
3. Click Add Group.
4. Enter a name for the new group.
5. In Server Storage Type, select the type of storage you want server devices to use, and then enter the number of server devices available for this group.

Note
Server is available only if a server pass is enabled for your account.

Table 13 Storage types

<table>
<thead>
<tr>
<th>Storage Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shared</td>
<td>The organization's storage pool is shared among users and their devices, and among user groups if your organization uses them.</td>
</tr>
<tr>
<td>Limited</td>
<td>The organization's storage pool is shared, but the limit you set for any device, user, or user group cannot be exceeded.</td>
</tr>
</tbody>
</table>
Table 13 Storage types (continued)

<table>
<thead>
<tr>
<th>Storage Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assigned</td>
<td>A user group can be assigned a portion of storage from the organization's storage pool. The assigned amount is reserved for use only by the users and devices within the user group. This assigned amount cannot be exceeded. This feature is available in MozyEnterprise and for qualified resellers.</td>
</tr>
</tbody>
</table>

6. In Desktop Storage Type, select the type of storage you want desktop devices to use, and then enter the number of desktop devices available for this group.

Table 14 Storage types

<table>
<thead>
<tr>
<th>Storage Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shared</td>
<td>The organization's storage pool is shared among users and their devices, and among user groups if your organization uses them.</td>
</tr>
<tr>
<td>Limited</td>
<td>The organization's storage pool is shared, but the limit you set for any device, user, or user group cannot be exceeded.</td>
</tr>
<tr>
<td>Assigned</td>
<td>A user group can be assigned a portion of storage from the organization's storage pool. The assigned amount is reserved for use only by the users and devices within the user group. This assigned amount cannot be exceeded. This feature is available in MozyEnterprise and for qualified resellers.</td>
</tr>
</tbody>
</table>

7. Click Save.

Edit a User Group

You can change how storage is managed and the number of devices assigned to a user group.

This feature is available in MozyEnterprise and for qualified resellers.

Procedure

1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.
2. Under Quick Links in the left-side pane, click User Group List.
3. In the User Group List panel, find the name of the group you want to edit and click .
   The Edit group name Group panel appears.
   Figure 12 Edit group name Group panel

4. Change any of these options.
<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Name</strong></td>
<td>The name of the group.</td>
</tr>
<tr>
<td></td>
<td><strong>Note</strong> The name of the default user group cannot be changed.</td>
</tr>
<tr>
<td><strong>Storage Type</strong></td>
<td>The type of storage for the group.</td>
</tr>
<tr>
<td></td>
<td>• Assigned - Amount of storage in GB that is removed from available storage for the entire account and reserved for use by users and devices in this group.</td>
</tr>
<tr>
<td></td>
<td>• Shared - Makes all storage available in the storage pool for this entire account available to the group.</td>
</tr>
<tr>
<td></td>
<td>• Limited - Maximum threshold in GB that cannot be exceeded by users and devices in this group. This must be greater than the largest storage limit for any user in this group and must be less than the storage pool for this entire account.</td>
</tr>
<tr>
<td><strong>Group Region Override</strong></td>
<td>Specify the data centers used by the group. The default, None, allows the data center to be automatically selected.</td>
</tr>
<tr>
<td><strong>Enable Sync</strong></td>
<td>Select whether to enable file synchronization for users in this group, if it is enabled for the entire account.</td>
</tr>
<tr>
<td><strong>Server Support</strong></td>
<td>Select whether to enable server backup for users in this group.</td>
</tr>
</tbody>
</table>

5. Make your required changes and click **Save**.

**Define a User Group Administrator**

When you create a user group, the administrator that created the group is responsible for managing the group. If you have created subadministrators, you can assign a different administrator to manage the group. Each user group can have one or more administrators assigned to it.

**Before you begin**

You must have subadministrators created on your account.

This feature is available in MozyEnterprise and for qualified resellers.

**Procedure**

1. Log in to the Admin Console.
   
   For additional information, see Logging in to the Admin Console on page 12.

2. Under **Admins** in the left-side pane, click **List Admins**.

3. Click the name of the administrator you want to assign as a group administrator.

4. In the User Groups section, click the checkbox next to the name of the user group, or groups this administrator will manage.

5. Click **Save Changes**.
Delete a User Group

Before you begin

Before you delete a user group, you must remove all users from the group. You can do this by moving user to different groups.

This feature is available in MozyEnterprise and for qualified resellers.

Procedure

1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.

2. Under Quick Links in the left-side pane, click User Group List.

3. Locate the name of the group you want to delete and click .

4. Click OK to delete the user group.

The User Details Panel

The User details panel allows you to view information regarding the user account, devices assigned to the user, and the amount of storage available and consumed by each device. You can also manage the user account from this panel; changing the user group, expiring mobile access, or changing how the user account consumes storage.

Figure 13 User details panel

Add a User

In the Add New User panel, you can add one or more users with the same profile and settings.

If you need to add many users, especially if they have different profiles and settings, you can import them from a CSV file. For more information, see Import Users from CSV Files on page 95.

It is best to separate user accounts for backing up servers from user accounts for backing up desktops. Users who are responsible for backing up server devices should use dedicated accounts for that purpose, separate from a personal desktop account. (Mozy Sync cannot be used on server devices.) This makes it easier to transition server responsibilities between IT staff members.
Procedure

1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.

2. Under Quick Links in the left-side pane, click Add New User.
   The Add New User panel opens.

   Figure 14 Add New User panel

3. The action available in section 1 depends on the nature of your account.
   
   - If you see Choose a Group, select the group you want users to belong to, then view the resources available in that group which can be assigned to new users.

   Note
   There may be only one group available to choose.

   - If you see View Plan Summary, review the resources available for your account that can be assigned to new users.

4. In section 2, Define Profile, define the profile for the users.
   a. Choose whether the users have server or desktop devices.
   b. (Optional) Set a storage limit for each user. This limit applies to each user, and not to the group or to each device individually.
   c. Set the maximum number of devices the users may back up.
   d. (Optional) If the type of user is Desktop and if file synchronization is enabled for this group, select whether sync will be enabled for these users.

   Note
   User accounts backing up server computers cannot be enabled for sync. Only desktop profiles may be enabled for file synchronization.

5. In section 3, Enter Users, enter the name and email address of a user to add to your account.
6. (Optional) To add another user, click and repeat the previous step.

7. (Optional) To remove a user from this list, click for that user.

8. (Optional) Select Send users instruction email to send an automated email to the users which provides instructions for downloading and installing Mozy software.

A key is not required to activate the backup software as of version 2.22 and later for Windows or version 2.11 and later for Mac.

9. Click Add User(s).

Results

A user account for each of the names entered is created with the defined settings. To make any changes to the user account, open the User information panel.

Add a Federated ID User to Mozy

Before you begin

Your account must be configured to use directory services authentication. Contact your Account Manager if you require additional information. For instructions on implementing Mozy with directory services authentication, see the Federated ID Guide.

Procedure

1. When integrating Mozy with your directory service, you must add users to the directory service. New users, or updates to existing users, are synchronized to Mozy based on the schedule you defined when implementing the service. To immediately synchronize updates from the user directory to Mozy, select the appropriate option below.

   • If you are pushing changes from your user directory to Mozy using the LDAP Connector, double-click the exe file to force synchronization.

   • If you are pulling changes using the scheduling options in the Mozy Admin Console, open the Authentication Policy panel. Click the Sync Rules tab and then click the Sync Now button at the bottom of the panel.

Results

If you have configured Mozy to send a Welcome email to the new user, it is sent once the user is synchronized. Make sure you install the Mozy backup software or that the email contains information for the user to install the software.

Import Users from CSV Files

You can add up to 1000 users simultaneously by importing them in bulk from a CSV file. This is particularly useful if the users have different profiles and settings. You may also manually add users when they have the same profiles and settings.

It is best to separate user accounts for backing up servers from user accounts for backing up desktops. Users who are responsible for backing up server devices should use dedicated accounts for that purpose, separate from a personal desktop account. (Mozy Sync cannot be used on server devices.) This makes it easier to transition server responsibilities between IT staff members.

Procedure

1. Log in to the Admin Console.

   For additional information, see Logging in to the Admin Console on page 12.
2. Obtain the CSV template.
   a. Under Users, click Add New User.
   b. In section 1, click the link to Import users from CSV files.
   c. In the Import Users panel, click the Template link, then save the file to an appropriate location.

3. Populate the CSV template.
   Row 2 of the template provides detailed instructions for each column, while rows 3, 4, and 5 provide examples.
   a. Column A, Email, should contain the unique email address for each user.
   b. Column B, Name, should contain the full name for each user.
   c. Column C, Group, should contain the user group for each user. These are user groups defined for your organization.
   d. Column D, Storage Type, should contain the type of device for each user, either desktop or server. This column is not case sensitive.
   e. Column E, Max Storage, is optional. This may contain the limit (in GB) for storage for each user. By default, all users share storage.
   f. Column F, Devices, should contain the number of this type of device this user may install the backup software on.
   g. Column G, Sync, should contain T or true for each user for whom file synchronization will be enabled. Only desktop users may have sync enabled; Mozy Sync cannot be used on server devices. If sync is not enabled, this can be left blank, or may be populated with F or false. This column is not case sensitive.
   h. Delete the rows containing the instructions and samples, then save the populated CSV import file.

4. In the Import Users panel, click Browse, then browse to the CSV import file you saved.

5. (Optional) Select Send users instruction email to send an automated email to the users which provides instructions for downloading and installing Mozy software.

   **Note**
   If you choose to send this email to the users you import, the time to complete the import greatly increases.

6. Click Import.

**Results**
A user account for each row in the CSV file is created with the defined settings. If an error occurs, the import process terminates and no users are created.

To make any changes to a user account, open the User information panel.
View and Edit a User Account

The User Detail panel allows you to edit the account information for a user.

Procedure

1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.
2. Click Search / List Users and search for the user if the account is not visible in the list.
3. Click the email address of the user you want to edit.
   The User Detail panel appears.
4. Make the changes needed and save the changes.

   Note
   If you are changing or resetting the user password, select the Temporary password checkbox to require the user to log in using the password you enter here and specify a new password. The user is sent an email with instructions.

5. If prompted in a window that opens, enter your password, then click Submit. If you are using federated ID, click Confirm.

Set a Storage Limit for a User or Device

Users and machines use a storage pool which is shared with the group the user belongs to. However, you can define a limit for the amount of storage a user or machine can use. When a limit is set for the user or machine, shared storage will be used up to the maximum you have defined.

Procedure

1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.
2. Under Users in the left-side pane, click Search / List Users.
3. Click the name of the user you want to edit.
4. In the Storage column, click Change.
5. Make sure Limited is selected and enter the maximum amount of storage in the Max text box.
6. Click Save.

Add a Device to a User

When you create a new user, you define the number of devices the user is allowed to back up. You can increase the number of devices available to a user.

Procedure

1. Under Users, click Search / List Users.
2. Click the name of the user you want to edit.
   The Username details panel appears.
3. Under the devices, click **Edit** next to the type of device you want to add.

4. Enter the new number of devices for the user.

   The value entered must equal the total number of devices for the user. For example, if the user already has two devices and you want to add another device, enter three.

5. Click **Submit** to save the change.

### Log In as a User

When you create a new user, you can masquerade as that user without having to log out of your own account. This allows you to validate the user account is working correctly. Any open browser session will act as that user as well.

**Procedure**

1. Log in to the Admin Console.

   For additional information, see **Logging in to the Admin Console** on page 12.

2. Under **Users** in the left-side pane, click **Search / List Users**.

3. Click the email address of the user who you want to log in as.

4. Click **Log in as User**.

   A new browser window appears and you are logged in as the selected user.

5. To stop acting as the user, click **stop masquerading**.

### Delete a User Account

When you delete a user, the storage space and product keys assigned to that user become available for reassignment. Any devices assigned to that user are deleted and the associated files are no longer available for backup or restore.

**Procedure**

1. Log in to the Admin Console.

   For additional information, see **Logging in to the Admin Console** on page 12.

2. Under **Users** in the left-side pane, click **Search / List Users**.

3. Click the email address of the user you want to delete.

4. In the upper-right side of the **Username** information panel, click **Delete User**.

5. Click **OK** to confirm you want to delete the user record.

### Managing Devices for a User

The Machines panel displays a list of machines currently registered to the account. Each machine in the list includes the following information:

- Machine Name
- User
- Amount of storage used and amount available
- Creation date
- Date of last backup attempt
- Backed Up - Number of days since last successful backup
To see additional information about a machine, click the machine name. A new panel opens to display details, such as the owner of the machine, the space used, when the last backup occurred, the type of encryption key used, client version, the product key used, last requested restore, when the restore finished, the number of files requested, the size of the restore, and the status of the download. To close the panel, click the X in the top right corner of the panel.

To see additional information about a user, you can click the name of the user. A new panel opens to display user details, such as creation date of the user, quota (space used by the user in gigabytes), email address where the user was created from, a list of computers assigned to the user, the type of encryption key for each computer, space used and available for each computer, when the last backup occurred for each computer. You can also view product keys. To close the panel, click the X in the top right corner of the panel.

From the Machines panel, you can search for machines in the Machines list. Enter the name of a user or the name of a machine in the Search field, then click Search. A list of available users or machines matching your search criteria appears.

Delete a Device from a User

When you delete a device from a user’s account, it becomes available to that user’s group. All files from the deleted device are permanently deleted from the Mozy cloud within 24 hours.

Procedure

1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.
2. Under Users in the left-side pane, click Search / List Users.
3. Click the name of the user who owns the device which should deleted.
   The Username details panel appears.
4. In the device list at the bottom of the panel, locate the name of device and click Delete
5. Click OK to confirm the deletion.

Device Storage Limits

By default, all of the devices for a user account share the storage of the user. You can define a limit for a specific device to restrict the amount of storage the device can consume.

Expire Access for a Mobile Device

For security reasons, you can force the Mozy mobile app to require a user to re-enter login credentials.

Before you begin

Your account must have Mobile Access enabled.

When a user first logs in on a mobile device, the credentials are validated and the device is provided an access token. When you clear the cache on a mobile device, the access token is removed and all locally stored data on the device is cleared. The user is required to re-enter the login information to restore access to files from this device. This prevents others from being able to access a user’s data from a lost or stolen device.
Procedure

1. Log in to the Admin Console. For additional information, see Logging in to the Admin Console on page 12.

2. Under Users in the left-side pane, click Search / List Users.

3. Click the email address of the user of the device you want to reset.

   The Username information panel appears.

   Figure 15 User Information

4. In the upper-right corner of the Username information panel, click Expire Mobile Access.

   The cache on the mobile device is cleared and the user is required to re-enter login credentials to access files.

Use the Admin Console to Replace a Machine

Before you begin

- Identify a machine that you want to replace. It must have been previously backed up.
- Identify the new replacement machine. It must be running the backup client software and have a valid product key.

Note

Once you replace a machine by clicking Submit, the changes cannot be reversed.

When you replace a machine, you associate its backup data and history with the new machine. If you have existing backup data associated with the new machine, it is deleted. The product key from the original machine is deleted. The new machine retains the client configuration settings of the original machine. If your account supports multiple user groups and you add the new machine to a different user group than the original machine, the new machine inherits the client configuration settings associated with the new user group.

Note

Files backed up from the original machine can be restored to the new replacement machine for a period of 30 days after the original machine's last backup.
Procedure

1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.
2. In the left pane of the Admin Console, in the Users section, click **Search/List Machines**.
3. Click the replacement machine's name to expand its panel and display its properties and backup history.

   **Note**
   Any existing backup data and history associated with this machine will be deleted.
4. In the expanded panel for the new replacement machine, Click **Replace Machine**.
   The Machines screen displays a list of machines.
5. From the list of machines, select the original machine to be replaced.
6. Click **Submit**.
7. Enter your password, then click **Submit** to complete the task.

**View the Backup Log File of a Device**

When a machine is not backing up its files correctly, you can use the backup log file to troubleshoot the cause.

**Procedure**

1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.
2. In the left menu, click **Search/List Machines** under **Users**.
3. Click the name of the machine you want to view.
4. Click **View Logfile**.
   The log file opens in a new browser window.

**Machine Mapping**

Machine mapping allows you to reassign a machine to a different Mozy user account while maintaining the backup and restore history of the machine. Migrating a machine is useful when you are switching authentication methods, replacing staff responsible for server backups, or in any other situation where it is important to maintain the backup and restore history.

Machine mapping creates an export file *(machine_mapping.csv)* of all of the machines tied to your account. Each row in the CSV file is relevant to a single machine and contains the following information:

- Machine Name: the name of the computer.
- Machine Hash: a unique identifier for the machine.
- Current Owner: the Mozy username of the current owner of the machine.
- **New Owner**: a blank field used for entering the Mozy username of the new user of the machine.

Machines can be reassigned to any user with an account created in Mozy. If reassigning a machine to a user in a different user group, make sure you have a product key available in the new user group to accommodate the machine. In addition, if the machine is assigned to a user in a different group, the machine will inherit the client configuration file assigned to the new user group. This may affect the configuration of the Mozy client on the machine.

When the machine is assigned to the new owner, the storage space used by any backups will also be allocated to that user, so it is important to make sure the user has enough storage space available to accommodate the backed up files on the new machine. This is particularly important if the user is the owner of multiple machines.

**Assign a Machine to a Different User**

You can assign an existing machine to a different user’s account using Machine Mapping. Migrating a machine is useful when you are switching authentication methods, replacing staff responsible for server backups, or in any other situation where it is important to maintain the backup and restore history.

**Before you begin**

- The new owner of the machine must have a Mozy user account created. The username is required for reassigning the machine in Machine Mapping.
- Make sure you have a list of the current owners of the machines you are reassigning. Use the username of the current owner to more quickly search for a specific machine or machines.

For more information on using machine mapping, see Machine Mapping on page 101.

**Procedure**

1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.
2. Under **Users** in the left-side pane, click **Search / List Machines**.
3. In the upper-right corner of the Machines panel, click **Machine Mapping**.
   The Machine Mapping panel appears.
4. Click **Export Machine CSV** to create the mapping file.
   It is recommended that you save the `machine_mapping.csv` file to a local folder while making your changes to ensure the file is available and up-to-date when you are ready to reimport.
5. In the **CSV** file, locate the name of the user or the machine that you want to reassign.
6. In the **New Owner** column, enter the Mozy username of the new owner for the machine.
   Leave the **New Owner** column empty to keep the machine assigned to the existing user.
7. When you are finished updating the owners of all of the machines you want to reassign, save the file.
   You can save the file with a different name if needed, just make sure it remains a CSV file.
8. Log back in to the Admin Console and click Search / List Machines to reopen the Machines panel.


10. Under the import step, click Browse and select the file machine_mapping.csv file you updated earlier.

11. Click Import Machine CSV file to reassign the machines to the new owners you entered.
Mozy helps you back up and restore your server applications services. These features simplify the process of protecting and restoring your data. These features also allow you to do backups without interrupting the availability of the services.

**Note**

These features are only available with the backup software server (opposed to desktop) service type, and you must be running Windows 2003 Server or later.

Mozy uses Microsoft Volume Shadow Copy Service (VSS) to backup supported server application services. VSS is a component of Windows operating systems. Using VSS results in a significantly reduced impact on the performance of the server, as well as on the server application services. Because Mozy avoids interfacing directly with the services, no downtime or slowdown of any kind is experienced. After creating backup files, the files are uploaded to the Mozy cloud through an encrypted connection. After the initial backup, only changes are uploaded. This happens at the block level, not the file level, so subsequent backups can take minutes instead of hours.

Mozy can back up these services using VSS:

- Microsoft Exchange Server
- Microsoft SQL Server
- Microsoft Active Directory and the SYSVOL
- COM+
- Microsoft Windows registry
- Microsoft Hyper-V virtual machines

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- Backing up Server Applications Services Using VSS ....................... 106
- Restoring Server Application Services Backed up Using VSS ........ 109
- Adding a Network Share ................................................................. 118
How Mozy Works with VSS

This is an overview of how Mozy supports Microsoft Volume Shadow Copy Service (VSS).

Procedure

1. Mozy communicates with the VSS to gather metadata from the VSS writer for a server application service and prepares it for shadow copy creation.

2. The VSS receives metadata, in XML format, which describes the backup components and defines the restore method. The writer for the service then begins preparing data for shadow copy.

3. The writer for the service completes all open transactions, rolling transaction logs, and flushing caches, and notify the VSS.

4. The VSS freezes I/O write requests, flushes the file system buffer, and then freezes the file system to ensure file system metadata is written correctly.

5. The VSS then initiates the provider to create the shadow copy.

6. The VSS thaws the file system, the service writer, from its inactive state.

7. The VSS confirms with the writer for the service that I/O writes were inactive while the shadow copy was being created.
   - If the I/O writes were active, Mozy is notified for potential data inconsistencies.
   - Mozy continues backups of the service in a crash-consistent state only if the I/O writers were active.

   **Note**

   This is the state of disks equivalent to what would be found following a catastrophic failure that abruptly shuts down the system. A restore from such a shadow copy set would be equivalent to a reboot following an abrupt shutdown. This is the default state of data that has been shadow copied without the support of writers. (MSDN - library/aa384653)

8. Mozy initiates checksum to validate data.

9. The data is backed up from the shadow volume, which is a snapshot of the live volume at a point in time.

Back up Server Applications Services Using VSS

Mozy uses VSS to make it easier for you to back up your server application services. If a supported service is installed on your computer, the backup software automatically detects the service and creates the corresponding backup set for it. The **Backup Sets** tab of the Mozy Settings window displays the applicable backup sets. The use of backup sets helps ensure that the right files are backed up and that the correct backup steps take place.

**Note**

You must use the backup software server (opposed to desktop) service type to back up and restore server application services using VSS.
The list of backup sets in the **Backup Sets** tab is based on the supported services installed and the corresponding VSS Writer for that service being enabled. This list is created when the backup software is installed and is refreshed periodically. If you do not see a backup set for your supported service listed, you can manually refresh the list by setting `HKEY_LOCAL_MACHINE\SOFTWARE\Mozy\state\vss_scan` in the registry to 1 and restarting the Mozy backup service.

**Note**

Mozy suggests that you set the VSS Writer service for each server application to automatically start when Windows starts.

To back up a supported service, select the check box next to the applicable backup set, meet the requirements, and complete any special tasks associated with that service. The following table lists the requirements and any special tasks required to back up each of the supported services.

<table>
<thead>
<tr>
<th>Application Service and Requirements</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Microsoft Exchange Server</strong></td>
<td></td>
</tr>
<tr>
<td>• NTFS file system</td>
<td></td>
</tr>
<tr>
<td>• Microsoft Windows Server 2003 (or later)</td>
<td></td>
</tr>
<tr>
<td>• Microsoft Exchange Server 2003 (or later)</td>
<td></td>
</tr>
<tr>
<td>• Exchange Server VSS Writer started</td>
<td>All mailboxes are backed up. If you only want to back up or restore a single mailbox, consider using Exchange Server to save the mailbox and then use Mozy to back up that file. If the domain controller is running on the same computer as Exchange Server, also select the VSS Active Directory and Windows File Replication Service (SYSVOL) backup sets. If you are using Windows 2003 Small Business Server (SBS) and Exchange Server does not appear in the list of backup sets, install a fix from Microsoft for backing up Exchange Server at <a href="http://support.microsoft.com/kb/838183">http://support.microsoft.com/kb/838183</a>.</td>
</tr>
<tr>
<td><strong>Microsoft SQL Server</strong></td>
<td>Each database is represented by a separate backup set. The selection of any database results in all databases being backed up.</td>
</tr>
</tbody>
</table>
Table 15 Supported Server Application Service Requirements (continued)

<table>
<thead>
<tr>
<th>Application Service and Requirements</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>• NTFS file system</td>
<td>backed up. If you only want to back up a single database, consider using SQL Server to save the database and then using Mozy to back up the file. The SQL Server services and SQL Server VSS Writer flush any transactions pending in memory to ensure that the backup includes the most recent changes available; after which, a snapshot of the files is backed up.</td>
</tr>
<tr>
<td>• Microsoft Windows Server 2003 (or later)</td>
<td></td>
</tr>
<tr>
<td>• Microsoft SQL Server 2003 (or later)</td>
<td></td>
</tr>
<tr>
<td>• SQL Server VSS Writer service started</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Microsoft Active Directory and SYSVOL data</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>• NTFS file system</td>
<td>Active Directory must be restored to the same server from which it was backed up. When backing up Active Directory, you should also back up the System Reserve volume.</td>
</tr>
<tr>
<td>• Microsoft Windows Server 2003 (or later)</td>
<td></td>
</tr>
<tr>
<td>• Active Directory VSS Writer started</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Windows registry</th>
<th>None.</th>
</tr>
</thead>
<tbody>
<tr>
<td>• NTFS file system</td>
<td></td>
</tr>
<tr>
<td>• Microsoft Windows Server 2003 (or later)</td>
<td></td>
</tr>
<tr>
<td>• Windows registry VSS Writer started</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>COM+</th>
<th>None.</th>
</tr>
</thead>
<tbody>
<tr>
<td>• NTFS file system</td>
<td></td>
</tr>
<tr>
<td>• Microsoft Windows Server 2003 (or later)</td>
<td></td>
</tr>
<tr>
<td>• COM+ VSS Writer started</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Microsoft Hyper-V virtual machine</th>
<th>For each virtual machine running on your host, there is a corresponding backup set that you can use to backup that machine. The level of application consistency can vary, depending on whether Saved State or Child Partition is used. See the Microsoft documentation for guidance on implementing your backup strategy.</th>
</tr>
</thead>
<tbody>
<tr>
<td>• NTFS file system</td>
<td></td>
</tr>
<tr>
<td>• Microsoft Windows Server 2003 (or later)</td>
<td></td>
</tr>
<tr>
<td>• Backup software version 2.20 (or later) on the Hyper-V host</td>
<td></td>
</tr>
<tr>
<td>• Saved State or Child Partition snapshots</td>
<td></td>
</tr>
<tr>
<td>• Hyper-V VSS Writer started</td>
<td></td>
</tr>
</tbody>
</table>

When using Mozy to back up server application services through VSS, ensure that you do not also use Mozy to back up the same files through an explicit file selection or
another backup set. Backing up the same files in two different ways uses more storage and can cause backup errors.

Restoring Server Application Services Backed up Using VSS

If you previously backed up a server application service, such as Microsoft Exchange Server or Microsoft SQL Server using Microsoft Volume Shadow Copy Service (VSS), you can recover your data using the Mozy backup software. You can also use Mozy on the Web and Restore Manager, which is useful if the computer does not have the backup software installed. For more information, see Restore VSS Backup Set Files with Restore Manager on page 115.

Note

If you use the Mozy 2xProtect feature when backing up a Windows server, you cannot restore VSS files from the Mozy local backup location. You must restore the files from the Mozy cloud when restoring an application backed up using VSS.

The steps for restoring a service backed up using VSS depend on the service.

Restore a Microsoft Exchange Server Database Using VSS

Before you begin

- The same version of Microsoft Exchange Server installed as previously used.
- Sufficient space on the Windows temporary folder drive to store the restored files.
- The Mozy backup software installed and activated with the same product key that was used to back up the data.
- Microsoft Active Directory running and properly configured. If you need to restore Active Directory, do so before restoring Exchange.

This task restores all Exchange mailboxes. Restoring a single mailbox is not supported; however, the Microsoft Web site provides information that might help in restoring a single mailbox from the data you have backed up. For more information, see http://support.microsoft.com/kb/823176.

Procedure

1. Dismount all mailbox stores
   a. Open Microsoft Exchange System Manager and navigate to the Servers folder.
   b. Expand each storage group.
   c. For each mailbox store, right-click the store, then click Dismount Store.
2. Restore the Exchange files using the backup software.

Note

As an option to using the backup software to restore the needed files, you can use Mozy on the Web and Restore Manager. This option does not require the backup software to be installed. For more information, see Restore VSS Backup Set Files with Restore Manager on page 115.

- Right-click the Mozy backup software icon in the notification area, then click Restore Files.
b. Click VSS Restore.

c. Select the location of the files, then click Next.

   - **Download files from the Mozy servers.** You cannot use a local backup copy of the files.
   - **Use previously downloaded restore.** If you choose this option, specify the location of the files. This is used only if you have previously downloaded the needed files but did not complete the restore process.

d. Select the **VSS: MS Exchange Server** backup set, then click Next.

   **CAUTION**

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

The VSS downloading window appears and the needed files are downloaded.

e. Select whether you want the downloaded files copied to the appropriate locations at this time. Choose to copy the files unless you want to complete the restoration at another time. Later, you can repeat this procedure and skip the downloading of the files.

3. Mount all mailbox stores

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

### Restore Microsoft SQL Server Databases Using VSS

**Before you begin**

- The same version of Microsoft SQL Server installed as previously used with the database.

- Sufficient space on the Windows temporary folder drive to store the restored files.

- The Mozy backup software installed and activated with the same product key that was used to back up the data.

**Procedure**

1. Stop the Microsoft SQL Server service.

   a. Click **Start > Run**, type `Services.msc`, then click **OK**.
   
   b. Right-click the **SQL Server** service, then click **Stop**.

   **Note**

   Do not stop the SQL Server VSS writer process.

2. Restore the SQL Server database using the backup software.
Note

As an option to using the backup software to restore the needed files, you can use Mozy on the Web and Restore Manager. This option does not require the backup software to be installed. For more information, see Restore VSS Backup Set Files with Restore Manager on page 115.

a. Right-click the Mozy backup software icon in the notification area, then click Restore Files.
b. Click VSS Restore.
c. Select the location of the files, then click Next.
   - Download files from the Mozy servers. You cannot use a local backup copy of the files.
   - Use previously downloaded restore. If you choose this option, specify the location of the files. This is used only if you have previously downloaded the needed files but did not complete the restore process.
d. Select the VSS: MS SQL Server backup sets that need to be restored, then click Next.
   The VSS downloading window appears and the needed files are downloaded.
e. Select whether you want the downloaded files copied to the appropriate locations at this time. Choose to copy the files unless you want to complete the restoration at another time. Later, you can repeat this procedure and skip the downloading of the files.

3. Restart the Microsoft SQL Server service.
   a. Click Start > Run, type Services.msc, then click OK.
   b. Right-click the SQL Server service, then click Start.

Restore Active Directory and SYSVOL Data Using VSS

Before you begin
   • Same hardware as previously used to run Active Directory.
   • Same operating system version, service pack level, and patches as previously used to run Active Directory.
   • Same Windows server roles as previously used to run Active Directory.
   • Local computer administrator credentials.
   • Sufficient space on the Windows temporary folder drive to store the restored files.
   • The Mozy backup software installed and activated with the same product key that was used to back up the data.

For more information on the requirements for restoring Active Directory using VSS, refer to the Active Directory Backup and Restore article at the Microsoft TechNet Web site.

If you are using a federated identity provider to authenticate Mozy accounts, you must use the Mozy administrator account, not a domain account, to restore Active Directory.
Procedure

1. Restart the server in Directory Service Restore mode.
   a. Reboot the server.
   b. During the reboot process, press and hold the F8 key on the keyboard.
   c. When the Windows Advanced Options menu appears, select Directory Services Restore Mode, then press Enter.
   d. When the Authentication window appears, log in as the local administrator.

2. (Optional) If you are doing disaster recovery, restore SYSVOL data using the backup software.
   a. Right-click the Mozy backup software icon \[\text{Mozy backup software icon}\] in the notification area, then click Restore Files.
   b. Click VSS Restore.
   c. Select the location of the files, then click Next.
      - **Download files from the Mozy servers.** You cannot use a local backup copy of the files.
      - **Use previously downloaded restore.** If you choose this option, specify the location of the files. This is used only if you have previously downloaded the needed files but did not complete the restore process.
   d. Select SYSVOL.
      The VSS downloading window appears and the needed files are downloaded.
   e. Select whether you want the downloaded files copied to the appropriate locations at this time. Choose to copy the files unless you want to complete the restoration at another time. Later, you can repeat this procedure and skip the downloading of the files.

3. Restore Active Directory data using the backup software.
   a. Right-click the Mozy backup software icon \[\text{Mozy backup software icon}\] in the notification area, then click Restore Files.
   b. Click VSS Restore.
   c. Select the location of the files, then click Next.
• **Download files from the Mozy servers.** You cannot use a local backup copy of the files.

