Mozy

User Guide

mozy BY DELL

DELL EMC

Preface

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CHAPTER 1

Overview of Mozy

Mozy provides a secure and reliable solution to back up, sync and access your files from anywhere.

With the Mozy backup software, files from your computer, such as email, contact lists, photos, financial information, and documents are encrypted and then securely sent to the Mozy cloud. Mozy only backs up files which are present on your computer; if you delete files from your computer, they are also deleted from the Mozy cloud after a grace period.

Mozy ensures that copies of your files are kept safe and available to you. It is not a file archiving service; it cannot permanently keep files you delete from your computer. Nor can it restore an entire computer, including installed programs, to a working state; only disk imaging or mirroring tools can accomplish that.

With sync, you can also keep your frequently used files up-to-date across all your computers. Once your files are uploaded with Mozy, you can use any Web browser to download your files from the Mozy cloud.

If you use a mobile device, you can use the Mozy mobile app for iOS or Android to access and share all your files stored in the Mozy cloud from your mobile devices.

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Overview of Account Types

Each Mozy account type has different features. You can change your account type if your backup or storage needs change, but it may require you to reupload all your files to the Mozy cloud. For more information, see Change Your Account Type on page 226

Table 1 Mozy account types

Account Type	Description
MozyHome, paid or free	• Appropriate for home or personal use. • Cannot back up shared network devices or servers. • Paid accounts may use Mozy on up to five computers, while free accounts are limited to two computers. • Paid accounts choose the amount of storage space to buy, while free accounts are limited to 2 GB. • Paid accounts automatically renew according to your subscription, either monthly, yearly, or every two years until you close the account. • Free accounts can upgrade to paid at any time.
MozyPro	• Designed for small to mid-sized organizations with multiple users or servers. • Provides a simplified management experience and a variety of storage plans that allow you to back up as many computers as needed. • A Server Pass allows you to back up all of your servers and share network devices using the same storage plan. • Qualifying accounts may ship files to the Mozy cloud on a Data Shuttle hard drive. • A Web-based Admin Console for simplified management of your Mozy environment.
MozyEnterprise	• Designed for larger organizations or those that require more advanced IT controls, such as group management and subadministrators. • Support for Active Directory and LDAP integration. • A Server Pass allows you to back up servers and shared network devices. • Qualifying accounts may ship files to the Mozy cloud on a Data Shuttle hard drive. • A Web-based Admin Console for simplified management of your Mozy environment.

How Parts of Mozy Work Together

You may use all or only some parts of Mozy.

- Backup software for Mac
- Backup software for Windows (Only MozyPro or MozyEnterprise accounts can back up a shared network location or a server.)
- Backup software for Linux
- Sync for keeping files up-to-date on all your computers and devices
- Any computer's Web browser to access all your files stored with Mozy
- Mozy mobile app to access all your files stored with Mozy

If you use MozyPro or MozyEnterprise, you may use some parts only if your administrator has enabled them for you. Your administrator also manages how Mozy behaves for you. This can include preventing you from changing specific settings.

If you use MozyHome, the backup software installed on each computer consumes a portion of your total space in the Mozy cloud as needed. If you also use sync, it consumes a portion of that space as well. MozyHome customers can monitor and manage their own use of space, choosing more or fewer files to store in the Mozy cloud and adding more storage space at any time.

If you use MozyPro or MozyEnterprise, your administrator determines how much space is available for any instances of the backup software installed on computers you use. The same is true if you use sync.

You can do many things with Mozy.

- Back up any files you choose.
- Sync files automatically among computers and devices.
- Restore some or all of those files, including recent versions or recently deleted files.
- Download any backed up files from any computer's Web browser.
- Download, add, or delete files located in your online sync folder from any computer's Web browser.

- Download any backed up files from any iOS or Android device with the Mozy mobile app installed.
- Download, view, open, upload, and delete files located in your online sync folder from any iOS or Android device with the Mozy mobile app installed.

Mozy Backup Software

The Mozy backup software lets you select files from your computer, such as email, contact lists, photos, financial information, and documents, which are encrypted and then sent over a secure Internet connection (SSL) to the Mozy cloud.

Mozy is not a file archiving service; it cannot permanently keep files you delete from your computer. Nor can it restore an entire computer, including installed programs, to a working state. So while Mozy can keep your files safe and accessible, you may want to take other measures to ensure that your entire computer, including programs you use, can be rebuilt or replaced.

During installation, the backup software automatically chooses the most common types of files to back up in your operating system's default documents folder.

This means that if you never select any files and folders yourself, only files like documents, spreadsheets, email, and photos may be backed up, and only if they are on your computer's desktop or in the default folder for personal files. While this is sufficient for many customers, we recommend that you verify that your most important files are indeed selected.

If you use less common software, such as a particular financial, drawing, or database tool, or if your files are not in the default folder or drive, do not assume they are backed up. You may need to select them yourself. You can do this during the installation process, or you can do this afterward any time you like.

If you are using the backup software for Linux, no files are automatically selected for backup. You determine the files that are backed up by specifying the directories you want to back up.

The backup software is available for these operating systems.

- Windows
- Mac
- Linux

Backup Software for Linux Quick Start

The Mozy backup software for Linux lets you securely back up your Linux computer files to the Mozy cloud. You interact with the software through `mozyutil`, which is a utility included with the backup software that you send commands to through a terminal window.

The software includes numerous features.

- Manual or continuous backups (scheduled backups available through the use of a scheduling utility, such as `cron`)
- Ability to back up multiple directories, including ones on external drives and network shares
- Multiple encryption key options to protect your data
- Access to backed up files using a Web browser if enabled by your administrator
- Access to backed up files using a mobile device if enabled by your administrator
- Control over network bandwidth usage (bandwidth throttling)

- Centralized computer monitoring through the browser-based Mozy Admin Console

Procedure

1. Meet the backup software requirements.

   Ensure that you are running a supported distribution and version of Linux. For more information, see System Requirements for Using Mozy on page 15.

2. Download the backup software.

   Be sure to get the appropriate software for your environment and operating system. For more information, see Download Mozy Software on page 37.

3. Install and activate the backup software.

   The backup software must be installed and activated before any backups can start. For more information, see Install Mozy Backup Software for Linux on page 51.

4. Get help using the backup software.

   You access the backup software features through `mozyutil` shell commands using an account with root privileges or one that is a member of the `mozyadmin` group. For documentation on each command, see Commands for Linux Backup on page 268. You can also see the command help or the manual page.

   - The command help provides information on using each command. Use **`mozyutil help`** for a list of available commands and **`mozyutil help`** ***`<command_name>`*** for details about a specific command, where *<command_name>* is the name of the command.
   - The manual (man) page provides product usage information on all of the commands. To access the manual page, type **`man mozyutil`**.

5. Specify directories to back up.

   Each directory you want backed up must be specified. For more information, see Adding Directories to Back Up in Linux on page 81.

6. Check the backup software state.

   The state provides details about the status of the backup software and helps you determine if the software is set up and running properly. Type **`mozyutil state`** to check the state.

7. Start a backup.

   You must manually start a backup unless you change the software to continuous backup mode or use a utility, such as `cron`, to schedule backups. For more information, see Back Up Manually on page 108.

8. Verify the backup.

   After backing up your files, you can verify your backup. This lets you confirm that all the files you intended to back up were backed up. To verify, type **`mozyutil history`**.

Mozy Sync

When you install sync on multiple computers, you can work on the same files from multiple locations. The files in the folders are synchronized, so when you make changes, the file is kept up-to-date and current on all your computers, making it easy to work on an important file from home, the office, or a friend's house. If you install

the Mozy mobile app on your mobile devices, you can access and work on the files in your sync folders from your mobile device, too. As a complement to the protection of the Mozy backup software, sync simplifies having multiple devices while also protecting your files. When Mozy Sync is installed on a computer with the Mozy backup software, the local sync folder is automatically excluded from your backups because the sync files are already stored online.

Note

If you are using an older version of the Mozy backup software, the local sync folder is not automatically excluded from being backed up, and you should manually deselect it for backup. For the backup software on Windows, this means versions before 2.24. For more information, see Create and Edit Backup Sets on Windows on page 71. For the backup software on Mac, this means versions before 2.12. For more information, see Create Custom Rules for Backup on a Mac on page 74.

When you install Mozy Sync on your computer, you link the local sync folder to your online sync folder. Any file activity in a local sync folder automatically updates your online sync folder and any other linked computers.

From any Web browser on any computer (a friend's, your boss's, a public computer), you can log in to your account online to access files in your online sync folder. If you install the Mozy mobile app on your Android or iOS mobile device, you can add, view, open, or delete files located in your sync folder.

You can install sync on up to five computers for MozyHome. Your storage space is shared among all computers you back up with Mozy as well as your sync folder.

If you use MozyHome, you can install Mozy Sync and start using the feature immediately. If you use MozyPro or MozyEnterprise, you can only use sync if your account administrator enables it for you.

Web Access to Mozy

Mozy lets you see or access all your backed up files using any computer with a Web browser and Internet access. If you use sync, you can easily access files in your online sync folder from any computer.

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.

Mozy Mobile App

With the Mozy mobile app, you can access your files backed up with Mozy. You can view and email files, stream music and videos, and share files with friends and family. With sync, you can use your mobile device to download files from and upload files to your online sync folder, automatically updating the files with all your linked computers and mobile devices.

You can only use the Mozy mobile app if it is enabled for your account by your administrator.

With the Mozy mobile app you can directly view many file types.

Table 2 File types viewable by the Mozy mobile app

Android	• Images (`.bmp`, `.jpg`, `.png`, `.gif`, `.tif`) • Music (`.mp3`, `.wav`, `.m4a`, `.wma`, `.aif*`, `.aac`) • Movies (`.mov`, `.mp4`, `.3gp`, `.3g2`, `.qt`, `.mpg`, `.mpeg`, `.avi`, `.wmv`) • Documents (`.txt`, `.doc`, `.docx`, `.pdf`, `.rtf`, `.wps`, `.odt`) • Spreadsheets (`.xls`, `.xlsx`, `.wks`, `.csv`, `.ods`) • Presentations (`.ppt`, `.pptx`, `.pps`, `.odp`) • Diagrams (`.vsd`, `.odg`) • Web pages (`.html`, `.htm`)
iOS	• Images (`.jpg`, `.gif`, `.tif`) • Music (`.mp3`, `.wav`, `.m4a`, `.wma`, `.aif`, `.aac`) • Movies (`.mov`, `.mp4`, `.m4v`, `.avi`) • Documents (`.txt`, `.doc`, `.docx`, `.pdf`, `.rtf`) • Spreadsheets (`.xls`, `.xlsx`, `.vcf`) • Presentations (`.ppt`, `.pptx`) • Web pages (`.html`, `.htm`)

System Requirements for Using Mozy

To use each Mozy feature, your computer must use any of the required operating systems or recommended web browsers.

If you use Windows 8 or Windows Server 2012, make sure your system is compatible with Mozy. For more information, see Windows 8 and Windows Server 2012 Exceptions on page 16.

Table 3 Mozy system requirements

Feature	Requirements

Backup software	• Windows 7, Windows 8, or Windows 10
	• Windows Server 2008, Windows Server 2008 R2, Windows Server 2012, Windows Server 2012 R2, or Windows Server 2016
	• Mac OS X Lion (10.7), Mountain Lion (10.8), Mavericks (10.9), Yosemite (10.10), El Capitan (10.11), or Sierra (10.12) on Intel processor
	• Linux
	  ▪ Debian Squeeze 6, Wheezy 7, or Jessie 8 (32-bit or 64-bit)
	  ▪ Ubuntu 10.04, 12.04, 13.04, or 13.10 (32-bit or 64-bit)
	  ▪ CentOS 5 or 6 (2.6.18 kernel or newer, 32-bit or 64-bit)
	  ▪ Red Hat Enterprise Linux 5.10 or 6.5 (32-bit or 64-bit)
	  ▪ MozyPro or MozyEnterprise server service type account
	  ▪ Account with root privileges on the Linux computer
	  If a user only needs access to the backup software functionality, you can add the user's account to the `mozyadmin` group on the computer. For more information, see Controlling Access to the Backup Software on Linux on page 136.

Mozy Sync	• Windows 7, Windows 8, or Windows 10 • Windows Server 2008, Windows Server 2008 R2, Windows Server 2012, or Windows Server 2012 R2 • Mac OS X Lion (10.7), Mountain Lion (10.8), Mavericks (10.9), Yosemite (10.10), El Capitan (10.11), or Sierra (10.12) on Intel processor • (Windows) NTFS formatted drive for the local sync folder • (Mac) HFS+ formatted drive for the local sync folder • Available disk space on the temporary folder drive equal to twice the size of the largest file you want to sync
Mobile app	• iOS 9 or 10 • Android 4, 5, 6, or 7 **Note** Windows 8 tablets are not supported
Web access to your Mozy files	• (Windows only) Internet Explorer, the two most recent versions • (Mac only) Safari, the most recent version • Chrome, the most recent version • Firefox, the most recent version

Windows 8 and Windows Server 2012 Exceptions

Mozy works with Windows 8 and Windows Server 2012 with some exceptions.

The following exceptions apply to both Windows 8 and Windows Server 2012.

- You cannot use the Mozy backup software, sync, or any other Mozy feature on a Windows 8 tablet.
- If you use EFS encryption on your NTFS file system, these files cannot be restored to a Windows 8 device.
- You cannot compress files with the Windows 8 file system. Therefore, if you copy a file from an NTFS file system to a Windows 8 device, you need to accommodate the original size of the file, not the compressed size.
- We have tested Microsoft's new Storage Pools feature with Mirror, Parity, and Simple workflows. However, because it is a new feature, we encourage you to test thoroughly in your own environment and use caution when using Storage Pools with critical data.

The following exceptions apply only to Windows Server 2012.

- The File Server VSS Agent writer now lets you take snapshots of SMB 3.0 shares. Mozy may work with File Server VSS Agent writer, but you should test thoroughly before relying on Mozy to use the VSS agent to back up open or locked files on these shares.
- Mozy discourages backing up iSCSI targets that are used by other machines hosted on Windows servers. Using Mozy to do this could result in a file that is never backed up because it changes faster than Mozy can back it up.
- If you use Mozy on Server Core for Windows Server 2012, you must use the command line to manually specify the settings. For more information, see Commands for Windows Backup on page 246.

Mozy Security

When you use Mozy, your files are encrypted on your computer before they are sent over a secure Internet connection (SSL) to Mozy cloud. This keeps your files safe while in transit and while they are in the cloud. The encryption options available to you are dependent on the type of account you have.

You can also preserve security for your files by keeping your Mozy password secret and changing it periodically.

If you use the Mozy mobile app, additional security options are available to ensure the integrity of your files and your Mozy account, such as the ability to define a passcode and expire access to the Mozy service through mobile devices that may be lost or stolen.

Securing Access to Mozy

There are a number of ways that you can help keep your Mozy information, files, and settings more secure.

Table 4 Security options for Mozy services

Service	Security Options
Backup Software for Windows	To require entry of your Mozy user name and password every time the Settings window is opened, deselect **Automatically log in to Settings and to my**

Table 4 Security options for Mozy services (continued)

Service	Security Options
	online account in the Advanced Options tab in the Settings window.
Backup Software for Mac	To require entry of your system administrator password to change backup software settings, click the lock icon in the lower left corner of the Preferences window.
Web Access	To log out of managing your files online, click your user name in the upper right corner of the page, and then click **Log Out**.
Account Management Online	To log out of managing your account online, click **Log Out** in the upper right corner of the page. Some MozyPro or MozyEnterprise accounts have disabled this feature for their users.
Mozy Sync	To unlink your computer from your sync account, click **Unlink Computer** under the Settings tab in the Preferences window. To connect again later, you must enter your user name and password.
Mozy Mobile App	• To log out, open the app settings, and then tap **Sign Out**. • To require a four-digit passcode to access the app instead of logging out after each use, open the app settings and enable passcode locking. • If your device is lost or stolen, you can log in to your account online and expire access to the app, requiring entry of your Mozy password to access the mobile app.

In addition to the precautions listed in the table above, you may be able to select the type of encryption key you want to use for your files in the Mozy cloud. Whether you can choose and exactly which types of encryption keys are available depends on the type of account you have. MozyHome accounts can choose either the Mozy default encryption key or a personal encryption key. If you use MozyPro or MozyEnterprise, your administrator can determine the encryption key types you may choose from or whether you can choose at all.

Mozy Encryption

In simple terms, encryption is a secret pass phrase that is applied to the contents of your files to ensure that they are completely unreadable without the means to do so along with that encryption key. Mozy encrypts your files on your computer before they are sent over the Internet to the Mozy cloud. Your files remain encrypted when stored in the Mozy cloud and can only be read if you have both the encryption key and the means to read the encrypted file.

When you install Mozy software, you might be able to select the type of encryption key you want to use for your backups. Whether you can choose and exactly which types of encryption keys are available depends on the type of account you have. MozyHome accounts can choose either the Mozy default encryption key or a personal encryption key. If you use MozyPro or MozyEnterprise, your administrator can

determine the encryption key types that you can choose from or whether you can choose at all. That encryption is permanently associated with all files sent to the Mozy cloud from that computer.

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

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.

Note

If you use MozyPro or MozyEnterprise, some features might have been disabled by your administrator. For example, some organizations choose not to permit their users to access their files online.

Table 5 Mozy encryption key options

Default encryption key	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.
Personal encryption key	The personal encryption key option uses 256-bit AES encryption. You provide the key and it is known only to you. When you install Mozy software and choose to use a personal encryption key, you are asked to type your key. The key can be any combination of characters, symbols, or numbers, and can be as short or long as you like. When you provide the key, you can type it, paste it, or import it from a plain text file. To ensure you can download and restore your files, you must either remember your key indefinitely, or you can save it and store it separately. If you choose to save it, a plain text file is saved to the location you choose. The file contains only the characters you entered when creating your key. To ensure you can always provide your key, it is best not to save it only on your computer, which could fail, or only anywhere else which you could easily lose or damage, such as a USB stick. 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. Even under force of law, Mozy cannot decrypt your

Table 5 Mozy encryption key options (continued)

	files if you choose to use a personal encryption key. 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. For more information, see Provide Personal Encryption Key in the Mozy Mobile App on page 23. 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	The corporate encryption key option uses 256-bit AES encryption. The administrator creates the key; therefore, the resulting corporate encryption key is unique to each organization. You do not need to remember this key, because it is installed automatically when you install Mozy software and is managed by the administrator. The corporate encryption key option is available only to MozyPro and MozyEnterprise accounts. 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. • When the Restore Manager is used to download files from the web, it must have access to the corporate key.
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.

Table 5 Mozy encryption key options (continued)

	• 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 Schemes

If you have a MozyHome account, you can use the same type of encryption key, or the exact same personal encryption key, when you install each instance of the backup software. Or, you can choose to install each instance of the backup software with a different type of encryption key, or a different personal encryption key. You can install Mozy Sync with the same encryption key as the backup software or a different one; however, all your instances of Mozy Sync must use the exact same encryption key. In making these choices during installation, you can choose to create the simplest experience possible when downloading or restoring files. Or, you can choose to be responsible for managing the most secure experience, which can also be the most complex.

If you have a MozyPro or MozyEnterprise account, you might not be able to choose which type of encryption to use. Or, your administrator specifies which types you can choose from. If you can choose, the same considerations that are described for a MozyHome account apply to you as well. As always, if you use Mozy Sync, each installed instance must use not only the same type of encryption, but the exact same key.

Table 6 Simplest Encryption Scheme

Device & Mozy Software	Type of Encryption Key
Computer A, backup software	Default
Computer A, Mozy Sync software	Default
Computer B, backup software	Default
Computer B, Mozy Sync software	Default
Computer C, backup software	Default
Computer D, Mozy Sync software	Default

With this scheme, you never need to remember or supply an encryption key to use any Mozy features.

Table 7 Most Complex Encryption Scheme

Device & Mozy Software	Type of Encryption Key
Computer A, backup software	Personal key that you provide = example-ABC123
Computer A, Mozy Sync software	Personal key that you provide = example-123XYZ
Computer B, backup software	Personal key that you provide = example-DEF456

Table 7 Most Complex Encryption Scheme (continued)

Device & Mozy Software	Type of Encryption Key
Computer B, Mozy Sync software	Personal key that you provide = example-123XYZ
Computer C, backup software	Personal key that you provide = example-GHI789
Computer D, Mozy Sync software	Personal key that you provide = example-123XYZ

With this scheme, you must always be able to provide each key as necessary to use certain Mozy features, particularly when restoring or downloading files, or when installing any Mozy software when you replace any computer.

Change Encryption Key Type

Before you begin, you must understand the types of encryption keys you can use and the consequences of using each. For more information, see Mozy Encryption on page 18.

You may find after installing the Mozy software that you want to change the type of encryption key used to encrypt your files in the Mozy cloud. This always includes uploading all your files again to the Mozy cloud, so they are encrypted with the new key. If you have a lot of files, this can take a long time. This may be a reason not to change the type of encryption key you are using.

If you use Mozy Sync, you must uninstall the Mozy Sync software, and then delete sync from your account. Then you must reinstall the Mozy Sync software and choose a new type of encryption key during installation. For more information, see Reset Mozy File Synchronization on page 243.

For the backup software, you must delete the computer on which you want to change the key from your account, run the setup wizard again, and then upload all your files to the Mozy cloud using your new encryption key. For more information about deleting a computer, see Deleting a Computer from Your Account on page 222.

If you use the backup software for Windows, launch the setup wizard by pressing SHIFT while right-clicking the Mozy backup software icon in the notification area, and then click **Launch Setup Wizard**. For more information, see Open the Backup Software on Windows through the Notification Area on page 64. When you see the Summary window, click **Change Encryption** to change your encryption key.

Note

If you do not see the Mozy backup software icon, you may need to enable it. For more information, see Reenable the Mozy Backup Software Icon on page 136.

If you use the backup software for Mac, first open the preferences window by clicking the Mozy backup software icon in the menu bar and then clicking **Open Mozy Preferences**. Then, press OPTION while clicking **Reset Preferences**. The setup wizard starts on step 8, and you can change the type of encryption key you use on step 11. For more information, see Install MozyPro or MozyEnterprise for Mac on page 47.

Note

If you do not see the Mozy backup software icon, you may need to enable it. For more information, see Reenable the Mozy Backup Software Icon on page 136.

If you use the backup software for Linux, you must use the `unlink` command to unlink your computer. Next, reactivate your computer using the `activate` command with the `--force-encryption-change` option and the wanted encryption key options. Be sure to use the same account that you previously used.

Provide Personal Encryption Key in the Mozy Mobile App

If you chose to use a personal encryption key to encrypt files you send to the Mozy cloud, you must provide the same encryption key to access your Mozy files on your mobile device. If you log out of the Mozy mobile app and then log in again, you must once again provide your personal encryption key. A lock icon displays on computers that back up files using a personal encryption key. Sync folders that use personal encryption keys also appear with a lock icon.

Procedure

1. Open the Mozy mobile app, and then enter your passcode if necessary.
2. Choose one of the following options.
   - (Android) Tap **Menu**, and then tap **Settings**, .
   - (iOS) Tap **Settings**, .
3. Under **Security**, tap **Personal Keys**.
4. Tap the device to enter its key.
5. Type your personal encryption key and tap **Save**.

Results

Your personal encryption key is used to decrypt your files, making the files available through the Mozy mobile app.

Change Mozy Password

It is a good idea to change your Mozy password every so often. If you use MozyPro or MozyEnterprise you can change your password if your administrator has enabled this option. If you cannot change your password, or you use domain credentials to log in to Mozy, contact your administrator to change your password. You must first change your password online, and then:

- Enter your new password in the Mozy backup software.
- Enter your new password in Mozy Sync.
- Expire access to your Mozy account for your mobile devices, then enter the new password.