• **Use previously downloaded restore.** If you choose this option, specify the location of the files. This is used only if you have previously downloaded the needed files but did not complete the restore process.

d. Select VSS Active Directory.

If you are doing disaster recovery, also select to restore the registry and COM+.

⚠️ CAUTION

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

The VSS downloading window appears and the needed files are downloaded.

e. Select whether you want the downloaded files copied to the appropriate locations at this time. Choose to copy the files unless you want to complete the restoration at another time. Later, you can repeat this procedure and skip the downloading of the files.

**After you finish**

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

### Restore COM+ Using VSS

**Before you begin**

- Sufficient space on the Windows temporary folder drive to store the restored files.
- The Mozy backup software installed and activated with the same product key that was used to back up the data.

Note

As an option to using the backup software to restore the needed files, you can use Mozy on the Web and Restore Manager. This option does not require the backup software to be installed. For more information, see Restore VSS Backup Set Files with Restore Manager on page 115.

**Procedure**

1. Right-click the Mozy backup software icon in the notification area, then click Restore Files.
2. Click VSS Restore.
3. Select the location of the files, then click Next.
   - **Download files from the Mozy servers.** You cannot use a local backup copy of the files.
   - **Use previously downloaded restore.** If you choose this option, specify the location of the files. This is used only if you have previously downloaded the needed files but did not complete the restore process.
4. Select the **VSS: COM+** backup set.

   The VSS downloading window appears and the needed files are downloaded.

5. Select whether you want the downloaded files copied to the appropriate locations at this time. Choose to copy the files unless you want to complete the restoration at another time. Later, you can repeat this procedure and skip the downloading of the files.

### After you finish

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

---

**Restore the Windows Registry Using VSS**

**Before you begin**

- Sufficient space on the Windows temporary folder drive to store the restored files.
- Local computer administrator credentials.
- The Mozy backup software installed and activated with the same product key that was used to back up the data.

---

**Note**

As an option to using the backup software to restore the needed files, you can use Mozy on the Web and Restore Manager. This option does not require the backup software to be installed. For more information, see [Restore VSS Backup Set Files with Restore Manager](#) on page 115.

**Procedure**

1. Right-click the Mozy backup software icon in the notification area, then click **Restore Files**.

2. Click **VSS Restore**.

3. Select the location of the files, then click **Next**.

   - **Download files from the Mozy servers.** You cannot use a local backup copy of the files.

   - **Use previously downloaded restore.** If you choose this option, specify the location of the files. This is used only if you have previously downloaded the needed files but did not complete the restore process.

4. Select the **VSS: Registry** backup set.

   The VSS downloading window appears and the needed files are downloaded.

5. Select whether you want the downloaded files copied to the appropriate locations at this time. Choose to copy the files unless you want to complete the restoration at another time. Later, you can repeat this procedure and skip the downloading of the files.

### After you finish

Once you have completed the restore, you must restart Windows for the restore to take effect.
Restore a Microsoft Hyper-V Virtual Machine Using VSS

Before you begin

- Ensure that the permissions on the storage location for the Hyper-V files are set so the Mozy system user can place files there.
- Sufficient space on the Windows temporary folder drive to store the restored files.
- The Mozy backup software installed and activated with the same product key that was used to back up the data.

When you restore a virtual machine using VSS, several things occur.

- If a virtual machine of the same name already exists, the machine will be un-registered and deleted.
- The virtual machine is restored from the Mozy cloud. If you are using the local backup feature, the machine will automatically be restored from the local backup, which is faster.
- The machine being restored is registered with Hyper-V.

Note

As an option to using the backup software to restore the needed files, you can use Mozy on the Web and Restore Manager. This option does not require the backup software to be installed. For more information, see Restore VSS Backup Set Files with Restore Manager on page 115.

Procedure

1. Right-click the Mozy backup software icon in the notification area, then click Restore Files.
2. Click VSS Restore.
3. Select the location of the files, then click Next.
   - Download files from the Mozy servers. You cannot use a local backup copy of the files.
   - Use previously downloaded restore. If you choose this option, specify the location of the files. This is used only if you have previously downloaded the needed files but did not complete the restore process.
4. Select the Hyper-V VSS backup set you want to restore.
   The VSS downloading window appears and the needed files are downloaded.
5. Select whether you want the downloaded files copied to the appropriate locations at this time. Choose to copy the files unless you want to complete the restoration at another time. Later, you can repeat this procedure and skip the downloading of the files.

Restore VSS Backup Set Files with Restore Manager

You can log in to Mozy online and use Restore Manager to restore a server application service backed up with the Mozy backup software and Microsoft Volume Shadow Copy Service (VSS). Generally, you should restore files to the same computer from which they were backed up. Restoring to a different computer can cause issues. With some services, you need to perform some steps in addition to restoring the files. For more information, see the topic for the specific service you are restoring.
Note

Some MozyPro or MozyEnterprise accounts do not permit users to see or access their Mozy files using Web browsers. If this is the case, you may be able to restore files using the backup software, or you may need to ask your administrator for assistance.

Procedure

1. Log in to the Admin Console.
   
   For additional information, see Logging in to the Admin Console on page 12.

2. Under Users in the left pane, click Search / List Users.

3. Click the email address of the user whose files you want to restore.

   The Username Information panel appears.

4. Find the device to restore from, then click .

5. On the Devices tab, click or tap Backup Sets, then in the list of backup sets, click or tap the checkbox for each backup set you want to restore.

6. On the Actions pane, click or tap Add to Restore Queue

   Note
   
   The Restore Queue lets you build a list of backup sets or folders that you select from a single device. After you build this queue, you can use Restore Manager to download and restore the files in the backup sets. To see the list of backup sets, file folders, or individual files in your Restore Queue, click or tap View Restore Queue in the Actions pane.

7. When your Restore Queue is complete, click or tap the individual checkbox of each backup set, folder, or file you want to restore (or click or tap the checkbox in the header to select all items in the queue), then click or tap Large Download Options in the Actions pane.

8. In the Restore Wizard, enter the name you want to use to identify this set of files to be restored, then click or tap Next.

9. Select Recommended: Download using the Mozy Restore Manager, then click or tap Next.

   The Restore Wizard checks to see that the proper version of Restore Manager is installed on your computer.

   - If Restore Manager is not installed, the Restore Wizard downloads the installation file to your computer. Launch the installation file, then tap or click Begin Download.

   - If Restore Manager is already installed, you can tap or click Begin Download.

   The Restore Wizard builds the restore package as an .mzd file.

10. Save the restore package (.mzd file) to an accessible location, then in the Restore Wizard, click or tap Close.

11. On your computer, open Restore Manager.

   - (Windows 8) On the Start screen, click or tap Restore Manager tile.

   - (Windows 7 or earlier) Click Start > Mozy > Restore Manager.
If you did not submit any additional requests to download files with Restore Manager, the following message appears: There are no restores pending.

12. Click **Start a restore**.

13. (Optional) If prompted, provide your Mozy online backup credentials, then click **Next**.
   
   a. Click **Start a restore**.

   b. If the login screen appears again, click **Cancel**.

14. (Conditional) If more than one set of files is waiting to be downloaded, select a set, and then click **Next**.

15. Choose an option, or select a combination of the first two options.

   - If this computer has the same operating system and folder structure (including the same account) as the computer that originally contained this set of files, select **Preserve original location**, then click or tap **Next**.

   **Note**
   
   Restore Manager detects whether the restore package includes VSS files. Restore Manager warns you that restoring to the original location can cause damage to existing VSS files on the target computer. In the warning, you can choose whether to activate the **Enable VSS Restore** task.

   - To keep only the versions of files you download rather than any versions of those same files already on your computer, select **Overwrite existing files**, then click or tap **Next**. One good reason to do this is to recover older, uninfected versions of files after you removed a virus from your computer.

   - If the operating system or folder structure of this computer is different from the computer the files came from, click **Select a new location**, specify the destination, then click or tap **Next**. Ideally, this might be different drive on your computer or a new folder you create on your desktop. For more information, see Where Downloaded or Restored Files Are Saved on page 169.

   **Note**
   
   The system drive must have enough space to hold all the VSS files. If it does not, make more space available on the drive.

16. Click or tap **Enable VSS Restore** to restore VSS files with Restore Manager, then click or tap **Next**.

   Selecting this option adds necessary VSS metadata files and other files to the target restore set.

17. Click or tap **Finish** to confirm the details of the restoration operation and proceed.

   The VSS file restoration proceeds until completion. In Restore Manager, you can click or tap **Show Details** to check the progress of the operation. The details show the files and their paths that have been restored. You can right-click or tap any of these files to display its specific restoration status. If a VSS backup set restoration failed, click or tap **Resume** to try again.
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.

Note

You must use the backup software server (opposed to desktop) service type to back up network shares.

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

On a Mac, mount a network share in the operating system, then you can select files for backup on the network share the same way as any other files.

In the backup software for Windows, after you add the network share, you can select files for backup the same way as any other files.

Procedure

1. Open the Mozy Settings window.
   - (Windows 8) On the Start screen, click the Mozy Settings tile.
   - (Windows 10, Windows 7 or earlier) Right-click the Mozy backup software icon in the notification area, then select Settings > More Settings.
2. Click the File System tab.
3. Click Add network shares in the left pane.
   - If you do not see Add network shares, you are running an older version of the backup software and must right-click in the left pane and choose Add network shares.
4. In the Share field, enter the UNC path to the share.
   - An example of a UNC path could be `\shareserver\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.
CHAPTER 8
Account and Resource Management

The Resources page allows you to quickly access the resources and billing information for your account. Resources are the assets included as part of the Mozy service. This includes items such as storage space, devices available on your account, and add-on services, such as a server pass that allows you to include servers in your backup processes. If you are using MozyEnterprise and have created subpartners in your account, you can also transfer resources between subpartner accounts and your primary partner account.

Using the Resources page you can view your billing history, change the plan for your account, and view the storage and devices available and consumed on your account. If you are using MozyEnterprise, you will also be able to create and manage User Groups.

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- Viewing Billing Information for Your Account ............................................. 122
- Change Plan .................................................................................................. 124
- View a Summary of Resources for Your Account ....................................... 126
- Managing Product Keys ............................................................................... 126
- Adding Storage to Your Account ................................................................. 127
Edit Administrator Account Details

The Account Details panel displays the name, login information, and basic account settings of the administrator currently logged in to the Admin Console. Under Configuration, click Account Details to open the panel.

Note

Setting Receive Mozy Account Statements to No. will not prevent you from receiving critical emails, such as account status and credit card problem emails.

Procedure

1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.
2. Under Configuration in the left-side pane, click Account Details.
3. Click Change next to the item you want to change.
4. After making the necessary changes, click Submit.

Viewing Billing Information for Your Account

The Billing Information panel displays the renewal details of your chosen plan and allows you to make limited changes. Under Resources, click Billing Information to open the panel. The following information is available:

- **Period**: Indicates the frequency of renewal for your chosen plan. The options include Monthly, Yearly, and Biennially. To change the renewal period, click Change and select a new renewal period.
- **Date**: The next billing date for your current plan. This is the renewal date for your account.
- **Amount**: The amount you will be charged on your next renewal date. This amount does not include taxes or discounts, so the final charge may vary.
- **Payment Type**: Indicates the current payment type associated with your account. Click Change to view the current details of the payment method. If you are using a credit card, you can change the card associated with your account by selecting the Modify Credit Card check box.

Note

Once you select the Modify Credit Card check box, the card details are removed from your account and must be re-entered, even if you decide to continue using the same credit card.

Your current plan is displayed at the bottom of the Billing Information panel.

Update the Billing Period

You can modify how often you are billed. You can select from monthly, annual, or biennial billing. Changing the billing period does not affect the overall plan you have purchased, only the frequency of billing for your selected plan.
Procedure

1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.

2. Under Resources in the left-side pane, click Billing Information.

3. Under the Next Renewal section, click change next to Period.

4. Click Switch to Period Billing for the billing period you want.
   Depending on the plan selected, you may receive a confirmation message.

5. Click Continue to continue with changing the plan.

Update Credit Card Information

Change payment information if you have a change to your credit card information or have a new credit card.

Before you begin

Have your credit card billing address information from your credit card issuer.

Mozy lets you change your payment information in the Admin Console. Any future payments and unpaid balances are charged based on the updated information.

If you encounter issues updating your information or making payments, there are several things that you can try.

- Ensure that the billing address, including country, for the credit card matches what you have provided to Mozy.
- Clear the browser cache or restart the browser.
- Check with the credit card issuer to determine if they have declined or denied the charge.
- Ensure that a firewall or filtering site is not blocking the transaction.
- Temporarily disable antivirus or security software on the computer.

Procedure

1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.

2. In the left pane, under Resources, click Change Payment Information.

3. Select the Modify Credit Card checkbox.
   Mozy deletes the name, credit card number, and CVV2 code from the record. The address that is associated with the account remains, but you can update it if necessary.

4. Type the new credit card information in the text boxes provided.

5. Update the Expiration date as needed.

6. Double check the accuracy of the billing address. As necessary, revise or complete relevant fields of the address or contact information.
   Failure to complete all relevant address fields results in errors.

7. If the billing address or other contact information is different from the previous credit card, type the new address in the provided text boxes.

8. Click Submit.
9. In the window that opens, type your password, then click Submit.

**Note**

Updated credit card information is not saved until you click Submit.

### View the Billing History of Your Account

The Billing History panel displays all of the transactions charged to your account. Each line item indicates a single statement or charge for the plan in use at the time of the charge. To view the details of a statement:

**Procedure**

1. Log in to the Admin Console.
   
   For additional information, see [Logging in to the Admin Console](#) on page 12.

2. Under Resources in the left-side pane, click Billing History.
   
   A list of all statements, or charges, to your account appears.

3. To view the details of an individual charge, click the Date link for the date of the statement.
   
   A separate window appears showing the selected statement.

**After you finish**

To export the list of charges, click Export to Excel in the upper-right corner of the panel.

### Enabling and Disabling Storage Space Autogrow

When you enable autogrow on your account, storage space for your account automatically increases to accommodate the storage needs of your organization if you are using shared storage for your users and groups. If a user or group has limited or assigned storage, they cannot use more storage than the limit defined or the assigned amount.

A user or group reaching the maximum amount of storage allowed will not autogrow, even if there is no available storage at the account level.

**Procedure**

1. Log in to the Admin Console.
   
   For additional information, see [Logging in to the Admin Console](#) on page 12.

2. Under Resources, in the left-side pane, click Billing Information.

3. In the Autogrow section, the current status is displayed. To update the status:

   a. To enable autogrow, click More Info next to the status and then click the Enable Autogrow button.

   b. To disable autogrow, click Disable next to the status and then click the Disable Autogrow button.

### Change Plan

The Change Plan panel allows you to view your current plan and make adjustments based on your organization's needs. The table at the top of the dialog provides you a quick summary of the resources you currently own and those in use.
- **Resource** - Lists the type of resources such as storage space and device types (if applicable).
- **Current Plan** - Displays the amount in your current plan for the selected resource.
- **Used** - Displays how much of that resource is currently being used.
- **Change** - Displays the difference between your current plan and any potential changes.
- **Updated Plan** - Displays the total amount in the new plan for the selected resource.

The **Change** and **Updated Plan** fields are dynamic and are adjusted as you make selections on the **Change Plan** panel so you can determine the best options for your needs.

**MozyPro Example**

If your current plan is a 50GB storage plan, this listed under **Current Plan** in the table. In the **Base Plan** section, select the 250GB plan. The **Change** column will show +200GB because you are increasing your plan by 200GB. The **Updated Plan** column displays 250GB because this is the total storage included in the newly selected plan.

**MozyEnterprise Example**

If you currently have 10 users on your plan, 10 Desktop Devices and 250GB of storage (25GB for each device) is listed in the **Current Plan** column in the table. In the **Base Plan** text box, increase the number of Users to 25. The **Change** column displays 15 desktop devices, and 150GB storage because this is the difference between what you currently have on your account and the new amount entered. The **Updated Plan** column contains the total amount of devices and storage (25 Desktop Devices and 625GB storage) because this is the value of the newly selected plan.

**Note**

If you are adding on a storage bundle, this is not reflected in the table, unless you already have a storage bundle purchased for your account. The only adjustments displayed in the table are those that have previously been purchased and adjustments are being made.

---

### Add or Remove Resources for Your Account

Resources are the assets purchased as part of the Mozy service. You can make changes to your plan, such as adding more storage space or adding a server plan. When updating your plan, the **Change** and **Updated Plan** reflect the difference between your current plan and the selected changes.

To make changes to your account plan:

**Procedure**

1. Under **Resources** in the left-side pane, click **Change Plan**.
2. In **Base Plan**, select a new base plan.
   
   The current plan for your account is noted with (current purchase) next to the plan name.
3. Under **Add-ons**, select the **Server Plan** check box if you are adding support for backing up servers.
4. If you have a coupon, enter the code in the **Coupon Code** text box.
After you finish

Changes to your plan are effective immediately.

View a Summary of Resources for Your Account

Procedure

1. Under Quick Links on the left-side pane, click Resource Summary.

   The Resource Summary panel appears.

   Figure 18 Resource Summary

2. Review your account summary.

   • Review the summary of storage available on the left side of the panel.
   • If you use MozyEnterprise or are a qualified reseller, review the summary of devices available and used on the right side of the panel.

3. (Optional) To purchase more resources, click Buy More.

   The Change Plan panel appears.

Managing Product Keys

A product key is a unique identifier that allows a user to activate a device. Most of the time the product key is hidden and a user and an administrator never need to see them. The exception to this is when you are using an older version of the backup software. Most of the time users activate the software using their username and password.

Product keys are only visible once they have been assigned to a user. You can increase the number of product keys assigned to a user by assigning additional devices.

---

Note

If your organization uses older versions of the backup software, you must activate the client using a product key. This is true for version 2.20.3 for Windows and earlier or version 2.10 for Mac and earlier.

---

View Product Keys Assigned to a User

You can view a list of unique product keys assigned to a user.

Procedure

1. Log in to the Admin Console.

   For additional information, see Logging in to the Admin Console on page 12.
2. Under **Users** in the left-side pane, click **Search/List Users**.
3. To view the list of keys, click the name of the user to open the **User** detail panel.
4. Click **View Product Keys**.
   The Product Keys list appears.
5. To send an email with a list of a user's product keys, click **Send Keys**.

**Adding Storage to Your Account**

Mozy allows you to add storage to your account as needed. When you change the plan you are using, the change takes effect immediately.

A different approach to adding storage to your account is to subscribe to Autogrow, which automatically adds storage to your organization's storage pool as needed.
CHAPTER 9

Restoring Files with a Web Browser

This chapter contains the following topics:

- Web Access to Mozy .......................................................... 130
- Restore a User's Files from a Web Browser ........................ 130
- Choose Delivery Method from Mozy on the Web ................ 135
- Download Files in an Archive Package .............................. 140
- Download Files with Mozy Restore Manager ..................... 147
- See History of Restore Events from the Web ..................... 150
- Restoring from USB Drives .............................................. 152
- Recovering Files Deleted from a Computer ......................... 155
- Recovering Older Versions of Files ................................... 155
- Decrypting Your Restored Files ....................................... 156
- File Versions and Data Retention Periods ......................... 160
- Why Platform Matters .................................................... 168
- Where Downloaded or Restored Files Are Saved ............... 169
- Ensuring Programs Can See Recovered Files .................... 171
- Renaming, Moving, and Deleting Files .............................. 171
Web Access to Mozy

As the administrator for your account, you can log in online to restore files on behalf of a user whose computer was lost, damaged or stolen. Once logged in, you perform this task from the perspective of that user. If a user is backing up more than one device, you can choose which device to restore files from. If file synchronization is enabled and in use, you can recover synced files as well. If you have backed up a server with the Mozy backup software for Windows, you can restore those files from a Web browser. This means you can restore those files to a server which does not have the Mozy backup software installed.

Note

Some MozyPro or MozyEnterprise accounts do not permit users to see or access their Mozy files using Web browsers. If this is the case, you may be able to restore files using the backup software, or you may need to ask your administrator for assistance.

You can quickly download one or a few files, including older versions of files or files recently deleted from your computer. You can even restore all your files. Keep in mind that the more files you need to download, the longer it will take. If your initial backup took a long time, you can expect a download of the same files to take a long time as well.

You can also choose to pay for your files to be shipped to you, which we call a media restore. Whether your media restore arrives on USB flash or hard drives depends on the total size of all the files you chose to restore.

If you replace a computer, you should log in to your Mozy account online to get all your files from the old computer onto your new computer before you install the backup software. (However, if you still have your old computer, it is better to move files directly from the old computer to the new computer.) If your new computer has a different platform (Windows versus Mac), the best way to get your files is to order a media restore. This is because downloading and recovering files from a different platform can be more time consuming and difficult unless you have sufficient technical proficiency.

Restore a User's Files from a Web Browser

As the administrator for your account, you can restore files from a lost, damaged, or stolen computer on behalf of your users.

If you are using a corporate encryption key and the restored files were EFS-encrypted, you can import the files directly to your NTFS file system so they can be recognized as EFS again. If you allow your users to define a personal encryption key for their files, you must have the key available to decrypt the files you are restoring. For more information, see Decrypting Your Restored Files on page 156.

**Restore All Files** is the easiest way to ensure all the user's files backed up from a single device files are selected; however, getting all of the files may take some time. Therefore, if a few files are urgently needed, consider downloading only those files immediately. For information about downloading specific files, see Select Files from Different Folders on the Web on page 132 and Select Files Online Using Backup Sets on page 134.

**Procedure**

1. Log in to the Admin Console.
For additional information, see Logging in to the Admin Console on page 12.

2. Under users in the left pane, click Search / List Users.

3. Click the email address of the user whose files you want to restore.

The Username Information panel appears.

4. For any device, click .

A browser window opens where you can select backed up devices, folders, or files. Synchronized files or folders may be selected as well if file synchronization is enabled and in use.

5. On the Devices tab, select the device from which to restore files, and then click or tap Restore All Files in the preview pane.

Note
You can restore all files from only one device at a time.

6. In the Restore Wizard, click or tap Yes.

7. Provide a name for this set of files, up to 64 characters, then click or tap Next.

A unique name for each set of files is helpful if you are restoring more than once, or for different devices, or with certain files selected.

8. (Optional) Change the date from which to get versions of files from before today, then click or tap Next.

For example, if you need versions of files from before your computer was infected with a virus, you can select any versions files backed up within your retention period. For more information, see File Versions and Data Retention Periods on page 160.

9. (Optional) Select Include Deleted Files to include files considered deleted within your retention period, then click or tap Next.

**CAUTION**
If the backup software was installed on a new computer and the Replace Computer process was used to complete the first backup with none of the files from the old computer present on that new computer, all previously backed up files are considered deleted. If this has happened, none of the files backed up from the old computer will be included unless you select the option here to include deleted files.

10. Choose the delivery method for the set of files.

    - Recommended: Download using the Restore Manager
    - Download Compressed Archives
    - Ship on Media (fee associated)

For more information, see Choosing Delivery Method in Mozy Online on page 136.

11. Click Next.

12. Choose one of these actions.

    - If you chose Recommended: Download using the Restore Manager, see Download Files with Mozy Restore Manager on page 147
If you chose Download Compressed Archives, see Download Files in an Archive Package on page 140.

If you chose Ship on Media, see Provide Shipping and Payment Information for a Media Restore on page 139.

Results
A notification is sent when the files are ready. For more information, see See History of Restore Events from the Web on page 150.

Note
If you plan to move the restored files to a different operating system platform, you must decrypt the files on the native platform first.

Select Files from Different Folders on the Web

Before you begin
Before you can select from different folders, you must enable the Restore Queue. For more information, see Enable the Restore Queue for Mozy on the Web on page 133.

With the Restore Queue, you can select from among more than one folder at the same time, then submit a single request for all the selected files and folders in the Restore Queue.

Procedure

1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.
2. Under Users in the left pane, click Search / List Users.
3. Click the email address of the user whose files you want to restore.
   The Username Information panel appears.
4. For any device, click 
   A browser window opens where you can select backed up devices, folders, or files. Synchronized files or folders may be selected as well if file synchronization is enabled and in use.
5. Choose the computer or device to select files from.
   - Click or tap the Devices tab, then choose a device.
   - Click or tap the Synced tab.
6. Select any folders, files, or backup sets.
   You can select VSS files backed up from a Windows server with VSS backup sets, or you can individually select folders and files.
7. (Optional) If the Actions pane is not open, click or tap 
8. In the Actions pane, click or tap Add to Restore Queue.
9. Repeat steps 3 through 5 as needed.
10. To manage the list of files in the Restore Queue, take any of these actions.
   - To de-select any files or folders, click or tap Clear Selection in the Actions pane. This does not remove items from the Restore Queue; it only clears all check boxes in the current view.
To show files marked for deletion from the Mozy cloud once their grace period expires, click or tap Include Deleted Files in the Actions pane.

To add a specific version of a file to the Restore Queue, click or tap Add to Restore Queue.

To see the Restore Queue, click or tap View Restore Queue in the Actions pane.

To remove items from the Restore Queue, select the items, and then click or tap Remove from Restore Queue in the Actions pane.

To change the date from which all selections are made, click or tap Change Date in the Actions pane.

Note
This removes all items currently in the Restore Queue because you can select from only one date.

11. To obtain the items in the Restore Queue, in the Actions pane click or tap View Restore Queue, then click or tap Restore Files in Queue.

The Restore Wizard appears.

After you finish
In the Restore Wizard, you can choose the delivery method for the selected files. For more information, see Choose Delivery Method from Mozy on the Web on page 135.

Enable the Restore Queue for Mozy on the Web

The Restore Queue lets you build a list of files you select from multiple folders, then submit a single request to restore the entire queue. This is useful when you need to download files from more than one folder at a time, yet you don't need to restore all files you've backed up. If you used backup sets to choose which files to back up, and you want to manually select files and folders from within those backup sets, you must first enable the Restore Queue. In particular, this is required if you are restoring files backed up from a Windows server in the form of a VSS backup set.

Procedure

1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.

2. Under Users in the left pane, click Search / List Users.

3. Click the email address of the user whose files you want to restore.
   The Username Information panel appears.

4. For any device, click ➕.

   A browser window opens where you can select backed up devices, folders, or files. Synchronized files or folders may be selected as well if file synchronization is enabled and in use.

5. Click or tap the user name in the upper right corner, and then click or tap Preferences.

   The Preferences page appears.

6. Below Enable Restore Queue, click or tap Yes.

7. Click Save Preferences.
After you finish

To restore server files using VSS backup sets, see Select Files Online Using Backup Sets on page 134. If you need to manually select files and folders rather than using VSS backup set selection, you should understand how the Restore Queue works. For more information, see Select Files from Different Folders on the Web on page 132.

Select Files Online Using Backup Sets

Before you begin

If you want to manually select files or folders within backup sets, you must use the Restore Queue. For more information, see Select Files from Different Folders on the Web on page 132.

Backup sets let you see the files in groups according to rules for how the files are automatically selected for back up in Mozy.

Note

Backup sets only show if they were used to select files for back up in Mozy. If the files are only manually selected for backup, then backup sets are not available in Mozy on the web. You cannot use backup sets with Mozy Sync.

You can use backup sets to select entire sets of similar files, or you can choose specific files within a backup set.

Procedure

1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.
2. Under Users in the left pane, click Search / List Users.
3. Click the email address of the user whose files you want to restore.
   The Username Information panel appears.
4. For any device, click .
   A browser window opens where you can select backed up devices, folders, or files.
5. Click the Devices tab, then choose a computer or device.
6. Click Backup Sets.
   The list of backup sets appears.
7. Select an entire backup set or select specific files and folders within the backup set.
8. Choose a download option.
   - To download immediately, click Download in the Actions pane. The file is downloaded to the computer. Depending on the web browser, the file is saved or opened on the computer the same as any other file you download from the Internet.
Note
Selections with a total size more than 512 MB cannot be downloaded this way. For large selections, you must instead click Large Download Options to use a different delivery method. For more information, see Choose Delivery Method from Mozy on the Web on page 135.

- To choose a delivery method, click Large Download Options in the Actions pane. The Restore Wizard appears. For more information, see Choose Delivery Method from Mozy on the Web on page 135.

Choose Delivery Method from Mozy on the Web

Before you begin
Before you can choose the delivery method for your files, you must select your files. For more information, see the following topics.

- Select Files from Different Folders on the Web on page 132
- Select Files Online Using Backup Sets on page 134

After you have selected files, you can click Large Download Options in the Actions pane. When the Restore Wizard opens, you can choose the delivery method for the files you selected. For more information, see Choosing Delivery Method in Mozy Online on page 136.

Procedure

1. In the Restore Wizard, provide a unique name for the set of files selected, up to 64 characters, then click Next.

   A descriptive name for each set of files is helpful if you are restoring more than once, or for different devices, or with different files selected.

2. Choose one of these delivery methods for your set of files.
   - Recommended: Download using the Restore Manager
   - Download Compressed Archives
   - Ship on Media

   Note
   Media restores are available only for backed up files and not for synced files.

   For more information, see Choosing Delivery Method in Mozy Online on page 136.

3. Click Next.

4. Choose one of these actions.
   - If you chose Recommended: Download using the Restore Manager, see Download Files with Mozy Restore Manager on page 147
   - If you chose Download Compressed Archives, see Download Files in an Archive Package on page 140.
   - If you chose Ship on Media, see Provide Shipping and Payment Information for a Media Restore on page 139.
Choosing Delivery Method in Mozy Online

After you use the Restore Wizard or select files then click Large Download Options, you can choose the delivery method for your files. Consider these questions to use the best strategy and delivery method. For information about the delivery methods themselves, see Choosing Delivery Method in Mozy Online on page 136.

Table 16 Choosing a delivery method

<table>
<thead>
<tr>
<th>Question</th>
<th>Strategies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Am I an administrator restoring files from a server backed up with a VSS backup set?</td>
<td>Choosing Direct Download with the Mozy Restore Manager is recommended to ensure optimal metadata support.</td>
</tr>
<tr>
<td>How fast do I need my files?</td>
<td>Downloading many files can take time. Exactly how much time depends on the total size of the set of files you are downloading, the speed of your Internet connection, and many other variables. If your first backup was large and took a long time, it will also take quite some time to download all those files. If you need only some of your files urgently, consider choosing them in a separate set. Because that set is likely to be smaller, you should be able to download it faster. You can choose the less urgent files for a later, separate download. If you have too many files to reasonably download, Ship on Media may be a better delivery method if you're willing to pay for it. Delivery time depends on the total size of the selected files and on how many other customers have also requested a media restore. It can take 2-5 days to prepare the files and put them onto USB drives, as well as time for the express shipping. Holidays and weekends may add time as well. For a very large set of files, it may be faster than downloading.</td>
</tr>
<tr>
<td>Am I willing to pay to have media shipped to me?</td>
<td>When you choose Ship on Media, you see your charges for shipping, processing and the media. Ship on Media is particularly recommended in these situations.</td>
</tr>
<tr>
<td></td>
<td>• Restoring your files to a computer with a different platform (Windows versus Mac). While it is possible to download to a different platform, you must be prepared to cope with the technical challenges of doing so on your own.</td>
</tr>
<tr>
<td></td>
<td>• Using the Restore Wizard, or when the total size of files you selected is larger than 200 GB. This is because if you are not technically proficient, it can be difficult and time consuming to manage downloading a very large set of files or many smaller sets of files.</td>
</tr>
<tr>
<td></td>
<td>• Downloading your files is not practical due to factors such as difficulty and time, particularly if you have already</td>
</tr>
</tbody>
</table>

Note

Media restore is not available to all accounts. Whether you can order media restore depends upon where your account is located.
Table 16 Choosing a delivery method (continued)

<table>
<thead>
<tr>
<th>Question</th>
<th>Strategies</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>installed the Mozy backup software on the new computer,</strong> replacing an old computer.</td>
<td><strong>Note</strong>  &lt;br&gt;Media restore is not available to all accounts. Whether you can order media restore depends upon where your account is located.</td>
</tr>
<tr>
<td>How big are the files I need, both in quantity and total size?</td>
<td>If you plan to download your files, size does matter. If you don't have a fast, reliable Internet connection, it may be difficult to download large sets of files. Consider creating several smaller sets of files instead of one very large set. To stay organized, you could select sets of files based on any criteria that work for you, such as  &lt;br&gt;• how urgently you need them.  &lt;br&gt;• their relative importance to you.  &lt;br&gt;• similar file types, perhaps according to backup set.  &lt;br&gt;• their location in your folder structure.  &lt;br&gt;If you choose Ship on Media, size is not a concern. Your files will arrive on USB drives.</td>
</tr>
<tr>
<td><strong>Can I still use my old computer?</strong></td>
<td>Mozy is not a file transfer utility intended to help you migrate to a new computer. If you can still use your old computer, you should move your files manually. If you can no longer use your old computer, you should restore all your files to your new computer before you install the backup software to replace your old computer.</td>
</tr>
<tr>
<td><strong>Does the computer I am restoring to have the same platform or a different platform?</strong></td>
<td>While it is possible to download to a different platform (Windows versus Mac), you must be prepared to cope with the technical challenges of doing so.  &lt;br&gt;Receiving files on media is better suited to moving files between platforms because there are time constraints associated with downloading. Therefore, we strongly recommend choosing Ship on Media in this situation.</td>
</tr>
</tbody>
</table>

**Note**  <br>Media restore is not available to all accounts. Whether you can order media restore depends upon where your account is located.
### Table 16 Choosing a delivery method (continued)

<table>
<thead>
<tr>
<th>Question</th>
<th>Strategies</th>
</tr>
</thead>
</table>
| Have I already installed the Mozy backup software on my replacement computer? | If you have already installed the backup software on your replacement computer and chosen to replace your old computer, you must restore your files before your retention period ends. For more information, see File Versions and Data Retention Periods on page 160.  
If you are concerned about running out of time while downloading all your files and verifying that you have everything you need, consider choosing Ship on Media instead. Media restore is not available to all accounts. Whether you can order media restore depends upon where your account is located. |
| Do I require file metadata, such as Date Created or Date Modified?       | When you obtain download files through Mozy on the Web, metadata is not preserved. If metadata is important, restore those files with the backup software itself. Or, you could order these files to be shipped on media to preserve the metadata.                       |

**Note**
Media restore is not available to all accounts. Whether you can order media restore depends upon where your account is located.

### Delivery Method Descriptions
You can choose from three different delivery methods.

#### Table 17 Delivery method descriptions

<table>
<thead>
<tr>
<th>Delivery Method</th>
<th>Description</th>
</tr>
</thead>
</table>
| Recommended: Download using the Restore Manager        | Lets you install the Restore Manager to quickly stream large files or sets of files in one or multiple download sessions, decrypting and uncompressing them. If you lose your connection or turn off your computer, the Restore Manager will resume where it left off.  
The Restore Manager can put your files into a location you choose, or if this computer has the exact same operating system and folder structure (including user name), it can automatically put your files into their original location. If the files were backed up on a computer with a different folder structure or platform, you can still easily download them with the Restore Manager. However, after downloading, you will need to move the files into suitable locations. For more information, see Where Downloaded or Restored Files Are Saved on page 169.  
If you are an administrator restoring files from a server backed up with a VSS backup set, Direct Download with the Restore Manager is recommended to ensure optimal metadata support.  
Keep in mind that if you are downloading large files or very many files, it will take some time. This is normal. If this is a concern, there are some strategies you can use to have a better experience. |
Table 17 Delivery method descriptions (continued)

<table>
<thead>
<tr>
<th>Delivery Method</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Download Compressed Archives</td>
<td>An archive package compresses the files you selected into a single file, so that it downloads faster. This delivery method is not recommended if you are not technically proficient. When the archive package containing your set of files is ready, you are notified that you can download it. If the archive package is small, this is quick. If the archive package is very large, it may take some time before you get your notification. Downloading a large archive package may also take some time. After you have downloaded the archive package, you will need to extract your files from it, then manually put all the files where you want them. If the total size of your selected files is more than 200 GB, consider creating a few smaller sets of files instead of a single large set, or consider a different delivery method. If you do choose Download Compressed Archives for a very large set of files, for example 1 TB, you may be notified that it is available in separate downloads, rather than a single very large download. This is done on your behalf, because your wait and download times are shorter for smaller downloads.</td>
</tr>
<tr>
<td>Ship on Media</td>
<td>Your set of files are shipped to you on USB drives that you pay for in addition to shipping and processing. This is recommended when you are restoring to a computer with a different platform. For more information, see Why Platform Matters on page 168. It is also the best choice when the set of files is large enough that downloading is not practical, for example more than 200 GB.</td>
</tr>
</tbody>
</table>

Note

Media restores are available only for backed up files and not for synced files.

Note

Media restore is not available to all accounts. Whether you can order media restore depends upon where your account is located.

You may need to decrypt files you download or restore. For more information, see Decrypting Your Restored Files on page 156.

Provide Shipping and Payment Information for a Media Restore

Before you begin

Before you can provide shipping and payment information for a media restore, you need to select files to restore and then choose the Ship on Media delivery method. For more information, see Choose Delivery Method from Mozy on the Web on page 135.

Media restore is not available to all accounts. Whether you can order media restore depends upon where your account is located.
Procedure

1. On the Shipping & Payment window of the Restore Wizard, review the detailed information about how long it takes to prepare and send your restore, and the amount you will be charged.
2. Under Shipping Address, enter details for the address where you will receive the package, then click Next.
3. Under Credit Card Information, enter details about the card you want to pay with, including billing address information.
4. Click Payment and Refund Policy to review this information.
5. Select I agree with Payment and Refund Policy, then click Next.

Your set of files is prepared and put onto USB drives, then shipped to you.

After you finish

When you get the package, you will need to extract your restored files and ensure they are put into the appropriate folders on your computer. For more information, see Restoring from USB Drives on page 152.

Note

You can see current status information about your request to ship on media any time. For more information, see Understanding Event History in Mozy on the Web on page 151.

Download Files in an Archive Package

When you download an archive package (rather than direct download with Restore Manager), you should use a download manager. Web browsers such as Firefox or Safari provide their own download managers. Using a download manager is necessary because restores can be large and therefore can take some time to completely and successfully download. If the download process is interrupted or stopped, a download manager can restart the process where it left off rather than starting the entire download again from the beginning. You can search for and obtain download managers on the Internet.

Procedure

1. Click or tap your user name, then click or tap Event history.

   Event history appears. For more information, see Understanding Event History in Mozy on the Web on page 151.

2. In the Event history list, select an Archive Package event with a status of Ready for Download.

   The Details pane appears.

3. Under Downloads, click the link to download this package.

   If the request was large enough, there is more than one download link.

4. Save the archive package to your Desktop.

   This file may resemble a folder. It contains your files in a compressed (or zipped) fashion, making the archive package as small as possible so you can download it faster.
Note

If you find the archive package is not being saved, or if your Web browser simply tries to open the file instead of offering to save it, you may need to change settings for your Web browser and try again. For help in doing this, consult help topics for your Web browser.

5. Extract your compressed files from the archive package.
   - To use the Restore Manager, see Extracting and Decrypting Archive Packages with Restore Manager on page 141.
   - If you use a Windows computer and don’t wish to use the Restore Manager, see Extract Files Downloaded to a Windows Computer on page 145.
   - If you use a Mac computer and don’t wish to use the Restore Manager, see Extract Files Downloaded to a Mac on page 146.
   - If you use a Linux computer, see Extract Files in an Archive Package on a Linux Computer on page 147.

Extracting and Decrypting Archive Packages with Restore Manager

You can use the Mozy Restore Manager to extract archive packages downloaded from the Mozy cloud. If you used a personal or corporate encryption key with files you send to the Mozy cloud, Restore Manager can also decrypt those files when that key is supplied. On Windows, this may be more convenient than downloading and using the Crypto Utility to decrypt your files. On a Mac this may be more convenient than installing the backup software when you may not actually need to back up the computer you’ve downloaded these files to. This is particularly beneficial when the files had been synchronized with Mozy Sync rather than backed up.

   - If you chose the Download Compressed Archive delivery option in the Restore Wizard in Mozy online and then downloaded the archive package, read this topic: Extract and Decrypt Archive Packages with Restore Manager on page 142.
   - If you selected more than one file from Mozy online and downloaded them together instantly, read this topic: Extract and Decrypt Instantly Downloaded Archive Packages with Restore Manager on page 143.

Update Mozy Restore Manager

Before you begin

Mozy Restore Manager must be installed before you can update it. To obtain Restore Manager for the first time, you must select files from the Mozy cloud, and then in the Restore Wizard select Direct Download with Restore Manager as the delivery method. This automatically downloads and installs Restore Manager. For more information, see Download Files with Mozy Restore Manager on page 147. Restore Manager is not available for Linux.

Every time you choose the Direct Download delivery method in Mozy online, you have an opportunity to download Restore Manager again. You may want to do this if you are experiencing difficulties with Restore Manager.

Aside from that, if a Direct Download is available in your Event history, you may download Restore Manager from there and then install it.

Procedure

1. Log in to the Admin Console.

   For additional information, see Logging in to the Admin Console on page 12.
2. Under Users in the left pane, click Search / List Users.
3. Click the email address of the user whose files you want to restore.
   The Username Information panel appears.
4. For any device, click .
   A browser window opens where you can select backed up devices, folders, or files. Synchronized files or folders may be selected as well if file synchronization is enabled and in use.
5. Click or tap your user name, then click or tap Event history.
6. Click or tap any Direct Download in the list of events.
7. In the Details pane, click Download the Mozy Restore Manager.
8. Save the installation file.
   If your browser is not using the default download settings to automatically save the file to the Downloads folder, you may be prompted to either run or to save the file. If prompted, click Save and save the file to a location where you can easily find it, such as your desktop.

<table>
<thead>
<tr>
<th>operating system</th>
<th>default download location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows</td>
<td>C:\Users\Username\Downloads</td>
</tr>
<tr>
<td>Mac</td>
<td>/Users/Username/Downloads</td>
</tr>
</tbody>
</table>

Username represents your user name for your user account on that computer.
9. Find and double-click the file you just saved to install Restore Manager as you would any other program.
   Restore Manager is updated.

Extract and Decrypt Archive Packages with Restore Manager

Do this if you chose the Download Compressed Archive delivery option in the Restore Wizard in Mozy online, and then downloaded the archive package. If you instantly downloaded more than one file from Mozy, read this topic instead: Extract and Decrypt Instantly Downloaded Archive Packages with Restore Manager on page 143.

Procedure

1. On your computer, open Restore Manager.
   • (Windows 8) On the Start screen, click or tap the Restore Manager tile.
   • (Windows 10, Windows 7 or earlier) Click Start > Mozy > Restore Manager.
   • (Mac) In Finder, click Mozy Restore Manager in the Applications folder.
2. A window appears prompting you to enter your Mozy username and password.
   • On Windows, click Cancel.
   • On Mac, ignore the login window and continue to the next step. Do not click Cancel.
3. In the menu, click File > Restore From Archive.
4. Browse to the location of your archive package.
To see the archive package, you may need change the value in the selection field above the Open button. On Windows, choose zip. On a Mac, choose tar. Or you may select All.

5. Select the archive package, and then click Open.

6. Click Select a new location, specify the destination, and then click Next. Ideally, this might be different drive on your computer or a new folder you create, perhaps one on your desktop you name as Extracted Files.

7. Review the details of the extraction.
   • On Windows, click Finish.
   • On Mac, click Start Restore.
   Your files begin extracting to the location you specified.

8. Choose any of these actions.
   • To pause extraction, click Pause.
   • To resume a paused extraction, click Resume.
   • To cancel extraction, click Cancel.
   • To see detailed information about an extraction which is in progress or complete, click Show Details. The Details list appears, showing the complete location for each file along with its size, status, and extraction progress or completion time.
   • To search for a specific file in the download, click Show Details, then in the Search Details field type any characters, symbols, or numbers. The Details list shows only files that contain those characters anywhere in the folder path or file name.
   • To remove all information about this extraction from the Restore Manager, click Remove.
   (Optional) On Mac, if your files in the Mozy cloud are encrypted with a personal key, the following message appears: Stopped: Incomplete XX files failed.


10. If your files in the Mozy cloud are encrypted with a personal encryption key, in the text box labeled Please enter the personal key used to encrypt these files, type, paste, or import your personal encryption key, and then click OK.

Results
You can find your files in the location you specified in Step 6. Files in this location are within the exact folder structure they were in on the computer they came from, beginning with the drive name (letter) of that computer. You may wish to move these files to more appropriate locations on your computer. For more information, see Where Downloaded or Restored Files Are Saved on page 169.

Extract and Decrypt Instantly Downloaded Archive Packages with Restore Manager
Do this if you chose to instantly download more than one file at the same time from the Mozy cloud. Those files are compressed into archive packages for faster download. If you chose the Download Compressed Archive delivery option in the Restore Wizard in Mozy online and then downloaded the archive package, read this topic instead: Extract and Decrypt Archive Packages with Restore Manager on page 142.
Procedure

1. On your computer, open Restore Manager.
   - (Windows 8) On the Start screen, click or tap the Restore Manager tile.
   - (Windows 10, Windows 7 or earlier) Click Start > Mozy > Restore Manager.
   - (Mac) In Finder, click Mozy Restore Manager in the Applications folder.

2. A window appears prompting you to enter your Mozy username and password.
   - On Windows, click Cancel.
   - On Mac, ignore the login window and continue to the next step. Do not click Cancel.

3. In the menu, click File > Restore From Archive.

4. Browse to the location of your archive package.
   To see the archive package, you may need change the value in the selection field above the Open button. On Windows, choose zip. On a Mac, choose tar. Or you may select All.

5. Select the archive package, and then click Open.

6. Click Select a new location, specify the destination, and then click Next. This might be a new folder you create, perhaps one on your desktop you name Extracted Files.

7. Review the details of the extraction.
   - On Windows, click Finish.
   - On Mac, click Start Restore.

8. Choose any of these actions.
   - To pause extraction, click Pause.
   - To resume a paused extraction, click Resume.
   - To cancel extraction, click Cancel.
   - To see detailed information about an extraction which is in progress or complete, click Show Details. The Details list appears, showing the complete location for each file along with its size, status, and extraction progress or completion time.
   - To search for a specific file in the download, click Show Details, then in the Search Details field type any characters, symbols, or numbers. The Details list shows only files that contain those characters anywhere in the folder path or file name.
   - To remove all information about this extraction from Restore Manager, click Remove.

Your files are extracted to the location you specified in Step 6.

9. If your files in the Mozy cloud are encrypted with a personal or corporate encryption key, in the Restore Manager menu, click File > Decrypt Folder Contents.

10. Browse to and select the folder you extracted the archive package into and click OK.
    This is the folder you specified in Step 6.
11. Click **Select a new location**, specify the destination, and then click **Next**. This might be a new folder you create, perhaps one on your desktop you name **Decrypted Files**.

12. Review the details of the decryption, and then click **Finish**.

13. In the text box labeled **Please enter the personal key used to encrypt these files**, type, paste, or import your personal encryption key, and then click **OK**.

   Your files are decrypted to the location you specified in Step 11.

**After you finish**

You might want to move these files to more appropriate locations on your computer. For more information, see *Where Downloaded or Restored Files Are Saved* on page 169.

---

**Extract Files Downloaded to a Windows Computer**

**Before you begin**

Before you can do this, you must have chosen the **Download Compressed Archive** option in the Restore Wizard for files you selected in your Mozy account online, then manually downloaded the archive package. For more information, see *Download Files in an Archive Package* on page 140.

If your Windows computer does not have the extraction program supplied by Microsoft, you can search for and obtain one on the Internet, such as 7-Zip. You can download the 7-Zip application at: [http://sourceforge.net/projects/sevenzip/files/7-Zip/9.20/7z920.msi/download](http://sourceforge.net/projects/sevenzip/files/7-Zip/9.20/7z920.msi/download).

If the Mozy Restore Manager is installed on this computer, you may prefer to use it extract your files, rather than this approach. For more information, see *Extracting and Decrypting Archive Packages with Restore Manager* on page 141.

**Procedure**

1. On your computer, right-click the archive package you downloaded, and then click **Extract All**.

2. Choose one of these options.

   - If you are using the same computer the files came from, or one with the same operating system, you can extract all the files and folders into the original folder structure. Browse to the drive letter they were on originally, most likely the C:\ drive.

   - If you are using a different computer or one with a different operating system, you can extract all the files and folders into the original folder structure, and from there move them into their final locations. Browse to a drive letter to extract to, most likely the C:\ drive.

3. Click **Extract**.

**Results**

On the C:\ drive, all the files are extracted into their original folder structure. This will take some time because the files are uncompressed as they are copied. In the process, any folders that did not exist are created.
If any file with the same name already exists in any folder, you must select whether you want to replace it. If you have Windows Vista or later, you can also select to copy the file and rename it, thereby keeping the existing file and adding the renamed restored file to the same folder.

If a personal or corporate encryption key was used when you installed the Mozy software, you need to decrypt your files. For more information, see Decrypting Your Restored Files on page 156.

After you finish
If necessary, move the extracted files into appropriate locations on the computer. This might mean moving them into the default documents folder for your user account on the computer. It might also mean moving personal data files for email or database programs into the necessary folder.

After you are sure all your files are restored and in the correct folders on your computer, you can delete the archive package which you manually downloaded.

Extract Files Downloaded to a Mac

Before you begin
Before you can do this, you must have chosen the Download Compressed Archive option in the Restore Wizard for files you selected in your Mozy account online, then manually downloaded the archive package. For more information, see Download Files in an Archive Package on page 140.

If the Mozy Restore Manager is installed on this computer, you may prefer to use it extract your files, rather than this approach. For more information, see Extracting and Decrypting Archive Packages with Restore Manager on page 141.

Procedure
1. On your computer, double-click the archive.
2. The Mac Archive Utility extracts the folder in the same location as the archive.
   This will take some time.

Results
In the extraction destination folder, a folder is created with the same name as the archive package. This folder contains all the folders and files you requested. Inside that folder, all your files are in the same folder as they were when they were sent to the Mozy cloud.

If a personal or corporate encryption key was used when you installed the Mozy software, you need to decrypt your files. For more information, see Decrypting Your Restored Files on page 156.

After you finish
If necessary, move the extracted files into appropriate locations on the computer. This might mean moving them into the default documents folder for your user account on
the computer. It might also mean moving personal data files for email or database programs into the necessary folder.

After you are sure all your files are in the correct folders on your computer, you can delete the archive package which you manually downloaded.

**Extract Files in an Archive Package on a Linux Computer**

**Before you begin**

Before you can do this, you must have selected files from your Mozy account online, chosen archive package as the delivery method, and manually downloaded the archive package (.tar file).

Extracted files and directories retain their original permissions, group, and owner. If the files were encrypted with a personal or corporate encryption key, you can decrypt them during extraction. If you do not provide a decryption key, the key associated with the account is used.

If you have encrypted files instead of an archive and need to decrypt them, see Decrypt Files in Linux on page 159. If you have encrypted files within a .zip or 7z file, first extract the files into a directory using a utility that supports these file types, then see Decrypt Files in Linux on page 159.

**Procedure**

1. Access a terminal window.
2. Use the `decrypt` command to decrypt files.

**Examples**

- To decrypt files backed up from the computer, which is activated, and overwrite existing files in the destination directory, type `mozyutil decrypt --from <source_path> --to <destination_path> --overwrite`
- To decrypt using a key file and not overwrite existing files in the destination directory, type `mozyutil decrypt --from <source_path> --to <destination_path> --keyfile <key_path>`

**Options**

- `<source_path>` is the path to the file or directory of files to decrypt.
- `<destination_path>` is the path to the directory where the decrypted files are placed. If you are decrypting a single file and want to rename it, you can include a file name in the path.
- `<key_path>` or `<key_text>` is the path to the decryption key file or the decryption key text.

**Results**

The files are extracted to the destination location in the original directory structure in which they were backed up.

**Download Files with Mozy Restore Manager**

**Before you begin**

To download your files from the Mozy cloud using Mozy Restore Manager, you must first log in to your account online, select files to download, then choose **Direct Download with Restore Manager** as the delivery method.

Before you begin downloading with Restore Manager, be sure that the destination for the files has enough space to hold all the files. If it does not, you can choose another
destination, such as a different drive. Or you can make more space available in that destination, perhaps by deleting files you don't need, or by moving files to a different drive, or by compressing some files.

You must be logged in to your Mozy account online to use Restore Manager. Restore Manager downloads, decrypts, and un-compresses files you selected from the Mozy cloud.

---

**Note**

Some MozyPro or MozyEnterprise accounts do not permit users to see or access their Mozy files using Web browsers. If this is the case, you may be able to restore files using the backup software, or you may need to ask your administrator for assistance.

If this computer has the exact same operating system and folder structure (including user name) as the computer the files came from, Restore Manager can automatically save your downloaded files into their original location. However, if the files came from a computer with a different folder structure or platform, you should specify a folder to download your files into. This is because the original location does not exist on this computer. If you do choose to save to the original location, that folder structure is created on your computer when the files and folders are downloaded. In either case, you will need to move the downloaded files into more suitable locations. For more information, see Where Downloaded or Restored Files Are Saved on page 169.

**Procedure**

1. Choose one of these actions.
   - If the Restore Wizard in Mozy online is still open, read and follow its instructions and prompts.
     
     **Note**
     
     This may include downloading and installing Restore Manager as you would any other program you download from the Internet. The exact steps to do so depend on your operating system, the Web browser you use, and your own settings.
     
     When Restore Manager is installed, click **Begin Download** in the Restore Wizard in Mozy on the Web to download your files (as an .mzd file), which you should open using Restore Manager. Go to Step 3.
   - If Restore Manager was closed previously while downloading your files, go to Step 2.
   - If Mozy online is open but the Restore Wizard is closed, complete the following steps.
     a. Click or tap your user name, then click or tap **Event history**.
        
        Event history appears. For more information, see Understanding Event History in Mozy on the Web on page 151.
        
        b. In the **Event** history list, select a **Direct Download** event with a status of **Ready for Download** and then click or tap **Waiting**.
        
        c. (Optional) If prompted, download and install Restore Manager as you would any other program you download from the Internet. The exact steps to do so depend on your operating system and the settings for the Web browser you use.
        
        d. Go to Step 3.
2. On your computer, open Restore Manager.
   - (Windows 8) On the Start screen, click or tap the Restore Manager tile.
   - (Windows 10, Windows 7 or earlier) Click Start > Mozy > Restore Manager.
   - (Mac) In Finder, click Mozy Restore Manager in the Applications folder.
3. Click Start a restore.
4. (Optional) If prompted, provide your Mozy username and password, and then click Next.
   a. If you did not submit any additional requests to download files with Restore Manager, the following message appears: There are no restores pending.
   b. Click OK.
   c. If the login screen appears again, click Cancel.
5. If more than one set of files is waiting to be downloaded, select a set, and then click Next.
6. Choose the location to which the files will be restored.
   - If this computer has exactly the same operating system and folder structure (including user name) as the computer which originally contained this set of files, select Preserve original location.
   - To keep the versions of files you download rather than any versions of those same files already on your computer, select Overwrite existing files. One good reason to do this is to recover older, uninfected versions of files after you removed a virus from your computer.
   - If the operating system or folder structure of this computer is different from the computer the files came from, click Select a new location, specify the destination. Ideally, this might be different drive on your computer or a new folder you create on your desktop.
   - If the restore package includes VSS files, click or tap Enable VSS Restore if you wish to restore the necessary VSS metadata files.

   **CAUTION**

   If the restore package includes VSS files, and if the computer is not exactly the same server which backed up the files originally, restoring the VSS files to the original location can cause damage to existing VSS files.

7. (Optional) If you chose a personal key when you first installed the backup software, you are prompted to provide your personal key. Enter or import your personal key, click OK, and then click Next.
8. Click Next, review the details of your download, and then click Finish.
   Your files begin downloading to the location you chose.
9. Choose any of these actions.
   - To pause downloading, click Pause.
   - To resume a paused download, click Resume.
   - To cancel a download, click Cancel.
   - To see detailed information about a download which is in progress or complete, click Show Details. The Details list appears, showing the
complete location for each file along with its size, status, and download progress or completion time.

- To search for a specific file in the download, click Show Details, then in the Search Details field type any characters, symbols, or numbers. The Details list shows only files that contain those characters anywhere in the folder path or file name.

- To remove all information about this download from Restore Manager, click Remove.

If Restore Manager remains open when you pause the download or if lose your connection, it automatically resumes where it left off when you click resume or when the connection is restored.

10. If more than one set of files is waiting to be downloaded, repeat steps 5 through 10 as needed.

After you finish

Unless this computer has the exact same operating system and folder structure (including your user name) as the computer the files came from and you chose to preserve the original location, you will need to manually move the files to suitable locations. If you have restored files backed up from a server using VSS backup sets, refer to Restoring Server Application Services Backed up Using VSS on page 109 for more information.

See History of Restore Events from the Web

When you log in to your account online and look at Event history, you can see the status of all requests you've made for files, including instant downloads. You can check the progress of requests you've made for media. You can also begin downloading any sets of files you've requested. For more information, see Understanding Event History in Mozy on the Web on page 151.

Note

Some MozyPro or MozyEnterprise accounts do not permit users to see or access their Mozy files using Web browsers. If this is the case, you may be able to restore files using the backup software, or you may need to ask your administrator for assistance.

Procedure

1. Log in to the Admin Console.

   For additional information, see Logging in to the Admin Console on page 12.

2. Under Users in the left pane, click Search / List Users.

3. Click the email address of the user whose files you want to restore.

   The Username Information panel appears.

4. For any device, click .

   A browser window opens where you can select backed up devices, folders, or files. Synchronized files or folders may be selected as well if file synchronization is enabled and in use.

5. Click or tap your user name, then click or tap Event history.

   Event history appears. For more information, see Understanding Event History in Mozy on the Web on page 151.
6. Review the list of requests you've made.

7. Choose any of these actions.

- To begin downloading a set of files requested by Direct Download, click or tap Waiting. For more information, see Download Files with Mozy Restore Manager on page 147.

- To begin downloading a set of files requested by Archive Package, select that event. For more information, see Download Files in an Archive Package on page 140.

- To cancel a requested restore, if possible, click ⌚ in the Details pane. For more information, see Understanding Event History in Mozy on the Web on page 151.

- To see detailed information about a requested set of files, select that set and then look in the Details pane.

### Understanding Event History in Mozy on the Web

When you open Event history, you can see the status of all requests you've made for files, including instant downloads. You can check the progress of requests you've made for media. You can also begin downloading any sets of files you've requested. For more information, see Choosing Delivery Method in Mozy Online on page 136.

*Figure 19 Event History*

You can sort Event history in ascending or descending order by clicking either the Date or Event Type column label. In Event history, you can see this information:

*Table 18 Event History information*

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td>The date and time that you submitted your request for a set of files to be restored.</td>
</tr>
<tr>
<td>Event Type</td>
<td>Identifies the delivery method you specified when you requested the set of files:</td>
</tr>
<tr>
<td></td>
<td>• Instant Download</td>
</tr>
<tr>
<td></td>
<td>• Direct Download</td>
</tr>
<tr>
<td></td>
<td>• Media</td>
</tr>
</tbody>
</table>
Table 18 Event History information (continued)

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Archive Package Name</td>
<td>The name you provided for a set of files.</td>
</tr>
<tr>
<td>Status</td>
<td>If the type is Direct Download, the statuses are:</td>
</tr>
<tr>
<td></td>
<td>• Waiting: You need to get the Restore Manager to start downloading your files</td>
</tr>
<tr>
<td></td>
<td>• Waiting: You need to start the Direct Download of your files</td>
</tr>
<tr>
<td></td>
<td>• Ready for Download</td>
</tr>
<tr>
<td></td>
<td>• In Progress: Your files are being restored by the Restore Manager.</td>
</tr>
<tr>
<td></td>
<td>• Completed: Your files have been restored by the Restore Manager.</td>
</tr>
<tr>
<td></td>
<td>• Cancelled: Your restore request has been cancelled.</td>
</tr>
<tr>
<td></td>
<td>To cancel a request for a direct download, click ✗ under Action before the status becomes In Progress. You cannot cancel a request once it is in progress.</td>
</tr>
<tr>
<td></td>
<td>If the type is Archive Package, the statuses are:</td>
</tr>
<tr>
<td></td>
<td>• Processing: Your files are being prepared for restore.</td>
</tr>
<tr>
<td></td>
<td>• % Complete: Your files are being retrieved.</td>
</tr>
<tr>
<td></td>
<td>• Ready for Download: Click the Download Links to download your files.</td>
</tr>
<tr>
<td></td>
<td>• Downloaded: You have downloaded the set of files.</td>
</tr>
<tr>
<td></td>
<td>• Expired: Your request and all downloadable files have expired.</td>
</tr>
<tr>
<td></td>
<td>• Cancelled: Your restore request has been cancelled.</td>
</tr>
<tr>
<td></td>
<td>To cancel a request for an archive package restore, click ✗ under Action before the status becomes Ready for Download. You cannot cancel a request once it is ready for download.</td>
</tr>
<tr>
<td></td>
<td>If the type is Media, the statuses are:</td>
</tr>
<tr>
<td></td>
<td>• 1 of 3 - Preparing Files: Your request restore is being prepared.</td>
</tr>
<tr>
<td></td>
<td>• 2 of 3 - Preparing Media: Your request has completed and is being transferred to media. You will be notified via email once it has been shipped.</td>
</tr>
<tr>
<td></td>
<td>• 2 of 3 - Preparing to Ship: Your requested restore has been transferred to media</td>
</tr>
<tr>
<td></td>
<td>• 3 of 3 - Shipped: Your media restore request has been shipped.</td>
</tr>
</tbody>
</table>

Restoring from USB Drives

When you log in to your account online and select files, you can choose to pay for your files to be shipped to you. This delivery method is called media restore. When your order arrives, you can restore your files from the media restore drives. Media restore
is not available to all accounts. Whether you can order media restore depends upon where your account is located.

Note
Some MozyPro or MozyEnterprise accounts do not permit users to see or access their Mozy files using Web browsers. If this is the case, you may be able to restore files using the backup software, or you may need to ask your administrator for assistance.

Note
Media restores are available only for backed up files and not for synced files.

The files and folders in a media restore are in the same folder structure as they were on your computer when you backed them up, and can be restored into that original folder structure. If you are using a different computer, or a different operating system (Mac versus Windows), you must then move the files to anywhere you like.

To protect our customers, all media restores are encrypted for shipment. This ensures that even if your shipment falls into the wrong hands, nobody except you can get your files from the media restore. The key to decrypt your files is emailed to you. You may need to look in your email’s spam or junk folder if you cannot find the email. If you cannot find the email, request assistance here: http://support.mozy.com/support/restorehelpform.

If you chose to use a personal encryption key to encrypt your files, you will need to provide this key in addition to the shipping encryption key to decrypt your files. If you cannot provide this key, your files cannot be decrypted to a usable state.

To restore your files, you must first log in to your account online to select files, then choose Ship on Media as the delivery method.

Restore from USB Drives

Before you begin
You must complete these actions before you can begin this task.

- Have the key you received by email for unlocking the shipping encryption. (You may need to look in your email’s spam or junk folder.) If you lose this key, request assistance at http://support.mozy.com/support/restorehelpform.
- Close all applications that might be using the files you are restoring.
- Have your personal encryption key available if you chose to encrypt your backups with a personal key when you installed the backup software. For more information, see Decrypting Your Restored Files on page 156.
- Verify that Mozy Restore Manager version 2.3 or later is installed on the computer. If you have an earlier version or you do not have it installed, you can install it using the Restore Manager installation file on the USB drive. On Mac, you do not need to install Restore Manager. You can run it directly from the installation program on the USB drive.

To restore from a USB drive to a Linux computer, see Restore from a USB Drive to a Linux Computer on page 154

Procedure

1. Connect the USB drive to your computer.
If you see a prompt for initializing or formatting the disk, click No. If you click Yes, you will erase all of the data on the drive.

The drive is added to your list of devices.