  Note

  The Mozy mobile app does not automatically prompt for a new password. You must expire access to your account to force the password change. For more information, see Expire Access for the Mozy Mobile App on page 31.

Procedure

1. Log in to your account online.

   For more information, see Log In to Manage Your Account Online on page 218.

2. Choose one of the following actions:

   - If you use MozyHome, click **My Profile** under the Account Pages menu on the left side of the page, then next to Password, click **change**.
   - If you use MozyPro or MozyEnterprise, click **Change Password** in the upper right corner of the page.

3. Specify your current password and your new password in the appropriate fields, then confirm the new password, then save your changed password.

4. To provide your new password in all the Mozy features you use, choose from the following actions:

OS	Task
Backup Software for Windows 8	On the Start screen, click the **Mozy backup software Settings** tile. When prompted for your password, type your new password in the appropriate field, then click **Login**.
Backup Software for Windows 10, Windows 7 or earlier	Right-click the Mozy backup software icon in the notification area, then select **Settings** > **More Settings**. For more information, see Open the Backup Software on Windows through the Notification Area on page 64. When prompted for your password, type your new password in the appropriate field, then click **Login**. **Note** If you do not see the Mozy backup software icon, you may need to enable it. For more information, see Reenable the Mozy Backup Software Icon on page 136.
Backup Software for Mac	Click the Mozy backup software icon in the menu bar, then select **Open Mozy Preferences**. Provide your password when prompted, then click **Next**. **Note** If you do not see the Mozy backup software icon, you may need to enable it. For more information, see Reenable the Mozy Backup Software Icon on page 136.
Backup Software for Linux	Unlink the computer using the `unlink` command. Next, reactivate the computer using the `activate` command.
Mozy Sync	The next time Mozy Sync tries to update, it automatically prompts for your new password. Type your password in the appropriate field, click **Relink**, then click **Sync Now**.
Mobile	The next time you open the Mozy mobile app, you are prompted to log in. Enter your username and password in the appropriate fields, then tap **Sign In**.

Note

(Windows) If you are not prompted to provide your password, click **Options** in the **Settings** window, then click **Advanced**. Deselect **Automatically log in to Settings and to my account online**, then click **OK** and open the **Settings** window again. After you have successfully logged in, you can select this option again.

Reset a Forgotten Mozy Password

If you have forgotten your password, you can reset it yourself. You must first change your password online, and then also:

- Enter your new password in the Mozy backup software.
- Enter your new password in Mozy Sync.
- Expire access to your Mozy account for your mobile devices, then enter the new password.

Note

The Mozy mobile app does not automatically prompt for a new password. You must expire access to your account to force the password change. For more information, see Expire Access for the Mozy Mobile App on page 31.

Procedure

1. Use a Web browser to open the login page for Mozy. Choose one of these options:
   - In your browser's address bar, type https://secure.mozy.com/login, then press **Enter**.
   - If you use MozyPro or MozyEnterprise and if your administrator provided you with a URL, use that URL in your browser's address bar, then press **Enter**. The URL should resemble `https://subdomain.mozy.com/login`, where *subdomain* is replaced by the actual subdomain for your MozyPro or MozyEnterprise account.
2. Click **Forgot your password**.
3. Enter your email address, then click **Reset Password**.
4. (Optional) You may be required to validate your email address or to use CAPTCHA. For more information, see Log In to Manage Your Account Online on page 218.
5. Click **Continue**.

   An email is sent to the specified email address which provides a link to reset your password.
6. In your email account, find and open the email, then click the password reset link.

   The link opens a Web page in your browser.
7. Provide and confirm your new password, then click **Continue**.
8. (Optional) If you use the Mozy mobile app, log in to your account online to expire mobile access, which ensures you are prompted for your new password the next time you use the Mozy mobile app. For more information, see Log In to Manage Your Account Online on page 218. Choose one of these options.

- If you use MozyHome, click **My Profile** under the Account Pages menu on the left side of the page, then next to Password, click **expire mobile access**.
- If you use MozyPro or MozyEnterprise, click **Expire Mobile Access**, and then click **OK**.

9. To provide your new password in all the Mozy features you use, choose from the following actions:

Feature	Action
Backup Software for Windows 8	On the Start screen, click the **Mozy Settings** tile. When prompted for your password, type your new password in the appropriate field, then click **Login**.
Backup Software for Windows 10, Windows 7 or earlier	Right-click the Mozy backup software icon in the notification area, then select **Settings** > **More Settings**. For more information, see Open the Backup Software on Windows through the Notification Area on page 64. When prompted for your password, type your new password in the appropriate field, then click **Login**. **Note** If you do not see the Mozy backup software icon, you may need to enable it. For more information, see Reenable the Mozy Backup Software Icon on page 136.
Backup Software for Mac	Click the Mozy backup software icon in the menu bar, then select **Open Mozy Preferences**. Provide your password when prompted, then click **Next**. **Note** If you do not see the Mozy backup software icon, you may need to enable it. For more information, see Reenable the Mozy Backup Software Icon on page 136.
Backup Software for Linux	Unlink the computer using the `unlink` command. Next, reactivate the computer using the `activate` command.
Mozy Sync	The next time Mozy Sync tries to update, it automatically prompts for your new password. Type your password in the appropriate field, click **Relink**, then click **Sync Now**.
Mobile	The next time you open the Mozy mobile app, you are prompted to log in. Enter your username and password in the appropriate fields, then tap **Sign In**.

Note

(Windows) If you are not prompted to provide your password, click **Options** in the **Settings** window, then click **Advanced**. Deselect **Automatically log in to Settings and to my account online**, then click **OK** and open the **Settings** window again. After you have successfully logged in, you can select this option again if you wish.

Change Email Address for Mozy

Only MozyHome users can change their own email addresses for their Mozy accounts. If you use MozyPro or MozyEnterprise, only the account administrator can perform account management activities or provide assistance. For information about finding the administrator's email address, see Find Your Administrator's Email Address on page 210.

You must first change your email address online, and then also:

- Enter your new email address in the Mozy backup software.
- Enter your new email address in Mozy Sync.
- If you use the Mozy mobile app on an iOS or Android device, such as a phone or tablet, you are not automatically prompted there for your changed email address. Therefore, if you change your account email address, you may want to tell the Mozy mobile app on your device to prompt for your email address the next time you use it. For more information, see Expire Access for the Mozy Mobile App on page 31.

Procedure

1. Use a Web browser to log in at https://secure.mozy.com/login.

Option	Description
If you see the Devices tab or the Synced tab	Click your user name in the upper-right corner, then click **Manage account**. Your Account Pages appears.
If you do not see the Devices tab or the Synced tab	Your Account Pages are open.

   For more information, see Log In to Manage Your Account Online on page 218.

2. Under the **Account Pages** menu on the left side of the page, click **My Profile**.
3. Next to your email address, click **change**.
4. In the **New Email** field, type the new email address you want to use for your MozyHome account.
5. In the **Password** field, type the password for your MozyHome account, then click **Submit**.

   A confirmation email is sent to the address you provided.

6. Click **LOG OUT** in the upper right corner of your online account page.
7. Open the confirmation email and click the verification link.
8. To provide your new email address in all your MozyHome features:

OS	Task
Backup Software for Windows 8	Click the **Mozy Settings** icon. When prompted, type your new email address and password in the appropriate fields, then click **Login**.
Backup Software for Windows 7 or earlier	Right-click the Mozy backup software icon in the notification area, then select **Settings** > **More Settings**. For more information, see Open the Backup Software on Windows through the Notification Area on page 64. When prompted, type your new email address and password in the appropriate fields, then click **Login**. **Note** If you do not see the Mozy backup software icon, you may need to enable it. For more information, see Reenable the Mozy Backup Software Icon on page 136.
Backup Software for Mac	Click the Mozy backup software icon in the menu bar, then select **Open Mozy Preferences**. When prompted, type your new email address and password, then click **Next**. **Note** If you do not see the Mozy backup software icon, you may need to enable it. For more information, see Reenable the Mozy Backup Software Icon on page 136.
Mozy Sync	The next time Mozy Sync tries to update, it will automatically prompt for your new email address. Type your email address and password in the appropriate fields, click **Relink**, then click **Sync Now**.
Mobile	The next time you open your Mozy mobile app, you are prompted to log in. Enter your email address and password in the appropriate fields, then tap **Sign In**.

Note

(Windows) If you are not prompted to provide your email address, click **Options** in the **Settings** window, then click **Advanced**. Deselect **Automatically log in to Settings and to my account online**, then click **OK** and open the **Settings** window again. After you have successfully logged in, you can select this option again if you wish.

Reset a Forgotten Mozy Email Address

Before you begin

Only MozyHome users can change their own email addresses for their Mozy accounts.

If you use MozyPro or MozyEnterprise, only the account administrator can perform account management activities or provide assistance. For information about finding the administrator's email address, see Find Your Administrator's Email Address on page 210.

Procedure

1. Use a Web browser to open the login help form at https://secure.mozy.com/login.
2. Type your full name, email address, and preferred contact number in the appropriate fields.
3. Under **Product**, select the appropriate product name.
4. In the **Subject** field, type a short description of the problem.

   For example: `Forgot Email Address`
5. In the **Description** field, type a more detailed description of the problem, for example:

   For example: `I forgot my email address and cannot access my account.`
6. Click **Submit**.

Results

Your request is submitted to Mozy support, and customer support will contact you.

Set Whether a Password Is Required to Access Your Online Sync Folder

When accessing your online sync folder through the Mozy Sync icon or Preferences window, you can control whether your password is required or you are automatically logged in. If you use a shared computer, Mozy recommends you require the password to be entered.

Procedure

1. Open the Mozy Sync Preferences window.
   - (Windows 8) On the Start screen, click the **Desktop** tile to open the desktop, and then right-click the Mozy Sync icon in the notification area and click **Preferences**.
   - (Windows 10, Windows 7 or earlier) Right-click the Mozy Sync icon in the notification area, and then click **Preferences**.
   - (Mac) Click the Mozy Sync icon in the menu bar, and then click **Preferences**.
2. Click the **Settings** tab.
3. Select or deselect **Require password to access files online**.

Log In to the Mozy Mobile App

Before you begin

You need to install the Mozy mobile app before you can access your Mozy files on your mobile device.

When you first launch the Mozy mobile app, enter your Mozy user name and password. You remain logged in to Mozy until you log out, even if your mobile device is turned off. To lock access to your files in the Mozy cloud while remaining logged in, you can create a four-digit passcode.

Note

If your administrator has provided you with an authentication subdomain, log in using your network credentials.

Procedure

1. Open the Mozy mobile app and tap **Sign in**.
2. Sign in with your Mozy username and password.

   If your administrator has provided you with an authentication subdomain:

   a. Tap **Use Alternate Sign In**.

   b. Enter the subdomain provided by your administrator.

   c. Enter your network username and password.

   d. Go to Step 4.
3. Choose one of the following actions:
   - (Android) Tap **Sign In**.
   - (iOS) Tap **Go**.
4. (Optional) To create a passcode, tap **Yes**, and then enter and confirm your four-digit passcode.

Log Out of the Mozy Mobile App

Logging out of the mobile app can keep your files and account information more secure. If you prefer, you can instead require a four-digit passcode to access the app. If your device is lost or stolen, you can expire access to your device, requiring your Mozy account password to be entered to access the app.

Procedure

1. Open the Mozy mobile app settings.
   - (Android) Tap ⋮, and then tap **Settings**.
   - (iOS) Tap ⚙.
2. Tap **Sign Out**.

   You are logged out of the mobile app.

Lock the Mozy Mobile App with a Passcode

When you first log in to the Mozy mobile app, you are prompted to create a four-digit passcode. A passcode secures access to your Mozy information without requiring you to log in and out of the Mozy mobile app every time you use it. You can disable, enable, create, or change a passcode any time you like.

Note

If you disable passcode locking and you do not log out of the Mozy mobile app, the Mozy mobile app opens immediately when you launch it.

When you enable passcode locking, you are prompted to create a passcode. You can use the same passcode each time you enable it.

If access to Mozy from your mobile device has been expired, your passcode for Mozy is deleted. This means that the next time you open the Mozy mobile app, you should create a new passcode.

Procedure

1. Open the Mozy mobile app, and then enter your passcode if necessary.
2. Choose one of the following options.
   - (Android) Tap **Menu**, and then tap **Settings**, .
   - (iOS) Tap **Settings**, .
3. Enable or disable passcode locking.
   - (Android) Under **Security**, tap the checkbox to the right of Passcode Lock to turn it on or off, then type passcode if prompted.
   - (iOS) Under **Security**, tap the switch, to the right of Passcode Lock to turn it on or off, then type passcode if prompted.

Change Your Passcode for the Mozy Mobile App

Before you begin

You must have created a passcode and enabled passcode locking to change your passcode.

A passcode secures access to your Mozy information without requiring you to log in and out of the Mozy mobile app every time you use it. You can change your passcode any time you like.

If access to Mozy from your mobile device has been expired, your passcode for Mozy is deleted. This means that the next time you open the Mozy mobile app, you should create a new passcode.

Procedure

1. Open the Mozy mobile app, and then enter your passcode if necessary.
2. Choose one of the following options.
   - (Android) Tap **Menu**, and then tap **Settings**, .
   - (iOS) Tap **Settings**, .
3. Choose one of the following options: Under Security, tap **Change Passcode**.
   - (Android) Tap **Change Passcode**.
   - (iOS) To the right of Passcode Lock, tap the switch, , then tap **Change Passcode**
4. Enter your old passcode.
5. Enter your new passcode, and then enter it again to confirm it.

After you finish

To start using your passcode, you must turn Passcode Lock on. For more information, see Lock the Mozy Mobile App with a Passcode on page 30.

Expire Access for the Mozy Mobile App

If you use the Mozy mobile app on devices such as phones or tablets, you can expire their access to your Mozy account. This erases your Mozy history, favorites, and

passcode. The next time the Mozy mobile app is accessed on the device, your password is required to reconnect to your account.

Note

Changing your Mozy account password does not automatically require you to provide your new password when you next use the Mozy mobile app on your device. Therefore, whenever your Mozy account password is changed, you should expire access for all your devices to ensure you can then reconnect your device to your account with the correct password.

Procedure

1. Use a Web browser to log in to your account online. Choose a login option.
   - At https://secure.mozy.com/login, type your email address and password in the appropriate fields, then click **Log In**.
   - If you use MozyPro or MozyEnterprise and if your administrator provided you with a URL, use that URL in your browser's address bar, then press **Enter**, type your email address and password in the appropriate fields, then click **Log In**. The URL should resemble `https://subdomain.mozy.com/login`, where *subdomain* is replaced by the actual subdomain for your MozyPro or MozyEnterprise account.
2. Choose the appropriate option:
   - If you use MozyHome and you see the **Devices** tab or the **Synced** tab, click your user name in the upper-right corner, then click **Manage account**. **Your Account Pages** appears.
   - If you use MozyHome and you do not see the **Devices** tab or the **Synced** tab, your Account Pages are open.
   - If you use MozyPro or MozyEnterprise, your account management page appears.
3. Choose the appropriate option:
   - If you use MozyHome, click **My Profile** under the **Account Pages** menu on the left side of the page, then next to **Password**, click **expire mobile access**, and then click **Submit**.
   - If you use MozyPro or MozyEnterprise, click **Expire Mobile Access**, and then click **OK**.

Verifying the Linux Installation Packages Is Signed

You can verify that the backup software for Linux installation package is properly signed.

Procedure

1. Get the Mozy public key. Type:

   ```
   gpg --keyserver hkp://pgp.mit.edu:80 --recv-keys CAA5FD62
   ```

2. Choose an option for your package.
   - Verify an RPM package.
     a. Import the public key using the RPM framework. Type:
     ```
     gpg --export -a CAA5FD62 >mozy.gpg
     ```
     b. Type:
     ```
     rpm --import ./mozy.gpg
     ```

c. Verify the RPM signature using RPM. Type:
```
rpm -K package.rpm
```
If the key was imported improperly, the output is similar to:
```
package.rpm: (SHA1) DSA sha1 md5 (GPG) NOT OK (MISSING
KEYS: GPG#CAA5FD62 )
```
If the key was imported properly and the package is authentic, the output is similar to this.
```
package.rpm: (sha1) dsa sha1 md5 gpg OK
```
d. (Optional) You can use `Yum` to install the package. Example:
```
sudo yum install ./mozybackup_1.0.5-1_x86_64.rpm
```
If the package is signed improperly, `yum` returns something like this.
```
Package mozybackup_1.0.5-1_x86_64.rpm is not signed
```
If the package is signed but you have not imported the Mozy public key, `yum` returns something like:
```
Downloading Packages: warning: rpmts_HdrFromFdno: Header V3
RSA/SHA1 signature: NOKEY, key ID caa5fd62 Public key for
mozybackup_1.0.3-1_x86_64.rpm is not installed
```
If the public key was imported and the package is correctly signed, `yum` returns something like:
```
Installed: mozybackup.x86_64 0:1.0.3-1 Complete!
```

- Verify a Debian package.

a. Install `dpkg-sig`. Type:
```
apt-get install dpkg-sig
```
b. Verify the package authenticity with `dpkg-sig`. Example:
```
dpkg-sig -c ./mozybackup_1.0.5-1_amd64.deb
```
```
Processing ./mozybackup_1.0.5-1_amd64.deb...
```
```
GOODSIG _gpgmozy AF07A13546081E9E87036B378770CD85CAA5FD62
1405306477
```

CHAPTER 2

Getting Mozy

You must have a valid account to use Mozy. The account type you choose dictates the registration and setup process you must complete to start using Mozy. MozyHome users can register and set up Mozy themselves. MozyPro and MozyEnterprise users need to contact Mozy to start setting up their accounts. For more information, see Overview of Mozy on page 9.

- Registering for a Mozy Account 36
- Download Mozy Software 37
- Creating a Password for Accounts that Do not Use Product Keys 38
- Installing Mozy Software 38

Registering for a Mozy Account

Each Mozy account type has different features and requires different registration steps. Depending on your account type, you can register yourself, or you may need to contact Mozy to register your account.

Table 8 Registering an account

Account Type	Register At
MozyHome is for personal use.	• Free account for up to two computers sharing 2 GB of storage space: https://mozy.com/registration/free • Paid subscription account for up to five computers: https://mozy.com/registration **Note** If someone refers MozyHome to you, register using the unique URL provided by that person to ensure that credit for the referral is granted. Referral credits for additional space are granted only to customers with free MozyHome accounts.
MozyPro is for small to mid-sized organizations with multiple users or servers.	• Call Mozy for guidance in registering and setting up your account. ▪ United States of America: 866 950 6699 ▪ France: 0800 91 71 34 ▪ Germany: 0800 1808227 ▪ Ireland: 1800 456 399 ▪ United Kingdom: 0800 234 3905 • Register online at https://mozy.com/registration/business • Call Mozy for guidance in registering and setting up your account. ▪ United States of America: 866 950 6699 ▪ France: 0800 91 71 34 ▪ Germany: 0800 1808227 ▪ Ireland: 1800 456 399 ▪ United Kingdom: 0800 234 3905
MozyEnterprise is for larger organizations or those that require more advanced IT controls, such as group management and subadministrators.	Call Mozy for guidance in registering and setting up your account. • United States of America: 866 950 6699 • France: 0800 91 71 34 • Germany: 0800 1808227

Table 8 Registering an account (continued)

Account Type	Register At
	• Ireland: 1800 456 399 • United Kingdom: 0800 234 3905

Download Mozy Software

Before you begin

You must have a valid Mozy account before you can install and use any Mozy software. For more information, see Getting Mozy on page 35.

You can download the Mozy software on any computer. You might download and install the backup software for any of these reasons:

- To start backing up your computer.
- To manually upgrade to the latest version.
- To back up an additional computer.
- To start backing up a replacement computer after files from a previous computer are recovered. For more information, see Replacing a Computer on page 55.

To easily sync files you work with most often across all your computers, you can download and install Mozy Sync. You can use sync on computers without installing the backup software. If you use MozyPro or MozyEnterprise, sync must be enabled for your account by your administrator before you can use it.

Procedure

1. Click the link for the software you want to download.

Table 9 Product download links

Windows (same installer for both 32-bit and 64-bit)	• Mozy Sync Software • MozyHome Backup Software • MozyPro Backup Software • MozyEnterprise Backup Software
Mac	• Mozy Sync Software • MozyHome Backup Software • MozyPro Backup Software • MozyEnterprise Backup Software

Linux	• Debian and Ubuntu
	  ▪ MozyPro Backup Software Debian 32-bit
	  ▪ MozyPro Backup Software Debian 64-bit
	  ▪ MozyEnterprise Backup Software Debian 32-bit
	  ▪ MozyEnterprise Backup Software Debian 64-bit

Table 9 Product download links (continued)

	• CentOS and Red Hat ▪ MozyPro Backup Software CentOS 32-bit ▪ MozyPro Backup Software CentOS 64-bit ▪ MozyEnterprise Backup Software CentOS 32-bit ▪ MozyEnterprise Backup Software CentOS 64-bit

The installation file begins downloading.

2. 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. The default download locations are listed below.

Option	Description
Windows	`C:\Users\`*`Username`*`\Downloads`
Mac	`/Users/`*`Username`*`/Downloads`
Linux	`/home/`*`Username`*`/Downloads`

Username represents your user name for your user account on that computer.

After you finish

After you download the software, you must install it.

Creating a Password for Accounts that Do not Use Product Keys

In certain situations if you want to use MozyPro or MozyEnterprise, you are required to create a password as part of activating your Mozy account. In these situations, you are provided an account username and a unique link for activating your account. This link is typically provided to you through an email from your administrator. When you click the link, you are taken to a page where you activate your account by creating the account password. After activation, use the links on the page to download the appropriate version of the backup software for your computer.

After activating your account and downloading the software, you are ready to install the software. For more information, see Installing Mozy Backup Software on page 39.

Installing Mozy Software

You can download and install the Mozy backup and Mozy Sync software on a Windows or Mac computer. If you have backed up files with Mozy and are installing the backup software on a new computer to replace an old one, make sure you move, download, or restore all your backed up files on the new computer after installing. The backup and sync software can be installed together on the same computer or separately. For example, you can install the backup and sync software on one computer, and install

only the sync software on a second computer where you want access to your synchronized files. Although this type of setup will keep your files secure and updated, Mozy suggests installing both the backup and sync software on all your computers for maximum protection and accesibillity of your files.

To access the files you have backed up or synchronized from your mobile device, install the Mozy mobile app for Android or iOS. You can also add files from your mobile device to your sync folder, making them available on all your linked computers and devices.

Installing Mozy Backup Software

You will need to provide your account credentials when you install the backup software. For information about registering for an account, see Getting Mozy on page 35.

- If you use MozyHome, you must use the same account credentials, your email address and password, on every computer. Only special or very old MozyHome accounts have product keys.
- You must use the same Mozy account credentials, your email address and password, on every computer. Only special or very old accounts have product keys.
- If you use MozyPro or MozyEnterprise, your administrator provides you with login information and a username. You might also receive product keys. During the installation process, you will create a password, unless one has already been provided by your administrator.
- If you use MozyEnterprise, your administrator may provide you with an activation subdomain to use.

If you're adding a computer to your account, your account must permit you to back up an additional computer. If you use MozyHome and are already backing up the maximum number of computers allowed for your account, you must delete a computer before you can add a computer. Paid MozyHome accounts can back up as many as five computers, while free MozyHome accounts can back up two computers. If you use MozyPro or MozyEnterprise, your administrator must enable you to add a computer.

Installation is the only time you can choose the type of encryption key used to secure your files. Depending on your account type, you might not see all the encryption key options.

If you discover you are backing up more than 100 GB, you may be interested in sending files to the Mozy cloud on a hard drive.