2. On your computer, open Restore Manager.
   - (Windows 8) On the Start screen, click or tap the Restore Manager tile.
   - (Windows 10, Windows 7 or earlier) Click Start > Mozy > Restore Manager.
   - (Mac) In Finder, click Mozy Restore Manager in the Applications folder.

3. (Optional) If the login dialog appears, click Cancel.
   This procedure does not require you to authenticate.

4. Click File > Restore from Device in the menu

5. Select the media restore files.
   The file names start with "mediaRestore". All media restore files are selected by default.

   Note
   Restore Manager requires the tar.x files to be on the USB drive, so you cannot copy the files to your local drive and restore from there.

6. Enter your shipping encryption key, then click Next.

7. Select the destination for your restored files, then click Next.

8. Confirm your selections, then click Finish.

9. If you encrypted your files with a personal key, enter your key when prompted, then click OK.
   You can import your key if you have a key file.

**Restore from a USB Drive to a Linux Computer**

**Before you begin**
You must complete these actions before you can begin this task.

- Have the key you received by email for unlocking the shipping encryption. (You may need to look in your email's spam or junk folder.) If you lose this key, request assistance at http://support.mozy.com/support/restorehelpform.
- Close all applications that might be using the files you are restoring.
- Have your key available if you chose to encrypt your backups with a personal encryption key when you installed the backup software. For more information, see Decrypting Your Restored Files on page 156.

**Procedure**

1. Connect the USB drive to your computer.

2. Mount the drive.

3. Access a terminal window.

4. Type mozyutil decrypt --from <source_path> --to <destination_path> --device-key <device_key_text>.
To overwrite files with the same name in the destination path, add `--overwrite` to the command.

To provide a personal encryption key, add `--key-file <key_path>` or `--key <key_text>` to the command.

5. Unmount the drive.

6. (Optional) If you have more than one restore drive, repeat this process for each drive.

### Recovering Files Deleted from a Computer

You can download or restore files that were deselected from being backed up or deleted from the computer. Deselected or deleted files do not count against storage space usage, but do remain available to restore for a period, which is based on the account retention policy. For more information, see File Versions and Data Retention Periods on page 160. If you use Mozy Sync, you can recover files that are deleted from there as well.

You can recover deleted files in several situations.

- If the Mozy backup software for Windows by selecting the date and time of an occasion in the past when that file was backed up.
- If an Explorer window on a Windows computer being backed up with the Mozy backup software.
- If the Mozy virtual drive on a Windows computer being backed up with Mozy.
- If the local backup version history if you use 2xProtect on a Windows computer and if you have enabled version history for local backup.
- If the Mozy backup software for Mac by selecting the date and time of an occasion in the past when that file was backed up.
- If your Mozy account on the web by selecting Include Deleted Files to include files considered deleted within the retention period.

---

**Note**

If you specifically chose to replace a computer while installing the Mozy backup software, your previously backed up files can now be considered deleted. This happens if the previously backed up files are not present on the replacement computer. This means that you must recover the previously backed up files within the retention period.

---

### Recovering Older Versions of Files

You can download or restore older versions of your files. When changed files from your computer are backed up, previously backed up versions of those files are kept in the Mozy cloud for a period, which is based on your account retention policy. For more information, see File Versions and Data Retention Periods on page 160. If you use sync, you can recover older versions from there as well.

You can recover older versions in several situations.

- If the Mozy backup software for Windows by selecting the date and time of a past backup occasion.
- If an Explorer window on a Windows computer being backed up with the Mozy backup software.
• If the Mozy virtual drive on a Windows computer being backed up with Mozy.

• If the local backup version history if you use 2xProtect on a Windows computer and if you have enabled version history for local backup.

• If the Mozy backup software for Mac by selecting the date and time of a past backup occasion.

• If your Mozy account on the Web by selecting Change Date when selecting files, or by clicking 🗒 for a specific file.

If you are backing up a Windows computer and using the local backup feature, you have access to a separate history that lets you restore older files locally.

## Decrypting Your Restored Files

If you are using a corporate encryption key and downloaded or restored files were EFS-encrypted, you can import the files directly to your NTFS file system so they can be recognized as EFS again. If you allow your users to define a personal encryption key for their files, you must have the key available to decrypt the files you are downloading or restoring. If you cannot provide that key, neither you nor Mozy can decrypt your files.

### Decrypt Files on Windows with Your Personal Encryption Key

If you chose to use your own personal encryption key when you first installed Mozy software on your computer and you later used Mozy on the Web to recover your files, you can download the Crypto Utility to provide your personal key and thereby decrypt those files. This applies to files you download from backed up computers as well as to your files synchronized in the Mozy cloud.

You can decrypt files on a Windows computer or on a Mac, regardless of what computer they were originally backed up from. If you are restoring to a Mac, read this topic: Decrypt Files on a Mac with Your Personal Encryption Key on page 158. If you are restoring from one platform to another, there are specific issues you should be aware of. For more information, see Why Platform Matters on page 168.

### Procedure

1. Click the appropriate link to download the Crypto Utility.
   - If you use MozyPro, click here: https://mozy.com/downloads/mozyprocryptoutil.exe
   - If you use MozyEnterprise, click here: https://mozy.com/downloads/mozyentcryptoutil.exe

2. Save the file to a location you will remember later (such as your Desktop).

3. Right-click on the Crypto Utility file, then click Run as administrator to run the program.
4. Select one of the following key options, then click OK.

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter Key</td>
<td>Enter the password phrase you used to create your personal key.</td>
</tr>
<tr>
<td>Import Key</td>
<td>Browse to the location of the file containing the key you saved locally when you first installed the Mozy backup software.</td>
</tr>
<tr>
<td>Import Encrypted Customer Key</td>
<td>Browse to the location of the file containing the encrypted corporate key, and then browse to the location of the shared secret key.</td>
</tr>
</tbody>
</table>

5. In the Source Folder field, specify the folder where you saved the files you restored.

6. In the Destination Folder field, specify the folder where you want to place the decrypted files.
7. Click **Decrypt** to decrypt the files.

The files are decrypted to the specified destination.

**Decrypt Files on a Mac with Your Personal Encryption Key**

If you chose to use your own personal key when you first installed the Mozy backup software, and you later used Mozy on the Web to recover your files, you must use the backup software to provide your personal key and thereby decrypt files you recovered.

You can decrypt files on a Windows computer or on a Mac, regardless of what computer they were originally backed up from. If you are restoring to a Windows computer, see **Decrypt Files on Windows with Your Personal Encryption Key** on page 156. If you are restoring from one platform to another, there are specific issues you should be aware of. For more information, see **Why Platform Matters** on page 168.

**Procedure**

1. Right-click the Mozy backup software icon in the menu bar, then select **Open Decrypt**.

![Decrypt Utility](Figure 22 Decrypt Utility)

2. Click **Browse** next to the **Source** field to specify the folder into which you saved your restored files.

3. Click **Browse** next to the **Destination** field to specify the folder where you want to place the decrypted files.

**Note**

The Source and Destination folders cannot be the same. If you're restoring to an operating system identical to the one you backed up from originally, you can specify the appropriate drive letter.
4. Choose one of the following options to enter the key to decrypt the restored files.
   - Select **Enter the key manually** and enter the exact phrase used to create your previous personal key. For example, if you entered *This phrase is my personal key* when creating your key in the previous installation, then enter this same phrase in the field provided.
   - If you retained the *personal_encryption_key.dat* file, select **Import key from file** and browse to the location of the file. Select the file and click **Open** to load the file.

5. Click **Decrypt**.
   The files are decrypted to the specified destination folder.

**Decrypt Files in Linux**

If you have restored or downloaded files that are encrypted, you can use the backup software for Linux to decrypt them. You can decrypt any encrypted files backed up by Mozy backup software, regardless of what computer or operating system was used to originally back them up.

If you have encrypted files within a zip or 7z file, first extract the files into a directory using a utility that supports these file types, then you can decrypt them.

If you have an archive package (tar file), see Extract Files in an Archive Package on a Linux Computer on page 147.

If you are restoring files from one platform to another, there are considerations to be aware of. For more information, see Why Platform Matters on page 168.

If you do not specify a decryption key or file when decrypting and the backup software has been activated, the backup software uses the key associated with the account. This means you do not need to specify a key for files decrypted from the computer from which they were backed up.

Decrypted files and directories retain their original permissions, group, and owner.

**Procedure**

1. Access a terminal window.
2. Use the **decrypt** command to decrypt files.

   **Examples**

   - To decrypt files backed up from the computer, which is activated, and overwrite existing files in the destination directory, type `mozyutil decrypt --from <source_path> --to <destination_path> --overwrite`
   - To decrypt using a key file and not overwrite existing files in the destination directory, type `mozyutil decrypt --from <source_path> --to <destination_path> --keyfile <key_path>`

   **Options**

   - `<source_path>` is the path to the file or directory of files to decrypt.
   - `<destination_path>` is the path to the directory where the decrypted files are placed. If you are decrypting a single file and want to rename it, you can include a file name in the path.
   - `<key_path>` or `<key_text>` is the path to the decryption key file or the decryption key text.
File Versions and Data Retention Periods

Each time a file is backed up, a new version of the file is available in the Mozy cloud. Each version is kept for a specific amount of time before it expires.

Having different versions of a file that are backed up at different times provides greater protection against data loss. You might need to restore an earlier version of a file for many reasons.

- You changed a file and want to go back to an earlier version of the file.
- You deleted content from a file and want to retrieve that content.
- You have a corrupted file and want to restore an earlier version of the file.

All versions of a file expire, except for the current version. The amount of time each version is kept is called the data retention period. The retention period for a version can depend on several factors.

- The retention method that is associated with the account
- When the version was created
- The time between versions of a file
- The retention policy applicable to the user account

Mozy supports a legacy and an enhanced data retention method. The legacy method is the original retention method. All file versions are kept for a specified number of days and then they expire. The enhanced method uses retention policies to specify how long each version of a file is kept. For MozyPro and MozyEnterprise accounts, the administrator can change the policy. With the enhanced method, the administrator can extend the expiration and delete versions. All new accounts use the enhanced method. Accounts using the legacy method are being switched over time and as appropriate to the enhanced method.

If you use MozyPro or MozyEnterprise, you can determine if your account has the option to use the enhanced method. Open the Admin Console, and check Data Retention link appears under Configuration in the left pane. If you have the link, you can specify the method used by the partner, subpartners, and groups. If the link is missing, the partner, subpartners, and groups use the legacy method.

If you do not have the option to use the enhanced method and want to use it, contact your parent partner administrator, your Mozy sales representative, or Mozy Support. Ensure that backed-up computers are running the backup software for Windows version 2.32, Mac version 2.16, or Linux 1.4 (or later). If you use earlier versions of the backup software, you might experience slower performance. For more information, contact Mozy Support.

Note

An account using the enhanced method cannot be switched over to or back to the legacy method.

Legacy Data Retention Method

With the legacy data retention method, each version of a file, except the current one, is kept for a specific amount of time and then it expires. For MozyHome accounts, the retention period is 30 days. For MozyPro accounts, the retention period is 60 days. For MozyEnterprise accounts, the retention period is 90 days.

This method is used in several situations.
• MozyHome accounts running versions of the backup software before Windows version 2.32 or Mac version 2.16.

• MozyPro accounts where most of the backed up computers are not running at least Windows version 2.32, Mac version 2.16, or Linux version 1.4 of the backup software, and MozyPro accounts that have not explicitly asked to switch to the enhanced method.

• MozyEnterprise accounts created prior to May 2017 that have not made a request to switch to the enhanced method.

Enhanced Data Retention Method
With the enhanced data retention method, the retention period is specified by a policy, the retention policy.

Generally, a version that was created on the same day as the following version expires the soonest and is known as an Hourly version. A version that was created on the same week as the following version has a later expiration and is known as a Daily version. A version that was created on the same month as the following version has an even later expiration and is known as a Weekly version, and so on. Retention policies define the retention period that is associated with each version type (Hourly, Daily, Weekly, and so on).

All user accounts are associated with a default retention policy. The administrator can change the policy by choosing from a list of predefined policies.

Table 19 Default Mozy retention policies with associated version types and retention periods

<table>
<thead>
<tr>
<th>Account Type</th>
<th>Default Policy Name</th>
<th>Version Types and Retention Periods</th>
</tr>
</thead>
<tbody>
<tr>
<td>MozyPro</td>
<td>6 Months (monthly)</td>
<td>• Current - no expiration</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Interim (less than an hour) - 1 day</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Hourly - 3 days</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Daily - 31 days</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Weekly - 92 days</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Monthly - 184 days</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Discontinued (no longer backed up) - 184 days</td>
</tr>
<tr>
<td>MozyEnterprise</td>
<td>1 Year (monthly)</td>
<td>• Current - no expiration</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Interim (less than an hour) - 1 day</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Hourly - 3 days</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Daily - 31 days</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Weekly - 92 days</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Monthly - 366 days</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Discontinued (no longer backed up) - 366 days</td>
</tr>
</tbody>
</table>

Administrators can also assign a policy to groups and subpartners, extend the expiration of file versions, and delete versions. To use these features, the administrator must have the proper capabilities (Data Retention Policy Management and Version Management).

This method is used in several situations.
- MozyHome accounts running at least Windows version 2.32 or Mac version 2.16 of the backup software.

- MozyPro accounts where most of the backed up computers are running at least Windows version 2.32, Mac version 2.16, or Linux 1.4 of the backup software, and MozyPro accounts that have explicitly asked to switch to the enhanced method.

- MozyEnterprise accounts created after May 2017 and MozyEnterprise accounts that have made a request to switch to the enhanced method.

File Version Expirations

File version expiration is based on when the version was created, the type assigned to the version, and the retention policy.

Note

This topic applies to the enhanced data retention method and not the legacy data retention method.

Each user account is associated with a retention policy. The policy defines the categories or types Mozy can assign to a version (hourly, daily, weekly, and so on) and the retention period for each type.

For each type, Mozy marks the calendar with points or flags.

- Hourly (H) flags occur every hour.
- Daily (D) flags occur every day.
- Weekly (W) flags occur every week.
- Monthly (M) flags occur every month.
- Quarterly (Q) flags occur every quarter.

Figure 23 Version type flags placed on calendar timeline

To determine a version expiration, Mozy examines the flags between the creation of two successive versions. Mozy selects the flag with the longest retention period. The retention period is added to the date and time of the flag to get the expiration of the earlier version. For example, between the new and previous version is 1 day. There are 24 hourly flags and 1 daily flag. Mozy selects the daily flag because the daily retention period is longer than the hourly one.

Each time that you create a version, Mozy performs several tasks.

1. Designates the new version as the current version, which means the version has no expiration.
2. Changes the previous version from a type of current to a new type by choosing the flag between the versions with the longest retention period.
3. Calculates the previous version expiration by adding the selected flag retention period to the date and time of the flag.
There are a few special situations when assigning a type.

- If two versions are created so close together that there are no flags between them (two versions are made within an hour), the new version is the current version and the previous version is an interim version and expires in 1 day.

- If a file is deleted or no longer selected for backup, the most recent version available becomes a discontinued version, which has a retention period equal to the longest retention period type. The expiration of other versions is unchanged.

- If there are multiple flags whose type has the longest retention period, the most recent flag is used.

**Version type assignment example**

You have a spreadsheet of customer contact information that is selected for backup.

At the start of the year, you open and update the spreadsheet once a day for 3 days in a row. The spreadsheet is backed up at the end of each day. The table shows the three backups (Backup 1, Backup 2, and Backup 3), the creation of a new version with each backup (Version 1, Version 2, and Version 3), and the version type of each version.

You do not modify the spreadsheet for 8 months, so there are no new versions of the spreadsheet during this time. Then, you again modify the spreadsheet once a day for 3 days in a row (Backup 4, Backup 5, and Backup 6). However, because the versions (Version 4, Version 5, and Version 6) are created at the end of a week and a month, the version types are different from the first three backups. Also, between the first and second set of backups, Version 1 and Version 2, which were daily versions with a retention period of 1 month, have expired. With the creation of Version 4, Version 3 becomes a quarterly version, because there are two quarterly flags between Version 3 and Version 4.

**Figure 24** Version flags and example backups on calendar timeline
Table 20 Spreadsheet version type assignment example

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Backup 1 (start of the year)</td>
<td>Current</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Backup 2 (1 day after Backup 1)</td>
<td>Current</td>
<td>Current</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Backup 3 (1 day after Backup 2)</td>
<td>Daily</td>
<td>Current</td>
<td>Current</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Backup 4 (about 8 months after Backup 3)</td>
<td>Daily</td>
<td>Daily</td>
<td>Current</td>
<td>Current</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Backup 5 (1 day after Backup 4)</td>
<td>Expired</td>
<td>Expired</td>
<td>Quarterly</td>
<td>Current</td>
<td>weekly</td>
<td></td>
</tr>
<tr>
<td>Backup 6 (1 day after Backup 5)</td>
<td>Expired</td>
<td>Expired</td>
<td>Quarterly</td>
<td>Weekly</td>
<td></td>
<td>Current</td>
</tr>
</tbody>
</table>

Change the Data Retention Period

You can change the data retention period for accounts, groups, and subpartners by selecting a different retention policy.

Before you begin

You must be an administrator with the Version Management capability. If you do not have this capability, contact the root administrator, parent partner administrator, Mozy Sales, or Mozy Support. For more information, see Grant Access to Version Management Features on page 168.

Note

This topic applies to the enhanced data retention method and not the legacy data retention method.

You can change the default retention policy, which applies to all user accounts. You can also specify or change the retention policy for groups and subpartners. A group or subpartner policy takes precedence over the default policy. If a user account is moved from one group to another group or from one subpartner to another subpartner, the retention policy of the new group or subpartner applies.

When you select a new policy, the existing file versions are used to create the new version history. Any versions that are expired under the new policy are deleted. For example, if you change from a policy that keeps Monthly versions for a year to one that keeps them for 6 months, the versions that are over 6 months old are deleted.
Depending on the number of files that are backed up, applying a new policy can take a day or longer to complete.

**Note**
After changing a retention policy, you have 72 hours to change back to the original policy or to another policy and still have all of the original policy versions available. After 72 hours, you can change policies, but the versions that are expired under the current policy are no longer available.

**Procedure**
1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.
2. Under Configuration in the left pane, click Data Retention.
3. Choose an option for the retention policy you want to specify or change.
   - (Default partner policy) Click the current retention policy link next to Default Retention Policy.
   - (Group policy) Click the current retention policy link next to the group name.
   - (Subpartner without a retention policy) Under Subpartner Policies, search for and select the subpartner.
   - (Subpartner with a retention policy) Under Subpartner Policies, click the name of the current retention policy next to the subpartner name.
4. Under Change Retention Policy, click the drop-down and select a retention policy.
5. Click Save.
   A verification window opens requiring your password.
6. In the password window, type your password, then click Submit.

**Grant Access to Data Retention Management Features**
You can grant administrators access to data retention management features by giving their role the Data Retention Policy Management capability.

**Before you begin**
You can only grant the Data Retention Policy Management capability if you already have the capability and have the right to give it to others. If you do not have the capability, contact the root administrator, parent partner administrator, Mozy Sales, or Mozy Support.

**Note**
This topic applies to the enhanced data retention method and not the legacy data retention method.

An administrator with the Data Retention Policy Management capability and access to groups and subpartners can specify or change the partner default, group, and subpartner retention policies. For more information, see Change the Data Retention Period on page 164.

**Procedure**
1. Log in to the Admin Console.
For additional information, see Logging in to the Admin Console on page 12.

2. Under Admins in the left pane, click List Roles.
3. In the right pane, click the role of the administrators to which you want to grant the Data Retention Policy Management capability.
4. In the Configuration section of the Capabilities tab, select the Data Retention Policy Management checkbox.

Results
The administrators with the selected role have access to the data retention management features.

Delete a Backed-up Version of a File
You can delete individual versions of backed up files.

Before you begin
You must be an administrator with the Version Management capability. If you do not have this capability, contact the root administrator, parent partner administrator, Mozy Sales, or Mozy Support. For more information, see Grant Access to Version Management Features on page 168.

Note
This topic applies to the enhanced data retention method and not the legacy data retention method.

Each time a file is backed up, a new version of the file is created in the Mozy cloud. When a version of a backed up file reaches its expiration, the version is automatically deleted from the cloud. However, situations exist where you might want to delete a version before the expiration date.

- File is corrupt
- File expires too far in the future
- Security

Procedure
1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.
2. Under Users in the left pane, click Search / List Users.
3. Click the email address of the user whose file version you want to delete.
   The Information panel appears for the selected user.
4. For any of the listed devices, click.
   A browser window opens for selecting a backed up device.
5. Click the name of the device from which the file was backed up.
6. Navigate to the file, then click the Versions icon, that is associated with the file.
7. Select the file version that you want to delete.
   You can view details about each version by selecting it and looking in the right pane.
8. In the top right of the window, click the View Actions pane icon, ．
   The actions pane slides open.
9. In the actions pane, click Delete.
10. In the window that opens, click Yes to confirm the deletion.

Results
The version of the file you selected is deleted from the Mozy cloud.

**Extend the Expiration of a File Version**

You can extend the expiration of a backed up file version.

**Before you begin**
You must be an administrator with the Version Management capability. If you do not have this capability, contact the root administrator, parent partner administrator, Mozy Sales, or Mozy Support. For more information, see Grant Access to Version Management Features on page 168.

**Note**
This topic applies to the enhanced data retention method and not the legacy data retention method.

If a backed up version of a file is within 7 days of expiration, you can extend the expiration to 7 days from the current date. This extension gives you extra time to restore or otherwise use a version before it is deleted. Each version that you want to extend is extended individually.

**Procedure**

1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.
2. Under Users in the left pane, click Search / List Users.
3. Click the email address of the user whose file you want to extend the expiration of.
   The Information panel appears.
4. For any of the listed devices, click ．
   A browser window opens for selecting backed up devices.
5. Click the name of the device from which the file was backed up.
6. Navigate to the file, then click the versions icon, ．, that is associated with the file.
7. Select the version that you want to extend the expiration of.
   You can view details about each version by selecting it and looking in the right pane.
8. In the top right of the window, click the View Actions pane icon, ．
   The actions pane slides open.
9. In the actions pane, click Extend Expiration.
   If Extend Expiration is not available, the version is not within 7 days of expiration and the expiration cannot be extended.
10. In the window that opens, click **Yes** to confirm the extension.

The expiration of the version is extended.

**Grant Access to Version Management Features**

You can grant administrators access to version management features by giving their role the Version Management capability.

**Before you begin**

You can only grant the Version Management capability if you already have the capability and have the right to give it to others. If you do not have the role, contact the root administrator, parent partner administrator, Mozy Sales, or Mozy Support.

**Note**

This topic applies to the enhanced data retention method and not the legacy data retention method.

**Table 21 Features provided by the Version Management capability**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delete file versions</td>
<td>Allow an administrator to delete a version of a file. Use this feature if a version is corrupt, has too long of an expiration, or is not wanted. For more information, see Delete a Backed-up Version of a File on page 166.</td>
</tr>
<tr>
<td>Extend file version expiration</td>
<td>Allow an administrator to extend the expiration of a file version that is within 7 days of expiration to 7 days from the current date. Use this feature to provide more time to restore or otherwise use a file before it expires. For more information, see Extend the Expiration of a File Version on page 167.</td>
</tr>
</tbody>
</table>

**Procedure**

1. Log in to the Admin Console.
   - For additional information, see Logging in to the Admin Console on page 12.
2. Under **Admins** in the left pane, click **List Roles**.
3. In the right pane, click the role of the administrators to which you want to grant the version management features.
4. In the **Configuration** section of the **Capabilities** tab, select the **Version Management** checkbox.

**Results**

The administrators of the selected role gave access to the version management features.

**Why Platform Matters**

The terms *platform* and *operating system* mean almost the same thing. An operating system lets your computer run its most basic functions, and is the platform upon which programs like word processors or Web browsers can be installed and used. Think of platform as a broader term that is the operating system and associated
hardware, while operating system is more often used when referring to specific
versions of an operating system.
There is a version of the Mozy backup software that works on computers with the
Windows platform. There is a version of the Mozy backup software that works on
computers with the Mac platform. There is a version of the Mozy backup software
that works on computers with the Linux platform.
Every operating system has a specific default folder structure. Your user profile has its
own uniquely named folder in a specific location in the folder structure for your
computer. Your backed up files are saved in the Mozy cloud in exactly this folder
structure.
When you restore your files, you choose whether to save them onto the computer in
this same folder structure or whether to save them into a different folder you specify.
If the operating system and user profile of both the old and new computer are exactly
identical, choosing to preserve the original folder structure when restoring is easiest.
If the folder structures are not exactly identical, regardless of whether you preserve
the original folder structure or specify a different destination for your restored files,
you will need to move your files into more appropriate locations.
If you are restoring files to a computer using the same platform (Windows to Windows
or Mac to Mac), you can use any method available.

- Download files from Mozy on the Web.
- Order a media restore from Mozy on the Web.
- Contact your Mozy administrator to recover your files on your behalf if your
  account does not permit you to restore your own files.
- Use restore options in the backup software as originally installed on the computer
  or after using the "replace computer" process.

Note

It is best to not install the Mozy backup software and use the "replace computer"
process until all your previously backed up files are present on the new computer.
Otherwise, you must recover all your files within your grace period, after which
they are permanently deleted from the Mozy cloud.

If the new computer has an entirely different platform (Windows versus Mac), you
cannot use the "replace computer" process, and you cannot restore using the backup
software installed on the new computer. You can restore files only by logging in to
your Mozy account online to select files. The best way to recover your files to a
different platform is to order a media restore. If your account does not permit you to
restore your own files, contact your administrator for assistance.

Where Downloaded or Restored Files Are Saved

These are the most important concepts to understand:

- Your backed up files are saved to the Mozy cloud in exactly the same folder
  structure as on the computer, including the drive letter and user profile folder
  name.
- To some extent, the folder structure for your files is determined by your
  computer's operating system.
- When you download or restore files, you receive them in exactly this same folder
  structure.
When you restore or download from Mozy, regardless of how you do it, you can choose where the files are saved on your computer. You may specify a folder, or you may be able to use the original or default location.

When You Save to the Original Location
Let's say you are backing up files and folders under your user profile's default documents folder on your Windows 7 computer. Your files are backed up to the cloud in a folder structure like this:

C:\Users\your user name\My Documents

The computer you are restoring files to is Windows 7 and your user name on that computer is exactly the same. The key point is that the folder structures are identical, including your user profile folder named your user name.

In this case, restoring to the C drive and preserving the original location of the files is best since the folder structures are the same. This makes finding your restored files simple.

Now, let's say the computer you download or restore files to is not identical for any of these reasons:

- Your user profile name is different.
- The destination computer uses a different version of Windows.
- The destination computer has a second drive or partition for your files, reserving the C:\ drive or partition only for the operating system and installed programs.
- The destination computer is a Mac.

If you choose to preserve the original location, that location either doesn't exist on the destination computer, or in the case of a system file partition may not be appropriate. However, the original folder structure for the files is created on the destination computer when you restore or download. This means you will have to move files into more appropriate locations after they are saved.

In the case of differing user profile names, you can move the saved folders and files into the correct user profile folder for the destination computer. So let's say that the name of your user profile on the destination computer is new user name instead of old user name. You would move files from

C:\Users\old user name\My Documents

to

C:\Users\new user name\My Documents.

In the case of different versions of the operating system, such as Windows XP to Windows 7, you might have to move files from

C:\Documents and Settings\your user name\My Documents

to

C:\Users\your user name\My Documents.

In the case of a dedicated data drive or partition, you might move files saved into

C:\Users\your user name\My Documents

to

D:\.

In the case of files from a Windows computer being restored or downloaded to a Mac, you might move files saved from the newly-created \My Documents folder to the existing Mac \Documents folder for your user profile.
When You Specify a Location
If you specify a location to restore or download to, your folders and files are saved to that location inside their original folder structure. The result is that you may have to look a little harder to find your files, even if the computers have identical folder structures.

Let’s say that when you restored or downloaded all your files, you specified that they be saved into the \My Documents folder. This means that your restored files could be inside a folder structure like this:

C:\Users\your new user name\My Documents\C\Users\your old user name\My Documents

You would then need to move all the files from the deepest My Documents folder up into the default My Documents folder for your new user profile.

To summarize, it is very helpful to know exactly what your user profile is, and to be familiar with your computer’s folder structure. This makes it easier to find files you download or restore from Mozy.

Ensuring Programs Can See Recovered Files

When you restore files, they are restored to the same folder structure they were in when they were backed up. If your operating system, your user profile name, and your folder structure is exactly this same, this is usually sufficient for most programs to be able to find your files. However, if any of these are different, you may need to manually move files to more appropriate folders.

If files are not immediately available, you may need to use the File > Open command in the corresponding application to open the files.

In some cases, having the file in a particular folder is not sufficient. You may also need to point certain programs, such as email or financial programs, to where its data file was restored. You may also need to point certain programs, such as email or financial programs like Outlook, Entourage, or Quicken, to where its data file was restored. After your files are in the correct folder, use the File > Open menu in that program to actually open the necessary file.

Because many customers have this issue with MS Outlook on Windows, this general information may help you find the topics you need in the documentation provided by Microsoft for your version of MS Outlook. It may also help you understand how to research the documentation for other programs.

On Windows, MS Outlook stores email, contacts and other items in single, large data files. Most often, these are Personal Folders (.pst) files. If you search the product help or documentation for a .pst or data file, you should see many topics that can help you re-associate MS Outlook to your restored email. For example, if you use MS Outlook 2007, its help article titled "Move an Outlook data file from one computer to another" may be useful.

Renaming, Moving, and Deleting Files

The Mozy backup software ensures that exact copies of your current file selections are in the Mozy cloud, including updates when you delete, move, or rename a file.

There are different reasons a file can be considered deleted.

- You intentionally delete or deselect a file from backing up.
A drive on your computer is malfunctioning, causing some or all files to appear to be missing and therefore deleted. During your retention period you can resolve the issue with the drive, possibly by restoring your files to a replacement drive. For more information, see File Versions and Data Retention Periods on page 160.

You install the Mozy backup software on a new computer using the "replace computer" process, and the first backup completes before files from an old computer are restored or moved to the new computer.

When you rename a file on your computer, the backup software deletes the file with the old name and creates a new copy of the file with the new name. The old file remains in the cloud according to the grace period for your account.

When you move a file from one folder to another on your computer, the backup software treats it the same as renaming a file.
The Admin Console provides reporting tools to help you manage and monitor your Mozy environment.

To open the Graphs and Reports page, click Graphs & Reports in the left-side pane. The following panels are displayed for reports:

- **Report Builder**: A set of report types you can customize, save, and then run on demand or on a schedule. When you create a report using the Report Builder, it is listed in the Scheduled Reports panel.

- **Scheduled Reports**: A list of custom reports showing each report's type, recipients, schedule, and status information. You can save a maximum of 33 instances of each report type.

- **Quick Reports**: A list of basic reports providing details about common components in your environment such as users, machines, and unassigned keys.

In addition to reports, the Admin Console provides graphs that give you a visual representation of the status of your environment. Panels are available for these graphs:

- **Backup History**
- **New Users**
- **Backup Health**

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- Understanding Reports ................................................................. 174
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- Run and Email or Download a Scheduled Report .............................. 176
- Edit or Delete a Scheduled Report .................................................. 177
- Run a Quick Report ..................................................................... 178
- Managing Email Alerts ................................................................. 178
- Managing News and Alerts ........................................................... 179
Understanding Graphs

The Admin Console provides several graphs to give you a visual perspective of your backup environment.

To see a graph, click the name of the graph under Graphs & Reports in the left-side pane.

Several graphs are available.

- **Backup History**: The number of backups that have taken place during the time period selected.
- **Backup Health**: The number of machines backing up and their frequency during the time period selected.

By default, graphs show information for the last 24 hours; however, there are two ways to change the scope of the reporting period.

1. Choose a different scope from the time period drop-down menu.
2. Click advanced next to the time period drop-down menu to provide a more specific time period, then click Update Graph.

Understanding Reports

All reports are output to .csv (comma-separated value) files, which can be viewed with any spreadsheet program such as Microsoft Excel. There are two basic categories of reports.

<table>
<thead>
<tr>
<th>Report Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Billing Summary</td>
<td>A summary of resources purchased and their cost by partner and user group.</td>
</tr>
<tr>
<td>Billing Detail</td>
<td>A list of resources purchased, usage, and cost by partner and user group.</td>
</tr>
<tr>
<td>Machine Watchlist</td>
<td>Identifies devices with problems or potential problems backing up.</td>
</tr>
</tbody>
</table>

Note

To use reports, you must either be a MozyEnterprise or MozyPro Reseller.
Table 22 Report types (continued)

<table>
<thead>
<tr>
<th>Report Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Machine Status</td>
<td>Provides the state of the backup service by device, including the time of the most recent backup and the amount of quota consumed and assigned, and the license type.</td>
</tr>
<tr>
<td>Outdated Clients</td>
<td>Lists devices running outdated backup client software and the version recommended for update.</td>
</tr>
<tr>
<td></td>
<td><strong>Note</strong></td>
</tr>
<tr>
<td></td>
<td>Before you create or run Outdated Clients reports, you must set the Update To and Current Version for each client on the Edit Client Version page under Configuration. For more information, see <a href="#">Customizing a Default Client Version</a> on page 68.</td>
</tr>
<tr>
<td>Resources Added</td>
<td>Lists all purchases of resources (product keys and storage) as well as storage added by Autogrow.</td>
</tr>
<tr>
<td>Machine Over Quota</td>
<td>Lists users who have exceeded or are nearing the limit on their storage amount.</td>
</tr>
</tbody>
</table>

For more information, see [Create a Report](#) on page 176.

**Quick Reports**

Quick reports are a set of basic reports showing details about common components in your environment. You can immediately save or open the resulting .CSV files. You cannot customize quick reports.

To see the quick reports, click **Quick Reports** under **Graphs & Reports** in the left-side pane. The following quick reports are available:

Table 23 Quick reports

<table>
<thead>
<tr>
<th>Report</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Users (CSV)</td>
<td>List of all users (not including users in sub-partners) including this information: External ID, User, Name, User Group, Machines, Storage, Storage Used, Created, Backed Up</td>
</tr>
<tr>
<td>Machines (CSV)</td>
<td>List of all machines including this information: External ID, Machine, User, User Group, Data Center, Storage Used, Created, Last Backup Attempt, Backed Up</td>
</tr>
<tr>
<td>UserGroups (CSV)</td>
<td>List of all user groups including this information: External ID, Name, Users, Admins, Sync Users, Keys, Keys Used, Quota, Quota Allocated, Quota Used, Billing Code</td>
</tr>
<tr>
<td>Roles (CSV)</td>
<td>List of administrator roles including this information: Name, Type, Capabilities, Members, Partners</td>
</tr>
<tr>
<td>Credit Card Transactions (CSV)</td>
<td>List of all credit card transactions including this information: Date, Amount, Card #, Card Type</td>
</tr>
<tr>
<td>Billing History (CSV)</td>
<td>List of all invoices including this information: Date, Amount, Total Paid, Balance Due</td>
</tr>
<tr>
<td>Backup Software Keys (CSV)</td>
<td>List of all unassigned keys including this information: Key Type, User Group ID, User Group Name, Key, Quota, Email To</td>
</tr>
</tbody>
</table>
Table 23 Quick reports (continued)

<table>
<thead>
<tr>
<th>Report</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Machine Details (CSV)</td>
<td>List of all machines and their details including this information:</td>
</tr>
<tr>
<td></td>
<td>Partner, User Group, Billing Code, User, Name, Machine, Key Type,</td>
</tr>
<tr>
<td></td>
<td>Quota Used, Quota Granted, Created Date, Last Backup, Client</td>
</tr>
<tr>
<td></td>
<td>Version, Data Center</td>
</tr>
</tbody>
</table>

For more information, see Run a Quick Report on page 178.

Create a Report

You can choose report types from the Report Builder panel to create custom reports to suit your organization's needs. Reports you create are listed in the Scheduled Reports panel. Up to 33 instances of each report type may be saved. For more information, see Understanding Reports on page 174.

Procedure

1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.

2. In the left-side pane, click Report Builder under Graphs & Reports.

3. In the Report Builder panel, click the name of the report type you want to create, for example, Billing Summary.
   The Add Report panel displays.

4. In the Report Settings tab on the Add Report panel, provide the name for this new report and set the frequency and start date.
   If necessary, you can change the report type and deactivate the report.

5. On the Report Scope tab, select either all user groups and sub-partners to report for, or choose specific user groups or sub-partners.

6. On the Email Options tab, provide email addresses for recipients of the report, separated by commas. Also provide the subject line and body text for the email delivering the report.

7. Click Save.

Results

The report runs as scheduled and is emailed to recipients you specified. The new report is listed in the Scheduled Reports panel, which provides the means to edit or delete it as well as run it any time. For more information, see Run and Email or Download a Scheduled Report on page 176 and Edit or Delete a Scheduled Report on page 177.

Run and Email or Download a Scheduled Report

The Scheduled Reports panel lists the reports created with the Report Builder. You can run, email or download these reports at any time. You can download or email any versions of reports available. For more information, see Understanding Reports on page 174.
Procedure

1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.
2. In the left-side pane, click Scheduled Reports under Graphs & Reports.
3. In the Scheduled Reports panel, identify the report you want to run, email or download.
4. Perform the desired action:
   - To run a report, click Run in the Actions column. The report runs. The resulting .csv file is sent to email addresses specified in the report's settings. A copy of the report is saved in history.
   - To download the last completed report, click Download in the Last Run column. Save or open the .csv file.
   - To email the last completed report, click Email in the Last Run column. In the report's Email panel, enter recipients' email addresses, and then click Send.
   - To download or email a previously-completed report, click Download or Email in the History column. The report's Completed Reports panel displays.

Edit or Delete a Scheduled Report

The Scheduled Reports panel lists the reports created with the Report Builder. You can activate or deactivate reports, edit their settings and delete them. For more information, see Understanding Reports on page 174.

Procedure

1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.
2. In the left-side pane, click Scheduled Reports under Graphs & Reports.
3. In the Scheduled Reports panel, click the report you want to edit or delete.
4. Perform the desired action:
   - To delete the report, click Delete in the upper-right section of the report's panel. The report is deleted and cannot be recovered.
   - To edit a report's settings, go to the next step.
5. In the Report Settings tab in the report's panel, edit name, frequency, start date, and activate or deactivate the report as necessary.
6. On the Report Scope tab, edit the user groups and sub-partners to report for as necessary.
7. On the Email Options tab, edit the email addresses, the subject line, and body text for the email delivering the report as necessary.
   Email addresses must be separated by commas.
8. Click Save.
Run a Quick Report

Quick Reports provide details about common components in your environment. When you run a Quick Report, you can save or open the resulting .csv files as you would any other file you download in your Web browser. You can view .csv files with any spreadsheet program such as Microsoft Excel.

Procedure
1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.
2. In the left-side pane, click Quick Reports under Graphs & Reports.
3. In the Quick Reports panel, click the name of the report you want to view.
   For more information, see Understanding Reports on page 174.
4. Save or open the resulting .csv file.

Managing Email Alerts

Using Mozy Email Alerts, you can easily communicate to your users about their backups on a regular basis. Each alert can have a customized subject line, frequency, scope, and recipients.

For more information, see:

Add an Email Alert

You can add custom alerts to help you manage Mozy.

Procedure
1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.
2. Under Graphs and Reports in the left-side pane, click Email Alerts.
3. Click Add Email Alert to open the Add Email Alert panel.
4. Click the Subject and Frequency tab.
5. In the Subject Line text box, enter the text you want to appear in the subject line of the email.
6. In the Frequency text box, select how often you want the alerts to occur and click Next.
   The Reports Module page opens.
7. Select the modules you want to include in the alerts, then click Next.
   The Scope page opens.
8. Select the user groups you would like to have included in the reports, then click Next. If you only have one user group, make sure the default user group check box is selected, then click Next.
   The Recipients page opens.
9. Select the administrators who should receive the email alert. If you only have one administrator, make sure the Admin Name check box is selected.
10. Click **Finish**.

**Results**
The Email Alert is added to the **List Email Alerts** panel and is opened in its own panel at the bottom of the page. The Email Alert is sent based on the frequency defined.

**After you finish**
- To test the email alert or to send it immediately, click **Send Now** in the upper-right corner of the **Email Alert** panel.
- To view the details of the alert, click **View Report** in the upper-right corner of the **Email Alert** panel.

**View or Edit an Email Alert**

**Procedure**
1. Log in to the Admin Console.
   For additional information, see **Logging in to the Admin Console** on page 12.
2. Under **Graphs and Reports** in the left-side pane, click **Email Alerts**.
3. In the **List Email Alerts** panel, click the alert you wish to change.
The **Email Alert** panel opens for the selected alert.
4. Click through each tab and make any necessary edits.
5. To edit the Subject Line or the Frequency, click **change**.
6. Click **Save Changes**.

**After you finish**
- To test the email alert or to send it immediately, click **Send Now** in the upper-right corner of the **Email Alert** panel.
- To view the details of the alert, click **View Report** in the upper-right corner of the **Email Alert** panel.

**Managing News and Alerts**
The Mozy Admin Console provides access to information and alerts that can help you stay informed about changes in the latest release or news about product outages. You can also create and delete custom messages to partners.

**Viewing Product Release Notes**
Mozy creates product release notes that are available to all administrators for each release of the Admin Console. In this section, you can view dates and information regarding bug fixes and enhancements to the Mozy Admin Console.

**Procedure**
1. Log in to the Admin Console.
   For additional information, see **Logging in to the Admin Console** on page 12.
2. In the left menu, click **Product Release Notes** under the **News and Information** heading.
Viewing Maintenance and Outages Information

Mozy posts information about scheduled maintenance interruptions and unscheduled outages in the Admin Console.

Procedure

1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.
2. In the left menu, click Maintenance/Outages under the News and Information heading.
   The Maintenance/Outages screen opens.

   **Figure 25 Maintenance/Outages Screen**

3. Click on the message to display.

Creating a New Partner Message

A Mozy account can create custom maintenance and outage messages. These messages are called partner messages.

Procedure

1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.
2. In the left menu, click Maintenance/Outages under the News and Information heading.
3. Click New Partner Message.
4. Type a title for the new partner message in the Title field.
5. Select the type of message in the Message Type drop-down list.
6. Select the type of partners in the Partner Types fields.
7. Specify an effective date in the Effective Date field.
   To pick a date from the calendar, click the calendar application, then click the date.
8. Type your message in the Message field.
9. Click Save Changes.

Deleting a Partner Message

Procedure

1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.
2. In the left menu, click **Maintenance/Outages** under the **News and Information** heading.

3. Click the title of the message you want to delete.

4. Click **Delete Message**.

---

**Deleting a Partner Message**

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This chapter provides information on how to configure and administer the System Backup and Restore feature of Mozy.

The Mozy system backup and restore feature allows you to locally backup and restore an entire Windows server. This feature is based on the Bare Metal Restore (BMR) concept of data recovery and restoration. The BMR feature allows you to restore a computer from "bare metal" which means that you can restore a computer without any requirements of the previously installed software and operating system. The backup includes the operating system and applications that you want to restore on another computer or device.

This feature allows you to backup all of the critical volumes and any additional volumes on the Windows server, so in the event of a disaster, you can restore the entire server to the state of the last backup. When using the system backup and restore feature, you must always backup the critical volumes. You cannot backup just the data volumes. You can use this feature to backup only the fixed local drives. You can only select to backup disk volumes with the system backup and restore feature, not individual folders and files. You can choose to restore complete volumes or even individual folders and files.

You can schedule system backups in the admin console. A full backup is performed once a week and incremental backups are performed each day. The storage target can be on a network share, USB drive, or an internal drive that you are not backing up with this feature.

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**Note**

The Mozy system backup and restore feature is only available to MozyPro customers who have the Mozy Server service type. Contact your sales consultant if you are unsure if you have the Mozy Server service type or need to purchase that service type.

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- **Managing Administrator Roles and User Groups**.................................185
- **Comparing System Backup and Restore with 2xProtect**.....................186
Configure System Backup and Restore on Admin Console for Windows

This section provides you information on how to configure the System Backup and Restore feature. This feature allows you to automatically backup the disk volumes. You can also schedule your backups as per your requirement. You can only enable system backup or 2xProtect, not both.

To configure system backup and restore in the admin console, do the following:

Procedure

1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.
2. Under Configurations section in the left pane, click Client Configuration.
   The Client Configuration section expands to display the list of existing configuration.

   Note
   You can also create a new client configuration. For more information see, Create or Change a Client Configuration

3. Under the Existing Client Configs section, click the configuration you want to modify.
   The Editing Server Client Config section appears.
4. In the Preferences tab, under Enable local file and system backups section, select Allow system backup.
   The options for a system backup and restore appears. This allows you to perform system backups, which are stored locally. A system backup can be used for a bare metal restore or mounted for a file-level restore.

   Note
   By default the system backup option is off.

   Note
   You can select Lock to lock the system backup path and schedule.

5. Optionally, In the Backup destination path, specify the path to local storage location for system backups. For network shares, use a UNC path (for example, \\<server name or ip address>\share_name). For internal drives or directly attached storage, use a storage drive.
   The path configured in the admin console applies to the clients that this configuration applies to. If the configuration is unlocked, then the path configured in admin console can be overridden from each client.

6. In the System backup schedule section, you can schedule a system backup.
   a. You can perform a system backup once a day.
   b. In the Perform a baseline backup on list box, select the day of the week you want to perform a backup.
c. In the **System backup occurs after** list box, select the time you want to start the backup.

The system backup starts on or after the time you have specified in HH:MM AM/PM format.

---

**Note**

A system or cloud backup starts as scheduled if there is not already a backup in progress. It is recommended not to schedule cloud and system backups at the same time. If a cloud and system backup are scheduled at the same time, the cloud backup runs, likely consuming the entire scheduled time window.

---

These settings are applied when the client is configured upon initial install or if the setting is locked in the admin portal, they get applied on the next backup attempt.

The system backup settings of the client remain the same as the settings in admin console for the new user. If you lock the settings then all the clients have the same settings as the admin console. If the settings are not locked then the new or existing users can override the settings from each client.

---

**Managing Administrator Roles and User Groups**

This section provides information on how to provide access to enable or disable System Backup and Restore feature for reseller customers. The resellers can enable or disable the system backup and restore to user groups and/or sub-partners. For more information on Administrator and Administrator roles, see **Managing Administrators**.

Resellers can control customer access to system backup in the following ways:

- **Administration through user groups**
  - Root admin:
    - You Can create a client configuration with or without system backup enabled.
    - These client configurations can be assigned to user groups which then have system backup enabled or disabled.
  - Customer Admin:
    - An administrator is assigned to manage a user group(s).
    - In this case, access to enable or disable the feature is dependant on the administrators assigned role having access to the system backup capability to provide access to the customers administrator.

- **Administration via Sub-Partners**
  - This is dependant on whether the sub-partner’s administrator has access to the feature for their users is dictated by whether their assigned role has the system backup capability.
Configuring System Backup and Restore for Administrator Roles

Mozy allows you to manage system backup via admin roles for the System Backup and Restore feature.

You can manage the System Backup and Restore feature for the various administrator accounts for Mozy. To configure System Backup and Restore feature for the administrator roles, do the following:

Note

This feature is applicable for Mozy Pro resellers only.

Procedure

1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.

2. Under Admins section in the left pane, click List Roles
   The list of existing roles appears. You can also create a new role, for more information see, Create an Administrator Role.

3. In the List Roles section, click the role you want to modify.
   The details of the role appears.

4. Under the Capabilities tab, in the Configuration section, select Client Config: System Backup.

5. Click Save Changes.
   This saves the changes that you have made for the administrator role.

Results

This enables the System Backup and Restore feature for the resellers who have been provided the administrator rights.

Comparing System Backup and Restore with 2xProtect

Both the Mozy system backup, restore, and 2xProtect features allow you to create a local copy of your files, but these features are very different in purpose. A comparison of these features helps explain the differences.

<table>
<thead>
<tr>
<th>Item</th>
<th>System restore and backup</th>
<th>2xProtect</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mozy account required</td>
<td>MozyPro account with a server service type.</td>
<td>MozyHome, MozyPro, MozyEnterprise with a server or desktop service type</td>
</tr>
<tr>
<td>Backup requirements</td>
<td>Back up the critical system volumes and selected data volumes.</td>
<td>Back up the same files selected for backup to the Mozy cloud - file and folder level selections</td>
</tr>
<tr>
<td>Restore requirements</td>
<td>Restore files and folders or a system restore.</td>
<td>Restore files and folders</td>
</tr>
<tr>
<td>Versions</td>
<td>Up to 14 daily incremental backups and 4 weekly baselines can be created, space permitting.</td>
<td>The number of versions per file are defined by the retention policy selected for your machine.</td>
</tr>
</tbody>
</table>
### System Backup and Restore on Windows

<table>
<thead>
<tr>
<th>Item</th>
<th>System restore and backup</th>
<th>2xProtect</th>
</tr>
</thead>
<tbody>
<tr>
<td>File security</td>
<td>Backed up volumes are protected by the volume and operating system security features - Mozy does not encrypt the data.</td>
<td>Backed up files are protected by operating system security features, such as EFS. Mozy does not encrypt the data.</td>
</tr>
<tr>
<td>Storage usage</td>
<td>Does not count against your Mozy storage limit</td>
<td>Does not count against your storage limits for the files that are backed up locally. However, the same files selected are also backed up to the cloud, which does count against your storage limits.</td>
</tr>
<tr>
<td>Restore options</td>
<td>Mozy Restore Wizard or by mounting volume and restoring files manually.</td>
<td>Access backup location and restore files by copying them from Windows Explorer.</td>
</tr>
</tbody>
</table>
CHAPTER 12

eDiscovery

This chapter provides you information on eDiscovery. Electronic Discovery (eDiscovery) is the electronic aspect of identifying, collecting and producing electronically stored information (ESI) for legal proceedings and corporations. The processes and technologies around eDiscovery are complex because of the volume of electronic data produced and stored. Unlike hardcopy evidence, electronic documents are more dynamic and often contain metadata such as time-date stamps, author and recipient information, and file properties that play an important role as evidence. Preserving the original content and metadata for ESI is important in order to search documents and information within the document. eDiscovery artefacts differ from paper documentation in their association with user accounts and metadata, and the ease with which, multiple data sets can be analyzed and correlated for contextual content using review tools.

The metadata associated with the electronic information is significant. The metadata associated with the files are important and help you in searching the required document. For example,

- The date and time stamps.
- The name of the author of the document rather than the owner of the machine it is stored on.
- Collaboration history and document sharing information.
- Location of the document must be clear.
- The data available must have an audit trail in the eDiscovery process.

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- Using eDiscovery ..........................................................................................191
The Electronic Discovery Recovery Model (EDRM) describes the eDiscovery process. There are various stages involved in the eDiscovery process. The stages are:

- **Identification**: The identification stage is when documents are identified for further analysis and review. Data protection administrators can collect ESI using two methods:
  - Manual search-and-hold: protected data is searched globally on-demand and relevant results copied into a dedicated repository. Full-text search and indexing of pst files, are desired. Also helps to identify the custodians of potentially relevant data.
  - Automated hold: it is potentially rules-based, but in practice one scenario takes precedence where protection data for a selected custodian(s) are placed into a dedicated repository on an ongoing basis

- **Preservation**: This ensures that ESI is protected from being altered and destroyed. Preservation begins upon the reasonable anticipation of litigation. During preservation, data identified as potentially relevant is placed in a legal hold. This ensures that data cannot be destroyed. Care is taken to ensure this process is defensible, while the end-goal is to reduce the possibility of data spoliation or destruction.

- **Collection**: Collecting ESI for further use in the eDiscovery process. Collection is the transfer of data from a company to their legal counsel, who determines relevance and disposition of data. Organizations that deal with litigation have software in place to quickly place legal holds on custodians when an event (such as legal notice) is triggered and the collection process starts. The size and scale of this collection is determined during the identification phase.

- **Processing**: During processing, native files are prepared to be loaded into a document review platform. Processing involves the extraction of text and metadata from the native files. Various data culling techniques are employed in this phase, such as deduplication and de-NISTing. Sometimes native files are converted to a petrified, paper-like format (such as PDF or TIFF) at this stage, to allow for easier redaction and bates-labeling. Processing tools can also employ advanced analytic tools to help document review attorneys more accurately identify potentially relevant documents.

- **Review**: During review, documents are reviewed for responsiveness to discovery requests and for privilege. Different document review platforms assist in many tasks related to this process, including the rapid identification of potentially relevant documents, and the culling of documents according to various criteria, for example, keyword, date range, and so on.

- **Production**: During production, documents are turned over to opposing counsel, based on agreed-upon specifications. Often this production is accompanied by a load file, which is used to load documents into a document review platform. Documents can be produced either as native files, or in a petrified format (PDF or TIFF files), alongside metadata.
Using eDiscovery

eDiscovery allows you to view search, define a new search, download, and export files from the search.

View list of search results

You can view the list of previously defined searches in the eDiscovery feature. This allows you to export and download the files that have been filtered in the search.

Before you begin

This list is displayed only if you have previously defined a search.

To view the list of defined searches, do the following:

Procedure

1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.
2. Under Restores section in the left pane, click eDiscovery.
   The list of eDiscovery search results in the Restores page is displayed.
3. Select the search result that you want to view.
   The files for that search are displayed.

Note

Optionally, Click on Export to Excel (CSV) to export the search result to a .CSV file.

Creating a new search

This section provides information on how to define a new search in the eDiscovery feature to filter the list of documents that you need to view, download, or export.

To define a new search to filter the files or folders that you want to view, download, or export, do the following:

Procedure

1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.
2. Under Restores section in the left pane, click eDiscovery.
   The list of eDiscovery search results in the Restores page is displayed.
3. In the Restores page, click Define New Search.
   The Mozy web access page appears.
4. In the Keyword for files search box, type the keyword to search the files or folders associated.
5. In the Filters pane, enter the following filters to display the files or folders associated with the filters.
   a. User Groups: Specify the user groups to view the files associated with the user group.
b. **Users**: Specify the users to view the files associated with that user.

c. **Machines**: Specify the machine name to view the files associated with that machine.

d. **File Types**: Specify the file type to display the list of files. You can enter multiple file types by using a semicolon (:) as a separator.

e. **Dates Modified**: Specify the start and end date to view the list of files available in the date range. Enter the dates in yyyy-mm-dd format.

f. To clear all the filters, click Clear All Filters.

The application displays the list of files associated with the filters applied.

---

Create an Export package

This section provides information on how to export the list of files and folders to your system using the export wizard.

To export the files and folders you have searched, do the following:

**Procedure**

1. In the **Search Results** page, you can do the following actions:

   a. In the list of files, select the checkbox for files you want to export.

   b. In the Actions pane on the right, select Export Selected... or Export All... to export the selected files.

      You can also select Clear Selection to clear the selection you have made.

      The Export Wizard window is displayed.

2. In the **Export Wizard** window, specify a name for the export package and click **Next**.

   The Export Wizard: Export Using the Mozy Restore Manager window is displayed.

3. In the **Export Using the Mozy Restore Manager**, read the instructions and click **Next**.

   The application displays a *You're almost done! The export package has been created successfully* message.

**Note**

If you do not have Mozy Restore Manager installed, follow the steps mentioned in the window.

4. Click **Begin Download**.

   The application downloads the export package in .mzdx format.

5. Click **Close**.

**Results**

The application exports the selected files in a .mzdx export package. Use this export package to restore these files using the Mozy Restore Manager.
Restore files from export package

This section provides information on how to restore the files from the export package and export the EDRM file on your system.

Before you begin

Ensure you have Mozy Restore Manager installed on your system.

To download the files from the export package and create and export the EDRM file on your system, do the following:

Procedure

1. Locate and double-click the `<export_xxx>.mzdx` file on your system.
   
   For more information on how to create the `.mzdx` export package, see Create an Export package
   
   The Mozy Restore Manager opens.

2. In the Select Destination section, click 🗂️ to specify the location where you want to download the files.

3. Click Start.
   
   The application displays the Job progress and the list of files being downloaded.

   **Note**
   
   If you want to Cancel or Pause the job, click Cancel or Pause.

4. Navigate to the location where you have downloaded the files and verify the directory structure.

5. In the Jobs window, click Export EDRM and select the version for the EDRM file.
   
   The Save As window appears.

6. In the Save As window, select the location and specify the name of the EDRM file and click Save.
   
   The application displays EDRM XML is exported to message.

7. Click OK.
   
   Locate and open the EDRM file to verify the details and metadata of the files that are downloaded.
eDiscovery
CHAPTER 13
Proxy Settings for Mozy

This chapter provides information on how to configure the proxy settings for Mozy. The Mozy proxy settings can be configured for the Windows, MacOS, and Linux clients.

In order to better support larger and more complex deployments, the Mozy backup agent supports a variety of proxy access methods and authentication types. This article is intended to address how Mozy interacts with proxies, how proxy settings may be defined, as well as provide additional information for special proxy considerations.

To support the deployment of Mozy in proxy environment, Mozy supports various types of proxy access methods and authentication.

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- Configure Proxy Settings in the Mozy Windows Client ..................................... 197
- Configure Proxy Settings for Mozy in MacOS .................................................. 198
- Configure Proxy Settings for Mozy in a Linux client ...................................... 198
Configure Proxy Settings in the Admin Console

This section provides information on how to configure the proxy settings in the Admin console.

Before you begin

Ensure that you have validated the settings using the backup agent before you make any modifications in the admin console. Entering an incorrect proxy setting in the admin console can prevent you from fixing the changes.

Proxy configurations are set within the client configuration and can be applied to one or more user groups. To configure the proxy settings, do the following:

Procedure

1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.

2. Under Configuration section in the left pane, click Client Configuration.
   The Configuration page appears.

3. Click Client Configuration.
   The Client Configuration section expands and lists the existing configurations.

4. In the Existing Client Configs section, select the configuration you want to modify.
   The Editing Desktop Client Config: Desktop Default section appears.

5. In the Preferences tab, select the Proxy Settings from the list. The options available in the list are:
   1. No Proxy (Direct Connect)
   2. Use a Specific Proxy
   3. Use Machine Default Proxy
   4. Auto-detect Proxy Settings
   5. Use a PAC Script

6. Click Save Changes.
   The proxy settings for the admin console are saved.
Results
Once the client configuration is saved, all Mozy client activations apply the proxy configuration as defined in the client configuration.

Configure Proxy Settings in the Mozy Windows Client

This section provides information on how to configure the proxy settings available in the Mozy Windows client.

To configure the proxy settings, do the following:

Procedure

1. Open the Mozy Settings application. You can open the application in the following ways:
   - (Windows 8) On the Start screen, click Mozy Settings.
   - (Windows 10, Windows 7 or earlier) Click Start > All Programs > Mozy > Mozy Settings.
   The Settings window opens.

   Note
   If UAC is turned on, you need to click "Change Settings that are currently unavailable" link on the bottom right of the window.

   Note
   For Mozy Pro and Mozy Enterprise users, you need to select Mozy Pro Settings and Mozy Enterprise Settings respectively.

2. Click Options and select the Network tab.
3. In the Network tab, click Setup Proxy.
   The Proxy Settings window appears.
4. Select one of the following options and provide any additional required information.
   - Do not use a proxy to connect to servers The Mozy software connects directly to the Internet. This is the default setting.
   - Use this proxy server Enter the IP address or the URL of the proxy server and the port number you want Mozy to use. The URL must be entered in the following format proxyserver:proxyport. For example, myproxy.local:3128.
   - Use this computer's default proxy server Mozy uses the default proxy server set up for this computer. This is the proxy server defined through the Group policy (GPO).
   - Automatically detect proxy settings Mozy configures the proxy server based on your local network proxy settings. The standard in use is the Windows Proxy Auto Detect. Mozy uses the Windows auto proxy detect to retrieve the URL of a PAC script to determine the proxies. You can use this option if the administrator has configured WPAD on your network.
   - Use automatic configuration script Enter the URL for the script your organization uses to automatically configure proxy settings. Mozy retrieves the PAC script based on the URL entered to determine what proxies to use. Ensure that the MIME type for the PAC script URL is set else it may fail.
Import Windows Proxy Settings If a proxy server is defined for Internet Explorer, immediately import those settings. If a username and password are required, enter them manually. If your proxy settings change in Internet Explorer, you need to import your settings again using this option.

For more information on the proxy settings, see Mozy Proxy Settings

5. Select a Proxy authentication option.
   - **My proxy server does not require authentication** You do not need to specify your user name, password or domain for the proxy server.
   - **My proxy server authenticates my computer via the domain** Uses your domain to log in.
   - **My proxy requires a user name and password** Specify the user name, password, and optional domain for the proxy server.

6. Click OK to save your settings.

Configure Proxy Settings for Mozy in MacOS

This section provides information how to configure the proxy settings for Mozy installed on a MacOS machine.

To configure the proxy settings on a MacOS, see https://support.apple.com. Mozy uses the settings that are defined in the MacOS system.

Configure Proxy Settings for Mozy in a Linux client

This section provides information how to configure the proxy settings for Mozy installed on a Linux system.

To configure the proxy settings, do the following:

**Procedure**

1. To set an http proxy, use
   ```bash
   $ export http_proxy="http://PROXY_SERVER:PORT".
   For example, $ export http_proxy="http://USER:PASSWORD@PROXY_SERVER:PORT".
   ```

2. To set an https proxy, use
   ```bash
   $ export https_proxy="http://PROXY_SERVER:PORT".
   For example, $ export https_proxy="https://USER:PASSWORD@PROXY_SERVER:PORT".
   ```

3. To verify the proxy that you have set, use
   ```bash
   $ env | grep -i proxy
   ```

   For example,
APPENDIX A

Branding and Customization

The Branding / Customization section of the Admin Console contains links you can use to change the graphics and text within the administrator and user experience. For information on customizing Mozy, see the Mozy Branding Guide.

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- Customizing Error Messages............................................................................ 201
- Localization......................................................................................................202
Co-branding Clients, Admin Console, and Account Pages

Before you begin

The Co-Branding feature is available for resellers who maintain a $100 monthly account value. Resellers must contact Mozy Sales to verify account value and to turn on the Co-Branding feature for their account.

The Co-Branding link appears in the left-side navigation menu if Enable Co-branding is set to Yes on the Partner Details page. The Partner Details page is accessed by clicking the partner name in the upper-right corner of the Admin Console.

Co-branding lets administrators display custom logos instead of Mozy brand logos on different Mozy components, such as Mac clients, Windows clients, Admin Console, and users' online account pages. When Co-branding is set to active, the image uploaded by the administrator displays as the logo and an ingredient brand logo is added to some pages.

Figure 27 Co-branded Mozy Client for Windows

When Co-branding is set to not active, the Mozy brand image displays and ingredient branding is removed. Administrators can turn on and off the setting as required.

Procedure

1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.

2. In the left navigation pane, under Branding / Customization, click Co-Branding.

3. In the Co-Branding panel on the Images / Icons tab, use the onscreen controls to manage the image files that you want to display.
   If you previously uploaded an image file, you can use the onscreen controls to view or delete it. You can replace a previously-uploaded file by uploading a different image file.

4. Select the appropriate component to brand from the Upload Images For dropdown list.
   - The Web Portal image file displays as the logo on both the Admin Console and on the users' online account pages. The image file must be .png and 253 x 85 pixels. It is uploaded as logo-top-cb.png
The Windows client image file displays in the Mozy Backup Client for Windows. The image file must be .png and no larger than 128 x 27 pixels. It is uploaded as logo-top.cb-win.png.

The Mac client image file displays in the Mozy Backup Client for Mac. The image file must be .icns and no larger than 256 x 256 pixels. It is uploaded as logo-top-cb-mac.icns.

5. Click Browse to select an image file to upload, then click Save Changes.
6. Repeat the steps above for each component that you want to brand.
7. On the Co-Branding panel, click change to set Co-branding Active to Yes to display the branding images. Set Co-branding Active to No to display the default images.

Customizing Error Messages

You can rewrite the text for error messages presented to end users. You can also add HTML markup to customize error messages specifically for your organization.