Install MozyPro or MozyEnterprise for Windows

Before you begin

- Make sure you have a Mozy business account. If you received a notification to install the Mozy backup software from an administrator, you have a business account.
- Download the backup software and save it on your computer. Your administrator should tell you whether you need MozyEnterprise or MozyPro.
- Know the type of encryption key you want to use to protect your files. If your administrator has defined the type of encryption to use, you may not be able to change it.

- If you are installing the software to replace an existing computer, make sure you understand the process for replacing a computer. For more information, see Replacing a Computer on page 55.

Read this topic if you have a MozyPro or MozyEnterprise account.

CAUTION

If you are installing the Mozy backup software to replace a computer, completing the following steps does not automatically put your previously backed up files onto the new computer. You must transfer the previously backed up files to the replacement computer so they continue to be protected.

Note

When installing the backup software on Windows 7 (or later), you might get an error indicating the backup software cannot be installed because a driver is not properly digitally signed. This is followed by an error indicating `mozyprofilter` cannot be started. This is caused by a change to the way Windows handles security. The workaround is to install the KB3033929 patch (https://support.microsoft.com/en-us/kb/3033929).

Procedure

1. Find the `Mozysetup.exe` installation file you downloaded earlier and double-click it to start the installation.

   Click **Run** if you are asked if you want to run the file.

2. Click **Next** to view the license agreement, then click **Accept** to accept the agreement and begin the installation.
3. Provide your account credentials.
   - Enter the email address and password for your Mozy account, and then click **Next**. Your administrator may have defined a password for you.
   - If you have been provided a product key, click **Use a product key** and then enter your email address and the key you received. The email address entered should be the same email address at which you received the key. Then click **Next**. If you are replacing a computer and using a product key, go to step 5.
   - If your administrator provided you with an activation subdomain, click **Use my company's single sign-on**.

     a. Enter the subdomain provided by your administrator and click **Next**.

     b. (Optional) If prompted, enter your network password.

     c. (Optional) If your administrator has enabled Web authentication, enter your network username and password.

     d. Return to the Setup Wizard and click **Next**.
4. (Optional) If the email address you entered is associated with another computer, choose one of the options listed below. These options do not appear if this is your only computer.

Note

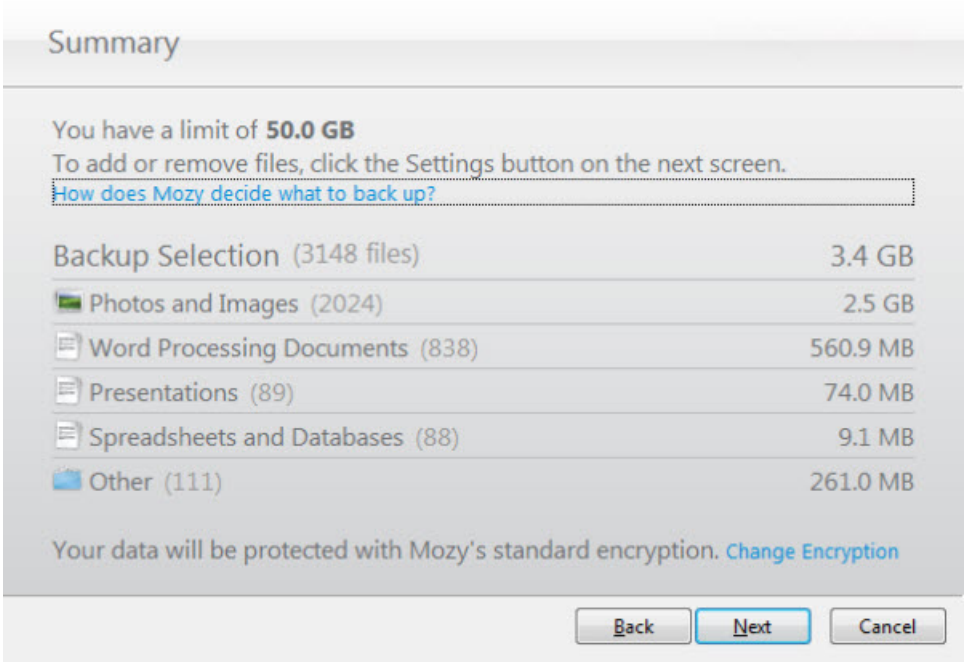
If you have a product key, you can only add a computer to your account using a new product key. If the product key has previously been used, Mozy assumes you are replacing your computer.

- To add this computer to your account, select **I want to add this computer to my Mozy account**, and then click **Next**.
- To replace an existing computer, select **I want to replace an existing computer**, then select the computer you are replacing in the drop-down list. You can only select computers which have the same platform using this process. If the computer you want to replace does not run Windows, you cannot select it here; you can only add this computer to your account.

5. On the Summary window, review the categories and files that are automatically selected, then click **Next**.

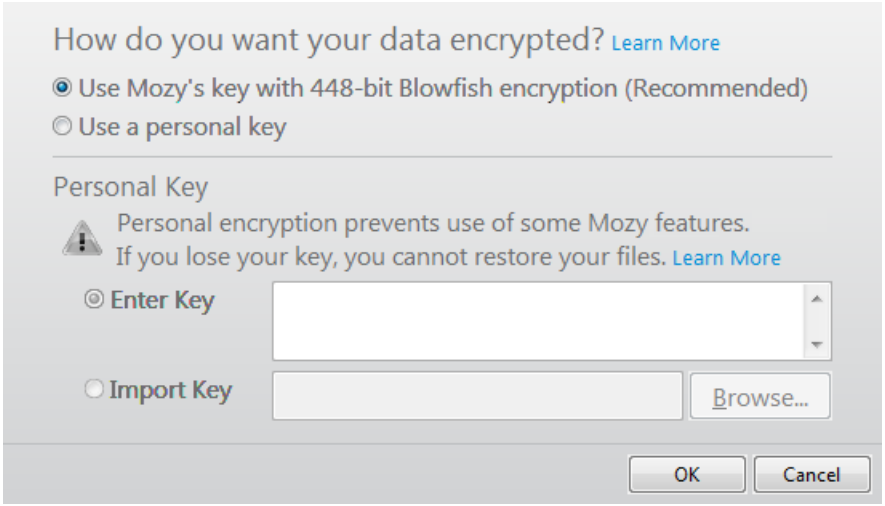
   If you want to make changes, you can do so at the end of the installation.

   Figure 1 Summary Window



6. (Optional) To change the type of encryption key for your files, click **Change Encryption**. If your administrator chose your encryption key type for you, you may not be able to change it.

Figure 2 Encryption Key Options



If you are replacing a computer, it is best to use the same type of encryption key as was used on the computer you are replacing.

a. Select **Use a personal key**.

b. Type, paste, or import the encryption key, then click **OK**.

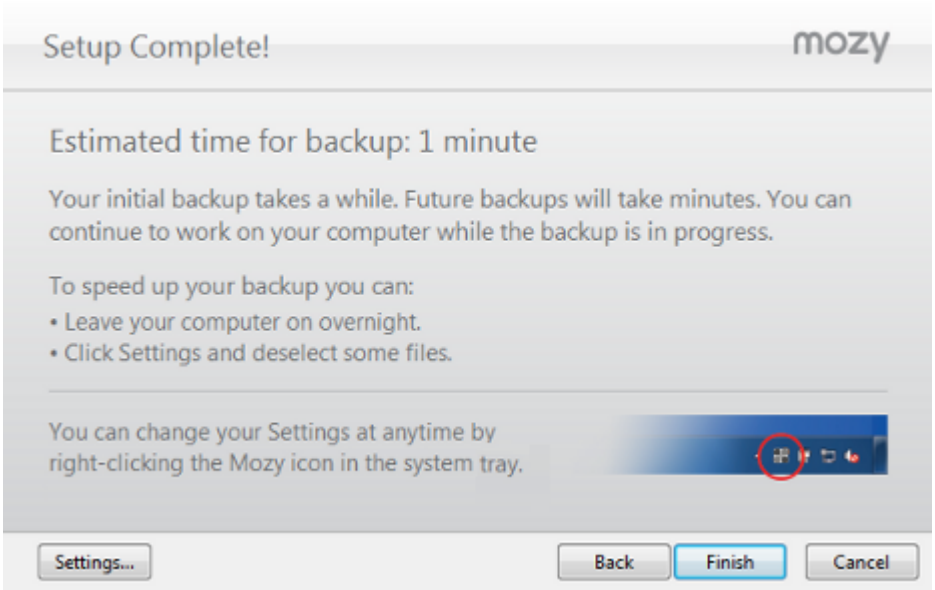
c. (Optional) To save your personal encryption key to a separate file, click **Yes** then **Save** to save the key with the default name and location.

   If you lose or forget your personal key, you will not be able to decrypt your files.

d. Click **Next** to continue the installation.

7. On the Setup complete window, choose one of these options.

Figure 3 Setup Complete



- To immediately start backing up the selected files, click **Finish**.
- To change which files are included in your backup, click **Settings**. You might want to ensure that only your most critical files are selected for your first

backup to ensure it completes as quickly as possible. You can select less important files for later backups any time you like. You can wait for the first backup to begin when settings permit, or you can manually start the first backup. For more information, see Back Up Manually on page 108.

Results

The backup software is installed and the selected files begin backing up. It is normal for the first backup to take hours, days, or even weeks depending on the number and size of the files included in your backup.

Note

You can use your computer while backups are running. Leave your computer running and connected to the Internet for as long as possible. If your computer sleeps, hibernates, goes into standby mode, or is turned off, backups automatically resume when the computer comes back online. Each backup session reports progress independent of previous sessions.

After you finish

You can change which files are backed up and manage when backups happen.

Note

If you are replacing an existing computer and you have not already restored your previously backed up files to the new computer, make sure to do so as soon as possible. For more information, see File Versions and Data Retention Periods on page 179.

Install MozyHome for Windows

Before you begin

- Download the backup software and save it on your computer.
- Make sure you have a Mozy consumer account to back up your personal computers.
- Know the type of encryption key you want to use to protect your files. It is recommended you use the Mozy default encryption.
- If you are installing the software to replace an existing computer, make sure you understand the process for replacing a computer. For more information, see Replacing a Computer on page 55.

Read this topic if you have a MozyHome account.

CAUTION

If you are installing the Mozy backup software to replace a computer, doing this task does not automatically put your previously backed up files onto the new computer. You must transfer the previously backed up files to the replacement computer so they continue to be protected.

Note

When installing the backup software on Windows 7 (or later), you might get an error indicating the backup software cannot be installed because a driver is not properly digitally signed. This is followed by an error indicating `mozyprofilter` cannot be started. This is caused by a change to the way Windows handles security. The workaround is to install the KB3033929 patch (https://support.microsoft.com/en-us/kb/3033929).

Procedure

1. Find the `Mozysetup.exe` installation file you downloaded earlier and double-click it to start the installation.

   Click **Run** if you are asked if you want to run the file.

2. Click **Next** to view the license agreement, then click **Accept** to accept the agreement and begin the installation.

3. Enter the email address and password for your Mozy account, then click **Next**.

   If the email address is used by more than one account, you are prompted to select the account.

   Note

   If you have been provided a product key, click **Use a product key** and then enter your email address and the key you received. The email address entered should be the same email address at which you received the key. If you are replacing a computer and using a product key, go to step 5.

4. (Optional) If the email address you entered is associated with another computer, choose one of these options. These options do not appear if this is your only computer.

   Note

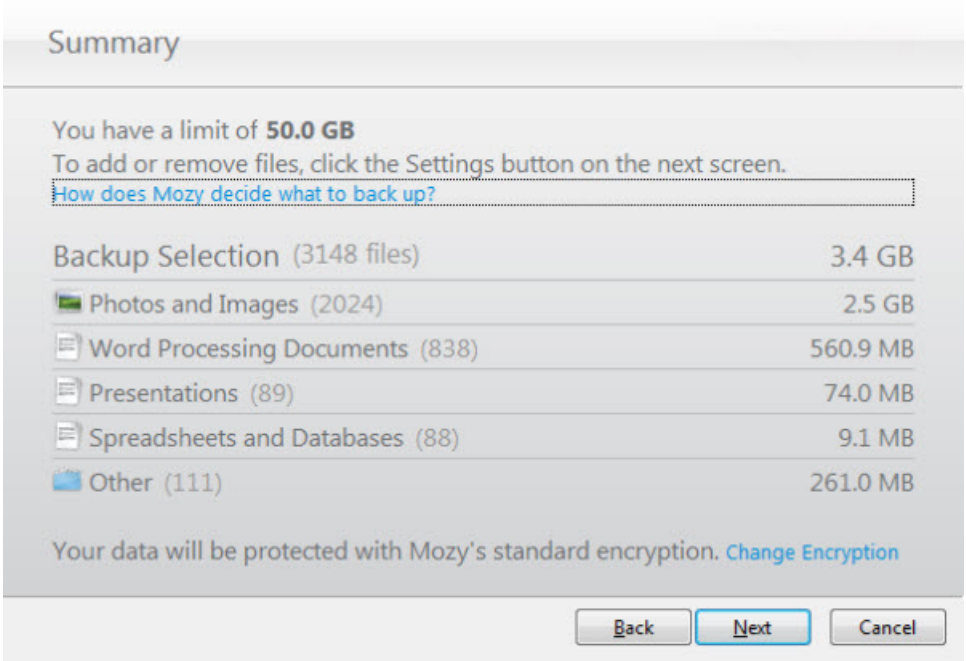
   If you have a product key, you must use a new product key to add a computer to your account. If the product key has been used previously, Mozy assumes you are replacing your computer.

   - To add this computer to your account, select **I want to add this computer to my Mozy account**, and then click **Next**.
   - To replace an existing computer, select **I want to replace an existing computer**, then select the computer you are replacing in the drop-down list. You can only select computers which have the same platform using this process. If the computer you want to replace does not run Windows, you cannot select it here; you can only add this computer to your account.

5. In the **Summary** window, review the categories and files that are automatically selected, then click **Next**.

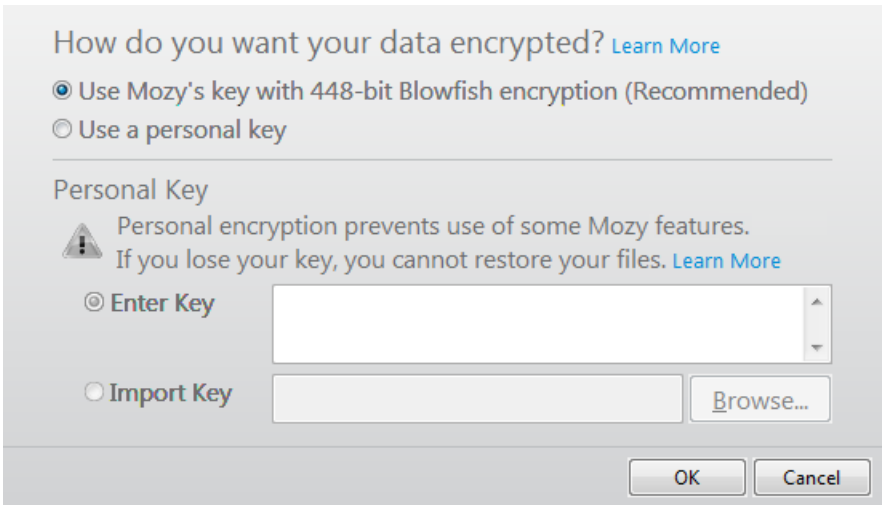
   If you want to make changes, you can do so at the end of the installation.

Figure 4 Summary Window



6. (Optional) To change the type of encryption key for your files, click **Change Encryption**.

Figure 5 Encryption Key Options



If you are replacing a computer, it is best to use the same type of encryption key as was used on the computer you are replacing.

a. Select **Use a personal key**.

b. Type, paste, or import the encryption key, then click **OK**.

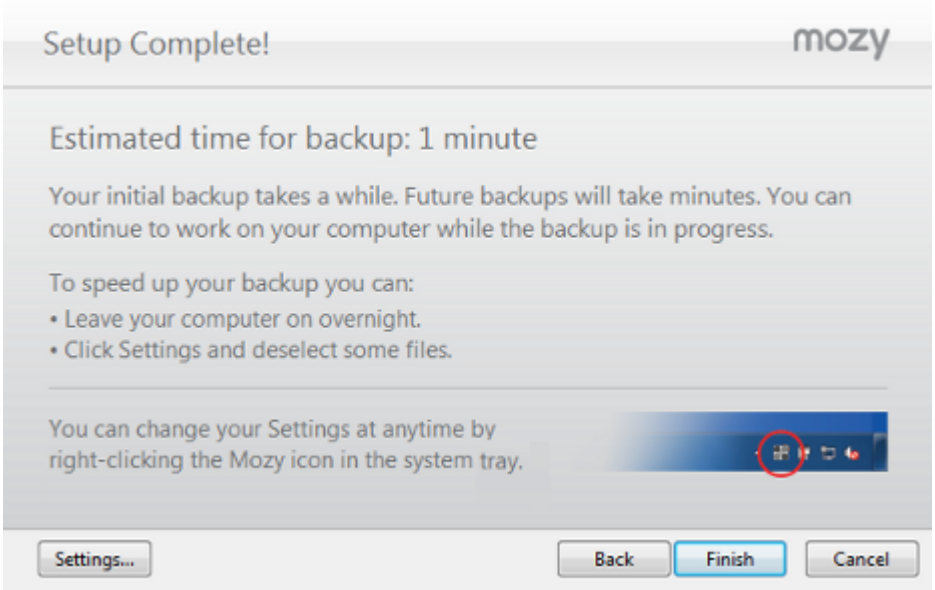
c. (Optional) To save your personal encryption key to a separate file, click **Yes** then **Save** to save the key with the default name and location.

   If you lose or forget your personal key, you will not be able to decrypt your files.

d. Click **Next** to continue the installation.

7. In the **Setup Complete** window, choose one of these options.

Figure 6 Setup Complete



- To immediately start backing up the selected files, click **Finish**.
- To change which files are included in your backup, click **Settings**. You might want to ensure that only your most critical files are selected for your first backup to ensure it completes as quickly as possible. You can select less important files for later backups any time you like. You can wait for the first backup to begin when settings permit, or you can manually start the first backup. For more information, see Back Up Manually on page 108.

Results

The backup software is installed and the selected files begin backing up. It is normal for the first backup to take hours, days, or even weeks depending on the number and size of the files included in your backup.

Note

You can use your computer while backups are running. Leave your computer running and connected to the Internet for as long as possible. If your computer sleeps, hibernates, goes into standby mode, or is turned off, backups automatically resume at the next opportunity. Each backup session reports progress independent of previous sessions.

After you finish

You can change which files are backed up and manage when backups happen.

Note

If you are replacing an existing computer and you have not already restored your previously backed up files to the new computer, make sure to do so as soon as possible. Your files will be deleted from the cloud after a period, which is based on your retention policy. For more information, see File Versions and Data Retention Periods on page 179.

Install MozyPro or MozyEnterprise for Mac

Before you begin

- Make sure you have a Mozy business account. If you received a notification to install the Mozy backup software by an administrator, you have a business account.
- Download the backup software and save it on your computer. Your administrator should tell you whether you need MozyEnterprise or MozyPro.
- Know the type of encryption key you want to use to protect your files. If your administrator has defined the type of encryption to use, you may not be able to change it.
- If you are installing the software to replace an existing computer, make sure you understand the process for replacing a computer. For more information, see Replacing a Computer on page 55.

Read this topic if you have a MozyPro or MozyEnterprise account.

⚠ CAUTION

If you are installing the Mozy backup software to replace a computer, doing this task does not automatically put your previously backed up files onto the new computer. You must transfer the previously backed up files to the replacement computer so they continue to be protected.

Procedure

1. Find and open the Mozy `.dmg` file you downloaded earlier.
2. Double-click the Mozy installer icon to start the installation.

   Click **Continue** if you see a message about running a program to determine if the software can be installed.
3. Click **Continue** through the Introduction and Read Me pages.
4. On the License page, click the link to view the license agreement, then click **Continue**.
5. Click **Agree** to accept the agreement.
6. On the Installation Type window, click **Install**.
7. Provide your Mac administrator credentials to permit the installation, then click **Install Software**.
8. Click **Close** to exit the installation program and start the Setup Assistant.
9. Provide your account credentials.
   - Enter the email address and password for your Mozy account, and then click **Next**. Your administrator may have defined a password for you.
   - If you have been provided a product key, click **Use a product key** and then enter your email address and the key you received. The email address entered should be the same email address at which you received the key. Then click **Next**. If you are replacing a computer, you may be prompted to enter your password.
   - If your administrator provided you with an activation subdomain, click **Use my company's single sign-on**.

   a. Enter the subdomain provided by your administrator and click **Next**.

b. (Optional) If prompted, enter your network password.

c. (Optional) If your administrator has enabled Web authentication, enter your network username and password.

d. Return to the Setup Wizard and click **Next**.

10. (Optional) If the email address you entered is associated with another computer, choose one of the options listed below. You will not see these options if this is your only computer.

Note

If you have a product key, you can only add a computer to your account using a new product key. If the product key has been used previously, Mozy assumes you are replacing your computer.

- To add this computer to your account, select **Add *computer* to your account** and click **Next**.
- To replace an existing computer, select the computer you want to replace in the drop-down list. Click **Next** and then click **Replace**. You can only select computers which have the same platform using this process. If the computer you want replace is not a Mac, you cannot select it here; you can only add this computer to your account.

11. (Optional) You can choose the type of encryption key you want to use for your files if your administrator has not already chosen it for you.

    If you are replacing a computer, it is best to use the same type of encryption key as was used on the computer you are replacing.

    a. Select **Use a personal key**.

    b. Type, paste, or import the encryption key, then click **Next**.

    c. Click **Save** to save the key with the default name and location.

    If you lose or forget your personal key, you will not be able to decrypt your files.

    d. Select the checkbox on the confirmation page, then click **Next**.

12. (Optional) If you added a computer to your account, you can restore previously backed up files by selecting **I want to restore files now**.

    A Web browser launches so you can log in to the Mozy cloud and select files backed up from any computer.

13. On the Setup Complete window, click **Preferences**.

14. Choose one of the following options.

    - Do nothing and your first backup begins at the default scheduled time.
    - Click **Back Up Now** to immediately start the backup process.
    - To change which files are included in your backup, click **Files & Folders** and make your selections. Once you have finished, either click **Back Up Now** to start backing up immediately or wait until the default scheduled time.

Results

The backup software is installed and the selected files begin backing up at the time selected in the last step. It is normal for the first backup to take hours, days, or even weeks depending on the number and size of the files included in your backup.

Note

You can use your computer while backups are running. Leave your computer running and connected to the Internet for as long as possible. If your computer sleeps, hibernates, goes into standby mode, or is turned off, backups automatically resume at the next opportunity. Each backup session reports progress independent of previous sessions.

After you finish

You can change which files are backed up and manage when backups happen.

Note

If you are replacing an existing computer and you have not already restored your previously backed up files to the new computer, make sure to do so as soon as possible. For more information, see File Versions and Data Retention Periods on page 179.

Install MozyHome for Mac

Before you begin

- Download the backup software and save it on your computer.
- Make sure you have a Mozy consumer account to back up your personal computers.
- Know the type of encryption key you want to use to protect your files. It is recommended you use the Mozy default encryption.
- If you are installing the software to replace an existing computer, make sure you understand the process for replacing a computer. For more information, see Replacing a Computer on page 55.

Read this topic if you have a MozyHome account.

CAUTION

If you are installing the Mozy backup software to replace a computer, doing this task does not automatically put your previously backed up files onto the new computer. You must transfer the previously backed up files to the replacement computer so they can continue to be protected.

Procedure

1. Find and open the Mozy `.dmg` file you downloaded earlier.
2. Double-click the Mozy installer icon to start the installation.