Note
You must change the name of the backup client to match the name you selected in the Client Branding Wizard. If you do not, the Mozy client name will be used instead of your name.

Procedure
1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.
2. In the left menu, click Edit Error Messages under Branding/Customization.
   The list of all error messages displays.
3. Click the error message you want to edit.
   The drop-down window for editing the selected error message appears.
4. Edit the text of the message to meet your requirements.

Note

Error messages can contain HTML markup.

5. Click **Save Changes**.

**Localization**

Please provide your Engagement Manager or Technical Consultant with a list of the languages your organization requires for both the Windows client and for the Admin Console so that they can be activated.

**Changing Language**

The Mozy backup software for Mac does not currently provide a way for users to change the display language.

The Mozy backup software for Linux is only in English.

The backup software for Windows determines during installation what language to use from the language the Windows operating system displays in. Or, if your Windows operating system is in Italian, when you install the backup software, it is set to display in Italian. If you use MozyPro or MozyEnterprise, your administrator may pre-determine the language for the backup software, overriding the automatic language selection.

You may manually change the display language for the Mozy backup software on Windows to any of the available languages.
Some messages that are provided by the Windows backup software depend entirely on the operating system's language. If you require those messages to be in the language you choose, you can change the language of your Windows operating system. You may need to install the Windows Multilingual User Interface (MUI) appropriate for your operating system. You can find the MUI for your operating system and supporting information online from Microsoft Corporation. For information about doing this, search at http://microsoft.com for language or MUI.

Windows has four settings that relate to localization. You can find instructions for changing these settings online from Microsoft Corporation.

### Table 25 Language settings for Windows

<table>
<thead>
<tr>
<th>Setting</th>
<th>What It Does</th>
<th>How the Windows Backup Software Uses It</th>
</tr>
</thead>
<tbody>
<tr>
<td>System Locale</td>
<td>The ANSI code page for non-Unicode applications. After this setting is changed, the computer must be restarted for it to take effect.</td>
<td>This setting is not used because the Mozy backup software for Windows is 100% Unicode.</td>
</tr>
<tr>
<td>User Locale</td>
<td>Sorting rules, date, time, number, and currency formats. A change to this setting takes effect immediately.</td>
<td>For all sorting, and formatting of numbers and time. Notably, this also changes the language of days of the week for scheduling options, since that has to do with dates, independent of the UI language. Also, most of these settings can be completely customized.</td>
</tr>
<tr>
<td>User UI Language</td>
<td>Controls the language that the user interface is displayed in. After this setting is changed, you must log out of your Windows session and log in again for it to take effect.</td>
<td>To choose a language for the installer and the application.</td>
</tr>
</tbody>
</table>
Table 25 Language settings for Windows (continued)

<table>
<thead>
<tr>
<th>Setting</th>
<th>What It Does</th>
<th>How the Windows Backup Software Uses It</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Note</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Microsoft does not fully localize some languages in Windows Vista. Therefore, an additional option is presented to choose the fallback language. For example, you could choose either French or Spanish to fill in the gaps for anything that is not localized to Arabic. If the backup software is not available in the primary language (such as Arabic), the fallback language is used (French). If the fallback language is also not available, the backup software displays in English.</td>
</tr>
<tr>
<td>User Geographic Location</td>
<td>Physical location for local services such as news and weather. This is separate from user locale, because user locale may be set to French if you are from France and prefer French number formatting, but have moved to the US to live or work. A change to this setting takes effect immediately.</td>
<td>Uses your geographic location when activating a computer to automatically determine where in the Mozy cloud your files are stored.</td>
</tr>
</tbody>
</table>

How Your Mozy Online Account Pages Select Language During Log-in

This is the process your Mozy online account pages use to determine what language to use:

1. Determines if the language is included as part of the URL. (While this is not typical, it is an option.)
2. Determines if you have a login cookie.
3. Determines if a language is set in your browser.
4. Determines the default language setting.

If the login page cannot determine the language, the login page is displayed in English and you can choose a language.

How the Mozy Admin Console Selects Language During Log-in

This is the process the Mozy Admin Console uses to determine what language to use:

1. Determines if the language is included as part of the URL. (While this is not typical, it is an option.)
2. Determines if you have a login cookie.
3. Determines if a language is set in your browser.
4. Determines the default language setting.

If the login page cannot determine the language, the login page is displayed in English and you can choose a language.

How the Mozy Windows Client Display Language is Determined

This topic is provided to enhance the understanding of teams responsible for deploying Mozy in organizations.

The Mozy Windows client is completely internationalized (with the exception of right-to-left support). This means that no resources are hard-coded into the application code. Rather, strings are composed using positional replacements, sorting is done according to locale sorting rules, and UI elements are laid out in a dynamic manner resizing the windows and wrapping automatically for "short" and "long" languages.

The Mozy Windows client builds a fallback list of locales. The list is: `<MUI override>;<User UI Language(s)>;<Default User UI Language(s)>;en;en-US`.

For example, if the MUI override is not set and if the current user's UI language is French, and the default user's UI language is Italian, the list will be: `fr-FR;fr;it-IT;it;en;en-US`. The empty item is the "neutral" language, which means to search for a language-neutral resource before falling back to generic English, then US English.

The fallback list generation avoids duplicates. Therefore, for example, if the MUI override is not set and if the current user's UI language is French, and the default user's UI language is English, the list will be: `fr-FR;fr;en-US;en;;`. The English fallbacks don't need to be added to the list, since they were already in the list.

Finally, since Windows UI languages are always completely specified (such as `es-ES`, not `es`), and since we have a separate Spanish (Latin) localization, the client employs this additional logic for the UI language: if the language portion of the UI language and the user locale match, but the region portions do not, we'll use the user locale before the user UI language.

For example, if user's UI language is Spanish, the user's locale is Spanish (Mexico), and the default user UI language is English, you'll get: `es-MX;es;es-ES;en-US;en;;`. Note that if the UI language and locale are unrelated, this won't happen.

For example, if the user's UI language is Spanish, the user's locale is French (France), and the default user UI language is English, the list will be: `es-ES;es;en-US;en;;`. 
APPENDIX B

Mozy File Synchronization

Mozy file synchronization provides a simple way to keep the files and folders you need up to date across each of the computers you regularly use. As a complement to the protection of the backup software, the Mozy file synchronization feature simplifies having multiple devices while also protecting your files. When you install Mozy Sync on your computer, it links a local sync folder with your online sync, allowing you to access and manage these files from any location, such as through the Mozy Web site, the Mozy mobile app, and on any of your linked computers.

- Using Mozy Backup Software and File Synchronization Together .................. 208
- Sharing Sync with Multiple Users on One Computer .................................. 208
- Enable File Synchronization for a User Group ........................................... 209
- Enable File Synchronization for a User ..................................................... 209
- Enable File Synchronization for All Users ............................................... 209
- Edit Default Sync Storage for a User Group ............................................. 210
- Edit Sync Storage Space for a User .......................................................... 210
- View Sync Usage for a User ..................................................................... 211
- Remove Sync from a User ....................................................................... 211
Using Mozy Backup Software and File Synchronization Together

When using the Mozy backup software and file synchronization together, the Mozy Sync folder is automatically excluded from your backups. Mozy Sync uses the Mozy Sync folder to provide synchronization services from one device to another. These files are stored in the Mozy cloud. Therefore, they are already protected by Mozy, and so do not need to be included in the backed up files.

Although the two features work together, they do their work somewhat differently.

- Mozy backup software protects files against loss no matter where they reside on your computer. The files you protect with the Mozy backup software are always available to you through the Mozy mobile app or the Mozy Web site.

- Each computer you have linked to Mozy Sync automatically keeps the local folder up to date with your files in the Mozy cloud. Files you add to your local sync folder are also available through the Mozy mobile app and Web site, but Mozy Sync goes one step further. Unlike the backup software, files you add to your local sync folder are updated immediately, so your latest work is always available on each computer linked to Mozy Sync.

Together, the Mozy backup software and Mozy Sync make your files available to you anywhere, allowing you to select the files you want to synchronize while still keeping the rest of your files available and protected.

Note

If you disable file synchronization for a user, the Mozy Sync software should also be uninstalled from any devices that also contain the backup software. This is because the backup software detects the Mozy Sync software and continues to exclude the Mozy Sync folder. To protect files in the sync folder after the Mozy Sync software is uninstalled, make sure the sync folder is selected for backup, either manually or using backup sets.

Sharing Sync with Multiple Users on One Computer

Mozy Sync supports multiple people sharing a single computer. This can be accomplished in different ways, and each approach influences how sync works. Regardless of which method is used, Mozy Sync is only installed one time on each computer.

Table 26 Sharing Sync on a computer

<table>
<thead>
<tr>
<th>Method</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Each person has their own Mozy account as well as their own user account on the computer</td>
<td>This approach keeps everyone's files private and lets everyone have control over what files to sync. Each person has their own local sync folder linked separately to their own online sync folder. After the first person installs Mozy Sync and links to their online sync folder, everyone else can then link their own local sync folder to their own online sync folder.</td>
</tr>
<tr>
<td>Every person shares the same user</td>
<td>There is only one local sync folder, which syncs to the only online sync folder associated with the shared Mozy account.</td>
</tr>
</tbody>
</table>
Enable File Synchronization for a User Group

If only one user group is defined in your environment, file synchronization is automatically enabled for the group. To assign sync for all users, see Enable File Synchronization for All Users on page 209.

Procedure

1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.
2. Under Quick Links in the left-side pane, click User Group List.
3. In the User Group List panel, find the name of the group you want to edit and click .
   The Edit group name Group panel appears.
4. Select Enable Sync, and then click Save.

Enable File Synchronization for a User

If multiple user groups are defined, file synchronization needs to be enabled for the group before you can enable it for an individual user. To enable sync for a user group, see Enable File Synchronization for a User Group on page 209.

Procedure

1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.
2. Under Users in the left-side pane, click Search / List Users.
3. Click the name of the user you want to edit.
   The Username information panel appears.
4. In the upper left of the Username information panel, find Enable Sync.
5. Click Enable Sync.
6. (Optional) Select Send Email to send an automated email to the user with a link to download the Mozy Sync client.
7. Click Submit.

Enable File Synchronization for All Users

These instructions apply if only one user group is defined. If multiple user groups are defined in your environment, file synchronization should be enabled for the user group...
and then assigned to the users. For more information, see Enable File Synchronization for a User Group on page 209.

**Procedure**

1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.

2. In the upper-right corner next to the administrator name, click the name of your organization.
   The Company information panel appears.

3. In the upper-left corner of the Company information panel, find Enable Sync.

4. Click Change, select Yes, and then click Submit.

**Results**

All users in the organization will be enabled to use file synchronization. To assign sync for individual users, see Enable File Synchronization for a User on page 209.

---

### Edit Default Sync Storage for a User Group

**Procedure**

1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.

2. Under Users in the left-side pane, click List User Groups.

3. Click the name of the user group you want to edit.
   The User Group information panel appears.

4. In the upper-left corner of the User Group Information panel, click (change) next to Default Sync Storage.

5. In the Default Sync Storage text box, enter the new amount in GB.

6. Click Save.

   The new default storage amount will be applied to any new file synchronization users. Existing users with sync already enabled will not be updated to reflect the change in the default storage amount for the group.

---

### Edit Sync Storage Space for a User

**Procedure**

1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.

2. Under Users in the left-side pane, click Search / List Users.

3. In the User column, click the name of the user you want to edit.
   The Username information panel appears.

4. In the Sync line under Space Used, click (change).

5. Enter the amount of storage you want available for file synchronization for this user. Storage space is entered in 1GB increments.
6. Click Save.

View Sync Usage for a User

Procedure
1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.
2. Under Users in the left-side pane, click Search / List Users.
3. Click the username of the user you want to view.
   The Username Information panel appears.
4. Under the Computer column, in the Sync line, the storage available for file synchronization is listed under the Space Used column.

Remove Sync from a User

You may remove Mozy file synchronization for a user for several reasons.
- The user needs to start fresh using Mozy Sync, deleting all the synchronized files from the Mozy cloud.
- You want to disable Mozy file synchronization among all the user's computers without deleting any synced files from any computers, and temporarily keeping those files the Mozy cloud as well.
- You want to make storage space consumed by the synced files available for backups instead.

When you reset Mozy file synchronization for a user, you also choose whether to delete the synchronized files from the Mozy cloud.
- If you choose to keep the user's files in the Mozy cloud, you can undelete them later. In that case, the originally synchronized files can be available on the Synced tab when the user logs in to their Mozy account online.

Note

Undeleting synchronized files is possible only within the retention period for the account. When that grace period expires, those files are permanently deleted from the Mozy cloud. For more information, see File Versions and Data Retention Periods on page 160.

- If you choose not to keep the user's files in the Mozy cloud, you can later add Mozy file synchronization back to the user's account. In that case, none of the originally synchronized files are available.

None of the user's synced files are automatically deleted from any computers that have Mozy Sync installed; however, those computers are no longer able to sync with the Mozy cloud. Mozy backups are not affected by resetting Mozy online file sync, except more backup space may be available to them.

Procedure
1. Log in to the Admin Console.
   For additional information, see Logging in to the Admin Console on page 12.
2. Under Users in the left-side pane, click Search / List Users.
3. In the **Users** column, click the name of the user you want to edit.
   The **Username** information panel appears.
4. In the **Sync** line under **Computers**, click **Delete**.
5. Choose one of the following options.
   - Click **Yes** to keep the user's synchronized files in the Mozy cloud. Do this if the user might resume synchronizing these same files within the grace period for the account.
   - Click **No** to remove the user's synchronized files from the Mozy cloud. Do this if the user will not later resume synchronizing these same files.

A confirmation message displays and requests you to confirm the deletion. If you had chosen to keep the user's files, until the grace period expires, you may click **Undelete** to allow the user to resume file synchronization with those same files. Otherwise, removing file synchronization from the user account also entirely removes the user's sync from the Mozy service.

**After you finish**

---

**Note**

When you remove file synchronization from a user, any local Mozy Sync folders on the user's devices remain. To ensure the files remain protected, make sure they are included as part of the backup for the user.

You must uninstall the Mozy Sync client before the local sync folder can be included in the backup. This folder is automatically excluded from backups when the backup client detects the Mozy Sync client is installed.
This section contains reference topics such as administrative capabilities and CLI information.

- Command Line Switches.................................................................214
- Format of a Backup Set Definition File for Windows....................255
- Administrator Capabilities.........................................................257
- Client Config File Preferences...................................................262
- Request Assistance....................................................................266
Command Line Switches

This section includes the following topics:

Commands for Windows Backup

You can access certain Mozy backup software for Windows functionality through a command interface. This is an advanced feature and generally only used by administrators.

Installation

The miscellaneous switches let you perform various installation tasks.

Preferred Activation Type

Specifies the preferred activation type for the backup software.

\[ \text{Mozysetup.exe /preferredactivationtype:} \]

\{auto | assisted \}

\{[/subdomain=<subdomain>] | productkey | keyless\}

The preferred activation type is stored on the computer and specifies the behavior of the backup software installation program each time it is run.

PARAMETERS

auto

Automatically activates the account based on their Active Directory domain. The account that is used to run the installation program is designated the main account, so install using the correct account. Also, the account must have administrator rights to install and activate. If you want to make a non-administrator the main account user, use assisted activation to set the main account user after the installation.

For organizations using MozyPro or MozyEnterprise, the override is to look in the Organizational Unit (OU) instead of looking it up from the Windows NT Domain. The OU is used during activation to automatically select a user group for the new user in the Admin Console.

assisted

Activates the account using Active Directory. Users are prompted for their username and password after the installation completes.

productkey

Activates the account using a username (usually the user’s email address), password, and product key.

keyless

Activates an account using a username (usually the user’s email address) and password.

/subdomain=<subdomain>

 Specifies the subdomain for organizations that have integrated their authentication service with the Mozy authentication service. This option is available to MozyEnterprise customers only.
Proxy Setup
Specifies the proxy server that is used by the backup software.

Mozysetup.exe <configuration> <authentication>

CONFIGURATION PARAMETERS
Choose one of the following for <configuration>.

/useproxy: <url>
Explicitly sets the proxy server that the backup software uses on a computer. url is the URL of the proxy server.

/usemachinedefaultproxy
Sets the proxy server that the backup software uses to the one configured for the computer based on the group policy settings for the user account.

/autodetectproxy
Sets the proxy server that the backup software uses to one that the backup software discovers configured on the computer.

/pacurl: <url>
Sets the proxy server that the backup software uses through a PAC script, which contains the configuration information for the proxy server. <url> is the URL of the PAC script.

AUTHENTICATION PARAMETERS
Choose one of the following for <authentication>.

/usemachineproxyauth
Specifies that the user's domain account should be used for authentication.

/proxyuser: <username> /proxypass: <password> [/proxydomain: <domain>]
Specifies the account used to authenticate to the proxy server.
- <username> is the username of the account.
- <password> is the password of the account.
- <domain> is the domain of the account.

Silent Installation
Installs the backup software with no user interaction.

Mozysetup.exe {/silent | /verysilent}

PARAMETERS

/silent
Runs the installation with only a progress bar.

/verysilent
Runs the installation without any dialogs at all. The installation takes place entirely in the background.
No Restart
Prevents a required restart and hides the restart dialog from the user.

Mozysetup.exe norestart

By default, if a restart is required, the user is prompted.

Non-administrator Activation
Allows a user without administrator rights, such as those in a UAC environment, to activate the backup software after it is installed. The administrator must install the software and then exit the installation program before the activation step. A user without administrator rights can then log in to the computer, right-click the Mozy backup software icon in the notification area, and select Continue Setup. The user is prompted for credentials to activate the software. For more information, see Configuring Backup Software Activation for Non-administrators on page 71.

Mozysetup.exe /nonadminactivation

Backup Service Type
Specifies the service type used to back up a computer. If you are using keyless activation, the service type is specified in the Admin Console, and this command is not applicable.

Mozysetup.exe /licensetype:
{Desktop | Server}

This is only applicable for MozyPro or MozyEnterprise accounts that have been given permission by the administrator to use both of these service types.

PARAMETERS
licensetype
   Specifies the type of license.

Desktop
   This service type lets you back up files on your laptop or desktop computer and external hard drives.

Server
   This service type lets you back up files on your server, laptop, or desktop computer. This includes server application files on your computer, external hard drives, and network shares.

No Status Window
Prevents the Status window from opening after the installation completes.

Mozysetup.exe /nostatus
Language
Sets the language that is used by the installation program and the backup software.

Mozysetup.exe /lang=<language code>

<language code> is the code for a supported language.
- de - German-Germany
- en_GB - English-United Kingdom
- en - English-United States
- es_ES - Spanish-Spain
- fr - French-France
- it - Italian-Italy
- ja_JP - Japanese-Japan
- nl - Dutch-Netherlands
- pt_BR - Portugese-Brazil

Log File Name and Location
Specifies the name and location of the log files.

Mozysetup.exe /log=<filename>

The log files provide details about installation and run actions. A separate log file is created for each day with the date that is appended to the file name.

<filename> is the log file path and name. Enclose the path and file name in quotes if it contains spaces. Example: c:\Program Files\Logs\backup.log.

If no path and name is specified, the log file is created in the current working location. The default working location is ...\Program Files\Mozy\Data.

Directory
Overrides the default directory name that is displayed on the Select Destination Location wizard page.

Mozysetup.exe /dir=<folder path>

<folder path> is the drive letter and folder path. A fully qualified pathname must be specified. For example, c:\ utilities.

Domain
Specifies the domain for users of MozyEnterprise.

Mozysetup.exe /domainid:<domain>

<domain> is the domain of the user.

Organizational Unit
Specifies the organizational unit for users of MozyEnterprise.

Mozysetup.exe /ou:organizationalunit <OU GUID>
Setup Configuration

The setup switches let you control the behavior of the backup software configuration program. Configuration occurs after software installation.

Account Information

Populate the user information fields for an account activated using a product key.

```
Mozyconfiguration.exe
   /username <user name> /password <password>
   /productkey <product key>
```

PARAMETERS

/username <user name>
   Email address associated with the account.

/password <password>
   Account password.

/productkey <product key>
   Account product key.

Hide Replace Computer Option

Hide the option to replace an existing backed up computer with the current computer when configuring a computer. This is only applicable for organizations that have integrated their authentication service with Mozy authentication.

```
Mozyconfiguration.exe /noreplace
```

When used, users see only the option to add a computer. If the limit for the number of computers that can be backed up has been reached, an error message will indicate this status.

Backup Software Activation

These commands let you activate the backup software. These command are accessed through the Mozy utility (Mozyutil.exe). The location of the utility is:

- MozyPro - C:\Program Files\MozyPro\MozyProUtil.exe
- MozyEnterprise - C:\Program Files\MozyEnt\MozyEntUtil.exe

Mozy Credentials (Keyless) Activation

Activates an account using a username (usually the user’s email address) and password.

```
Mozyutil.exe /keylessactivate
   /email address /pass password
   [/partnerid partner]
   [/licensetype type]
   [encryption key type]
```

PARAMETERS

/email address
Specifies the email address of the Mozy account. `address` is the email address of
the account.

`/pass password`
Specifies the password of the Mozy account. `password` is the password of the
account.

`/partnerid partner`
If the account email address is used by more than one Mozy account, use this to
specify the partner associated with the account.

`/licensetype type`
Specifies the service type used. `type` is "desktop" or "server". If you have a
computer that is not a server and you have desktop and server service types
available, you must use this to specify the service type to use.

`encryption key type`
Specifies the encryption key type.

- `/adminkey` - Uses a corporate key specified by the administrator in the
  Admin Console.
- `/customkeytext key` - Use a personal key that you specify. `key` is the key.
- `/defaultkey` - Uses the default Mozy encryption key. If your account is
  identified in the Admin Console as being subject to HIPAA security rules, the
  Mozy default encryption key cannot be used. This reduces concerns
  regulators might have about your vendor, Mozy, having access to your
  organization's encryption key.
- `/customkeyfile file` - Uses a key provided in a file. `file` is the path to and
  name of the key file.

Product Key Activation
Activates an account using a username (usually the user’s email address), password,
and product key.

```
Mozyutil.exe /activate
   username password
      [/productkey product key]
      [encryption key]
```

PARAMETERS

`/productkey product key`
Product key associated with the account. If a key is not specified, a simple
activation is performed.

`username`
Username of the account.

`password`
Password of the account.

`encryption key`
Specifies the encryption key type and key.

- `/adminkey` - Uses a corporate key specified by the administrator in the
  Admin Console.
- /customkeytext key - Use a personal key that you specify. key is the key.
- /defaultkey - Uses the default Mozy encryption key. If your account is identified in the Admin Console as being subject to HIPAA security rules, the Mozy default encryption key cannot be used. This reduces concerns regulators might have about your vendor, Mozy, having access to your organization's encryption key.
- /customkeyfile file - Uses a key provided in a file. file is the path to and name of the key file.

Assisted Activation
Activates an account using Active Directory. Users are prompted for their username and password after the installation completes.

```
Mozyutil.exe /assistedactivate [username] password
```

If your organization has integrated their authentication service with the Mozy authentication service, use user assisted activation instead.

PARAMETERS

*username*
Username of the account to activate. The computer name is used if the username is not specified.

*password*
Password of the account to activate.

Auto Activation
Activates an account automatically using Active Directory.

```
Mozyutil.exe /autoactivate [username]
```

The account used to run the installation program is designated the main account, so install using the correct account. Also, the account must have administrator rights to install and activate. If you want to make a non-administrator the main account user, use assisted activation to set the main account user after the installation.

If your organization has integrated their authentication service with the Mozy authentication service, use User Assisted Activation instead.

*username* is the username of the account to activate. The computer name is used if the username is not specified.

User Activation

```
Mozyutil.exe /userauthenticate [subdomain]
```

The computer should be on the domain to use auto-activation. This command makes the user logged in to the computer the Mozy account user, whether that user is an administrator.

*subdomain* is the subdomain or partner ID assigned to an organization. If this value is not provided, the user is prompted for the value during installation. If you have already
set the subdomain during installation using /subdomain=, you do not need to provide subdomain.

User Assisted Activation

Mozyutil.exe /userassistedauthenticate
   [subdomain] [/replace]

When the computer is not on the domain, the user should use assisted activation.

PARAMETERS

subdomain
   Subdomain or partner ID assigned to an organization. If this value is not provided, the user is prompted for the value during installation. If you have already set the subdomain during installation using /subdomain=, you do not need to provide subdomain.

/replace
   Prompts the user through the command window to choose between activating a new computer or replacing an existing computer. If no computers can be replaced and backup software licenses are available, a new computer activation is performed. This option is only applicable to accounts using default encryption.

Backup Service Type

Specifies the service type used to back up a computer. If you are using keyless activation, the service type is specified in the Admin Console, and this command is not applicable.

Mozyutil.exe /licensetype:
   {Desktop | Server}

This is only applicable for MozyPro or MozyEnterprise accounts that have been given permission by the administrator to use both of these service types.

PARAMETERS

Desktop
   This service type lets you back up files on your laptop or desktop computer and external hard drives.

Server
   This service type lets you back up files on your server, laptop, or desktop computer. This includes server application files on your computer, external hard drives, and network shares.

Remote Status and Management Commands

These commands let you perform remote status and management functions. These commands are accessed through the Mozy utility (Mozyutil.exe). The location of the utility is:

- MozyPro - C:\Program Files\MozyPro\MozyProUtil.exe
- MozyEnterprise - C:\Program Files\MozyEnt\MozyEntUtil.exe
Start Backup
Starts a backup.

`Mozyutil.exe /backup`

Pause Backup
Pauses a backup until the backup is resumed or the computer is restarted.

`Mozyutil.exe /cancel`

Throttle Bandwidth
Specifies the bandwidth throttling.

`Mozyutil.exe /throttle <start>:<end>:<speed>:<days>`

- `<start>`
  Throttling start time in seconds. Example: 1:00:00 A.M. is 60 seconds * 60 minutes * 1 hour = 3600.

- `<end>`
  Throttling end time in seconds.

- `<speed>`
  The throttled speed in kbps. Set this value to -1 for full speed.

- `<days>`
  A number that represents the days on which to throttle.
  - 1 - Sunday
  - 2 - Monday
  - 4 - Tuesday
  - 8 - Wednesday
  - 16 - Thursday
  - 32 - Friday
  - 64 - Saturday
  To specify more than one day, add together the values for each day you want included.
  Set to 127 for every day. Set to 62 for Monday through Friday. Set to 65 for weekends.

EXAMPLE
`Mozyutil.exe /throttle 32400:61200:100000:62` throttles bandwidth Monday - Friday from 9:00:00 A.M. to 5:00:00 P.M. at 1 Mbps.

Computer Backup Performance
Specifies the amount of computer processor resources used to complete backups.

`Mozyutil.exe /performance <value>`
The more resources used, the faster backups occur. <value> is a value of 1 - 100, where 100 is fast, 80 is medium, and 50 is slow.

**Last Backup**
Returns the date and time of the last successful backup.

```
Mozyutil.exe /lastbackup
```

The date and time is returned as an unsigned integer (time_t), which represents the number of seconds since the start of the Unix epoch at midnight UTC of January 1, 1970 (not counting leap seconds). For more information, see [http://en.wikipedia.org/wiki/Time_t](http://en.wikipedia.org/wiki/Time_t).

**Next Backup**
Returns the date and time of the next scheduled backup.

```
Mozyutil.exe /nextbackup
```

The date and time is returned as an unsigned integer (time_t), which represents the number of seconds since the start of the Unix epoch at midnight UTC of January 1, 1970 (not counting leap seconds). For more information, see [http://en.wikipedia.org/wiki/Time_t](http://en.wikipedia.org/wiki/Time_t) or search the Web for an epoch converter. If backups are set to occur automatically, "auto" is returned.

**Files Backed Up**
Returns a value indicating the number of files backed up.

```
Mozyutil.exe /filesbackedup
```

**Last Backup Result**
Returns a hexadecimal code indicating the results of the last backup.

```
Mozyutil.exe /lastbackupresult
```

**Get Current State**
Returns the current backup state: Idle, backing up, or restoring.

```
Mozyutil.exe /currentstate
```

**Add Backup Set**
Adds a new backup set to the backup software by importing a backup set definition from a file.

```
Mozyutil.exe /addbackupset <filename>
```

<filename> is the path to and name of the backup set definition file. For information on the definition file format, see [Format of a Backup Set Definition File for Windows](#) on page 255.
Get Backup Set Definition
Returns the definition of a backup set.

`Mozyutil.exe /dumpbackupset <backup set>`

If you want to add a backup set, you can use this as an example of a backup file format.

`<backup set>` is the name of the backup set.

Remove Backup Set
Removes the specified backup set.

`Mozyutil.exe /rmbackupset <backup set>`

`backup set` is the name of the backup set.

Toggle Backup Mode
Toggle between suspending and enabling the backup schedule.

`Mozyutil.exe /switchsuspendedmode`

A suspension stays in effect until it is toggled back to running.

Suspend Backup
Suspends the backup schedule for a specified number of hours.

`Mozyutil.exe /suspend=<number of hours>`

If a backup is in progress, the backup is paused until the suspension period is over.

`<number of hours>` is an integer that specifies the suspension time in hours. If this is set to -1, the suspension is indefinite.

Total Storage Space
Returns the total amount of storage space, including used and unused.

`Mozyutil.exe /quota`

Storage Space Used
Returns the amount of storage space used.

`Mozyutil.exe /quotused`

List of Backed up Files
Creates a `.csv` file that lists all of the backed up files.

`Mozyutil.exe /backedupfiles <file path>`

`<file path>` is the location of the `.csv` file.
Local Backup Location
Sets the location of the local backup folder.

```
Mozyutil.exe /localbackup <drive>
```

*<drive>* is the drive containing the local backup folder. For users of MozyPro or MozyEnterprise, the drive can be a network share.

**EXAMPLE**
Local backup folder of the D:\ drive.
```
Mozyutil.exe /localbackup d:\
```

Backup Software Set Up

These commands let you perform backup software setup functions. These commands are accessed through the Mozy utility (*Mozyutil.exe*). The location of the utility is:

- **MozyPro** - C:\Program Files\MozyPro\MozyProUtil.exe
- **MozyEnterprise** - C:\Program Files\MozyEnt\MozyEntUtil.exe

Backup Schedule
Specifies the backup schedule.

```
Mozyutil.exe /schedule <schedule>
```

**Parameters**
Choose one of the following scheduling options for *<schedule>*.

**Auto**
Schedules backups to occur automatically when the computer is not in use.

**daily | <interval>|<time>**
Schedules backups daily. The "|" character must be included as a separator between the parameters.

- *<interval>* is the number of days between backups. The value can be a number from 1 to 49.
- *<time>* is the time of day of a backup. The format is hh:mm:ss. Example, 17:00:00 is 5:00 PM.

**EXAMPLE**
```
Mozyutil.exe /schedule daily |2|17:00:00
genchedules backups every two days at 5:00 P.M.
```

**weekly | <day>|<interval>|<time>**
Schedules backups weekly. The "|" character must be included as a separator between the parameters.

*day* is a number representing the day of the week backups are performed.

- 0 - Sunday"
- 1 - Monday
- 2 - Tuesday"
- 3 - Wednesday"
- 4 - Thursday
- 5 - Friday
- 6 - Saturday

<interval> is the number of weeks between backups.
<time> is the time of day of a backup. The format is hh:mm:ss. Example, 17:00:00 is 5:00 PM.

EXAMPLE
Mozyutil.exe /schedule weekly |2|1|17:00:00 schedules backup every week on Tuesday at 5:00 P.M.

Add Backup Set
Adds a new backup set to the Mozy backup software by importing the backup set definition from a file.

Mozyutil.exe /addbackupset <file>

For information on the definition file format, see Format of a Backup Set Definition File for Windows on page 255.
<filename> is the path to and name of the backup set definition file. Example: c:\data\my_backupset.txt.

Backup
Starts a backup.

Mozyutil.exe /backup [/nostatus | /status]

PARAMETERS
/nostatus
Hides the status window during backup.

/status
displays the status window during backup.

Cancel Backup
Cancels all currently running backups and restores.

Mozyutil.exe /cancel

Collect Log
Collect computer status information, including files in data folder, system information, VSS information, application events and system events.

Mozyutil.exe /collectLog <destination folder>
The log files are named MozySupport_<date> <destination folder>
<destination folder> is where the collected information is placed.
**Restore File**
Requests a file restore.

```bash
Mozyutil.exe /restore <filename> <timestamp> <destination>
```

Exit code 0 means the restore request was valid, and was sent to service, but not that the restore itself was successful.

**PARAMETERS**

- `<filename>`
  Name of the file to restore.

- `<timestamp>`
  Timestamp of file to restore. The timestamp is in unix epoch time. Example: 1373582798 is equal to Thu, 11 Jul 2013 22:46:38 GMT.

- `<destination>`
  Location where you want the file restored to.

**EXAMPLE**

```bash
Mozyutil.exe /restore c:\test\myfile.txt 1373582798 c:\restores
```

**Set Proxy Password**
Requests that the saved proxy password be set to password (used by the installation program).

```bash
Mozyutil.exe /setproxyauth <password>
```

**User Display Name**
Sets the user display name reported to the Mozy cloud.

```bash
Mozyutil.exe /userdisplayname <name>
```

This must be set before activation.

- `<name>` is the display name.

**Change User Account Email Address**
Allows the administrator to change the user's email address for the account after logging in as or adding a user.

```bash
Mozyutil.exe /change_email <new email>
```

- `<new email>` is the new email address for the user's account.

**Finish Seeding**
Disables the running of the seeding procedure.

```bash
Mozyutil.exe /finishseeding
```
Cancel Seeding
Cancels running the current seeding procedure.

Mozyutil.exe /cancelseeding

Enable Local Backup
Enables local backup with existing local backup folder.

Mozyutil.exe /enablelocalbackup

Disable Local Backup
Disables local backup.

Mozyutil.exe /disablelocalbackup

User Information for Data Shuttle
Populates user information for Data Shuttle.

Mozyutil.exe /dsunc<unc share> /dsuser <user name> /dspwd <password>

<unc share> is the share file path for the user. <user name> is the user name for the user. <password>-- is the password for the user.

Commands for Mac Backup

You can access certain Mozy backup software for Mac functionality through a command interface. This is an advanced feature and generally only used by administrators.

The name of the executable is different for each Mozy product.

Table 27 Max executable name

<table>
<thead>
<tr>
<th>Product Type</th>
<th>Executable File name</th>
</tr>
</thead>
<tbody>
<tr>
<td>MozyPro</td>
<td>MozyProBackup</td>
</tr>
<tr>
<td>MozyEnterprise</td>
<td>MozyEnterpriseBackup</td>
</tr>
<tr>
<td></td>
<td>Mozy\ EnterpriseBackup</td>
</tr>
</tbody>
</table>

Version
Displays version information.

Mozy --version
**Help**
Displays help for the specified command.

```
Mozy help {auth | help | read | rules | start | stop | uninstall | write}
```

**Existing Account Authentication**
Authenticate using an existing Mozy account.

```
Mozy auth options
```

**OPTIONS**
Enter any combination of the following for `options`. The user is prompted for any applicable options not supplied.

```
--username=USERNAME or -U=USERNAME
   Specifies the backup account username. `USERNAME` is the email address. If your organization has integrated your authentication service with the Mozy authentication service, you cannot use this option to specify the username.

--productkey=KEY or -K=KEY
   Specifies the product key.

--password=PASSWORD or -P=PASSWORD
   Specifies the password of the backup account. If your organization has integrated your authentication service with the Mozy service, you cannot use this option to specify the password.

--passgen
   Generates a random password. If you are using `--auto-activation`, this is enabled by default. The password is displayed on `stdout` as "Generated Password:"
```

**New Account Creation and Authentication**
Creates a new Mozy account and authenticate.

```
Mozy auth options
```

**OPTIONS**
Enter ALL of the following for `options`.

```
--newuser
   Creates a new user. `--auto-activation` enables this by default.

--displayname=NAME
   Displays the name of the new user (optional when using `--auto-activation`).

--encryption=PATH
   Encryption file URL or path, or 'shared' using shared encryption key.

--username=USERNAME
```
Backup account username (email). If your organization has integrated your authentication service with the Mozy authentication service, you cannot use this option to specify the username.

`--productkey= key`
Specifies the product key.

`--password= password`
Specifies the password of the backup account. If your organization has integrated your authentication service with the Mozy service, you cannot use this option to specify the password.

Display Backup Software Settings
Displays the current value of a backup software setting.

```sh
Mozy read option
```

OPTIONS
Enter ONE of the following for option.

`ad.guid`
Shows the GUID used for auto/assisted activation.

`ad.ou`
Shows the OU used for auto/assisted activation.

`auth.type`
Shows the default authentication type.

`loglevel`
Shows the log output level.

`general.status.show`
Shows whether the status menu is set to display.

`general.tmpdir`
Displays the temporary file location.

`general.update.install`
Shows if updates install automatically.

`oauth.subdomain`
Shows the partner subdomain that is used if your organization has integrated your authentication service with the Mozy authentication service. This feature is available in MozyEnterprise and for qualified resellers.

`oauth.host`
Shows the DNS host name of the authentication service.

`schedule`
Shows the backup schedule and interval.

`setup.timeout`
Shows the amount of time the last page in Setup Assistant is displayed. A -1 indicates that the page is displayed until manually closed. A 0 indicates that the page is suppressed.

**throttle.interval**

Shows the backup throttle time period.

**throttle.rate**

Shows the backup throttle rate in bytes per second. -1 turns throttling off.

**Set Backup Software Settings**

Sets the value of backup software settings.

```shell
Mozy write option
```

**OPTIONS**

Enter ONE of the following for `option`.

**auth.type**

Specifies the default authentication type. For `type`, type one of the following options: v2.keyless (authenticate with a username and password), v2.keyed (authenticate with a product key), v2.fedid (authenticate with a username and subdomain).

**loglevel**

Specifies the log output level. `output level` can be:

- default
- error
- info
- debug
- debug1
- debug2
- debug3

**general.status.show**

Specifies if the status menu is displayed. `choice` is `yes` to display the menu and `no` to hide the menu.

**general.cache.disable**

Specifies if the backup software keeps temporary copies of recently modified files. Set `choice` to `1` to disable caching, or set it to `0` to re-enable it.

**general.tmpdir**

Specifies the location that is used for saving temporary files. `path` is the path to the location.

**general.update.install**

Specifies if software updates are installed automatically. Set `choice` to `yes` for automatic updates and `no` for no stop automatic updates.

**oauth.subdomain**

Specifies the partner subdomain for organizations that integrate their authentication service with the Mozy authentication service. Set `subdomain` to
the subdomain (not the entire path). This feature is available in MozyEnterprise and for qualified resellers.

oauth.host  

Specifies the DNS host name of the authentication service. host name is the name of the host.

options.enforce_encryption_key_source_type  

Compares the computer's encryption key type to what is specified in the Admin Console for the client configuration. If it does not match, the next time a backup is attempted, the backup software requires re-authentication and obtains the client configuration with the necessary encryption type. All files are backed up anew with the valid client configuration. value is 0 by default. To perform the encryption key type verification, set value to 1.

schedule  

Specifies the backup schedule and interval. time must be entered following conventions for ISO 8601 Interval Representation using week-date-truncated representation and time-of-day-reduced-precision representation in the form -w-dThh:mm/PTdD.

EXAMPLES

- T03:00/P1D means every day at 3:00 AM.
- T17:00/P2D means every other day at 5:00 PM.
- -W-3T01:30/P7D means every week at 1:30 AM on Wednesday.
- -W-7T23:15/P14D means every other week at 11:15PM on Sunday.

NOTES

- The -w-d is only necessary when the period is weekly or bi-weekly.
- The period is limited to P1D, P2D, P7D, and P14D. Other values are rounded to one of these values.
- Time of day references local time, for example, computer time. Any reference to UTC or time zones is not supported.

setup.timeout  

Specifies the amount of time to display the last page of Setup Assistant. duration is the amount of time in seconds to display the page. A negative value leaves the page that is displayed until manually closed. A 0 suppresses the page.

throttle.interval  

Specifies the range of time to throttle backups. interval must conform to ISO 8601 time interval using time-of-day-reduced-precision representation. For example, to throttle backups between 9:00 AM and 5:00 PM computer time, type 09:00/17:00, 09:00/PT8H, or PT8H/17:00. The default value is 00:00/PT24H.

throttle.rate  

Specifies the backup throttle rate. value specifies the throttle rate in Mbits per second.
Uninstall
Uninstalls the Mozy backup software for Mac.

```
Mozy uninstall [--removeconfig]
```

Running this command with no parameters removes the Mozy backup software but does not remove the software configuration and log files. Adding the `--removeconfig` parameter removes the software, configuration files, and log files.

Rules Management
Adds, removes, or lists backup set rules.

```
Mozy rules actions options
```

**ACTIONS**
Enter any one of the following for `actions`.

- `add`: `path`
  Adds a new rule. `path` is the path to and the name of the folder to back up. Note that `path` is case sensitive, so you must use the exact names of your folders.

- `remove`: `path`
  Removes an existing rule. `path` is the path to and the name of the folder to remove. Exclusionary and/or forced rules must be denoted using the appropriate option.

- `list`:
  Lists existing rules.

**OPTIONS**
Enter any combination of the following for `options`. The user is prompted for any applicable options not supplied.

- `--name=name`
  Specifies the name of the rule to create or delete. If not specified, the last path component of the rule is used.

- `--query=query`
  Specifies the query that is used for the rule to create or delete.

- `--exclusion`
  Specifies that the rule that is created is exclusionary. This is also used to remove exclusionary rules.

- `--forced`
  Specify that the newly created rule is forced. This is also used to remove forced rules.

Start Backup
Starts a new backup session unless one is already started.

```
Mozy start
```
Stop Backup
Stops the current backup session.

Mozy stop

Suspend Automatic Backups

Mozy write schedule.suspendutil date

Suspend automatic backups until the date given. Current time zone is used. Format must be: yyyy-MM-ddTHH:mm:ss.

EXAMPLE
- 2013-12-01T13:00:00 means that backups will be suspended until December 1, 2013 at 1:00pm.

Schedule Auto Max Load
Specifies the maximum allowed CPU load percent for starting backups automatically. percentage should be entered as an integer.

Mozy write schedule.auto.maxload percentage

Example
Mozy write schedule.auto.maxload 90 means less than 90% CPU usage is required for an automatic backup to start.

Schedule Auto Minimum Max Load
Minimum time in minutes the CPU must be below maxload for starting backup automatically. time is the time in minutes the computer must be idle before automatic backups can start. By default, this is 30 minutes.

Mozy write schedule.auto.minidletime time

Schedule Auto Interval
Minimum time in minutes between automatic backups. time is the time in minutes between automatic backups. By default, this is 720 minutes.

Mozy write schedule.auto.interval time

Commands for Linux Backup
You access the Linux backup software (Mozy-daemon) features through mozyutil shell commands using an account with root privileges or one that is a member of the mozyadmin group.
Linux account command

Display information about your Mozy account, including account name, computer name, total storage, available storage, and encryption key type.

`mozyutil account [--bytes]`

Options

--bytes
Display file sizes in bytes.

Linux activate command

Activate the software and specify an encryption key option.

`mozyutil activate --email <address>`

[--pass <password> | --password-file <password_path>]
[--list | --replace <computer_ID>]
[--partnerid <partner_ID>] [--country <country_code>]
[--region <region_code>]
[<encryption_key_option> [--force-encryption-change]]

- A message indicates a successful activation or provides details about an issue. The software must be activated before file transfers can begin. The software does not support activations using a Mozy product key.

Options

--email <address>
Email address associated with your Mozy account.

--pass <password>
Password associated with your Mozy account. Passwords containing special characters must be enclosed within single quotes (' '). If you do not specify the password or the password file, you are prompted for the password. For security reasons, the use of this option is not recommended.

--password-file <password_path>
Plain text file containing the password associated with your Mozy account. Passwords containing special characters must be enclosed within single quotes (' '). For security reasons, delete the file after activation. If you do not specify the password or the password file, you are prompted for the password.

--list
List the computers along with their IDs for the specified account instead of activating the software.

--replace <computer_ID>
Replace the computer associated with the account specified by the ID with the current computer. Use the --list option to get the ID.

--partnerid <partner_ID>
Partner ID associated with your Mozy account. Required if your user name is associated with more than one partner.
--country <country_code>
ISO 3166 two-letter country code (example: US, CA, FR). Used to select the appropriate Mozy data center. If not specified, the default is the nearest data center. This option is not used in most situations.

--region <region_code>
Code for the world region where your data is stored. You might use this if the location of your computer is different than the location where you want your data stored. Example: US or EMEA. This option is not used in most situations.

ENCRYPTION KEY OPTIONS
The default or a corporate encryption key is used if no encryption key option is specified, depending on how the account is configured by the administrator.

--defaultkey
Use the default encryption key, which is managed by Mozy.

--adminkey
Use a corporate encryption key. The key and key path are set up by the administrator and downloaded to the backup software.

--customkeytext <key_text>
Use a personal key. Provide the text used to generate your encryption key. Key text containing special characters must be enclosed within single quotes (\'\'), or the special characters must be escaped with a backslash (\\).  

--customkeyfile <key_path>
Use a personal key file. Provide the path to the key file. The file contains the encryption key saved from Mozy software that supports saving keys, such as the backup software for Windows. The file can also be a text file containing plain text used by the software to generate an encryption key. Enclose the path within single quotes if it contains spaces.

-f, --force-encryption-change
Permits a change to the encryption key, key type, or both when reactivating an account. If you attempt to change the key or type without this option specified, the change is ignored.

Examples
mozyutil activate --email joe@companyname.com

Linux addbackupdirs command
Add directories to be backed up.

mozyutil addbackupdirs [--path] <path> <...>

All files and subdirectories within the directory are backed up, including symlinks. Use the listbackupdirs, removebackupdirs, and clearbackupdirs commands to list and remove directories.
Note

You can back up directories from any mountable device, but do not back up a mount point or any of its parent directories. If you do and the device becomes unavailable, the backup software deletes the backed up files from the Mozy cloud. When the device is again available, the files must be re-backed up. Instead, back up directories within a mount point.

You cannot back up the /tmp, /dev, /proc, or /sys directories or any of their subdirectories because they are blacklisted.

Options

--path <path> <...>

Path to each directory to back up.

Examples

mozyutil addbackupdirs --path '/usr/local/share/documents/' '~/mail/'

Linux backupset command

Display backup set information and reload local backup sets.

mozyutil backupset

[--list [--verbose]]
|--dump <set_name> [--filename <output_file>]
|--dumpall
|--info <filename>
|--refresh
|--check
|--listfiles <set_name> [--bytes]
|--listallfiles [--bytes]
|--summary <set_name> [--bytes]
|--summaryall [--bytes]

If no option is specified, --list is used.

Options

-1, --list[-v, --verbose]

List all backup sets, predefined and local. The --verbose option provides additional backup set details, such as whether a set is predefined or local and whether a predefined set is locked. Any local backup sets with the same name as a locked predefined set are ignored.

--dump <set_name>[-f, --filename <output_file>]

Display the definition of the specified backup set, which is in JSON format. Use the --filename option to save the definition to a file. If the set name contains a special character (<;"|`!()), preceded the special character with a backslash (\).

--dumpall

Display the definition of all backup sets, which is in JSON format.

--info <filename>

List the backup sets that select the specified file and whether the backup sets are inclusion or exclusion sets. A file selected by both an inclusion and an exclusion
backup set is excluded from backups because exclusion backup sets take precedence.

--refresh
Update the local backup set definitions used by reloading the definition files. The backup software displays the list of loaded backup sets or the reason the backup sets could not be loaded.

--check
Check the syntax of the local backup set definitions and list any definition files with errors. Also, check predefined backup sets. A syntax error in a local file prevents all the backup sets in that file from loading. A syntax error in any predefined backup set prevents all predefined backup sets from loading.

---listfiles <set_name>
List the files selected for backup by the specified backup set, excluding files that are also selected by an exclusion backup set. Also display the number and total size of the files.

---listallfiles
List the files selected for backup by all backup sets, excluding files that are also selected by an exclusion backup set. Also display the number and total size of the files.

---summary <set_name>
Display the number and total size of the files selected by the specified backup set, excluding files that are also selected by an exclusion backup set.

---summaryall
Display the number and total size of the files selected by all backup sets, excluding files that are also selected by an exclusion backup set.

--bytes
Display file sizes in bytes.

Linux cd command
Change the current Mozy online working directory.

mozyutil cd --path <path>

Options
--path <path>
Path to the new working directory. The path can be relative or absolute.

Linux clearbackupdirs command
Remove all selected directories from being backed up.

mozyutil clearbackupdirs

To remove specific directories, use the removebackupdirs command.
Linux codeset command

Display the locale codeset used by the currently selected system language.

```
mozyutil codeset --update
```

**Note**

You can back up and restore files with names that use the system locale codeset and one additional codeset. You can specify the additional, “fallback,” codeset using the `msync.localcodeset` variable, which is set by default to ISO-8859-1. The backup software tries to find the characters of the file name in the system codeset. If they are not found, the software checks in the fallback codeset. If the characters are found in either codeset, the file can be backed up.

**Options**

--update

Update the backup software locale codeset to match the one specified by the shell LANG environment variable.

Linux continuous command

Display or set the continuous backup mode state.

```
mozyutil continuous [ [--set] on | off]
```

When continuous mode is on, files are backed up as soon as they change. Continuous mode is off by default. If no option is specified, the continuous backup mode state is displayed.

Backups start as soon as continuous mode is turned on. To pause the backup process, use the stop command. To resume continuous backups, use the start command. When continuous mode is off, the backup software is in manual mode and backups are started and stopped with the start and stop command.

**Options**

[ --set] on | off

Set the continuous mode on or off.

Linux datashuttle command

Back up files to Data Shuttle drives for addition to the Mozy cloud.

```
mozyutil datashuttle [--format] [--devices <path> <...> ]
```

Before you can use Data Shuttle, you must contact your Mozy sales representative to determine if you qualify to use Data Shuttle and to place an order. You also need access to a USB port on the computer. Each time you disconnect and connect a drive, run this command again. You can connect multiple drives at a time; the backup software automatically selects and fills each drive as needed. Use the state command to check the status of a backup.
After completing the backup, return the drives to Mozy for adding to the Mozy cloud.

Options

--format
Format all Data Shuttle drives connected to computer with the proper format, ext3 or ext4 depending on the distribution. If a drive is already properly formatted, the drive is not reformatted. Data Shuttle drives arrive in NTFS format.

--devices <path> <...>
Paths to the connected Data Shuttle drives to use for backup. Separate multiple paths with a comma. The option is required only if you are using CentOS version 5 or you want to explicitly specify backup drives to use.

Linux decrypt command

Decrypt a compressed archive (tar file), a single encrypted file, or a directory of encrypted files you have already downloaded from Mozy online.

```
mozyutil decrypt --from <source_path> --to <destination_path>
[--overwrite] [--key-file <key_path> | --key <key_text>]
[--device-key <device_key_text>]
```

If no decryption key option is specified, the key associated with the account is used. The files and directories retain their original permissions, group, and owner.

If you are using the Mozy default encryption key, your files are automatically decrypted when you download them.

If you have a zip file, first extract the files into a directory using a utility that supports zip files, then use this command to decrypt the files.

You can also use this command to restore files on USB drives from Mozy. If you used personal encryption when backing up the files, you can only restore them from a USB drives using the decrypt command if they were backed up from a Linux computer. If they were backed up from a different operating system, see Restoring from USB Drives on page 152.

To download and decrypt multiple files directly (stream them) from Mozy online, use the download command instead.

You can decrypt files without activating the backup software, as long as you have the encryption key.

Options

--from <source_path>
Path to the file or directory of files to decrypt.

--to <destination_path>
Path to the directory where the decrypted files are placed. If you are decrypting a single file and want to rename it, you can include a file name in the path.

--overwrite
Overwrite files in the destination path with the same name. Overwritten files inherit the permissions, group, and owner of the replaced file. If this option is not specified and a file already exists in the destination path, the restored file is renamed.
--key-file <key_path>
Path to the decryption key file.

--key <key_text>
Decryption key text.

--device-key <device_key_text>
Shipping key text. Use this with files you receive on USB drives from Mozy to remove the shipping encryption. The key was emailed to you after placing your drive order.

Examples
mozyutil decrypt --from '/usr/local/restore/myfile' --to '/usr/local/restore/output/' --key 'Key1234!
mozyutil decrypt --from '/usr/local/restore/restore_2014_03_11_20_42_5054101.tar' --to '/usr/local/restore/output/' --key 'Key1234!'

Linux deviceidentity command
Display identity information for the computer running the Mozy software, including computer ID, computer name, MAC address, and storage usage information.

mozyutil deviceidentity

Linux download command
Download (stream) and decrypt one or more backed up files from the Mozy cloud, including deleted files (except with direct downloads of multiple files and directories) and previous versions of files.

Direct Download of Single File
mozyutil download --path <source_path>
[--output <destination_path>] [--date <date>] [--overwrite]
[--key-file <key_path> | --key <key_text>]
[--base <version>] [--rehydrate [--keepintermediate]]
[--nocontentcheck]

Direct Download of Multiple Files and Directories
mozyutil download --path <source_path> [--output <destination_path>] [--date <date>] [--extensions <file_extensions>] [--overwrite]
[--key-file <key_path> | --key <key_text>] [--serial]

Restore Package (mzd file) Download of Multiple Files and Directories
mozyutil download --mzd <mzd_file_path> [--output
<destination_path>] [--overwrite] [--serial] [--key-file <key_path> | --key <key_text>]

If no encryption key text or key file is specified, the backup software uses the key associated with the account.
To download a single file, you can directly download it from the Mozy cloud if the file is being restored to the same computer from which it was backed up. You specify the file you want to download in the `download` command.

To download multiple files and directories, you can directly download them from the Mozy cloud if the files and directories are being restored to the same computer from which they were backed up. You specify the directory that contains the files and subdirectories you want to download in the `download` command.

You can also download multiple files and directories using a restore package. This option uses Mozy online to give you greater flexibility in selecting files and directories. You get access to Mozy online from your administrator. To create the package, go to Mozy online (https://secure.mozy.com/login?dest=access) from a Linux computer and select the files you want to download. Then, create and download the package by choosing Large Download Options and then Download using the Mozy Linux software. Click Next, then the Begin Download button when it is available to get the package. Use the package (mzd file) with this command to download the files.

If the Download using the Mozy Linux software option is not available, use the Recommended: Download Using the Mozy Restore Manager option. You will not be using Restore Manager, but this option lets you get the necessary package file. You might get a message indicating that Restore Manager is not installed. Click the link to download it and wait for the Begin Download button to become available. As soon as Begin Download is available, you can cancel the Restore Manager download or allow it to finish and delete the file. Click the Begin Download button to get the package.

When downloading multiple files and directories, top-level directories (the ones you have selected to download) have permissions set to 755 and the owner is root. Subdirectory and file items try to use permissions and owner from the backed up items. If an item is overwriting an existing item, the item uses the permissions, group, and owner of the replaced item.

You cannot use this command for files that were backed up from a Windows or OS X computer using anything but the default encryption key. In this situation, use a download method that allows you to download and decrypt the files on a Windows or OS X computer, and then move the files to your Linux computer.

You can do a multiple file (mzd) download without activating the backup software. The software must be activated to do a single file or directory download.

If you already have a file or compressed archive of files that needs decryption, use the decrypt command instead.

**Options**

--path `<source_path>`

Path of the file or directory to download from the Mozy cloud. You can use the path on the local computer or the path relative to the current Mozy cloud directory. Use the `cd` command to change the current Mozy cloud directory. If a path applies to both a file and a directory, the file is downloaded. To download the directory instead, add a forward slash (`/`) to the end of the path.

--date `<date>`

Backup date and time of the files to download. If a file was not backed up at the specified date and time, the closest earlier date and time is used. For a single directory download, if files were removed from backup at the specified date and time, or the closest earlier date and time, those files are not downloaded. For a single file downloads, if a the file was removed from backup at the specified date and time, or the closest earlier date and time, the next earlier version of the file is downloaded and a warning is logged that the file was removed and an earlier
version was downloaded. If not specified, the most recent date and time is used. There are several supported formats.

- YYYY/MM/DDtHH:MM:SS (example 2015/05/14t17:46:00)
- YYYYMMDDTHHMMSS (example 20150514T174600)
- YYYY/MM/DD (example 2015/05/14)
- YYYYMMDD (example 20150514)

You can use the `info` command to list the backup dates and times of any file or directory.

---

```
-e, --extensions <file_extensions>
Extensions of files to download. The period (.) before the extension is optional. Separate multiple extensions with commas (,). Example: "bak,dat".

--mzd <mzd_file_path>
Path to the restore package (mzd) file.

--output <destination_path>
Path to the destination for the downloaded files. For a restore package file or a directory download, this must be a directory. With a single file, you can include the file name in the path. Files and directories are restored with their full paths. Relative paths are supported. If not specified, this will be set to the original file or directory location. If not specified, the original path is used.

--overwrite
Overwrite files in the destination path with the same name. If this option is not specified and a file already exists in the destination path, the restored file is renamed.

--serial
Download files one at a time. Use this if you do not want multiple files downloaded at the same time.

--key-file <key_path>
Path to the decryption key file.

--key <key_text>
Decryption key text.

-b, --base <version>
Use an earlier version of the file available on your drive as the baseline to potentially reduce the amount of data that must be downloaded. Used only for advanced troubleshooting.

-r, --rehydrate
Download all incremental versions of the specified file and then decompress and decrypt the file, then decompress and decrypt them on the computer instead of doing it before downloading. Used only for advanced troubleshooting.

-k, --keepintermediate
Keep the intermediate files used in decompressing and decrypting the file. Keeping the files reduces the time needed to resolve issues if a problem occurs during decompression or decrypting. Used only for advanced troubleshooting.
```
**--nocontentcheck**
Skip the hash check to verify the file downloaded correctly. Used only for advanced troubleshooting.

**Examples**
mozyutil download --path '/usr/local/documents/myfile' --output '/usr/local/documents/myfile2'
mozyutil download --path 'myfile' --output 'myfile2'
mozyutil download --path '/usr/local/documents/myfolder/' -- extensions '.png,.jpg'
mozyutil download --mzd '/usr/local/restore/restore_2373989.mzd' -- output '/usr/local/documents/' --overwrite

**Linux filecount command**
Display the number of backed up files.

```bash
mozyutil filecount
```

**Linux help command**
List the available backup software commands or display help for a specific command.

```bash
mozyutil help [<command_name> | --dump | --dumpall]
```

**Options**

**<command_name>**
Display help on using the specified command.

--dump
Display help documentation for all regular commands.

--dumpall
Display help documentation for all commands, including ones used for testing.

**Linux history command**
Display the recent file transfer history details for a session or individual file.

```bash
mozyutil history [--utc] [--tabs] [--errors] [--details [--table-only]]
|--limit <entries> | --days <days> | --id <session>
```

**Options**

--utc
Display times in UTC instead of local.

--tabs
Display data in a tab separated format. This makes the data easier to import into a spreadsheet or database.
--errors
Display file transfer sessions with errors. If used with the --details option, then the specific file transfers that had errors are displayed.

--details
Display details for each transferred file, including transfer start date and time, transfer status, file path and name, transfer duration, and transfer size. The SIS transfer status indicates that a file was not uploaded because the exact file already exists in the Mozy cloud. The status can be used to identify duplicate files on your computer.

--table-only
Do not display column headings and summary information.

--limit <entries>
Maximum number of history entries to display. Set to -1 to display all entries. The default is 1000.

--days <days>
Number of days or data to display, starting with the current day. The default is 14.

--id <session>
Transfer session number. Use to limit displayed data to a specific data transfer session. Use 0 for continuous mode transfers.

Linux info command
Display version and other information about a backed up file.

```
mozyutil info --path <path> [--version-table] [--verbose]
            [--meta] [--utc] [--bytes]
```

Options

--path <path>
Path to the file or directory for which to display information.

--version-table
List the versions of a file or directory stored in the Mozy cloud.

-v, --verbose
Display additional details.

-m, --meta
Display extended meta data information.

--utc
Displays times in UTC instead of local.

--bytes
Display file sizes in bytes.
Linux `lastbackup` command

Display information about the most recent backup. Not applicable for continuous
backup mode.

```
mozyutil lastbackup [--result | --time | --lastsuccess] [--utc]
```

Options

--- `--result`
Display only the results.

--- `--time`
Display the start and completion time.

--- `--lastsuccess`
Display the completion date and time of the last successful backup.

--- `--utc`
Display times in UTC instead of local.

Linux `listbackupdirs` command

List the directories specified for backup.

```
mozyutil listbackupdirs [--hide-nested]
```

Options

--- `--hide-nested`
Do not display any directory whose parent directory is displayed.

Linux `ls` command

List the files in a Mozy online directory.

```
mozyutil ls [--path <path>] [--date <date>] [--deleted]
            [--long] [--limit <number>]
```

Files within subdirectories are excluded.

Options

--- `--path <path>`
Path to the directory to list. If no directory is specified, the current Mozy online
working directory is used.

--- `--date <date>`
Backup date and time of the files to list. If a file was not backed up at the
specified date and time, the closest earlier date and time is used. If not specified,
the most recent date and time is used. There are several supported formats.

- `YYYY/MM/DDHH:MM:SS` (example `2015/05/14T17:46:00`)
- `YYYYMMDDTHHMMSS` (example `20150514T174600`)
- `YYYY/MM/DD` (example 2015/05/14)
- `YYYYMMDD` (example 20150514)

You can use the `info` command to list the backup dates and times of any file or directory.

- `-d`, `--deleted`
  Include deleted files.

- `-l`, `--long`
  Display detailed information about each file: permissions, owner, group, size, last modified time, and name.

- `-L`, `--limit <number>`
  Number of files to display. Set to -1 to list all files. The default is 1000.

**Linux Performance Command**

Display or set the processor priority and I/O priority levels for backups.

```
mozyutil performance [--cpu <cpu-level>] [--io <io-level>]
```

This command uses the Linux `nice` and `ionice` features.

**Options**

- `--cpu <cpu-level>`
  Processor priority level. The level can range from -20 to 19. Lower values result in higher priorities for backups. The default is 0.

- `--io <io-level>`
  Input and output (I/O) priority level. The level can range from 1 to 3. Set to 1 for real-time, 2 for best effort, and 3 for idle. The default is 2.

**Linux PWD Command**

Display the current Mozy online working directory.

```
mozyutil pwd
```

**Linux Queue Command**

Display the list of files and directories currently being backed up or deleted.

```
mozyutil queue [--verbose] [--errors] [--limit <value>] [--bytes]

mozyutil queue --summary [--bytes]
```

**Options**

- `--summary`
  Display a job summary.
--limit <value>
Limit on the number of files displayed for each queue. Use a negative value for unlimited. The default is 1000.

--verbose
Display verbose information.

--errors
Display only jobs with errors.

--bytes
Display file sizes in bytes.

**Linux quota command**

Display storage space usage information for the account.

```
mozyutil quota [--used-percent] [--available] [--bytes]
```

**Options**

--used-percent
Display the percentage of storage space used.

--available
Display the amount of storage space available.

--bytes
Display file sizes in bytes.

**Linux removebackupdirs command**

Remove specific directories from being backed up.

```
mozyutil removebackupdirs --path <directory_path> <...>
```

Use `listbackupdirs` to list the backed up directories. To remove all directories, use the `clearbackupdirs` command.

**Options**

--path <directory_path> <...>
Path to each directory you want to stop backing up.

**Examples**

```
mozyutil removebackupdirs --path '/usr/local/share/documents/' '/usr/local/share/mail/'
```

**Linux restoreurl command**

Display a URL that can be used to access Mozy online and restore files.

```
mozyutil restoreurl
```
The URL includes authentication data that eliminates the need to log in. The URL can only be used once and expires after a short amount of time to maintain security. This command requires that you administrator has given your account access to using Mozy online.

**Linux scan command**

Compare local files selected for backup with files in the Mozy cloud and list any that are out of sync, including ones that are only in one of the locations.

```bash
mozyutil scan [--verbose | --excluded | --local | --stats | --repair]
              [--check-content] [--bytes]
```

**Options**

- **--verbose**
  List both in-sync and out-of-sync files selected for backup.