   Click **Continue** if you see a message about running a program to determine if the software can be installed.
3. Click **Continue** through the Introduction and Read Me pages.
4. On the License page, click the link to view the license agreement, then click **Continue**.
5. Click **Agree** to accept the agreement.
6. Click **Install**.

   A message window opens requesting your administrator credentials.

7. Provide your Mac administrator credentials to permit the installation, then click **Install Software**.
8. Click **Close** to exit the installation program and start the Setup Assistant.
9. Enter the email address and password for your Mozy account, then click **Next**.

Note

If you have been provided a product key, click **Use a product key** and then enter your email address and the key you received. The email address entered should be the same email address at which you received the key. If you are replacing a computer, you may be prompted to enter your password.

---

10. (Optional) If the email address you entered is associated with another computer, choose one of the options listed below. You will not see these options if this is your only computer.

Note

If you have a product key, you can only add a computer to your account using a new product key. If the product key has previously been used, Mozy assumes you are replacing your computer.

- You can add this computer to your account. Select **Add *computer* to your account** and click **Next**.
- You can replace an existing computer. Select the computer you want to replace in the drop-down list. Click **Next** and then click **Replace**. You can only select computers which have the same platform using this process. If the computer you want replace is not a Mac, you cannot select it here; you can only add this computer to your account.

11. (Optional) You can choose the type of encryption key for your files.

    If you are replacing a computer, it is best to use the same encryption key type as was used on the computer you are replacing.

    a. Select **Use a personal key**.

    b. Type, paste, or import the encryption key, then click **Next**.

    c. Click **Save** to save the key with the default name and location.

    If you lose or forget your personal key, you will not be able to decrypt your files.

    d. Select the checkbox on the confirmation page, then click **Next**.

12. (Optional) If you added a computer to your account, you can restore previously backed up files by selecting **I want to restore files now**.

    A Web browser launches so you can log in to the Mozy cloud and select files backed up from any computer.

13. On the Setup Complete window, click **Preferences**.
14. Choose one of the following options.
    - Do nothing and your first backup begins at the default scheduled time.
    - Click **Back Up Now** to immediately start the backup process.

- To change which files are included in your backup, click **Files & Folders** and make your selections. Once you have finished, either click **Back Up Now** to start backing up immediately or wait until the default scheduled time.

Results

The backup software is installed and the selected files begin backing up at the time selected in the last step. It is normal for the first backup to take hours, days, or even weeks depending on the number and size of the files included in your backup.

Note

You can use your computer while backups are running. Leave your computer running and connected to the Internet for as long as possible. If your computer sleeps, hibernates, goes into standby mode, or is turned off, backups automatically resume at the next opportunity. Each backup session reports progress independent of previous sessions.

After you finish

You can change which files are backed up and manage when backups happen.

Note

If you are replacing an existing computer and you have not already restored your previously backed up files to the new computer, make sure to do so as soon as possible, because your files will be deleted from the cloud after a period, which is based on your retention policy. For more information, see File Versions and Data Retention Periods on page 179.

Install Mozy Backup Software for Linux

Before you begin

- Download the backup software and save it on your computer.
- Have access to an account on the computer with root privileges.
- Know the type of encryption key you want to use to protect your files.
- If you are replacing a computer, you must use the same Mozy username and password you used to activate the original computer.

CAUTION

If you are installing the Mozy backup software to replace a computer, doing this task does not automatically put your previously backed up files onto the new computer. You must transfer the previously backed up files to the replacement computer so they continue to be protected.

Procedure

1. Find the backup software installation package you downloaded earlier. If you downloaded the package to a different computer, copy the package to the computer on which you want to install it.

   The default download location is `\home\Username\Downloads`, where *Username* is your computer user name.

2. Choose an option for your distribution to install the backup software.

   - (Debian) Type `dpkg -i <filename>`.

- (RPM) Type `rpm -i <filename>`.

Replace *<filename>* with the name of the installation package you downloaded.

3. Start the backup service. Type `service mozybackup start`.

   The service is started automatically on Debian-based distributions.
   To verify the service is started, type `service mozybackup status`.

4. (Optional) If you are replacing a computer, use the `activate` command to get the ID of the computer you want to replace. Choose an option and note the ID of the computer you want to replace.

   - To use a password file, type `mozyutil activate --email <address> --password-file <password_path> --list`
   - To be prompted for a password, type `mozyutil activate --email <address> --list`

   Options

   - *<address>* is the email address associated with your Mozy account.
   - *<password_path>* is the path to the plain text file containing the password associated with your Mozy account. Enclose the password within single quotes (' ') if it contains special characters.

5. Use the `activate` command to activate the backup software.

   Examples

   - To activate an account using a password and the default encryption key, type:
     `mozyutil activate --email <address> --pass <password> --defaultkey`
   - To activate an account by being prompted for a password and using a personal encryption key file, type:
     `mozyutil activate --email <address> --customkeyfile <key_path>`
   - To activate an account using a password file and a corporate encryption key, type:
     `mozyutil activate --email <address> --password-file <password_path> --adminkey`
   - To activate an account by being prompted for a password and using a personal encryption key file to replace a computer, type:
     `mozyutil activate --email <address> --customkeyfile <key_path> --replace <computer_ID>`

   Options

   - *<address>* is the email address associated with your Mozy account.
   - *<password_path>* is the path to the plain text file containing the password associated with your Mozy account. Enclose the password within single quotes (' ') if it contains special characters. For security reasons, delete the file after activation.
   - *<key_path>* is the path to the encryption key file. If your organization uses a corporate encryption key, your administrator provides you with the path to this file. Enclose the path within single quotes if it contains spaces.

- *<computer_ID>* is the ID of the computer you want to replace.

Choosing an Encryption Key Option

When you install the Mozy backup software, you may have the option to specify the type of encryption key you want to use. Depending on the type of account you have and the settings your administrator has defined for you, you may not see all of these options.

Table 10 Mozy encryption key options

Default encryption key	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.
Personal encryption key	The personal encryption key option uses 256-bit AES encryption. You provide the key and it is known only to you. When you install Mozy software and choose to use a personal encryption key, you are asked to type your key. The key can be any combination of characters, symbols, or numbers, and can be as short or long as you like. When you provide the key, you can type it, paste it, or import it from a plain text file. To ensure you can download and restore your files, you must either remember your key indefinitely, or you can save it and store it separately. If you choose to save it, a plain text file is saved to the location you choose. The file contains only the characters you entered when creating your key. To ensure you can always provide your key, it is best not to save it only on your computer, which could fail, or only anywhere else which you could easily lose or damage, such as a USB stick. 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. Even under force of law, Mozy cannot decrypt your files if you choose to use a personal encryption key. 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. For more information, see Provide Personal Encryption Key in the Mozy Mobile App on page 23. 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.

Table 10 Mozy encryption key options (continued)

Corporate encryption key	The corporate encryption key option uses 256-bit AES encryption. The administrator creates the key; therefore, the resulting corporate encryption key is unique to each organization. You do not need to remember this key, because it is installed automatically when you install Mozy software and is managed by the administrator. The corporate encryption key option is available only to MozyPro and MozyEnterprise accounts. 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. • When the Restore Manager is used to download files from the web, it must have access to the corporate key.
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.

Server and Desktop Service Types

The service type associated with your Mozy account determines your backup functionality. The desktop service type is only for desktop operating systems and lets you back up internal and external hard drives. The server service type works with desktop or server operating systems and lets you back up internal drives, external drives, or network shares. The server service type also lets you back up server applications, such as Microsoft Exchange and SQL Server. If you want to back up a Linux computer, you must use an account with a server service type. For MozyPro or MozyEnterprise, the administrator specifies the service type for each account. For MozyHome, all accounts are desktop service type.

Multiple Computers or Users Sharing an Account

As a user of MozyHome, you can use the same Mozy account on multiple computers. You can also share the same account with multiple users on the same computer. In each of these situations, be aware of a few things.

- If you are a single Mozy user and want to back up multiple computers using the same account, you must use the same account credentials when activating Mozy software on each computer. The backed up and synced files from each computer are grouped by computer in the Mozy cloud, but they are all associated with the same account. All files share the total amount of storage available.
- If you want to back up files on a computer with multiple users that each have their own profiles, all users must share a single Mozy account. If you also want to sync files, you can only have one sync folder. You can sync files using the same account you use for backing up files, or you can use a different account.
- All emails sent from Mozy and intended for an account are sent to the email address used as the account name. If you want all users to have access to these emails, consider using a common email address for the account.
- All users that know the account user name and password can access all backed up and synced files associated with the account, including files backed up for other users.
- All users sharing a Mozy account on a single computer do not need to know the Mozy account user name and password for files to be backed up; however, a user needs the account name and password if that user wants to select files for backup or perform any other administrative tasks.
- In Windows, if the **Automatically log in to Settings** checkbox in the **Advanced** tab of the backup software is selected, all users can access Mozy online to restore any backed up files associated with the account without entering credentials. On Mac, all users can restore files backed up from the computer through the backup software Restore Files window without entering credentials.

Replacing a Computer

The process for replacing a computer depends on whether you are replacing a computer with another computer that is the same platform and on whether your old computer is still usable. It also depends on whether you have a product key. This overview of the process provides necessary information and answers to common questions.

You may want to replace a computer for any of these reasons.

- Back up a new computer that replaces an old computer.
- Back up a previously backed up computer with a re-installed operating system.
- Back up a previously backed up computer with a replaced hard drive.
- Back up a previously backed up computer from which you uninstalled the backup software. You might do this if you have changed the name of your computer. Depending on your specific situation, a reinstallation may behave either like an entirely new installation, or like an opportunity to replace or add a computer.
- Back up files on the same computer with a different encryption key or different type of encryption key. If you change the type of encryption key used for your backups, all of your files must be uploaded again.

Note

When replacing a computer, you must use the same Mozy username and password.

Transfer Files

It is easiest to move your files from your old computer to the new computer manually, particularly if you are changing platforms. After you install the backup software on the new computer, the files can be included in subsequent backups without interruption. Manually transferring your files from your old computer to your new computer is typically much faster than downloading your files from the Mozy cloud.

Using the Same Platform

When the new computer has the same platform as the computer being replaced (both use Windows, or Mac OS X, or Linux), you can install the Mozy backup software on the new computer using your same Mozy username and password to replace the old computer.

CAUTION

Doing this does not automatically put your previously backed up files onto the replacement computer.

- If your previously backed up files are on the replacement computer, the first backup finishes relatively quickly. This is because the replace computer process associates all your previously backed up files in the Mozy cloud to your new computer, as if they had always been backed up from it. While this looks like a full initial backup, it takes much less time.
- If your previously backed up files are not present on the replacement computer during the first backup, those files in the Mozy cloud are identified as deleted from the computer. You can still restore them to the new computer within a period, which is based on your account retention policy, before they are permanently deleted from the Mozy cloud. For more information, see File Versions and Data Retention Periods on page 179. For more information about how Mozy handles deleted files, see Sending Your Files to Mozy on page 61.

Using Different Platforms (Windows to Mac or Mac to Windows)

When the new computer and the computer being replaced have different platforms (one is Windows and the other is Mac), the backup software cannot associate your files already in the Mozy cloud with the new computer. In this situation, first ensure all your previously backed up files are present on the new computer. Then, install the backup software on the new computer, using your same Mozy username and password. Once you are sure all your files from the old computer are on the new computer, delete the old computer from your account. If you have backed up the maximum number of computers allowed by your account, you cannot install the Mozy backup software on the new computer until you delete the replaced computer from your account.

Replace an Existing Computer

Use this process to replace a computer, to successfully transfer your previously backed up files to the new computer, and to install the Mozy backup software on the new computer.

Procedure

1. For your files to continue to be protected by Mozy, you should begin by transferring them to the new computer.

- If your old computer is still available, you can manually transfer the files. You can use a USB stick to do this or search for information online to help you move files from one computer to another.
- If the old computer is not available, you can use Mozy to restore your files from the cloud. For more information, see Choosing Files from Mozy on the web on page 163.

2. Once your files are on the new computer, you need to install the Mozy backup software on the new computer.

   If you are replacing a computer with one that is a different platform and you have reached the maximum number of computers available on your account, you must first delete a computer before you can add a new one.

   - Install MozyHome for Windows on page 43
   - Install MozyPro or MozyEnterprise for Windows on page 39
   - Install MozyHome for Mac on page 49
   - Install MozyPro or MozyEnterprise for Mac on page 47
   - Install Mozy Backup Software for Linux on page 51

Install the Mozy Mobile App

When you install the Mozy mobile app on your mobile device, you can access and manage your files anywhere, any time. You can use the Mozy mobile app only if your administrator has enabled it for your account.

Procedure

1. On your device, open the store.
   - (Android) Tap **Google Play**.
   - (iOS) Tap **App Store**.
2. Tap **Search**, 🔍.
3. Search for "`Mozy`."
4. In the search results, tap the Mozy mobile app and install it.

After you finish

After you install the mobile app, you must log in to use it. For more information, see Log In to the Mozy Mobile App on page 29.

Install Mozy Sync on Your Computer

Before you begin

You must download the Mozy Sync installation program before you can use it. For more information, see Download Mozy Software.

To sync the same files among multiple computers, be sure to use the same login information when you install Mozy Sync on each computer and link each computer to your online sync folder.

Note

If a computer is shared among people with their own user accounts on that computer, Mozy Sync does not need to be installed more than once. Each person only needs to link their own local sync folder to their own online sync folder.

Some organizations use their own authentication system to authenticate to Mozy. In these situations, the activation subdomain must be provided as part of the process of linking to Mozy Sync. Your administrator should provide you with the subdomain to use.

During the linking part of the installation process, you can choose to change the location of the local sync folder. If you want the folder on an external drive, there are some things to consider. For more information, see Change Your Sync Folder Location on page 143.

Procedure

1. Find the Mozy Sync installation program on your computer. It will either be in the location you specified when you downloaded it, such as your desktop, or it will be in the default location for your Web browser.

   Table 11 Default Web browser download location

Firefox	Click **Tools** > **Downloads**.
Google Chrome	Click **Show all downloads**.
Internet Explorer 9	Click **Tools** > **View downloads**.
Safari	Click **Window** > **Downloads**.

2. (Windows) Start installing Mozy Sync.
   a. Double-click `Mozy Sync.exe`.
   b. Click **Run** at the security warning window.
   c. Accept the license agreement and then click **Next**.
   d. Click **Next** to install Mozy Sync to the default location.
   e. Click **Install** to start copying the program files to your computer, then click **Next**.
3. (Mac) Start installing Mozy Sync.
   a. Double-click `Mozy Sync.dmg`.
   b. Click the Mozy Sync image and drag it to the **Applications** folder.
   c. Accept the license agreement, and then click **Agree**.
4. Provide your account credentials. Choose one of the following actions.
   - Enter the email address and password for your Mozy account.
   - If you use MozyEnterprise and if you were provided with a subdomain, click **Use alternate login**, enter the subdomain, and then click **Next**. Enter your organization account credentials.
5. Click **Link Computer**.
6. Choose the type of encryption key you want for your files in the Mozy cloud, and then click **OK**.

   Your account type determines which of these options you see.

Note

When you install Mozy Sync on multiple devices and link them to the same account, Mozy Sync will prompt you to use the same encryption key as the first installation.

- The default is Mozy's key with 448-bit Blowfish encryption. This is recommended because it offers reasonable protection while making it possible for others to help if necessary when recovering files, and because you never need to know or provide this key.
- A personal encryption key ensures that you are the only one who can decrypt your files.

  CAUTION

  You must remember or keep your key so you can provide it when you download or recover any backed up files. If you later download or recover any backed up files, you must supply the key to decrypt them. If you lose your encryption key, neither you nor Mozy can decrypt your files. The backup software will prompt you to save your personal encryption key after you confirm you want to use one.

- A corporate encryption key is provided to you by the administrator of your MozyPro or MozyEnterprise account. It offers reasonable protection while making it possible for others to help if necessary when recovering files.

7. (Optional) Type, paste, or import the encryption key, click **OK**, and then click **OK** to confirm you want to use that encryption key.

Figure 7 Encryption Options

8. (Optional) Save your personal encryption key to a separate file.

   a. In the Save Key window, confirm you want to save your key.

      The Save window appears.

   b. Click **Save** to use the default filename and location, or you can rename the file and choose a different location.

Your encryption key is saved to a separate file.

9. Click **Link Computer**.

   The local sync folder is created in the default location on your computer as follows, and your computer is linked to your online sync folder.

   Table 12 Default Sync folder location

Windows	`C:\Users\<Your Username>\Mozy Sync`
Mac	`/Users/<Your Username>/Mozy Sync`

10. (Optional) To change the location of your sync folder, click **Change Location**, and then browse to the new location for the sync folder and click **OK**.
11. Click **Sync Now** to start syncing between your local sync folder and your online sync folder.

After you finish

You can download and install Mozy Sync on other computers you want to sync with. For more information, see Download Mozy Software.

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 13 Sharing Sync on a computer

Method	Description
Each person has their own Mozy account as well as their own user account on the computer	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. For more information, see Link a Computer to Your Online Sync Folder on page 146.
Every person shares the same user account on the computer as well as the same Mozy account	There is only one local sync folder, which syncs to the only online sync folder associated with the shared Mozy account.

CHAPTER 3

Sending Your Files to Mozy

The Mozy backup software lets you select any file to back up. There are no restrictions based on file type or size. You can change which files are selected during installation, before the first backup starts.

If the selected files exceed your storage space, the backup software automatically favors quantity over size. For example, if one large file is selected as well as thousands of small document files, the smaller document files are prioritized.

- New files may be automatically selected for backup if they are saved into a folder that is being backed up. Mozy recommends you periodically verify you are backing up your most important files.
- If you delete a file on your computer, it no longer counts against your use of storage space. Deleted files are permanently removed from the Mozy cloud after a period, which is based on your account retention policy. For more information, see File Versions and Data Retention Periods on page 179.
- As you change files, each backup sends the differences to the cloud. This means that you can recover older versions of files during the same grace period for deleted files. This is useful for reverting to a previous draft of a document.

Routine backups compare file selections on your computer to the cloud, adding new files or data about changed files as necessary and identifying files to delete after the grace period expires.

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- Backing Up a Large Amount of Data 65
- Choosing Files to Back Up 66
- Uploading Files to Your Online Sync Folder 82
- Removing Files and Folders from Your Sync Folder 86
- Preventing Files from Getting into Mozy 88
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- Seeing How Much of Your Storage Space Is Used 90
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- Seeing Which Files Are Backed Up 94
- Checking the Status of Backups in Linux 102
- Verifying the Syncing Status of a File 103
- Back Up Hidden Files 104
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Accessing the Backup Software

After you install the Mozy backup software on your computer, it typically runs constantly in the background, backing up the selected files either automatically or as scheduled. You may need to access the backup software for any of these reasons.

- Change which files are backed up.
- Change settings.
- See status or history information for backups.
- Verify that files are backed up.
- Restore files.

On Windows computers, the **Status** and **Settings** windows can be opened through the Windows notification area, sometimes referred to as the system tray, or from the Start menu. The default location of the notification area is in the lower right corner of your desktop, next to the clock. You can search online for more information about the Windows notification area.

On Mac computers, you can access the backup software from the Menu bar or from System Preferences.

Open the Settings Window in the Backup Software on Windows

You can do several things in the the Settings window .

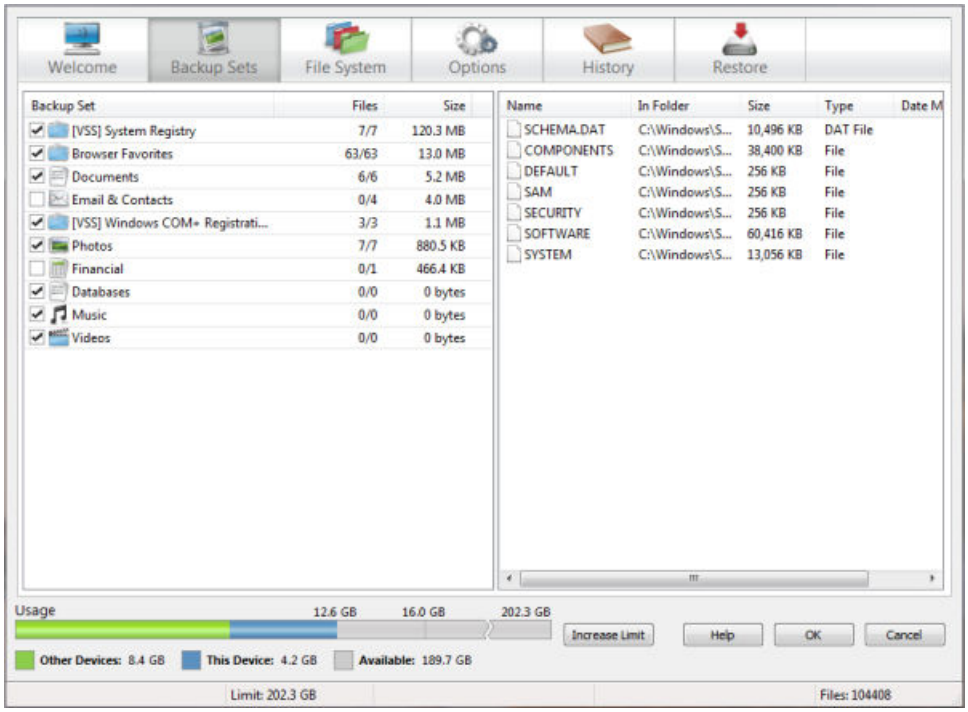
- Select files to back up.
- Change settings such as when files back up.
- See the backup history.
- Select files to restore.

Procedure

1. Choose one of the following options:
   - (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.

Figure 8 Settings Window



Open the Status Window in the Backup Software on Windows

You can open the Status window to:

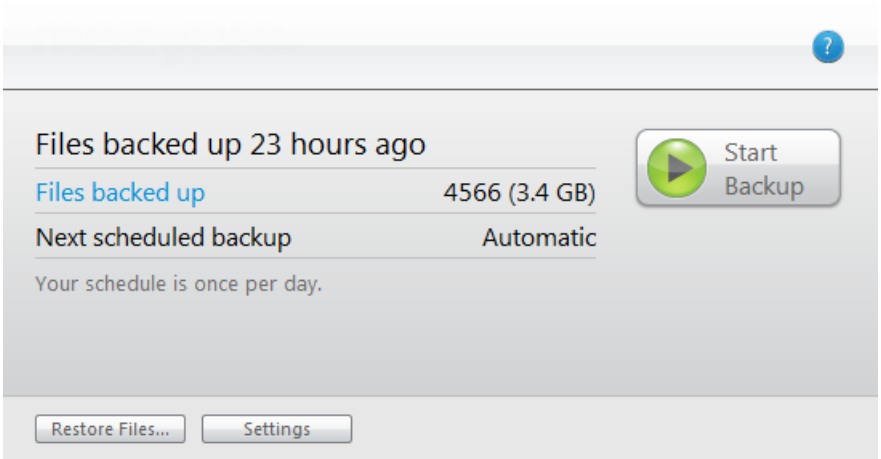
- manually start and pause a backup.
- see details about a backup which is in progress.
- open the **Backed Up Files** window.
- see the result of the last attempt to back up or restore.
- open the **Backup Sets** tab on the Settings window.
- open the **Restore** tab on the Settings window. (The Restore tab is unavailable until the first backup is complete.)
- manually stop a restore which is in progress.

Procedure

1. Choose one of the following options:
   - (Windows 8) On the Start screen, click **Mozy Status**.
   - (Windows 10, Windows 7 or earlier) Click **Start** > **All Programs** > **Mozy** > **Mozy Status**.

   The Status window opens.

Figure 9 Status Window



Open the Backup Software on Windows through the Notification Area

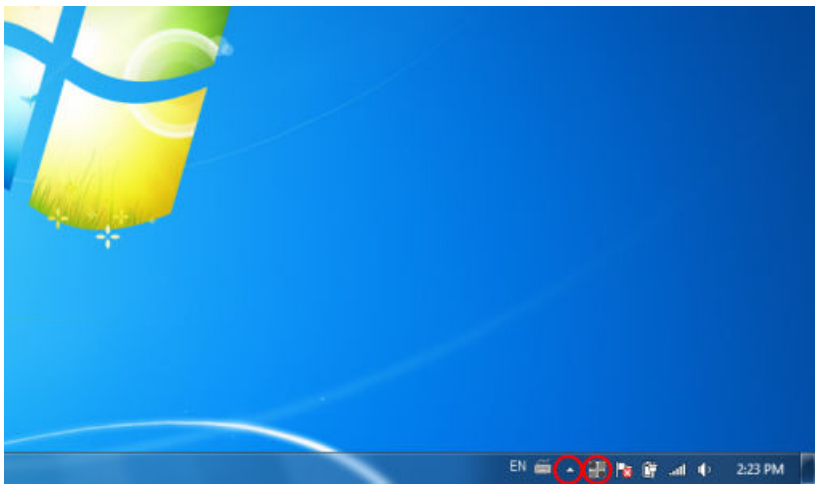
Before you begin

If you use Windows 8, you must use the Desktop app to see the notification area. To open the Desktop app, click the **Desktop** tile.

The Windows notification area provides icons to quickly access programs such as the Mozy backup software. The Windows notification area is often referred to as the system tray and is generally located in the lower-right corner of your desktop, next to the clock.

For example:

Figure 10 Windows 7 Default Notification Area



Procedure

1. In the notification area, right-click the Mozy backup software icon, .

   If you do not immediately see the Mozy backup software icon in the notification area, click the up arrow, .

Note

If you do not see the Mozy backup software icon, you may need to enable it. For more information, see Reenable the Mozy Backup Software Icon on page 136.

2. Choose any of the following options:
   - To open the Status window, click **Status**.
   - To open the Settings window, click **Settings** > **More Settings**.
   - To open any other windows or change some settings quickly, click the appropriate option in the menu.

Open the Preferences Window in the Backup Software on a Mac

You can open the Mozy backup software Preferences window to perform many tasks.

- View the status of a back up
- Select files to back up
- Change settings such as when files back up
- See the backup history
- Select files to restore

Procedure

1. Choose one of the following options:
   - Click the Mozy backup software icon in the menu bar, then select **Open Mozy Preferences**.

     Note

     If you do not see the Mozy backup software icon, you may need to enable it. For more information, see Reenable the Mozy Backup Software Icon on page 136.

     Figure 11 Mac Menu Bar

   - Click the **System Preferences** icon, then click the **Mozy** icon.

   The Mozy backup software Preferences window opens.

Backing Up a Large Amount of Data

Including a large amount of data in your first backup makes the initial backup take a long time to complete, potentially leaving important files waiting while other files are secured in the Mozy cloud. To ensure your most important data is backed up first, start by including only your most important files in your first backup, and then add additional files to your backup later. To have greater control over which files get

backed up first, you may need to manually select files for backup instead of using backup sets if they include less important data that will slow down your backup.

For the backup software for Windows, you can change your file selections on the Setup Complete window, right before you start your first backup. For more information, see Install MozyPro or MozyEnterprise for Windows on page 39. You can also change your backup selections in the backup software settings. For more information, see Select Files Manually in Backup Software for Windows on page 78.

For the backup software for Mac, you can change your file selections by clicking **Preferences** on the Setup Complete window. For more information, see Install MozyHome for Mac on page 49. You can also change your backup selections in the Files and Folders tab of the Preferences window. For more information, see Select Files Manually in Backup Software for Mac on page 80.

For the backup software for Linux, you use backup sets to select files. Backup sets let you specify directories and files to back up. For more information, see Automatically Selecting Files to Backup on Linux on page 70. You can also select files by using commands to specify the directories you want to back up, but you cannot select specific files. Whenever possible, use backup sets instead of the commands. For more information, see Adding Directories to Back Up in Linux on page 81.

If you use the backup software for Windows, you have the option of also backing up files to your own computer with 2xProtect. You can very quickly restore files you have backed up with 2xProtect, so if you have a large amount of data to back up, using this feature will make restores go much faster for you. For more information, see Local Backup File Version History on Windows on page 129.

Choosing Files to Back Up

When you install the Mozy backup software, the most commonly backed up files are preselected for you. You can change which files are selected any time you like, selecting or deselecting files to use more or less storage space. Your use of space is calculated based on current selections.

Note

In Linux, no files or directories are selected for backup by default, unless your administrator has run a script or done something else. Files are backed up based on manually adding backup directories.

Table 14 Automatic and manual file selection

Method	Description
Automatic	During installation, the Mozy backup software automatically selects files to back up. Predefined backup sets look for common types of files such as documents, spreadsheets, financial files, email, photos, and music on your computer desktop or anywhere in the default Documents folder. On a Windows computer, this is only the C drive. In the Mozy backup software for Mac, backup sets are called Suggested Files/Folders. You can also create or change the rules for backup sets to meet your own needs. For example, you may create a backup set which backs up all .JPG files on your computer.
Manual	You can browse the contents of your computer and manually select files and folders to back up. You can also deselect files you do not want to back

Table 14 Automatic and manual file selection (continued)

Method	Description
	up. For example, you might have a folder of temporary documents that you want exclude from backing up.

You can use both automatic and manual file selection at the same time, or you might prefer to use only one method. It is always a good idea to verify that your most important files are selected.

Note

If you use Windows and if you wish to use 2xProtect, you cannot select EFS-encrypted files for backup. Any EFS-encrypted files must be deselected before your first backup using 2xProtect.

Selecting Files Automatically in Backup Software

The Mozy backup software uses predefined backup sets to automatically identify files that should be included in a backup. You can also create custom backup sets. In the Mozy backup software for Mac, backup sets are called Suggested Files/Folders. Linux does not include predefined backup sets, unless your administrator has created them. When a backup set is selected, any new or updated files that match that backup set's definition are automatically selected for backup.

If you cannot change this setting and you use Windows, you may be able to resolve this issue yourself. For more information, see If Settings Are Grayed Out in the Mozy Backup Software for Windows on page 215. You may not be able to change this setting if your account administrator is managing it for you.

For more information, see Choosing Files to Back Up on page 66.

There are several reasons why files might not be selected by the predefined backup sets.

- The files are saved to a drive other than the default drive. (On a Windows computer, this is typically the `C:\` drive.)
- The files are saved to a folder that is not a default folder.
- The files are uncommon types of files.

Therefore, it is a good idea to verify that files you care most about are actually selected. The predefined backup sets do not automatically select files on an additional internal hard drive or an external hard drive. You can select such drives manually, or you can change or create backup sets to meet your needs.

Understanding Backup Sets

Backup sets select files based on file locations and specific criteria or rules, such as file name, file extension, and file size. Files selected by a backup set can be included or excluded from backups, depending on the type of backup set it is. Selecting files using backup sets let you precisely identify the files you want to back up or exclude. For example, you can use a backup set to back up all of the JPEG and PNG image files in the Users and Data folders.
The backup software includes predefined backup sets that simplify the process of backing up common files, such as pictures or word processing documents. Predefined backup sets can also be used to back up complex applications, such as databases or email servers. If you have MozyPro or MozyEnterprise, your administrator can create predefined backup sets to meet the specific needs of your organization.

Each backup set can be enabled or disabled. For faster backups, limit the number of backup sets that are enabled. If the backup set you need is not included in the predefined ones, you can edit a predefined one, or create a new one. Any backup set you create or edit is unique to the computer and must be maintained from that computer. The backup software can automatically update predefined backup sets, unless you have edited them. After editing, predefined backup sets are not updated to prevent overwriting local changes. For users of MozyPro or MozyEnterprise, your administrator controls whether you can enable or disable a backup set, edit predefined backup sets, and create new backup sets.

Note

On Mac, backup sets are known as rules in the interface, and the criteria, instead of being called rules, do not have a name. Also, each backup set can only specify a single folder.

Note

In Linux, a backup set can specify directories. You cannot specify criteria. Also, all backup sets are enabled and cannot be disabled.

There are two types of backup sets: inclusion and exclusion. Files selected by inclusion backup sets are included in backups. Files selected by exclusion backup sets are excluded from backups. For both set types, you can specify inclusion and exclusion criteria. The criteria work together to select the files associated with a backup set. Files excluded from one inclusion backup set by exclusion criteria can be backed up by including them in another inclusion backup set. However, files selected in an exclusion backup set are not backed up, even if they are included in an inclusion backup set or they are manually selected for backup.

Automatically Select Files to Back Up on Windows

Mozy uses predefined backup sets to automatically identify files that should be included in a backup. You can also create custom backup sets.

Backup sets that backup system or hidden files, such as the Microsoft Edge set, require that you select the **Allow back up and display of protected operating system files** option in the **Options** tab under **Advanced** of the backup software. After selecting this option, you must close and reopen the backup software to refresh the backup set list.

If you cannot change this setting and you use Windows, you may be able to resolve this issue yourself. For more information, see If Settings Are Grayed Out in the Mozy Backup Software for Windows on page 215. You may not be able to change this setting if your account administrator is managing it for you.

Procedure

1. Open the Settings window. Choose one of the following actions:
   - (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**. For more information, see Open the Backup Software on Windows through the Notification Area on page 64.

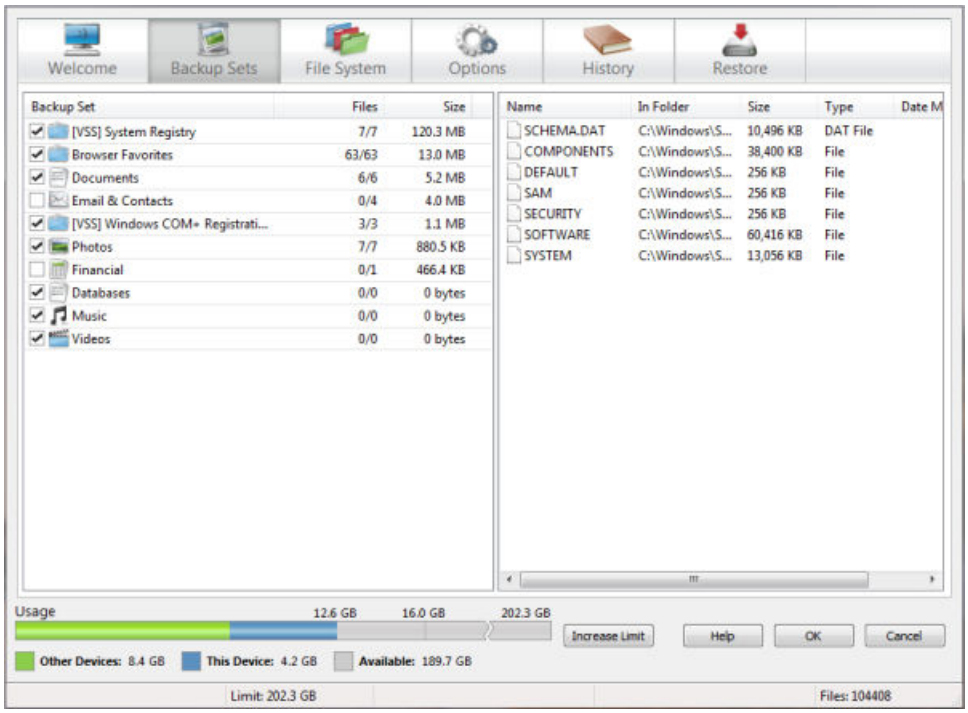
Note

If you do not see the Mozy backup software icon, you may need to reenable it. For more information, see Reenable the Mozy Backup Software Icon on page 136.

2. Click the **Backup Sets** tab.

   The **Backup Sets** window appears.

   Figure 12 Backup Sets Window



3. In the **Backup Set** list in the left pane, click a checkbox to select or deselect any backup set.
4. (Optional) To see the files that are automatically included by a backup set, click the name of a backup set.

   Files that are included by the backup set are listed in the right pane.
   If you want to access a file in Windows Explorer, right-click the name of the file in the right pane and select **Show in Windows Explorer**.
5. (Optional) In the right pane, deselect any files that you do not want to back up.
6. Click **OK**.

   Your changes are saved and the Settings window closes.

After you finish

Backups cannot happen unless the computer is turned on and connected to the Internet and not in hibernation, sleep, or standby mode.

Automatically Select Files to Back Up on a Mac

Mozy uses Suggested Files/Folders to automatically identify files that should be included in a backup. You can also create custom rules to automatically select certain types of files.

Procedure

1. Click the Mozy backup software icon in the menu bar, then select **Open Mozy Preferences**.

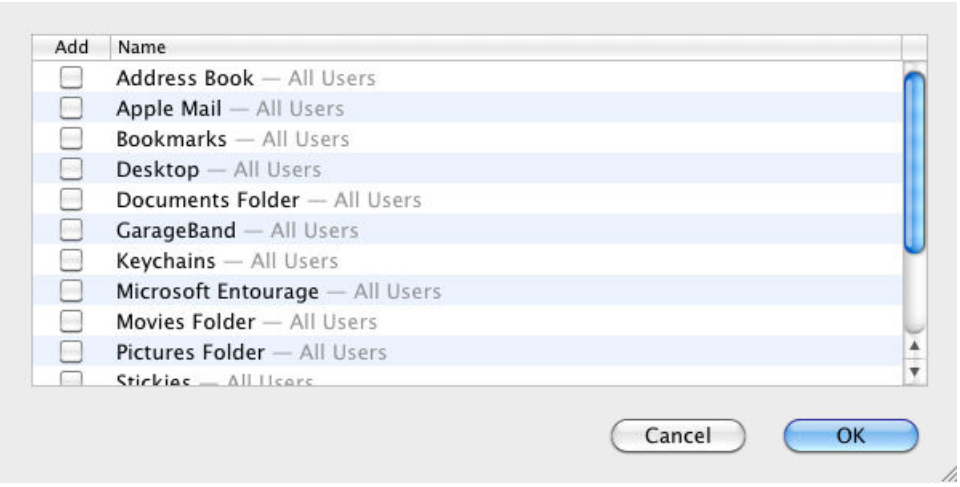
   Note

   If you do not see the Mozy backup software icon, you may need to reenable it. For more information, see Reenable the Mozy Backup Software Icon on page 136.

2. Click the **Files & Folders** tab, then click **Advanced**.
3. Under **Back up**, click + ▾, then click **Suggested File/Folder**.

   The **Suggested File/Folder** window appears.

   Figure 13 Suggested File/Folder Window



4. Click the checkbox to select or deselect any set of suggested files and folders, then click **OK**.

   The selected sets appear in the **Advanced** window under **Back up**.

5. Click **OK**.

   Your changes are saved and the Preferences window closes.

   Note

   Backups cannot happen unless your computer is turned on and connected to the Internet, and not in hibernation, sleep, or standby mode.

Automatically Selecting Files to Backup on Linux

Files can be selected automatically for backup using backup sets. Your administrator can create predefined backup sets to automatically select files to be included or excluded from backups. The advantage of these backup sets is that they can be centrally managed. Your administrator can also give your account permission to define backup sets locally. These backup sets exist only on the computer on which they are defined.

All backup sets on your computer, predefined and ones you create (local backup sets), are merged to create the list of files that need to be backed up. If a predefined backup set and a local one have the same name, the local one takes precedence, unless the

predefined one is locked by your administrator or unless your account does not have permission to define backup sets, in which case the local one is ignored.

To see a list of backup sets on a computer, type **`mozyutil backupset --list`**. To determine if a specific file is selected by a backup set, type **`mozyutil backupset --info`**.

Note

If you use the backup file selection commands (`addbackupdirs`, `clearbackupdirs`, and `removebackupdirs`), when you list the backup sets, you will see a special backup set named **Original Directory Selection**. This backup set is created by the backup software and includes the directories selected for backup using the commands.

Create and Edit Backup Sets on Windows

The Mozy backup software lets you define custom backup sets for your specific needs. When you create or edit a backup set, you can specify files or folders to include or exclude according to criteria you define, such as file type, date created, or size.

For example, if you have a large number of images on your computer, but only want to back up the final versions of these images, you can create a custom backup set to only look for image files in your Final Images folder.

If you cannot change this setting and you use Windows, you may be able to resolve this issue yourself. For more information, see If Settings Are Grayed Out in the Mozy Backup Software for Windows on page 215. You may not be able to change this setting if your account administrator is managing it for you.

Note

Before you can create an exclusionary backup set, you must first select **Show advanced backup set features** on the **Advanced** tab under **Options** on the Settings window.

Procedure

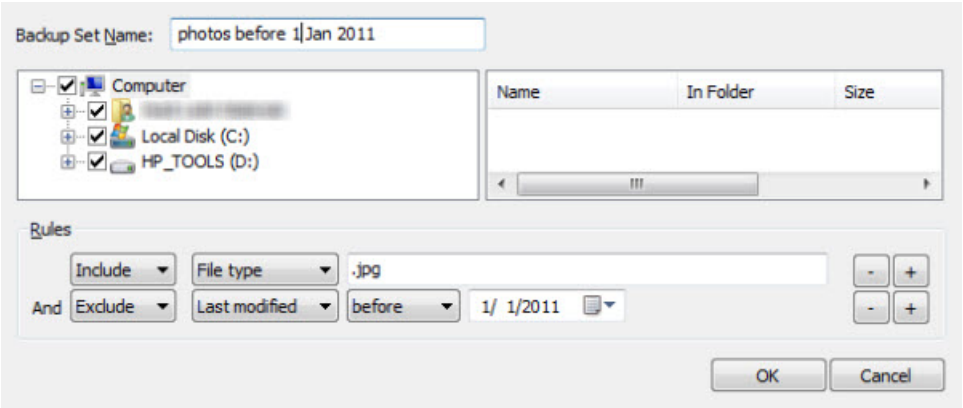
1. Open the Settings window.
   - (Windows 8) On the Start screen, click the **Mozy Settings** tile.
   - (Windows 10, Windows 7 or earlier) Right-click the Mozy backup software icon in the notification area, then select **Settings** > **More Settings**. For more information, see Open the Backup Software on Windows through the Notification Area on page 64.

     Note

     If you do not see the Mozy backup software icon, you may need to reenable it. For more information, see Reenable the Mozy Backup Software Icon on page 136.
2. Click the **Backup Sets** tab.
3. Choose one of the following actions:
   - To create a new backup set, right-click anywhere in the left pane under Backup Set, then select **Add Backup Set**.
   - To change an existing backup set, right-click the name of the backup set in the left pane under Backup Set, then select **Edit Backup Set**.

The Backup Set Editor appears. The left pane shows your computer's drive and folder structure. When you click the name of a folder in the left pane, the files inside it are listed in the right pane. This is similar to what you can see on the **File System** tab on the Settings window.

Figure 14 Backup Set Editor



4. In the **Backup Set Name** field, specify a name for the backup set.
5. (Optional) In the left pane, select the folder in which this backup set should select files. Avoid selecting a root-level folder.
6. (Optional) Under **Rules**, create a rule this backup set should use to select files.
   a. Choose whether to **Include** or **Exclude** files according to the first rule.

   Note

   Files excluded from backups by excluding a folder might still be selectable in the **File System** tab, but they are not backed up. In the **Backup Sets** tab, these same files are omitted from the list of files when you select the backup set unless the excluded folder includes some files that are selected for backup.

   Note

   The order of the rules in a backup set affects the processing time. For best results, place folder rules near the top of the list, place file type rules near the top but after folder rules, and place rules that use wildcards at the bottom.

   b. Choose the nature of this rule and specify details for the rule.

Table 15 Rule options

File type	Use only valid file extensions. For example, `.exe`, `.doc`, `.txt`. Use spaces to separate file extensions. Dots are not necessary. To learn what file extensions are appropriate for any program you use, search online or in the help or documentation for that program.
Size	Specify whether to select files smaller than or larger than the size you provide in KB (kilobytes). If you think of size in terms

Table 15 Rule options (continued)

	of MB (megabytes), you need to convert that size to KB. You can find calculators online to help you make this conversion.
Last modified	Specify whether to select files last modified before, after, or between dates you select.
Created	Specify whether to select files created before, after, or between dates you select.
File name	Specify the rule by which files are selected according to name. You can set whether the name: • is • is not • starts with • doesn't start with • ends with • doesn't end with • contains • doesn't contain any word or characters you specify. If you specify a name which contains a space, enclose the entire name within quotation marks. For example, `"expense reports"`. Avoid rules for file names that do not specify an exact search. For example, a rule that searches for a file name that contains "IMG".
Folder name	Specify the rule by which folders or both folders and files are selected according to name. You can set whether the name: • is • is not • starts with • doesn't start with • ends with • doesn't end with • contains • doesn't contain any word or characters you specify. If you specify a name which contains a space, enclose the entire name within quotation marks. For example, `"personal docs"`.

7. (Optional) To create an additional rule for this backup set to use when selecting files, click **+** and repeat Step 6.
8. Click **OK** to save this backup set.
9. To use this backup set, select it in the left pane of the **Backup Sets** tab on the Settings window.

10. Click **OK**.

    Your changes are saved and the Settings window closes.

After you finish

Backups cannot happen unless your computer is turned on and connected to the Internet and not in hibernation, sleep, or standby mode.

Create Custom Rules for Backup on a Mac

The Mozy backup software lets you define custom backup sets for your specific needs. When you create or edit a backup set, you can specify files or folders to include or exclude according to criteria you define, such as file type or size.

For example, if you have a large number of images on your computer, but only want to back up the final versions of these images, you can create a custom backup set to only look for image files in your Final Images folder.

Procedure

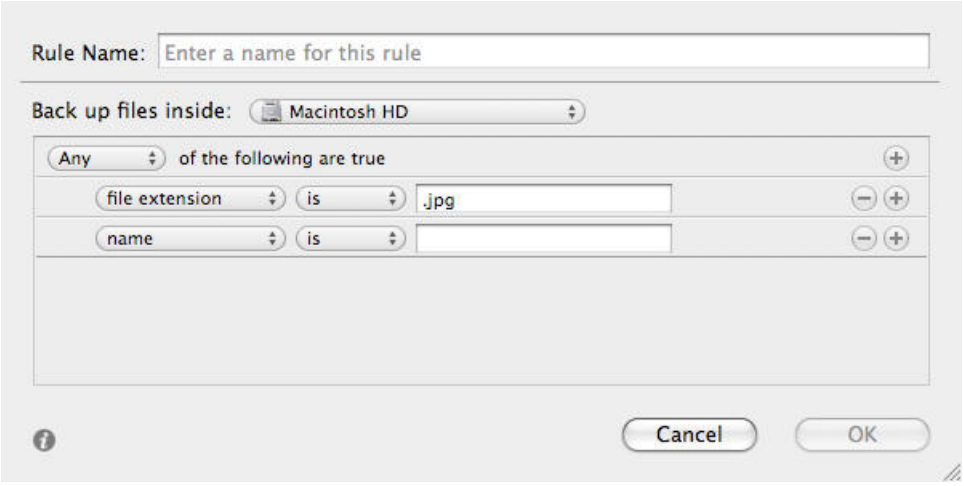
1. Click the Mozy backup software icon in the menu bar, then select **Open Mozy Preferences**.

   Note

   If you do not see the Mozy backup software icon, you may need to reenable it. For more information, see Reenable the Mozy Backup Software Icon on page 136.

2. Click the **Files & Folders** tab, then click **Advanced**.
3. Under Back up, click + , then select **Advanced**.
4. In the **Rule Name** field, specify a name for this backup set rule.

   Figure 15 Backup Set Rule

5. At the **Back up files inside** field, specify which folder this backup set will select files from.

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

6. Choose an option.

Option	Description
Any	Any files which match any of the following rules are selected.
All	All of the following rules must be true for files to be selected.
None	None of the following rules must be true for files to be selected.