- **--excluded**
  List all files that are excluded from being backed up because they are selected by an exclusion rule in an inclusion backup set, included in an exclusion backup set, or blacklisted.

- **--local**
  List all local files selected for backup that are out of sync with files in the Mozy cloud. Files that are only in the Mozy cloud are excluded.

- **--stats**
  List counts of in-sync and out-of-sync local files and directories.

- **--repair**
  Update any files in the Mozy cloud that are out-of-sync with local files. Occasionally, due to an error or for another reason, some files will not update during regular backups. This option forces an update of those files.

- **--check-content**
  Use file content information (hash) for greater accuracy when comparing local files to files in the Mozy cloud for differences. The use of this option is processor intensive and significantly increases the scan time.

- **--bytes**
  Display file sizes in bytes.

**Linux start command**

Start a manual backup or resume continuous backups after being paused.

```bash
mozyutil start
```

To stop a manual backup or pause continuous backups, use the stop command.
**Linux state command**

Display information about the state of the Mozy software and its components.

```
```

If no options are specified, `--summary` is used. The are several possible state values.

**UNINITIALIZED**
Software is disconnected from the Mozy cloud and not attempting to connect.

**CONNECTING**
Software is attempting to connect to the Mozy cloud.

**AUTHENTICATED**
Software is connected to the Mozy cloud and your account is authenticated.

**INITIAL_SYNC**
Software is performing the initial transfer of files to the Mozy cloud.

**RUNNING**
Manual mode: software is actively transferring files. Continuous mode: software is ready to back up or is currently backing up files. Initial file transfer is already complete.

**IDLE**
Manual mode: software is not transferring files. Continuous mode: software is paused. Initial file transfer is already complete.

**SEEDING**
Software is actively transferring files to a Data Shuttle drive.

**IDLE (SEED_SUCCESS)**
Software has successfully completed transferring files to Data Shuttle drives.

**IDLE (SEED_FULL)**
Software has transferred files and filled the currently connected Data Shuttle drive but all files have not been backed up. Disconnect the current drive, connect another drive, and continue transferring files.

**IDLE (SEED_ERROR)**
An error occurred while transferring data to the Data Shuttle drive.

**Options**

**--engine**
Display information about the Mozy engine, including the backup software version.

**--snapshot**
Display information about the snapshot.

**--appstate**
Display a single-word summary of the state.
--summary
Display a summary of the state.

--bytes
Display file sizes in bytes.

**Linux stop command**

Stop the backup in progress if you are in manual backup mode. Pause backups if you are in continuous backup mode.

```
mozyutil stop
```

To start a manual backup or resume continuous backups, use the start command.

**Linux throttle command**

Display, enable, disable, or set the maximum amount of network bandwidth that can be used (bandwidth throttling).

```
mozyutil throttle [--op {enable | disable}] [[--bps <rate>] | [--kps <rate>]]
```

If no options are specified, the throttling rate is displayed.

**Options**

--op enable | disable
Enable or disable bandwidth throttling. Use the list command to display the current throttling state.

[--bps] <rate>
Maximum amount of network bandwidth that can be used in bits per second.

--kps <rate>
Maximum amount of network bandwidth that can be used in kilobits per second.

**Examples**

```
mozyutil throttle --op enable --bps 2000
```

**Linux unlink command**

Unlink the Mozy software on your computer from the Mozy cloud.

```
mozyutil unlink
```

After unlinking, file transfers stop, but the software remains installed and can be relinked for use again. To relink, repeat the activation process.
Linux vars command

List the Mozy software configuration variables and their values.

```
mozyutil vars [--filter <substring>] [--verbose]
```

These variables control some of the low-level functionality of the software. You can review these variables to ensure the software is configured properly. Variable values are changed by editing the mozybackup.conf file. Used only for advanced troubleshooting.

**Options**

---filter <substring>
Display only variables containing the specified substring.

---verbose
Verbose listing.

Commands for Mozy Sync

You can access certain Mozy Sync installation functionality through a command interface. This is an advanced feature and generally only used by administrators during installation.

**Note**

The following assumes Mozy Sync.exe is the name of the Mozy Sync installation program for Windows. The name of the installation program on Mac is Mozy Sync. If you have a different installation program name, use it instead.

Personal Encryption Key Setup (Windows and Mac)

Specify a personal encryption key during setup. These commands are only useful if you have already set up a personal key for the backup software or a previous installation of Mozy Sync. Use /customkeytext to enter your personal key passphrase, or use /customkeyfile to import your personal key from the file.

**Windows:**

```
Mozy Sync.exe {/customkeytext key | /customkeyfile file path}
```

**Mac:**

```
Mozy Sync.exe {/customkeytext key
 | /customkeyfile file path}
```

*key* is your personal encryption key passphrase.

*file path* is the complete file path of the encryption key file.
Region Override (Windows and Mac)
For new users, specifies the world region where your data is stored. You may need to use this command if your computer's location is different than the location where you want your data stored.

Windows:

```
Mozy Sync.exe general.region.override region
```

Mac:

```
Mozy Sync.exe general.region.override region
```

`region` is either `US` for United States or `EMEA`, for Europe.

Proxy Setup (Windows)
The proxy settings command lets you set up the proxy server used by Mozy Sync in Windows. These switches are used during the installation of Mozy Sync.

```
Mozy Sync.exe configuration authentication
```

Configuration Parameters
Choose one of the following for `configuration`.

`/useproxy: url`  
Sets the proxy server Mozy Sync uses on a computer. `url` is the URL of the proxy server.

`/usemachinedefaultproxy`  
Sets the proxy server Mozy Sync uses to the one configured for the computer based on the group policy settings for the user account.

`/autodetectproxy`  
Sets the proxy server Mozy Sync uses to one that Mozy Sync discovers configured on the computer.

`/pacurl: url`  
Sets the proxy server Mozy Sync uses through a PAC script, which contains the configuration information for the proxy server. `url` is the URL of the PAC script.

`/grabuserieproxysettings`  
Sets the proxy server Mozy Sync uses to the one defined for Microsoft Internet Explorer.

Proxy Authentication Parameters
Choose one of the following for `authentication`.

`/usemachineproxyauth`  
Specifies that the user's domain account should be used for proxy authentication.

`/proxyuser: username /proxypass: password [/proxydomain: domain]`  
Specifies the account used to authenticate to the proxy server.

- `username` is the username of the account.


- **password** is the password of the account.
- **domain** is the domain of the account.

**Proxy Type (Windows)**
Specifies the proxy type

```
Mozy Sync.exe
{/useproxy:URL |
/usemachinedefaultproxy |
/autodetectproxy |
pacurl:URL |
/grabuserieproxysettings}
```

**Parameters**

**/useproxy:** *URL*
Sets the proxy server Mozy Sync uses on a computer. *URL* is the URL of the proxy server.

Examples

```
Mozy Sync.exe /useproxy:proxyserver:80
Mozy Sync.exe /useproxy:10.10.10.10:3128 /proxyuser:admin /proxypass:my_password
```

**/usemachinedefaultproxy**
Sets the proxy server Mozy Sync uses to the one configured for the computer based on the group policy settings for the user account.

**/autodetectproxy**
Sets the proxy server Mozy Sync uses to the one that Mozy Sync discovers configured on the computer.

**/pacurl:** *url*
Sets the proxy server Mozy Sync uses through a PAC script, which contains the configuration information for the proxy server. *url* is the URL of the proxy server.

**/grabuserieproxysettings**
Sets the proxy server Mozy Sync uses to the one defined for Microsoft Internet Explorer.

**Silent Installation (Windows)**
Specifies a silent installation. There is no need for user interaction.

```
Mozy Sync.exe /qb
```

**Set Mozy Sync Language (Windows)**
Sets the language that Mozy Sync uses. Allows Mozy Sync to use a different language than the operating system.

```
Mozy Sync.exe /lang=language code
```

**Language Codes**
Choose one of the following for *language code*.
Format of a Backup Set Definition File for Windows

Keep the following requirements at hand as you create a backup set definition file:

- Formatted as a flat text file
- Includes sections beginning with a section name (all caps) and ending with an empty line
- Uses UTF-8 character encoding (multiple backup sets can be stored in the same definition file)
- Starts with a SET section

You will use the Windows command line interface to import the backup set definition file.

An easy way to create a backup set definition file is to use the backup software Settings window Backup Sets tab to create an example backup set with all of the needed sections. You can then use the command line interface to display the file code. You can copy this code into a file and edit it as needed.

SET
The SET section describes data that is global to the backup set.

name: set name
    Name of backup set (required).

guid: value
    Unique ID for the backup set, such as 380464e5-d960-4165-b8dd-0bb40eb204bf (required).
selected: value
   value is 0 if backup set is not selected and 1 if selected.

excluded: value
   value is 0 if matching files will be added to the backup. Set to 1 if matching files that would have been included by other backup sets will be excluded from the backup.

lock_rules: value
   value is 0 if the user can edit the backup set; and 1 if the user cannot edit the backup set.

lock_selection: value
   value is 0 if the user can (de-)select the backup set and 1 if the user cannot (de-)select the backup set.

PATHS
The PATHS section lists folders and files the backup set applies to. These correspond to the selected folders in the backup set editor; however, unlike the backup set editor, this format allows you to include single files as well. There can be any number of include:/exclude: lines.

include: path
   Folder or file to include from the backup set; subfolders are included.

exclude: path
   Folder or file to exclude from the backup set; can be a subfolder of an include.

RULES
The RULES section lists matching rules in the set. This section is optional. If there are no rules, a backup simply includes the files and folders included in PATHS. Rules are expressed as a disjunction of conjunctions, such as (Rule0,0 AND Rule0,1...) OR (Rule1,0 AND Rule1,1...). The "and groups" are separated by a single line containing the text OR.

Each rule line looks like this:
[!] type operator arguments...
(An optional leading ! inverts the sense of the rule. This corresponds to the Include or Exclude identifier leading each rule. Arguments are separated by spaces.)

RULE FORMATS
extension extensions
   List of extensions, no period, separated by spaces.

size [gt|ltt] size
   File size in bytes.

created (before date | after date | between start_date end_date)
   Creation dates. You can specify before a specified date, after a specified date, or between specified dates. Dates are specified in decimal time_t format.

modified (before date | after date | between start_date end_date)
   Modification dates. You can specify before a specified date, after a specified date, or between specified dates. Dates are specified in decimal time_t format.
filename ( [!]equals | [!]begins-with | [!]ends-with ) file0
file1 ...

Matches the file name alone, not the path.

directory ( [!]equals | [!]begins-with | [!]ends-with ) directory0 directory1 ...

directory0 directory1 ...

Matches files that exist in a folders matching one of the given names; the name
must be single folder names, not paths. (You would use paths for that.).

directory-recursive ( [!]equals | [!]begins-with | [!]ends-
with ) directory0 directory1 ...

Matches files in a folder matching the given name and all its subfolders. Again, the
rules parameters must be simple names, not paths.

attributes ( [!]has win32 file attributes)

Matches file attributes separated by a space.

Example 2  Example of a Backup Set Definition File

SET
name: Awesome Backup Set
guid : 380464e5-d960-4165-b8dd-0bb40eb204bf
selected: 1
excluded: 0
lock_rules: 1
lock_selection: 1

PATHS
include: C:\SomeDir\IncludedFile.txt
include: C:\SomeDir\IncludedDirectory
exclude:
   C:\SomeDir\IncludedDirectory\ExcludedSubdirectory

RULES
extension "doc" "xls" "ppt" "txt"
size gt 1024
!size gt 9999999999
created between 1199145600 1299145600
filename !begins-with "foo" "bar" "baz"
or
filename begins-with "important"
or
directory-recursive beings-with "important"

Administrator Capabilities

Administrators can be configured to have only specified capabilities. Capabilities are
associated with roles. To assign capabilities, you edit a role. The administrator
capabilities are broken down into the following categories:

Admin Capabilities

The following table is a list of all the administrator capabilities that can be assigned
and granted depending on the role's capabilities.

Partner Root Roles define the highest level administrator capabilities for your
customer's Root Admin. A single administrator can be a member of multiple roles.
### Admin Capabilities

<table>
<thead>
<tr>
<th>Capability</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Roles: add/edit/delete</td>
<td>Allows the administrator to add, edit, or delete roles.</td>
</tr>
<tr>
<td>Roles: view/assign</td>
<td>Allows the administrator to list the roles and assign other roles to sub-administrators.</td>
</tr>
<tr>
<td>Admins: add/edit/delete</td>
<td>Allows the administrator to add, edit, or delete additional administrators.</td>
</tr>
<tr>
<td>Admins: list/view</td>
<td>Allows the administrator to list and view the administrators for the account.</td>
</tr>
<tr>
<td>Edit Partner Settings</td>
<td>Allows the administrator to edit the settings that are associated with a partner.</td>
</tr>
<tr>
<td>Log in as admin</td>
<td>Allows the administrator to log in as another administrator, usually a sub-administrator of the administrator.</td>
</tr>
<tr>
<td>View External IDs</td>
<td>Allows a partner to use a specified value that is stored in the Mozy Admin Console database. It can be used by partners to cross-reference records in the Mozy system with a partner’s record in their own business systems.</td>
</tr>
<tr>
<td>View IDs</td>
<td>Allows the administrator to view the IDs of the different administrators.</td>
</tr>
<tr>
<td>View Partner Settings</td>
<td>Allows the administrator to view the settings of a partner.</td>
</tr>
</tbody>
</table>

### Billing Capabilities

The following table lists the billing capabilities that can be assigned and granted. The actual billing capabilities available to any administrator depend on the type of administrator.

<table>
<thead>
<tr>
<th>Capability</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Edit billing information</td>
<td>Allows the administrator to modify the billing information for the account. This includes credit card information.</td>
</tr>
<tr>
<td>Password Policy Management</td>
<td>Allows the administrator to change the password policies for the partner.</td>
</tr>
<tr>
<td>View charges</td>
<td>Allows the administrator to view the billing information but not make changes.</td>
</tr>
</tbody>
</table>

### Configuration Capabilities

The following table lists the configuration capabilities that can be assigned and granted depending on the role’s capabilities.
Table 30 Configuration Capabilities

<table>
<thead>
<tr>
<th>Capability</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client Config: Cascade to sub-partners</td>
<td>Allows the administrator to cascade (lock) the settings to the partner's sub-partners.</td>
</tr>
<tr>
<td>Client Config: Encryption Key Escrow</td>
<td>Allows the user to save their key in escrow. This feature is obsolete.</td>
</tr>
<tr>
<td>Client Config: Encryption Key Export</td>
<td>Allows the users to save their encryption key from within the client.</td>
</tr>
<tr>
<td>Client Config: Encryption Key: Custom</td>
<td>Allows the user to specify a personal encryption key in the client.</td>
</tr>
<tr>
<td>Client Config: Encryption Key: Default</td>
<td>Allows the client to use the default Mozy key.</td>
</tr>
<tr>
<td>Client Config: Encryption Key: Random</td>
<td>Allows the users to generate a random encryption key. This feature is obsolete.</td>
</tr>
<tr>
<td>Client Config: Encryption Key: URL</td>
<td>Allows the administrator to specify a location for the corporate encryption key that is used by the client.</td>
</tr>
<tr>
<td>Co-branding: Configure</td>
<td>Allows the administrator to configure co-branding of the client, consumer site, and Admin Console.</td>
</tr>
<tr>
<td>Configure network rules in client configuration</td>
<td>Allows the partner to add, edit, or delete mobile network rules for a partner.</td>
</tr>
<tr>
<td>Configure sub-domains</td>
<td>Allows the administrator to add sub-domains for the partner.</td>
</tr>
<tr>
<td>Data Retention Policy Management</td>
<td>Allows the administrator to specify or change the partner default, group, and subpartner retention policies.</td>
</tr>
<tr>
<td>Edit Dialects</td>
<td>Allows the administrator to add dialects to the Admin Console.</td>
</tr>
<tr>
<td>Edit branding</td>
<td>Allows the administrator to change the branding for the client, consumer site, and Admin Console.</td>
</tr>
<tr>
<td>Edit client configuration</td>
<td>Allows the administrator to change the client configuration information on the client Settings window.</td>
</tr>
<tr>
<td>Edit error messages</td>
<td>Allows the administrator to change the error messages that are displayed to the users on the web.</td>
</tr>
<tr>
<td>Edit network domains</td>
<td>Allows the administrator to add and edit network domains for a partner.</td>
</tr>
<tr>
<td>Email Templates: Edit</td>
<td>Allows the administrator to edit the emails that are sent.</td>
</tr>
<tr>
<td>Email Templates: View</td>
<td>Allows the administrator to view the emails that are sent.</td>
</tr>
<tr>
<td>Force client upgrade</td>
<td>Allows the administrator the ability to force users to update their clients.</td>
</tr>
<tr>
<td>Mobile Access: Edit</td>
<td>Allows the administrator to enable mobile access.</td>
</tr>
</tbody>
</table>
Table 30 Configuration Capabilities (continued)

<table>
<thead>
<tr>
<th>Capability</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plans: add/edit/delete</td>
<td>Allows the administrator to add, edit, or delete consumer and Pro plans.</td>
</tr>
<tr>
<td>Plans: list/view</td>
<td>Allows the administrator to view the plans that are available.</td>
</tr>
<tr>
<td>Version Management</td>
<td>Allows the administrator to extend the expiration of and delete a file versions.</td>
</tr>
<tr>
<td>View Dialects</td>
<td>Allows the administrator to view and enable dialects that are currently available.</td>
</tr>
</tbody>
</table>

Partners Capabilities

The following table lists the partners capabilities that can be assigned and granted depending on the Role's capability.

Table 31 Partners Capabilities

<table>
<thead>
<tr>
<th>Capability</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>API Key: Create</td>
<td>Allows the administrator to create an API key for use by the partner.</td>
</tr>
<tr>
<td>API Key: Delete</td>
<td>Allows the administrator to delete an API key that is assigned to a partner.</td>
</tr>
<tr>
<td>API Key: view</td>
<td>Allows administrator to view an API key that is assigned to a partner.</td>
</tr>
<tr>
<td>Partners: add</td>
<td>Allows the administrator to add partners. Likewise, if you grant this capability, they can also assign this capability to other partners.</td>
</tr>
<tr>
<td>Partners: delete</td>
<td>Allows the administrator to delete partners.</td>
</tr>
<tr>
<td>Partners: edit</td>
<td>Allows the administrator to edit partners.</td>
</tr>
<tr>
<td>Partners: list/view</td>
<td>Allows the partner to view a list of partners.</td>
</tr>
</tbody>
</table>

Reports Capabilities

The following table lists the report capabilities that can be assigned and granted depending on the role's capabilities:

Table 32 Reports Capabilities

<table>
<thead>
<tr>
<th>Capability</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Backup health</td>
<td>Allows the administrator to see the backup health report for the account.</td>
</tr>
<tr>
<td>Backup history</td>
<td>Allows the administrator to see the backup history report for the account.</td>
</tr>
</tbody>
</table>
Table 32 Reports Capabilities (continued)

<table>
<thead>
<tr>
<th>Capability</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Users</td>
<td>Allows the administrator to see the new user report for the account.</td>
</tr>
<tr>
<td>Report: Bandwidth</td>
<td>Allows the administrator to see the bandwidth report for the account.</td>
</tr>
<tr>
<td>Reports page</td>
<td>Allows the administrator to see the reports pages for the account.</td>
</tr>
<tr>
<td>Reports: create/edit</td>
<td>Allows the administrator to create and edit custom reports.</td>
</tr>
<tr>
<td>Reports: view/run</td>
<td>Allows the administrator to view and run custom reports.</td>
</tr>
</tbody>
</table>

Resources Capabilities

The following table lists the resource capabilities that can be assigned and granted depending on the role's capabilities. Resources are product keys and disk space commonly referred to as quota.

Table 33 Resources Capabilities

<table>
<thead>
<tr>
<th>Capability</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Download client</td>
<td>Allows administrators to download the client software for installation.</td>
</tr>
<tr>
<td>Purchase resources</td>
<td>Allows administrators to purchase additional resources for objects they have privileges to change.</td>
</tr>
<tr>
<td>Return unused resources</td>
<td>Allows administrators to return unused resources from a user group that they have privileges to administer.</td>
</tr>
<tr>
<td>Transfer resources</td>
<td>Allows administrators to transfer resources for objects they have privileges to change.</td>
</tr>
</tbody>
</table>

Users Capabilities

The following table is a list of all the user capabilities that can be assigned and granted depending on the role's capabilities:

Table 34 Users Capabilities

<table>
<thead>
<tr>
<th>Capability</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Edit quotas</td>
<td>Allows the administrator to edit the quotas for users under the administrator’s control.</td>
</tr>
<tr>
<td>Log in as user</td>
<td>Displays the link on the List User window that allows administrators to log in as the user in the Web interface.</td>
</tr>
<tr>
<td>Machines: create/edit/delete</td>
<td>Allows administrators to delete machines.</td>
</tr>
<tr>
<td>Machines: list/view</td>
<td>Allows administrators to view the list of machines for their users.</td>
</tr>
</tbody>
</table>
Table 34 Users Capabilities (continued)

<table>
<thead>
<tr>
<th>Capability</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Machines: reactivate</td>
<td>Allows administrators to reactivate any machines that have been deactivated.</td>
</tr>
<tr>
<td>Perform Web restore</td>
<td>Allows administrators to perform a Web restore for their users.</td>
</tr>
<tr>
<td>Perform Web restore (read only)</td>
<td>Allows administrators to open the Web restore application and select files, but not perform a restore.</td>
</tr>
<tr>
<td>User Groups: create/edit/delete</td>
<td>Allows administrators to create, edit, and delete user groups, as well as add users to those user groups.</td>
</tr>
<tr>
<td>User Groups: list/view</td>
<td>Allows administrators to view a list of user groups.</td>
</tr>
<tr>
<td>Users: create/edit/delete</td>
<td>Allows administrators to create, edit, and delete users.</td>
</tr>
<tr>
<td>Users: list/view</td>
<td>Allows administrators to see a list of users that belong to their administrative groups.</td>
</tr>
<tr>
<td>View machine backup history</td>
<td>Allows administrators to view the machine backup history of their users.</td>
</tr>
<tr>
<td>View restore history</td>
<td>Allows administrators to view the restore history of their users.</td>
</tr>
<tr>
<td>View log files</td>
<td>Allows administrators to view log files when clicking the View Logfile link in the machine details view.</td>
</tr>
</tbody>
</table>

Client Config File Preferences

General Preferences

Install new versions of Mozy silently when they are made available
Automatically installs the latest updates to the backup client software when they are made available without prompting the user to install the updates. It is selected by default.

Allow users to back up network drives
Allows users to back up mapped drives on Windows computers and shared locations on Macs. It is selected by default.

Number of days of unsuccessful backups to wait before showing a warning
Specify the number of days before a warning is displayed to the user if the client has not backed up within the allotted time.

Prevent backups from occurring on mobile broadband networks
Administrators can block clients from performing backups over certain types of networks. For example, you could block clients from performing backups on a mobile broadband network, such as point-to-point protocol (PPP), GPRS, 3G, WiMax, and so on. To block a network type, enter the appropriate ifType number that corresponds with the interface of the network you want to block. To enter more than one ifType number, separate each value by a comma, for example, 23,243,244.
Although numbers may be different in your environment, some common ifType
numbers and network interfaces are:

**Table 35 ifType numbers and names**

<table>
<thead>
<tr>
<th>Number</th>
<th>Name and Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>IF_TYPE_ETHERNET_CSMACD</td>
</tr>
<tr>
<td>15</td>
<td>IF_TYPE_FDDI</td>
</tr>
<tr>
<td>23</td>
<td>IF_TYPE_PPP</td>
</tr>
<tr>
<td>243</td>
<td>IF_TYPE_WWANPP (Mobile broadband devices based on GSM technology)</td>
</tr>
<tr>
<td>244</td>
<td>IF_TYPE_WWANPP2 (Mobile broadband devices based on CDMA technology)</td>
</tr>
</tbody>
</table>


**Let end-users choose their encryption setting from the following checked options:**

There are multiple encryption options available. For more information, see Planning Client Encryption on page 34.

- **Default encryption key**
  The default Mozy 448-bit blowfish encryption key is used to encrypt the data. If your account is identified in the Admin Console as being subject to HIPAA security rules, the Mozy default encryption key cannot be used. This reduces concerns regulators might have about your vendor, Mozy, having access to your organization's encryption key.

- **User-specified encryption key**
  During the configuration process, the user is prompted to enter a pass phrase that is used to encrypt the data before it is transferred to the Mozy servers. This is referred to as a personal encryption key.
  To allow the user to export the key, select **Allow Export**.

- **Always use the following encryption key (URL or path)**
  This option is available with the auto or assisted activation methods. If you select this method, you must create a corporate encryption key using the Mozy Crypto Utility. In addition, you must specify where the key is located. You can store the key on a Web server or on each machine in the same location. This is the default selection.

**Don’t allow users to add/edit backup sets**

Prevents users from being able to add or edit backup sets within the client. It is not selected by default.

**Show all protected operating system files**

Reveals the `C:\Program Files` and `C:\Windows` directories Mozy has hidden to assist users in making wiser backup choices. It is not selected by default.

**Prevent back up if encryption does not match policy. Takes effect with client version 2.26.7 for Win and 2.13.6 for Mac.**

Backups are prevented for affected machines when they update to client version 2.26.7 for Windows and 2.13.6 for Mac. When selected, this option is
automatically locked. To reacquire the client configuration with the necessary type of encryption key and to resume backing up, the backup software must be reinstalled on affected machines.

Windows-Specific Preferences

Enable support button and link
Displays the Support button in the Mozy Status window as well as a link to support in the client. It is selected by default.

Enable Restore tab on Settings Window
The Mozy backup software Settings window shows the Restore tab by default, which allows users to restore their files. To prevent the Restore tab from showing, uncheck this box.

Enable "Access files online" link and "Restore files" button
Deselecting this box hides the Access files online link in the Mozy backup software Settings window and in the right-click context menu. Additionally, depending on which other options are enabled, the Restore files button on the Status window may be disabled, or may open the Restore tab on the Settings window, or the virtual drive, or access files online.

Restrict restores to the logged-in user's profile
Prevents a user from restoring another user's data on a machine shared by multiple Windows users. It is enabled by default.

Don’t show restore menu in Windows Explorer
Hides the Mozy Restore menu when in Windows Explorer. It is not selected by default.

Don’t show Mozy Virtual Drive in My Computer
Hides the virtual drive when you open My Computer. It is not selected by default.

Don't prompt for password when starting Mozy Config
Saves the password when you start the Mozy configuration. To force the Settings window to ask for a password, deselect this option. It is selected by default.

Show tooltips in Mozy backup software Settings
Displays a description of an item in the Settings window when you hover your mouse over that item. It is selected by default. It is selected by default.

Use Volume Shadow Service to back up locked files when available
Allows the user to use Microsoft’s Volume Shadow Copy Service to back up files that are locked. It is selected by default.

Pop up Mozy Status window after every backup
Launches the status window after every successful backup. It is selected by default.

Pop up Mozy Status window at the beginning of every backup
Launches the status window at the beginning of every backup. It is selected by default.

Pop up warning periodically when the user is over quota
Displays a warning message periodically stating that the client is over quota. It is selected by default.

**Attempt automatic backups even if network connection is not detected**

Forces Mozy 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 Mozy to continue backing up your data even if your laptop is unplugged. It is selected by default. If you deselect this option, the Mozy client will not start a new backup. However, if you have already started a backup while your laptop is plugged in, unplugging the laptop does not stop the backup process. It is selected by default.

**Show advanced backup set features**

Allows you to define a set that will prevent files from being backed up, instead of including files to be backed up. It is selected by default.

**Display all system backup sets to the user, even if they don’t contain any files**

Displays all available backup sets even if there are no files in the backup set. Normally, only backup sets that have files are displayed. It is selected by default.

**Don’t allow users to add/edit backup sets**

Prevents users from being able to add or edit the backup sets that are available.

**Don’t allow users to select or deselect files in the filesystem tab**

Prevents users from being able to change what files are selected in the filesystem tab of the client.

**Allow Local Backup**

Lets users back up to drives locally installed on their machines. Local drives appear as a hard disk drive in Windows and a device on Mac.

**Enable LAN Support**

Allows users to back up files to a drive on a local area network.

**Enable VSS backup support**

Allows the users to use enhanced features to back up certain applications using Microsoft’s Volume Shadow Copy Service. This requires Windows Server 2003 or later. It is selected by default.

**Allow users to back up encrypted files and folders**

Allows users to back up files and folders that are encrypted on the file system. It is selected by default.

**Show all protected operating system files**

Reveals the C:\Program Files and C:\Windows directories Mozy has hidden to assist users in making wiser backup choices. It is not selected by default.

**Don’t show shell icon overlays in Windows Explorer**

Prevents users from seeing backup status icon overlays on files and folders in Windows Explorer. It is not selected by default.

**Proxy Settings**

There are several proxy options available:
No Proxy (Direct Connect)
The client does not use a proxy to connect to the Mozy servers. This is the default selection.

Use a Specified Proxy
If you select this you must specify the host name or URL and port to the proxy server. For example, https://hostname:port.

Use Machine Default Proxy
The client verifies if your machine is using a proxy and tries to use the same proxy settings.

Auto-detected Proxy Settings
The client tries to auto detect the proxy settings. If the client is able to detect the settings, then the client uses those settings.

Use a PAC Script
If your company has a PAC script that they use to set the proxy settings for your users, then you must specify the URL of where the PAC script is located.

Use this slider to tweak the impact that Mozy will have on PC and Internet performance when the computer is in use
Slide the bar to the left for less of an impact and to the right for quicker backups but a larger impact on the machine.

Request Assistance

We hope you find helpful information by searching or browsing through the online help topics. All Mozy customers are also welcome to use these Mozy Support Portal options, which are available only in English.

- The knowledge base is a database of articles that provide solutions and information. You can search for and filter articles.
- Community forums let Mozy customers provide support to each other.

You may also log in to the Support Portal for access to additional support options.

- Support cases are a trackable way to communicate directly with a Mozy employee.
- Live support chat lets customers chat online directly with a Mozy employee.
- Speak directly with a Mozy employee after you obtain your Support ID from the Support Portal.

Note
Only customers outside the USA who do not speak English may request support by email, at emea.support@mozy.com.

Procedure

   
   If you are an administrator for a MozyPro or MozyEnterprise account, be sure to use your administrative credentials to log in.
   
   a. In the upper-right corner of the page, click Sign In.
   
   b. Provide your Mozy account credentials, then click Log In.

2. Take any of these actions.
<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Learn how to use the Mozy Support Portal</td>
<td>Click Community, and then click Support Portal. Several video tutorials demonstrate how to accomplish various tasks in the Mozy Support Portal.</td>
</tr>
</tbody>
</table>
| Create a support case                           | a. In the lower right part of the page under My Support, click Create a New Case.  
 b. Provide specific information in the fields, then click Submit.  
 Your case is created and a Mozy employee is assigned to it.  
 Further communication regarding your case occurs in Case Management, in the Mozy Support Portal. This communication is not likely to be instant.  
 To check for updates to your case and to communicate with the assigned Mozy employee, you must log in to the Mozy Support Portal and view your support cases. |
| View your support cases                         | After you open a case or are notified by Mozy that one has been opened for you, you must occasionally review your cases in the Mozy Support Portal to see updates and to communicate with the assigned Mozy employee.  
 In the lower right part of the page under My Support, click My Cases.                                                                                                                                                                                                                                                                         |
| Chat with Mozy support                          | In the lower right part of the page under My Support, click Chat with Support.  
 A chat window appears where you can chat with the first available technical support representative.                                                                                                                                                                                                                                                                                   |
| Contact Mozy support by phone                   | Obtain your support ID to use when phoning Mozy.  
 a. Find your support ID in the upper left corner of the page.  
 b. Call the appropriate number to reach Mozy support and be ready to enter your support ID.  
   - USA (and all other countries not listed): 866 789 6699  
   - UK: 0808 234 3567  
   - Ireland: 1800 303249  
   - Français : 0800 915123  
   - Deutschland: 0800 1802517 |