7. Choose the nature of this rule and specify details for the rule.

Table 16 Rule types and options

Rule Type	Options	Description
file extension	• is • is not • begins with • ends with • contains • is like	Specify types of files using valid file extensions such as exe, doc, txt, pdf, psd, and so forth. Use spaces to separate file extensions. Dots are not necessary. To learn what file extensions are appropriate for any program you use, search online or in help or documentation for that program.
name	• is • is not • begins with • ends with • contains • is like	Specify files with a specific file name.
any parent folder	• contains • is • is not	Specify parent folders with a specific name.
file size	• is less than • is less than or equal to • is greater than • is greater than or equal to • is • is not • B • KB • MB • GB • TB	Specify the size of files you want to select, then select the appropriate measurement.

8. (Optional) To add another rule, click the button, then repeat Step 7.
9. (Optional) To delete a rule, click the button.
10. Click **OK**.
    The newly created backup set rules appear in the list under **Back up**.

Defining Linux Backup Sets

The Mozy backup software lets you use backup sets to select files for backup inclusion or exclusion. Each backup set specifies directories to include or exclude from the set. A backup set can also include rules to select only specific files by file name or file extension.

If your account has permission from your administrator, you can define local backup sets, which exist only on the computer on which they are defined. These definitions are within JSON formatted files in the `/etc/mozybackup.conf.d` directory. You can define one or more backup sets in each file and have as many files as you want. If you do not have permission, you can create these files, but they will be ignored by the backup software.

You cannot edit predefined backup sets, but you can override them by defining local backup sets with the same name. If a predefined backup set is locked, any local backup sets with the same name are ignored. To list all backup sets, including the ones that are locked, type **`mozyutil backupset --info --verbose`**. If you want to see the definition of a backup set, which you can use as a starting point in creating a backup set to override a predefined one, type **`mozyutil backupset --dump`**.

For more options on using the `backupset` command, see Linux backupset command on page 271, the command help (**`mozyutil help backupset`**), or the manual page (**`man mozyutil`**).

Linux Backup Set Format

Backup sets are defined using JSON formatted files stored in the `/etc/mozybackup.conf.d` directory. You can define one or more backup sets within each file and have one or more files.

Structure of a Linux Backup Set

```
{
    "backupsets":
    [
        {
            "name": "<backup_set_name>",
              "paths": ["<include_path>"],
              "excludes" : ["<exclude_path>"],
              "exclusionary" : "<is_exclusion_set>",
              "rules": {
                "filenames": ["<filename>"],
                "filetypes": ["<extension>"],
                "exclude_filenames": ["<exclude_filemane>", ...],
                "exclude_filetypes": ["<exclude_filetype>", ...]
              "lock" : "<is_locked>"
        },
    ]
}
```

Options

- `name` section (required) - Specifies the backup set name. *<backup_set_name>* is the name of the backup set. If more than one backup set uses the same name, a local set takes precedence over a predefined one. If more than one local set uses

the same name, the last processed set takes precedence. Local backup sets are processed alphabetically, based on the file that contains them.

- `paths` section (required) - Specifies the paths to include in the backup set. *<include_path>* is the path to the files to include in the backup set. A path is to a directory ands can use wildcards (`*`) and symbolic links. Symbolic links cannot be used in a path at the same time as wildcards, and a symbolic link cannot be the final directory in a path. Multiple paths are separated by a comma (,) and a space.
- `excludes` section (optional) - Specifies paths to exclude from the backup set. *<exclude_path>* is the path to the files to exclude in the backup set. A path can be to a directory or a file and can use wildcards (`*`) and symbolic links. Symbolic links cannot be used in a path at the same time as wildcards, and a symbolic link cannot be the final directory in a path. Multiple paths are separated by a comma (,) and a space.
- `exclusionary` section (optional) - Specifies whether the file files selected by the backup set are included or excluded from being backed up. If not specified, the backup set is an inclusion set. *<is_exclusion_set>* is set to `true` for an exclusion backup set and `false` for an inclusion backup set. If a file is included in both an inclusion and exclusion backup set, the exclusion set takes precedence and the file is excluded from backups.
- `rules` section (optional) - Specifies rules for selecting files. Rules let you select files by filenames and file extensions to include or exclude in the backup set. You can use wildcards (`*`) in filenames and extensions. Multiple items within a rule are separated by a comma (,) and a space. The inclusion rules, `filenames` and `filetypes`, are considered together and both rules must be satisfied for a file to be included. The exclusion rules, `exclude_filenames` and `exclude_filetypes`, are considered together in excluding files. Exclusion rules take precedence over inclusion rules, so files included by both rule types are excluded from the backup set.
  - `filenames` (optional) - File name inclusion rule. *<filename>* is the name of the files to include in the backup set. This can include the file extension.
  - `filetypes` (optional) - File extension inclusion rule. *<extension>* is the extension of files to include in the backup set.
  - `exclude_filenames` (optional) - File extension exclusion rule. *<exclude_filemane>*is the name of files to exclude in the backup set. This can include file extensions.
  - `exclude_filetypes` (optional) - File extension exclusion rule. *<exclude_filetype>*is the extension of files to exclude in the backup set.
- `lock` section (optional) - Specifies whether a backup set can be overridden. This is only applicable to predefined backup sets. In local backup sets, this is ignored and can be omitted from the definition. A predefined backup set that is unlocked can be overridden, and thus changed, by a local backup set with the same name. *<is_locked>* is set to `true` for a locked backup set and `false` for an unlocked one.

Example

```
{
    "backupsets":
    [
        {
            "name": "Documents",
              "paths": ["/home/user1/info", "/home/user2/documents"],
              "excludes" : ["/home/user1/info/temp", "/home/user1/
info/*/*.tmp"],
```

```
                "exclusionary" : false,
                "rules": {
                  "filenames": ["start*", "*contain*"],
                  "filetypes": ["avi", "mkv", "j*g", "mp*"],
                  "exclude_filenames": ["amt*"],
                  "exclude_filetypes": ["*tmp*"]
        },
        {
            "name": "MoreDocs",
                "paths": ["/mount/yoy"],
                "exclusionary" : false
                "rules": {
                  "filenames": ["log*"]
        }
    ]
}
```

Select Files Manually in Backup Software for Windows

You can manually select or deselect any files or folders at any time using the File System tab on the Settings window. If you select a folder, any files later added to that folder are automatically included in backups. If selections were made using backup sets, you can review the File System tab to see exactly which files and folders are selected.

If you cannot change this setting and you use Windows, you may be able to resolve this issue yourself. For more information, see If Settings Are Grayed Out in the Mozy Backup Software for Windows on page 215. You may not be able to change this setting if your account administrator is managing it for you.

Procedure

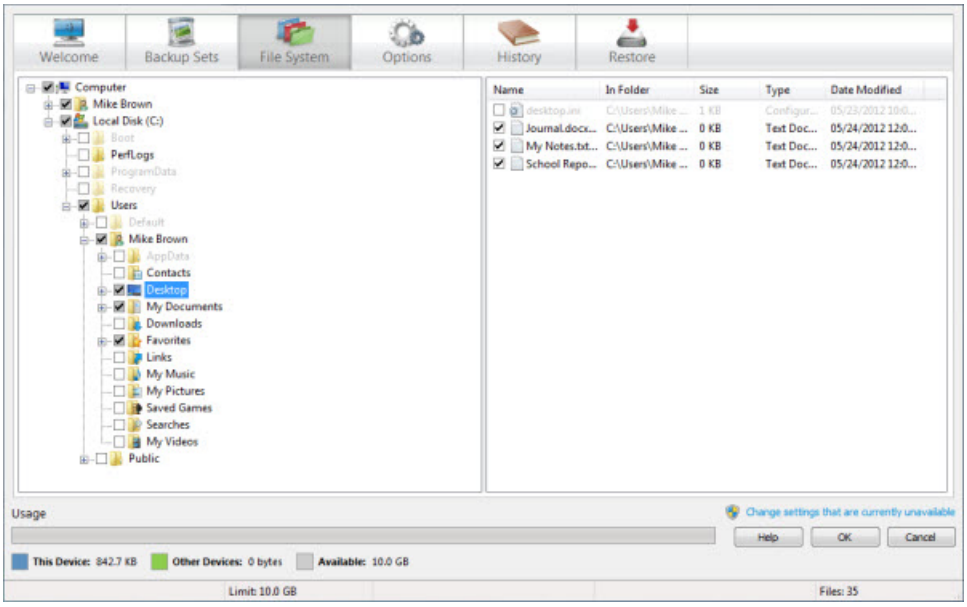
1. Open the Settings window. Choose one of the following actions.
   - (Windows 8) On the Start screen, click the **Mozy Settings** tile.
   - (Windows 10, Windows 7 or earlier) Right-click the Mozy backup software icon in the notification area, then select **Settings** > **More Settings**. For more information, see Open the Backup Software on Windows through the Notification Area on page 64.

     Note

     If you do not see the Mozy backup software icon, you may need to reenable it. For more information, see Reenable the Mozy Backup Software Icon on page 136.
2. Click the **File System** tab.

   Your computer's file system is displayed in the left pane.

Figure 16 File System Tab



3. Choose any action (some choices might not be applicable).
   - To see how a specific folder or drive is treated by backups, hover the mouse pointer over the name and wait for the tooltip to appear.
   - To select a different drive, such as a data partition, a second internal drive, or an external drive, click the checkbox to its left. USB or flash drives cannot be backed up.
   - To select or deselect a folder, click the checkbox to its left. When you select a folder, all its subfolders are selected as well.
   - To expand a folder, click the plus sign to its left.
   - To collapse a folder, click the minus sign to its left.
   - To see files inside a folder, click the name of the folder. The folder's contents are displayed in the right pane.
     If you want to access a file in Windows Explorer, right-click the name of the file in the right pane and select **Show in Windows Explorer**.
   - To select or deselect a file, click the checkbox to its left. The names of encrypted files are displayed in a different color.

     Note

     If you are using 2xProtect, files which are locally EFS encrypted cannot be selected for backup. If you wish to use 2xProtect, you must first deselect such files.

   - To select from a shared or network location, click **Add network shares** in the left pane. In the window that opens, enter the UNC path to the share and the credentials to use.

Note

MozyHome cannot back up network drives. Only MozyPro or MozyEnterprise accounts using a server service type can back up a network drive.

4. Click **OK**.

   Your changes are saved and the Settings window closes.

After you finish

Backups cannot happen unless the computer is turned on and connected to the Internet and not in hibernation, sleep, or standby mode.

Select Files Manually in Backup Software for Mac

You can manually select or deselect any files or folders at any time using the Files & Folders tab on the Preferences window. If you select a folder, any files later added to that folder are automatically included in backups.

Procedure

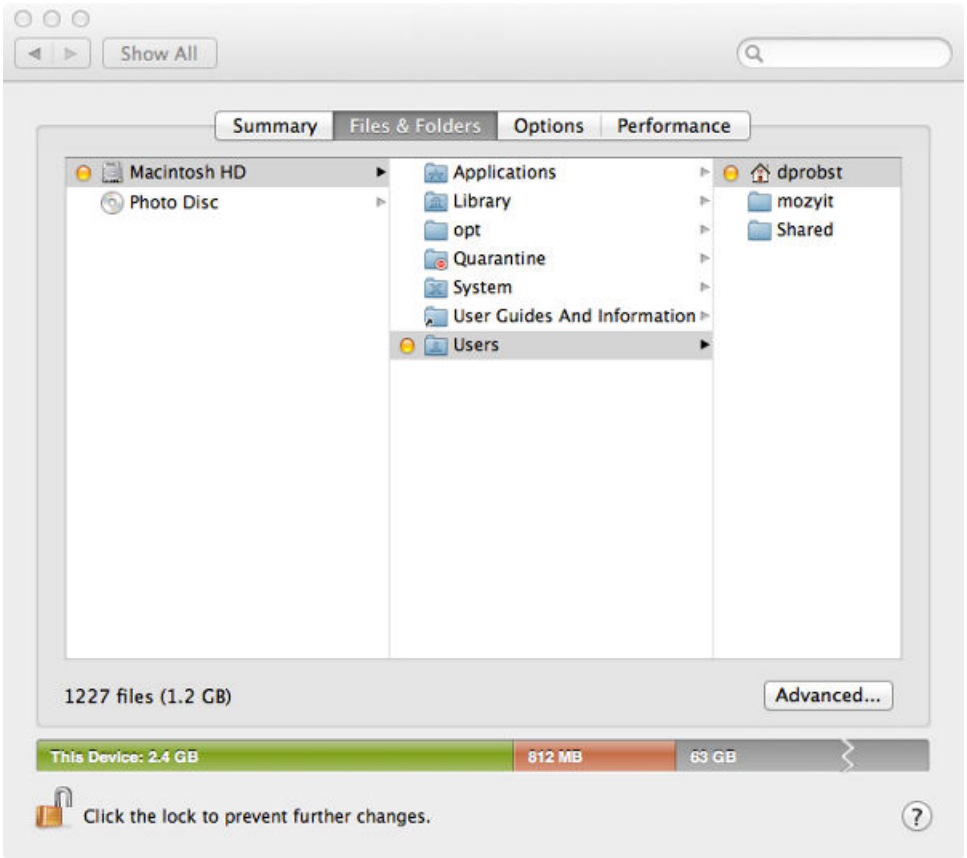
1. Click the Mozy backup software icon in the menu bar, then select **Open Mozy Preferences**.

   Note

   If you do not see the Mozy backup software icon, you may need to reenable it. For more information, see Reenable the Mozy Backup Software Icon on page 136.

2. Click the **Files & Folders** tab.

   Figure 17 Files & Folders Tab



3. Choose any of the following actions:

- To see whether a file or folder is selected for backup, look for the status indicator in front of the file or folder icon. For more information, see Seeing the Status of a File Selected for Backup on page 101.
- Navigate to folders and files.
- To select a folder or file for backup, click . When you select a folder, all its subfolders and files are selected as well.

  Note

  After selecting or deselecting a file or folder, the status indicator might take a few seconds to appear or change.

- To deselect a folder or file from backing up, click .
- To select a folder or file from a shared or network location, select it the same way that you select any other file or folder.
- To use the advanced options to select, deselect, or exclude files and folders, click **Advanced**.
  A window opens that lets you add or remove items from the list of backed up items. You can also add or remove items from the list of items that are excluded from backup. You might use this feature to exclude certain items from backup within a folder that is selected for backup. Items excluded from backup take precedence over items selected for backup. When adding or excluding an item, you have the option to select **Advanced**, which lets you create a backup rule. Backup rules give you advanced features for selecting items. You can select items based on a combination of file name, file extension, file size, and parent folder name.

Note

MozyHome cannot back up network drives. Only MozyPro or MozyEnterprise accounts using a server service type can back up a network drive.

Adding Directories to Back Up in Linux

In Linux, you can back up files by specifying the directories you want to back up using commands. You can back up directories from any mountable device. All files in the specified directory and in any subdirectories are backed up, including symlinks.

Note

Whenever possible, use backup sets instead of the commands to select files to back up. For more information, see Automatically Selecting Files to Backup on Linux on page 70.

You cannot back up the `/tmp`, `/dev`, `/proc`, or `/sys` directories or any of their subdirectories because they are blacklisted.

Note

Do not use a device mount point or any of its parent directories as a backup directory. If you back up a mount point and the device becomes unavailable, the backup software deletes the backed up files in the Mozy cloud. When the device is again available, the files must be re-backed up. Instead, back up directories within a mount point. If the device becomes unavailable, the backup software does not delete the backed up files.

Procedure

1. Access a terminal window.
2. To specify the directories you want to back up, type `mozyutil addbackupdirs --path <directory_path>....`

   Where *<directory_path>...* is each directory you want to back up separated by a space.

   Note

   Be sure to enclose paths within single quotes if they contain spaces.

   Example: `mozyutil addbackupdirs --path '/usr/local/share/documents' '/usr/local/share/images' '/opt/music'`

3. (Optional) To list the directories currently specified for backup, type `mozyutil listbackupdirs`.

Removing Directories to Back Up in Linux

You can remove directories individually from being backed up or remove all the directories at once.

Procedure

1. Access a terminal window.
2. (Optional) To list the directories currently specified for backup, type `mozyutil listbackupdirs`.
3. Choose an option.
   - To remove specific directories, type `mozyutil removebackupdirs [--path] <directory_path>....`
     Where *<directory_path>...* is each directory you want to remove separated by a space.

     Note

     Be sure to enclose paths within single quotes if they contain spaces.

     Example: `mozyutil removebackupdirs --path '/usr/local/share/documents' '/usr/local/share/images' '/opt/music'`
   - To remove all directories, type `mozyutil clearbackupdirs`.

Uploading Files to Your Online Sync Folder

You can select any type of file to sync; there are no restrictions based on file type or size. You can sync among all computers on which you have installed Mozy Sync. The following table describes the methods for choosing files to sync.

Table 17 Uploading files to Sync

Method	Description
Move files into your local sync folder	You can move any files on your computer into your local sync folder. Files added to this folder are uploaded to your online sync folder, and then copied to any linked computers or devices.
Mozy mobile app	You can send files to your online sync folder directly from the Mozy mobile app.
Web access	You can log in to your account online from any computer and add files to your online sync folder. You must be using the default encryption key.

Add Files to Your Sync Folder on Your Computer

When you add files and folders to the local sync folder on your computer, they are automatically uploaded to your online sync folder, and then copied to any linked computers or devices.

Note

If you are saving a file from within a program, you can save the file directly to the local sync folder.

Procedure

1. Open the sync folder on your computer.
2. Locate the file or folder and move or copy it to the sync folder, just as you would move or copy any other file or folder on your computer.

   Note

   If you copy a file or folder to your local sync folder, only the copy in the sync folder is synced. The version not in the sync folder is not updated when the file is changed from another linked computer, and might therefore become different from the version in the sync folder.

   The contents of the local sync folder are immediately synced to your online sync folder.

Open Your Sync Folder

You can open your sync folder to access, add, or remove files and folders.

Procedure

1. Open the Mozy Sync Preferences window.
   - (Windows 8) On the Start screen, click the **Desktop** tile to open the desktop, and then right-click the Mozy Sync icon in the notification area and click **Preferences**.
   - (Windows 10, Windows 7 or earlier) Right-click the Mozy Sync icon in the notification area, and then click **Preferences**.
   - (Mac) Click the Mozy Sync icon in the menu bar, and then click **Preferences**.

2. Click **Open sync folder** .

   The sync folder opens in a new window.

Upload Files to Your Sync Folder from the Mozy Mobile App

Before you begin

(Android) You may need to install a document viewer app before you can share files with the Mozy mobile app. Search Google Play for `document viewer`. If you cannot share files with the app you installed, try installing a different document viewer app.

The Mozy mobile app lets you upload files to your online sync folder from your mobile device if you use sync. Adding files to your sync folder makes them available on all your linked devices and computers.

Note

The Mozy mobile app for iOS has an uploads tab for adding photos and videos to your sync folder. For more information, see Upload Photos or Videos to Your Sync Folder from the Mozy Mobile App for iOS on page 85.

To upload a file to your sync folder:

Procedure

1. In the app where the file is stored or was received, browse to the file you want to upload.
2. Share the file with Mozy. Choose one of the following options:

   Note

   Your device or app may use options such as **Send** or **Export** instead of **Share**.

   - Touch and hold the file.
   - Open the file, then tap **Share**.
   - Tap **Menu**, then tap **Share**.

     Note

     the icon may be or .
   - Tap **Menu**, then tap **File**, then tap **Share**.
   - Open the file and choose a document viewer app to view the file. In the document viewer, tap **Share**.

     Note

     If your document viewer does not allow sharing with Mozy, try installing a different document viewer or try a different option from those listed above.
3. Tap the **Mozy** icon.

   The file opens with the Mozy mobile app.
4. Choose a folder to save the file.

Upload Photos or Videos to Your Sync Folder from the Mozy Mobile App for iOS

If you use sync, the Mozy mobile app for iOS lets you upload photos and videos from your device to your sync folder. You can also upload other types of files by sharing them with the Mozy mobile app. For more information, see Upload Files to Your Sync Folder from the Mozy Mobile App on page 84.

Procedure

1. Open the Mozy mobile app, and then enter your passcode if necessary.
2. Tap **Uploads**.
3. Tap ⊞.
   - To upload an existing photo or video, tap **Choose from Library**.
   - To take and upload a new photo, tap **Use Camera**, take a photo, and then tap **Use Photo**. Go to step 5.
4. Select the file you want to upload and tap **Done**.
5. Upload the file.
   - To automatically complete the upload, tap **Mobile Uploads**.
   - Tap **Other**, choose a location, and then tap **Upload**.

Upload to Your Sync Folder from the Web

You can use a Web browser on any computer to upload individual files to your online sync folder. You cannot upload entire folders to your sync folder through the Web. You cannot upload files if you are using a personal encryption key. You cannot upload files if you are using a corporate encryption key.

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. Use a Web browser to log in to your account online. Choose a login option.
   - At https://secure.mozy.com/login, type your email address and password in the appropriate fields, then click **Log In**.
   - If you use MozyPro or MozyEnterprise and if your administrator provided you with a URL, use that URL in your browser's address bar, then press **Enter**, type your email address and password in the appropriate fields, then click **Log In**. The URL should resemble `https://subdomain.mozy.com/login`, where *subdomain* is replaced by the actual subdomain for your MozyPro or MozyEnterprise account.
2. Click or tap the **Synced** tab.
3. (Optional) Open a folder inside your sync folder to upload the files into.
4. Click or tap ▭ to open the **Actions** pane.
5. Click or tap **Upload to Sync**.

   The **Upload Files to Sync** page appears.

6. Click or tap **Add Files**, then browse for and select files to upload.
7. (Optional) To remove a file from the list, select the file, then click or tap ✖.
8. Repeat Steps 5 through 7 as necessary.
9. When you are satisfied with your selections, click or tap **Upload Files**.

   The selected files begin uploading to the folder currently being viewed in sync.

   Note

   The upload progress bar is shown to the right of the **Search** box.

10. (Optional) During upload, you can choose either of these actions in the upload progress bar.
    - To cancel the upload process, click or tap ⊗, then click or tap **Yes**.
    - To cancel uploading individual files or to see detailed information, click or tap ⓘ. The **Upload Progress** box appears. Go to the next step.
11. (Optional) In the **Upload Progress** box, choose any of these actions.
    - To cancel uploading a specific file, click or tap ⊗ for that file.
    - To close the **Upload Progress** box, click or tap ⊗ in the upper-right corner of the **Upload Progress** box.

Results

The selected files are uploaded to your online sync folder.

Removing Files and Folders from Your Sync Folder

Files and folders removed from your local sync folder are automatically removed from your online sync folder and from the local sync folder on any other computers linked to your account.

There are a few different ways to remove files from your sync folder.

Table 18 Removing files and folders from Sync

Method	Description
Computer with Mozy Sync installed and linked to your Mozy account	Remove files or folders from the local sync folder. These files and folders are then automatically removed from your online sync folder and any linked devices. You can do this either by moving the files or folders out of your sync folder, or by deleting them entirely.
Any computer with a Web browser and Internet access	You can remove individual files from your online sync folder using any computer with a Web browser and Internet access. The files are also removed from any linked computers or devices.
Mozy mobile app for iOS and Android	You can remove individual files from your online sync folder using the Mozy mobile app. The files are also removed from any linked computers or devices.

Note

If you remove a file and later decide you want the file back, you can recover it by accessing your online sync folder within the grace period for deleted files. For more information, see Recovering Files Deleted from a Computer on page 178.

Delete Files from Your Online Sync Folder

You can directly delete files from your online sync folder using any computer with Internet access.

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. Use a Web browser to log in to your account online. Choose a login option.
   - At https://secure.mozy.com/login, type your email address and password in the appropriate fields, then click **Log In**.
   - If you use MozyPro or MozyEnterprise and if your administrator provided you with a URL, use that URL in your browser's address bar, then press **Enter**, type your email address and password in the appropriate fields, then click **Log In**. The URL should resemble `https://subdomain.mozy.com/login`, where *subdomain* is replaced by the actual subdomain for your MozyPro or MozyEnterprise account.
2. Click or tap the **Synced** tab.
3. Select the appropriate files to delete.

   Note

   You cannot delete folders. If you select a folder, you will not see the delete option.

4. (Optional) Click or tap to open the Actions pane.
5. Click or tap **Delete**, and then click or tap **Yes**.

   The selected files are deleted from your online sync folder and subsequently from all your local sync folders.

Delete Files from Your Sync Folder from the Mozy Mobile App

If you use sync, you can use the Mozy mobile app to delete files from your online sync folder. You can only delete one file at a time.

Procedure

1. Open the Mozy mobile app, and then enter your passcode if necessary.
2. Browse to the file in your sync folder.
3. Select the file.
   - (Android) Long press the file.

- (iOS) Tap the file.

4. Choose an option.
   - (Android) Tap **Delete** from the dropdown list.
   - (iOS) Tap ⬆, and then tap **Delete File**.
5. Confirm the deletion.
   - (Android) In the **Delete File** window, tap **Yes**.
   - (iOS) In the Delete File window, tap **Delete**.

Results

The file is deleted from your online sync folder.

Preventing Files from Getting into Mozy

At any time, you can choose to stop sending a file to the Mozy cloud. You might do this if you want to back up new files, but have used all your storage space and do not want to purchase more. If you deselect less important files from backing up, you can then select different files.

While you can manually deselect files from backing up, you cannot manually delete files that are already in the cloud. When you deselect a file from backing up, it immediately stops backing up and is no longer counted in your use of storage space. Deselected files are automatically removed from the Mozy cloud after a period, which is based on your account retention policy. For more information, see File Versions and Data Retention Periods on page 179.

Your files are automatically removed from the cloud under these circumstances.

- You delete a computer from your account.
- You cancel your account.
- Your free account is inactive for more than a month.
- Your paid account is not in good financial standing.

Manually deselecting files is the simplest way to exclude a few files from backing up. For example, you can manually deselect a very large document to keep it out of the Mozy cloud without affecting any other files selected either manually or using backup sets. In Linux, you cannot deselect a specific file, but you can remove a directory from being backed up. If you do not want to remove an entire directory, you might want to move the files you do not want backed up from a backed up location to one that is not backed up. For more information about selecting files in the backup software for Windows, see Select Files Manually in Backup Software for Windows on page 78. For more information about selecting files on a Mac, see Select Files Manually in Backup Software for Mac on page 80. For more information about removing directories from being backed up in Linux, see Removing Directories to Back Up in Linux on page 82.

You can stop files from being synchronized to the cloud by removing them from your sync folder on your computer. You can also remove files from your sync folder online. Files in the sync folder are automatically excluded from being backed up, so you do not have to manually deselect them in the Mozy backup software.

You can also use predefined and custom backup sets and rules to exclude files from backup. The predefined backup sets make it easy to include or exclude documents, photos, music, videos, and more. For more information about predefined backup sets for Windows, see Automatically Select Files to Back Up on Windows on page 68. For more information about predefined rules for Mac, see Automatically Select Files to Back Up on a Mac on page 69.

For more advanced users, setting up custom exclusionary rules or backup sets can make systematically excluding a large amount of files easier. You can exclude files based on file type, date created, or size. For example, if you have a large number of vacation photos you do not want backed up, you can exclude .jpg files from the vacation time period. Or, you may want to simply exclude all files over a certain size to conserve storage space. For more information about custom backup sets for Windows, see Create and Edit Backup Sets on Windows on page 71. For more information about custom rules for Mac, Create Custom Rules for Backup on a Mac on page 74.

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 89.

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. For more information, see Download Mozy Software on page 37.
2. Connect your Data Shuttle device to an available USB port on your computer of 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.

Seeing How Much of Your Storage Space Is Used

There are several places to see how much of your storage space is used.

- In the backup software for Windows

- In the backup software for Mac
- Using the `mozyutil quota` command in Linux
- In Mozy Sync installed on a computer
- In online account management for MozyHome accounts

Space consumption is reported to the Mozy cloud when each backup completes. Therefore, the amount of space consumed can differ between the backup software and what you may see online. This is normal and is reconciled when each backup completes.

If you use MozyHome, then all your backed up computers and your online sync folder share the same pool of storage. If you use MozyPro or MozyEnterprise, your administrator assigns storage space for each computer you back up and separately to sync if you are enabled to use it.

In the Backup Software

A bar represents your usage of space in the Mozy cloud. The bar is divided into segments.

- A segment shows the total size of all files currently selected by the logged in user for backup on this computer.

  Note

  At any time, you can change which files are selected for backup to better manage your use of storage space. For more information, see Choosing Files to Back Up on page 66.

- A segment shows the total additional space consumed by all your other devices being backed up. If you use sync, the space it consumes is included in this segment.
- A segment shows how much space is still available.

If you have a certain threshold of total space and are using less than half of it, the bar splits in two. The left portion zooms in to make it easier to see the space you are using.

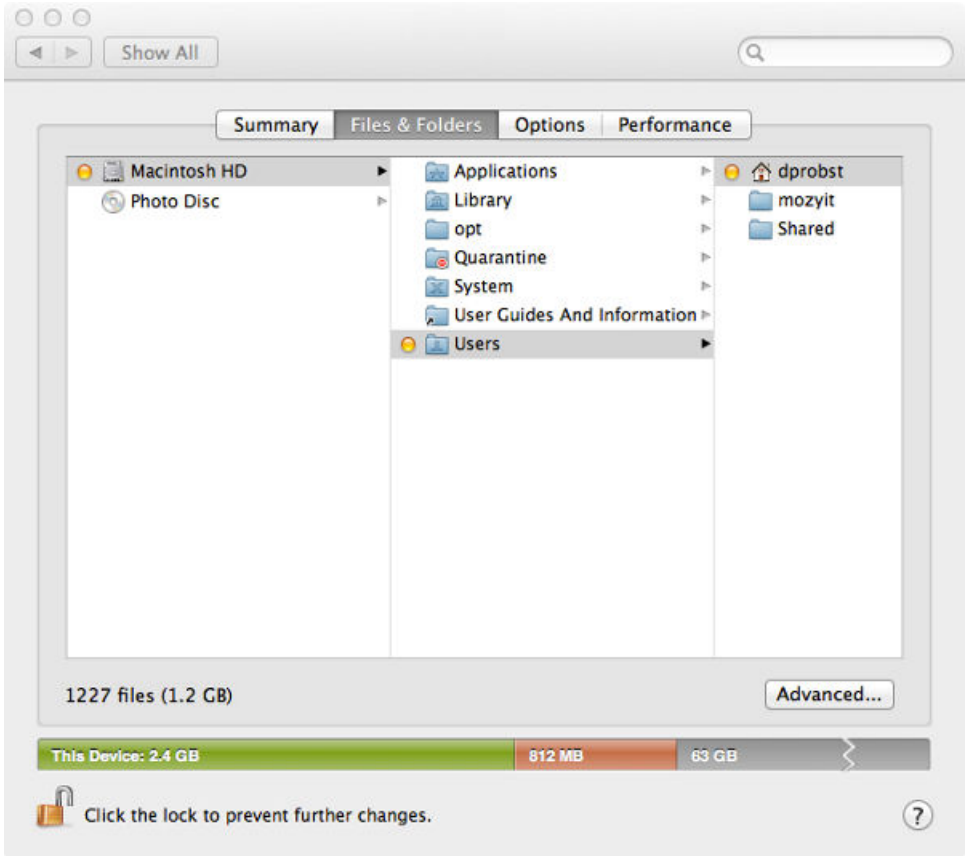
On Windows, as the available space falls below thresholds, this right portion changes from gray to yellow and finally to red. If you are over your space limit, the bar appears on all tabs of the Settings window, along with a warning. To resolve this, either purchase more space in the Mozy cloud or deselect files from backing up. When you deselect files from backing up, they no longer count against your storage space. On Mac, as the available space falls below thresholds, first a yellow and then red icon appears next to the bar.

Note

Because Macs measures data using a 1000 base instead of 1024 like other operating systems, your storage may appear smaller in the Mac backup software than in Mozy online.

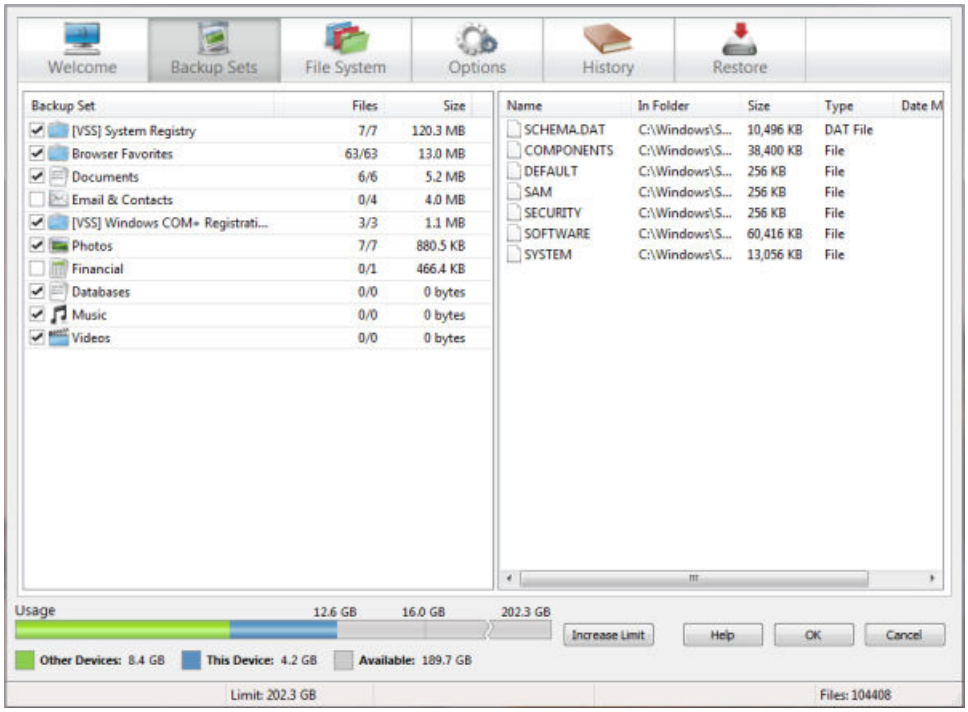
In the Mozy backup software for Mac, this bar appears on all tabs of the Preferences window.

Figure 18 Bar on Files & Folders tab representing storage usage



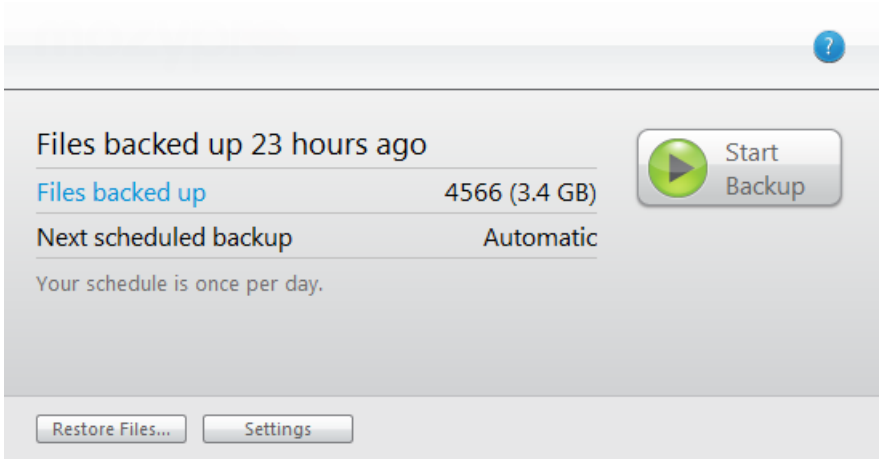
In the Mozy backup software for Windows, this bar appears on the Settings window, at the bottom of both the **Backup Sets** tab and the **File System** tab.

Figure 19 Bar on Backup Sets tab representing storage usage



Separately in the Mozy backup software for Windows, you can see the total number of files selected for backup on a computer and their total size on the Status window, in **Files backed up**.

Figure 20 Files backed up showing on the Status window



In Mozy Sync Installed on a Computer

On the Mozy Sync Preferences window, the green portion of the Storage Usage bar on the **Status** tab shows how much of your storage space is used by your sync folder. If you have a MozyHome account, any computers you are backing up show their consumption of your storage space in orange. If you have a certain threshold of total space and are using less than half of it, the bar splits in two. The left portion zooms in to make it easier to see the space you are using.

Open the Mozy Sync Preferences window.

- (Windows 8) On the Start screen, click the **Desktop** tile to open the desktop, then right-click the Mozy Sync icon in the notification area and click **Preferences**.
- (Windows 10, Windows 7 or earlier) Right-click the Mozy Sync icon in the notification area, then click **Preferences**.
- (Mac) Click the Mozy Sync icon in the menu bar, and then click **Preferences**.

In Online Account Management for MozyHome Accounts
Log in to Mozy online. Click or tap your user name, then click or tap **Manage Account**. On the Account Home page under Computers, you can see the devices backed up on your account, when each last backed up, and how much space each is consuming. You can also see how much space your online sync folder is consuming.

Using Less Space in the Mozy Cloud

You should regularly review which files are selected to ensure that files you value the most are backed up, and also to ensure that files are not inadvertently selected and consuming storage space. If you rely on automatic selections to back up certain types of files or if you have selected entire folders, it is possible to inadvertently back up files.

To use less space, consider deselecting certain files from your backups.

Table 19 Deselecting files to save space

Files	Description
Program or application files	Installed program or application files should not be selected because they cannot typically be restored; programs and applications need to be installed. However, some programs create special files that store your data or settings, such as bookmark files for a Web browser. You should select such files because they can be restored and then used by the programs which interact with them.
Installer files	If you can download files which install programs and applications, or if still have the original installation CDs or DVDs, you do not need to back up installer or setup files. Only back them up if you know you cannot obtain them by any other means.
Files obtained from DVD or CD	If you still have the original CDs or DVDs, you may not need to back up media files such as music or movies.
Files obtainable from other locations	If you have collected files from different locations that you can get again without much trouble, such as PDFs or pictures from Web sites, you might not want to back them up, especially if they are very large.

Seeing Which Files Are Backed Up

There are several different ways to view the files you are backing up. It is recommended that you periodically verify you are backing up the files you intend to. If you use MozyPro or MozyEnterprise, your administrator may restrict you from using some of these methods.

There are some different methods and tools you can use to see which files are backed up.

- The Mozy backup software installed on your computer. Files which you see listed as available to restore are backed up to the Mozy cloud. In Linux, you can use the `mozyutil history` and `mozyutil info` commands.
- A Web browser on any computer with Internet access.
- Windows Explorer on Windows computers.

See List of Backed Up Files in Mozy Backup Software for Windows

In the Mozy backup software for Windows, you can see a list of files which are backed up to the Mozy cloud. While files are being backed up, you can also see a list of files awaiting backup. If you use MozyHome, you can also quickly access your account online to restore files. You may also be interested in seeing the history of your backup and restore transactions.

Procedure

1. Choose one of these options.
   - Right-click the Mozy backup software icon in the notification area, then click **View Backed Up Files**. For more information, see Open the Backup Software on Windows through the Notification Area on page 64.

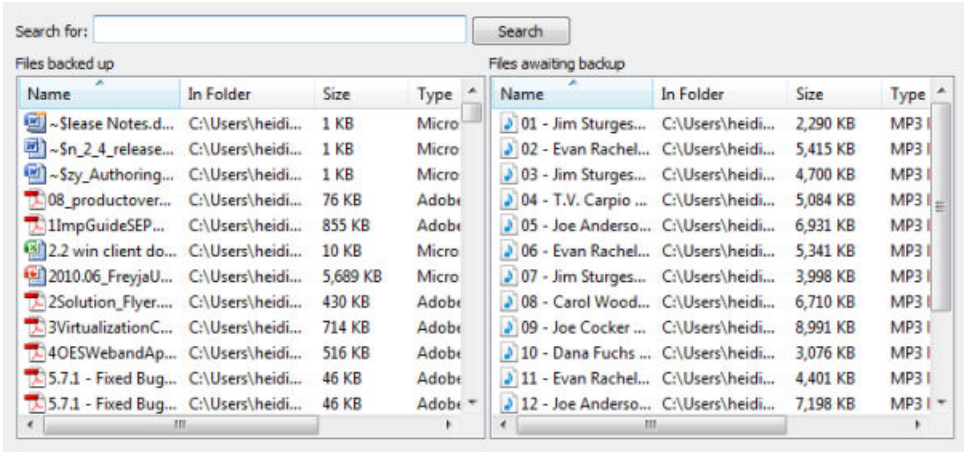
     Note

     If you do not see the Mozy backup software icon, you may need to enable it. For more information, see Reenable the Mozy Backup Software Icon on page 136.

   - Open the **Status** window, then click **Files backed up**. For more information, see Open the Status Window in the Backup Software on Windows on page 63.

   The **Files backed up** list shows detailed information about files backed up to the Mozy cloud. The **Files awaiting backup** list appears only during a backup.

   Figure 21 Backed up files Window



2. Choose any of these actions.

Option	Description
Find a file	In the **Search for** field, type characters to use in searching for files, then click **Search**. You can use letters, numbers,

Option	Description
	symbols, spaces and the wildcard. To go back to the complete list of all files, click **Clear**.
Sort the list	Click the label of any column to sort by that column, either in ascending or descending order. You can sort with these columns: name, in folder, size, type, and date modified.
Resize a column	Hover the mouse pointer over the right side of the column label. When the mouse pointer changes to re-size mode, either double-click to expand to the width of the longest information in the column, or click and drag to manually expand or condense the column.
Access your files online (this link is available only to MozyHome customers)	To access and restore files using a Web browser, click **Access your files online**. If prompted, enter your user ID and password. Your Web browser opens so you can choose files to restore or download. **Note** You may find it easier to restore through your Web browser, rather than using the Restore tab on the Settings window. If you want to request your files on USB flash or hard drives, you must do so through the Web site.

See List of Backed Up Files in Mozy Backup Software for Linux

In the Mozy backup software for Linux, the `scan` command displays information about files specified for backup.

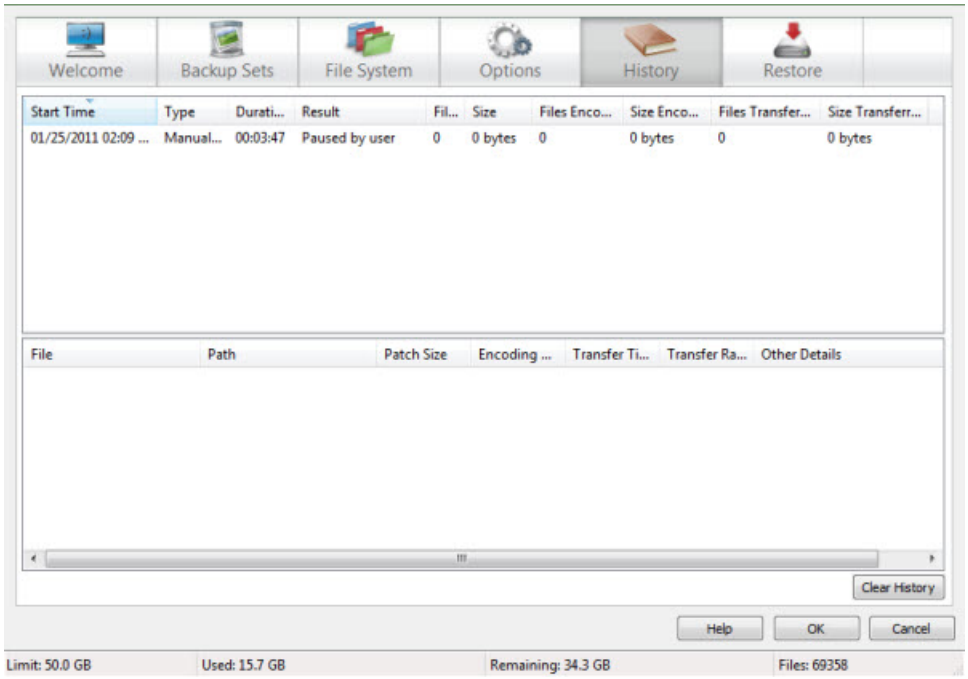
Procedure

1. Access a terminal window.
2. Choose a file list option.
   - To list all files specified for backup, including those that are out of sync with the Mozy cloud, type **`mozyutil scan --verbose`**.
   - To list all files where the local file selected for backup is not in sync with the version the the Mozy cloud, type **`mozyutil scan`**.
   - To list all local files selected for backup that are out of sync with files in the Mozy cloud, type **`mozyutil scan --local`**.

See Backup History in Mozy Backup Software for Windows

In the Mozy backup software for Windows, the History tab on the Settings window shows attempts to back up or restore files, and whether the attempt was successful or had errors.

Figure 22 History Tab



You can review specific error messages for more details, and if necessary you may request assistance. For more information, see Request Assistance on page 208.

The History tab is useful for identifying files which are no longer being backed up. Files which were either deleted from the computer or deselected from backing up are shown as removed but restorable from the Mozy cloud during the retention period, which is based on your account retention policy. For more information, see File Versions and Data Retention Periods on page 179.

Procedure

1. Choose one of the following options.
   - (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**. For more information, see Open the Backup Software on Windows through the Notification Area on page 64.

     Note

     If you do not see the Mozy backup software icon, you may need to reenable it. For more information, see Reenable the Mozy Backup Software Icon on page 136.
2. Click the **History** tab.
3. In the top pane, do any of the following actions.
   - Review information about each recent attempt to back up or restore.
   - Click any backup or restore attempt to see a list of files transferred in that attempt in the bottom pane.
4. In the bottom pane, review information about each file transferred for the selected backup or restore.

Table 20 History tab column descriptions

Column	Description
File	The name of the file.
Path	The full path for the location of the file on your computer starting with the drive letter.
Patch Size	The size of the information transferred for that file. This might be the entire file, or it might only be a portion of the file which changed since it was last backed up.
Encoding Time	The amount of time it took for this file to be prepared for transfer.
Transfer Time	The amount of transfer time for this file.
Transfer Rate	The rate at which this file was transferred.
Other Details	• `Bad patch detected. Backing up full file next time`: The state of the information transferred for this file indicates that it is necessary to back up this file entirely in the next backup attempt rather than only the most recently changed portion. • `File locked during backup`: The file was not backed up because it was locked by some other program on your computer. You can enable support for backing up locked files by selecting **Enable support for backing up open files** on the **Advanced** tab of the Settings window. • `Successfully opened locked file for backup`: This file was in use by another process, but VSS was used to enable access for backup. • `Unable to snapshot volume`: There was a problem backing up this file which should resolve itself on the next attempt to back up. If this problem persists, consider requesting assistance. • `File already on Mozy servers`: The file was not transferred because it already exists in the Mozy cloud. • `Unable to open file for backup`: This file was not accessible. The location may have been unavailable, the file may not have been readable, or the file may have been locked by another process when it was requested. • `EFS encrypted file`: The file is locally EFS encrypted. **Note** You cannot use 2xProtect for files that are locally EFS encrypted. If you are backing up EFS-encrypted files online with Mozy, before your first local backup you must either deselect them, or you must deselect **Enable support for backing up EFS encrypted** files on the **Advanced** tab of the Settings window. • `Error sending data`: There was a problem backing up this file which should resolve itself on the next attempt to back up. If this problem persists, consider requesting assistance.

Table 20 History tab column descriptions (continued)

Column	Description
	• `Duplicate file`: This exact file is in more than one location on your computer, and each instance is selected for backup; therefore only one instance of this file is sent to the Mozy cloud. • `Data Shuttle`: This file was backed up to a Data Shuttle device. • `Failed the connect to network share`: The backup software was not able to connect to a network share to transfer this file. • `VSS`: This file was backed up as part of a VSS backup set. • `VSS writer error: crash--consistent only`: There was a problem backing up this file which should resolve itself on the next attempt to back up. If this problem persists, consider requesting assistance. • `Unable to copy to local backup directory`: This file could not be copied to the location designated for 2xProtect. This should be resolved in the next attempt to back up. If this problem persists, consider requesting assistance. • `External drive is unavailable`: This file could not be backed up because it is on an external drive which is not available. • `Removed (restorable for ## days)`: This file is marked for permanent deletion from the Mozy cloud after the grace period. It is available to restore during the grace period. • `Moved into the 2xProtect history`: This file was moved into the 2xProtect version history folder in the designated location. • `Unable to move into the 2xProtect history`: This file could not be moved into the 2xProtect version history folder in the designated location. • `Removed from the 2xProtect history`: This file was deleted from the 2xProtect version history folder in the designated location.

5. (Optional) Right-click any file and select **Show in Windows Explorer** to open the folder containing the file. If the selected file was restored and the original version is still available, you have the option to open the original or restored file folder.
6. (Optional) Click **Clear History** to delete the history of backup and restore attempts.
7. Click **OK**.

   Your changes are saved and the Settings window closes.

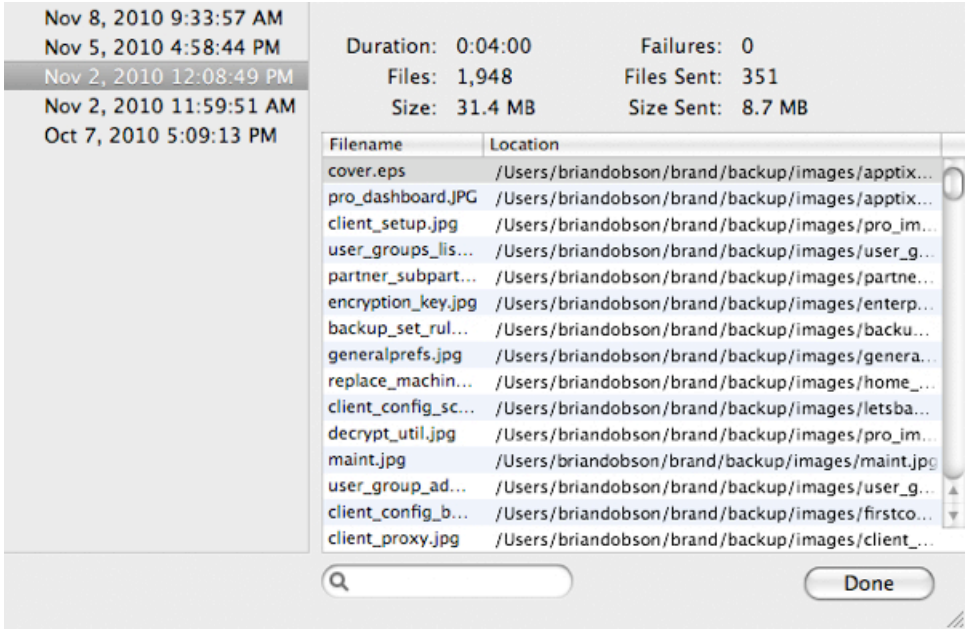
After you finish

Backups cannot happen unless your computer is turned on and connected to the Internet and not in hibernation, sleep, or standby mode.

See Backup History in Mozy Backup Software on a Mac

In the Mozy backup software for Mac, the History tab on the Settings window shows attempts to back up or restore files, and whether the attempt was successful or had errors.

Figure 23 History Window



The left pane lists your backup attempts by date and time. A green checkmark indicates a successful backup while a red minus indicates an unsuccessful or incomplete backup. You can review specific error messages for more details, and if necessary you may request assistance. For more information, see Request Assistance on page 208.

Procedure

1. Click the Mozy backup software icon in the menu bar, then select **Open Mozy Preferences**.

   Note

   If you do not see the Mozy backup software icon, you may need to reenable it. For more information, see Reenable the Mozy Backup Software Icon on page 136.

2. Click the **Summary** tab, then click **History**.
3. In the left pane, click any backup attempt to see its details in the right pane.
4. In the right pane, choose any of these actions:
   - Click any column header to sort the list of files by that column either in ascending or descending order.
   - Review information about each file transferred for the selected backup. The **Notes** column shows specific information about each file, such as whether it was already in the Mozy cloud or if the file failed to transfer.

- For any unsuccessful attempt to back up (indicated with a red minus) click **More Info** to see detailed error information.

5. (Optional) To search for a specific file in the selected backup attempt, enter the necessary characters in the **Search** field.
6. When you have finished viewing the history, click **Done**.

After you finish

Backups cannot happen unless the computer is turned on and connected to the Internet and not in hibernation, sleep, or standby mode.

See Backup History in Mozy Backup Software for Linux

In the Mozy backup software for Linux, the `history` command provides history information from up to 14 days ago.

Procedure

1. Access a terminal window.
2. Type **`mozyutil history`**.
   - To see additional details, add **`--details`** to the command.
   - To see errors, add **`--errors`** to the command.

Seeing the Status of a File Selected for Backup

Status icons allow you to easily see the status of a file that has been selected for backup.

Backup Software for Windows

When you open Windows Explorer to browse files and folders on your computer, you can see status icons for files selected for backup in the Mozy backup software.

Table 21 Status icons in Windows

	The file is currently backed up to the Mozy cloud.
	The file has been previously backed up, but it has been changed or modified and will be backed up again when the next backup runs.
	The file is not backed up to the Mozy cloud, but will be backed up when the next backup runs.

Backup Software for Mac

In the Mozy backup software for Mac, when you open the **Files & Folders** tab in Preferences window, you can see status indicators for files selected for backup.

Table 22 Status icons on Mac

	The file or entire folder has been selected for backup.
	Only some of the files in the folder have been selected for back up.
	Appears when you hover over a folder which displays a yellow circle status indicator. Clicking the graphic lets you back up all or none of

Table 22 Status icons on Mac (continued)

	the contents of this folder by selecting **Back up *folder name*** or **Don't back up *folder name***.
	Appears when you hover over a folder that contains no files selected for backup. Clicking the graphic lets you back up all contents of the folder. To expand the folder and view its contents, click the folder name.
	Appears when you hover over any folder with a green circle status indicator. Clicking the graphic deselects the folder and all of its contents from backing up.
	Indicates that the file or folder is excluded from backing up. Your Mozy administrator can exclude files from backing up.

Checking the Status of Backups in Linux

You can check various pieces of information on of backups and the backup software to ensure that things are working properly.

Table 23 Checking the Linux backup status

Information Needed	Solution
View the backup history	Use the `history` command to display the file transfer history details for a session or an individual file. For more information, see See Backup History in Mozy Backup Software for Linux on page 101.
View details about the last backup	Use the `lastbackup` command to display details about the most recent manual backup.
View the state of the backup software	Use the `state` command to display the state of the backup software and its components. You can use this to determine if a backup is occurring, if the backup software is connected to the Mozy cloud, or if the software is initialized. There are several possible states. • 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.

Table 23 Checking the Linux backup status (continued)

Information Needed	Solution
	• IDLE - Manual mode: software is not transferring files. Continuous mode: software is paused. Initial file transfer is already complete.
Verify that files are backed up	Use the `scan` command to 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.
View account information	Use the `account` command to display details about your Mozy account, including account name, computer name, total storage, available storage, and encryption key type.
View the available versions of a file	Use the `info` command to list the versions of a file backed up in the Mozy cloud. Each version has an associated ID, which is used in restoring a certain version of a file.
View files that are in the queue awaiting backup	Use the `queue` command to list the files and directories currently being backed up or deleted.
View the amount of storage space you have used and the amount available	Use the `quota` command to display storage space usage information for the account, including the amount of space used and the amount available.
View the directories that are backed up	Use the `listbackupdirs` command to list the directories specified for backup.

Verifying the Syncing Status of a File

You can quickly verify the syncing status of files and folders as well as the status of Mozy Sync and the backup software.

Table 24 File syncing status verification

Method	Description
On your own computer	Look at the Recent Activity list to verify that a file you added, deleted, or modified was updated in your sync folder online. (Windows) Right-click the Mozy Sync icon, then click **Recent Activity**. (Mac) Click the Mozy Sync icon, then click **Recent Activity**. If you click the name of an uploaded or downloaded file, the folder containing the file opens. Click **More** to open the history window with a longer list or recently synced files and additional details. On a Windows computer, you can enable Mozy Sync status icons to more easily see the sync status of files and folders inside your local sync folder. For more information, see Enable Syncing Status Badges on Windows on page 146.

Table 24 File syncing status verification (continued)

Method	Description
	• Indicates a file or folder is currently synced with your online sync folder. • Indicates a file or folder is not yet synced with your online sync folder. Sync will try the file again automatically. • Indicates a file or folder is not synced because it is excluded or an error occured. To retry a file, select it in the history window and click **Retry**. This option may not be available for all files. • No status icons indicate that there is no Internet connection, Mozy Sync is paused, or Mozy Sync is not running.
On any computer with a Web browser and Internet access	You can verify sync status by logging in to your account online, then clicking the Synced tab to see whether files you added, deleted, or modified are updated in your online sync folder. For more information, see Log In Online to Access Your Files on page 150.
Mozy Sync	• Indicates Mozy Sync is inactive because it is not set up yet or there is a problem with connectivity. • Indicates Mozy Sync is not connected because of an error, such as an invalid password has been entered. • Indicates you have paused Mozy Sync. • Indicates Mozy Sync is up to date. • Indicates Mozy Sync is performing an action, such as uploading or downloading files. • Indica=tes Mozy Sync has encountered an error that will not stop it from running, such as low on disk space or an upgrade needing to be installed.
Backup Software	• Indicates the backup software encountered an error that requires your attention. • Indicates the backup software encountered an error that requires your attention. **Note** If you do not see the Mozy backup software icon, you may need to enable it. For more information, see Reenable the Mozy Backup Software Icon on page 136.

Back Up Hidden Files

Hidden files are typically system files used by your operating system or by programs installed on your computer. By default, these files are not visible on most computers.

In most cases, you will not back up hidden files. However, there may be times when you want to back up hidden files. For example, if you want to be able to recover your iTunes folders exactly how they are, you need to back up the entire iTunes folder, including the hidden files.

Back Up Hidden Files on Windows

To back up hidden files, you first need to make them visible so you can select them for backup.

Procedure

1. Choose one of the following options.
   - (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**. For more information, see Open the Backup Software on Windows through the Notification Area on page 64.

     Note

     If you do not see the Mozy backup software icon, you may need to reenable it. For more information, see Reenable the Mozy Backup Software Icon on page 136.
2. Click the **Options** tab, then click the **Advanced** tab.
3. Select **Allow back up and display of protected operating system files**, then click **OK**.

   When selecting files to back up in the Mozy backup software Settings window, hidden files can now be selected.

   Note

   This does not make hidden files visible in Windows Explorer. Consult the help for your Windows operating system to see how to make hidden files visible when using Windows Explorer.

Back Up Hidden Files on a Mac

To back up hidden files, you first need to make them visible so you can select them for backup. On a Mac, you show or hide hidden files by typing the appropriate command in the Terminal application.

Table 25 Mac hidden file backup

Show or Hide Hidden Files	Command	In Mozy Backup Software	In Mac Finder
Show	`defaults write com.apple.finder AppleShowAllFiles YES`	x	x
Show	`defaults write com.Mozy.prefere`	x	

Table 25 Mac hidden file backup (continued)

Show or Hide Hidden Files	Command	In Mozy Backup Software	In Mac Finder
	`nces ShowAllFiles YES`		
Hide	`defaults write com.apple.finder AppleShowAllFiles NO`	x	x
Hide	`defaults write com.Mozy.preferences ShowAllFiles NO`	x	

When selecting files to back up in the Mozy backup software Preferences window, hidden files can now be selected.

Working with Files from Other Drives

The Mozy backup software lets you back up files from drives other than the internal ones on your computer. The syncing of files from drives other than internal ones is not supported and can cause unexpected results. The process of backing up files from these drives is the same as for internal drives with some considerations.

In Windows, the backup software can only work with drives that the operating system considers fixed or mounted; this can include some external drives that are directly connected. The backup software cannot work with flash, thumb, or memory stick type drives. If you are backing up more than one external drive, ensure that each drive uses a unique drive letter and name. If needed, you can change the drive letter or name of an external drive. After a drive letter or name change, the backup software updates your file path and other drive information.

On a Mac, the backup software can work with most types of external drives, including thumb, flash, and USB. If you are backing up more than one external drive, ensure that each drive uses a unique drive name. If needed, you can change your drive name. After a name change, the backup software updates your file path and other drive information.

In Linux, the backup software can back up files from any mountable device, including thumb, flash, and USB. You cannot use a device mount point or any of its parent directories as a backup directory. If you back up a mount point and the device becomes unavailable, the backup software deletes the backed up files in the Mozy cloud. When the device is again available, the files must be re-backed up. Instead, back up directories within a mount point. If the device becomes unavailable, the backup software does not delete the backed up files.

You can disconnect an external drive after backing up files, but regularly reconnect it to ensure file integrity and that any file changes are backed up. When the drive is disconnected, files remain backed up in the Mozy cloud but consider these files a backup copy, not the only copy, of the original files.

If you use MozyPro or MozyEnterprise and you have a server service type, you can also back up network drives if your administrator has enabled this functionality for you.

CHAPTER 4

Controlling When Files Get to Mozy

By default, your files back up automatically when your computer usage falls low enough. You may instead set a schedule for your backups, and you may back up manually any time you wish. In Linux, files are backed up as soon as a change occurs if you are in continuous mode or whenever you manually start a backup in manual mode. If wanted, you can schedule a manual backup using a utility such as `cron`.

You may manually pause any backup in progress, and you can temporarily suspend automatic and scheduled backups.

Sync automatically updates your files whenever the contents of your local sync folder change. You cannot schedule syncing, but you can force sync to update your files.

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Back Up Manually

The Mozy backup software backs up your files on a schedule or automatically. However, you can start a manual backup any time. You might want to do this if you have just completed important work and you don't expect an automatic or scheduled backup to begin soon. In Linux, if you are using continuous backup mode, files are backed up as soon as there is a change; there is no need to perform a manual backup. If you are in manual backup mode, you must manually start each backup or use a utility, such as `cron`, to schedule backups.

Procedure

1. Choose one of the following options.
   - (Windows 8) On the Start screen, click on the **Mozy backup software Status** tile.
   - (Windows 10, Windows 7 or earlier) Right-click on the Mozy backup software icon in the notification area and select **Mozy Status**. For more information, see Open the Backup Software on Windows through the Notification Area on page 64.
   - (Mac) Click on the Mozy backup software icon in the menu bar and then select **Open Mozy Preferences**.
   - (Linux) Access a terminal window.
2. Start a manual backup.
   - (Windows) Click **Start Backup**.
   - (Mac) Click **Back Up Now**.
   - (Linux) While in manual backup mode, type `mozyutil start`.

   Note

   If you are not sure what mode you are in, type `mozyutil continuous`. If you are in continuous backup mode, type `mozyutil continuous off` to switch to manual backup mode.

Back Up Automatically

By default, the Mozy backup software backs up automatically. In Linux, the backup software is in manual backup mode by default.

Automatic backups occur when the computer meets specific criteria, such as how long it has been idle.

In Windows, you have the option to change the maximum number of backups that can occur a day as you enable automatic backups On a Mac, a backup can occur as often as once every 12 hours. Advanced users can change the frequency using a command line option. For more information, see Commands for Mac Backup on page 262. In Linux, you can use continuous backup mode and backups automatically occur each time that a file is changed. If you do not want to perform automatic backups, you can back up on a schedule. You can also start a manual backup at any time.

If you cannot change this setting and you use Windows, you may be able to resolve this issue yourself. For more information, see If Settings Are Grayed Out in the Mozy Backup Software for Windows on page 215. You may not be able to change this setting if your account administrator is managing it for you.

Procedure

1. Choose one of the following options.
   - (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**. For more information, see Open the Backup Software on Windows through the Notification Area on page 64.
   - (Mac) Click the Mozy backup software icon in the menu bar, then select **Open Mozy Preferences**.
   - (Linux) Access a terminal window.
2. Choose one of the following options.
   - (Windows) Click **Options**, then click the **Scheduling** tab.
   - (Mac) Click the **Options** tab.
   - (Linux) Type `mozyutil continuous` to check if continuous backup mode is already enabled. If the command returns `on`, you are already in continuous mode and do not need to do anything else.
3. Choose to back up automatically.
   - (Windows) Select **Automatic (perform backups when your computer is not in use)**.
   - (Mac) Select **Back up automatically**.
   - (Linux) Type `mozyutil continuous on`.

   (Mac) the changes are automatically saved.
4. (Windows) Set the following options.

Option	Description
Don't back up if the CPU is over this % busy.	Specify the level of computer processing utilization which determines whether an automatic backup can begin or must stop. If the computer's processing activity exceeds this percentage, automatic backups will still begin and backups in progress will continue. For example, if you set this to 15%, then a backup will not start or continue unless computer processing falls below 15%.
Don't back up unless the computer has been idle for at least this long (minutes).	Specify how many minutes the computer must be idle before an automatic backup can begin. If a program or the system settings cause the computer to become active, a backup in progress stops until the specified idle time is reached again. For example, if you set this to 30 minutes, then a backup will not start unless the computer has been idle for over 30 minutes. If during a backup the computer becomes active, the backup will continue.
Don't back up more than this many times per day.	Specify the maximum number of backups that can occur in a day. The minimum is one time. The maximum is 12 times.

Option	Description

All of these conditions must be met at the same time before a backup can start or resumes.

5. (Windows) (Optional) Set the following options.

Option	Description
Attempt automatic backup even when a network connection is not detected	Backups are attempted regardless of whether a network connection is detected. Use this if the network connection is unreliable.
Start automatic backups when the computer is running on battery power	Backups will start even when the computer is running on battery power.

6. (Windows) Click **OK**.

   The changes are saved and the Settings window closes.

After you finish

Backups cannot happen unless the computer is turned on and connected to the Internet and not in hibernation, sleep, or standby mode.

Back Up on a Schedule

If you don't want your computer to back up automatically, based on usage thresholds, you can set the Mozy backup software to back up on a schedule. For example, you might want your computer to back up during your lunch hour, or at a specific time at night, or once a week on a specific day. You can also back up manually and automatically. For more information, see Back Up Manually on page 108 and Back Up Automatically on page 108. In Linux, you can back up on a schedule by using a utility, such as `cron`, to start a manual backup.

If you cannot change this setting and you use Windows, you may be able to resolve this issue yourself. For more information, see If Settings Are Grayed Out in the Mozy Backup Software for Windows on page 215. You may not be able to change this setting if your account administrator is managing it for you.

Procedure

1. Choose one of the following options.
   - (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**. For more information, see Open the Backup Software on Windows through the Notification Area on page 64.
   - (Mac) Click the Mozy backup software icon in the menu bar, then select **Open Mozy Preferences**.
   - (Linux) Access a terminal window.
2. Choose one of the following options.
   - (Windows) Click **Options**, then click the **Scheduling** tab.

- (Mac) Click the **Options** tab.
- (Linux) Type `mozyutil continuous` to confirm that you are in manual backup mode. If the command returns `off`, you are in manual backup mode. If the command returns `on`, type `mozyutil continuous off` to switch to manual backup mode.

3. Choose to back up on a schedule.
   - (Windows) Select **Scheduled (Perform backups within 15 minutes of the chosen time)**.
   - (Mac) Select **Back up on a schedule**.
   - (Linux) Schedule manual backups with a scheduling utility, such as `cron`. and skip the remaining steps. For example, you can do the following with `cron`:
     a. Create a new crontab file for Mozy in the `cron.d` directory.
        Example: `$ sudo vi /etc/cron.d/mozy`
     b. Add the cron job command to the file and save the file.
        Example: `# cron for Mozy backup to process at 9:30 PM`

        `30 21 * * * root /usr/bin/mozyutil start`

        A backup occurs at 9:30 PM, every day of the month, every month, and every day of the week using the root account.
4. Select when and how often you want your backups to happen.
   - (Windows) Select either **Daily** or **Weekly**, then set the approximate time of the day you want to back up your computer. If you selected **Daily**, select how often to back up. Every day is most often, and every seven days is least often. If you selected **Weekly**, you must also select the day of the week you want the backup to run, then how often to back up. Every week is most often, and every seven weeks is least often.
   - (Mac) Select either **every day**, **every other day**, **every week** or **every other week**. For weekly backups, select the day of the week you want your backup to run.

   (Mac) Your changes are automatically saved.
5. (Windows) (Optional) Choose whether to select **When a scheduled backup is missed, allow an automatic backup**.

   When a scheduled backup is missed, this option automatically backs up when computer usage thresholds permit, rather than waiting until the next scheduled backup. This is useful when your computer is not running or has no Internet connection during the time scheduled for backup, such as when you are traveling.
6. (Windows) (Optional) Set the following options.

Option	Description
Attempt automatic backup even when a network connection is not detected	Backups are attempted regardless of whether a network connection is detected. Use this if your network connection is unreliable.
Start automatic backups when the computer is running on battery power	Backups will start even when your computer is running on battery power.

Option	Description

7. (Windows) Click **OK**.

   Your changes are saved and the Settings window closes.

After you finish

Backups cannot happen unless the computer is turned on and connected to the Internet and not in hibernation, sleep, or standby mode.

Backup Software for Linux Modes

The backup software for Linux can be used in either continuous or manual backup mode. In continuous mode, files are backed up as soon as they change. In manual mode, files are backed up when the backup process is manually started or a utility, such as `cron`, starts a backup based on a schedule. You should chose a mode that best meets your backup needs. When choosing a mode, there are some things to consider:

- Attempting to back up large files that change frequently, such as database files, can be difficult.
- The more frequently you back up files, the less likely you will be to lose data in the event of a problem.
- Backing up more frequently means there is less of a backlog of files to backup.
- Backing up files during normal work hours can affect the performance of the network for users.

By default, the backup software is in manual mode. You can switch between modes at any time by turning continuous mode on or off (**`mozyutil continuous on`** or **`mozyutil continuous off`**). When you turn on continuos mode, backups start immediately. You can pause and restart continuous backups using the stop and start commands (**`mozyutil stop`** and **`mozyutil start`**). In manual mode, you use the start and stop commands to start and stop backups.

Pause a Backup in Progress

You can pause a backup which is in progress any time you wish. You might do this if you are planning to heavily use your computer's resources or your Internet connection, or if you are planning to install new software. Any transaction underway at the moment must complete before the pause takes effect. This means that if a large file is being backed up, there can be a delay before pausing is complete. You may shut down your computer while a backup is in progress without pausing.

Procedure

1. Choose one of the following actions.
   - (Windows 8) On the Start screen, click **Mozy Status**.
   - (Windows 10, Windows 7 or earlier) Right-click the Mozy backup software icon in the notification area. For more information, see Open the Backup Software on Windows through the Notification Area on page 64.

Note

If you do not see the Mozy backup software icon, you may need to enable it. For more information, see Reenable the Mozy Backup Software Icon on page 136.

- (Mac) Click the Mozy backup software icon in the menu bar.

Note

If you do not see the Mozy backup software icon, you may need to enable it. For more information, see Reenable the Mozy Backup Software Icon on page 136.

- (Linux) Access a terminal window.

2. Pause the backup.
   - (Windows) Click **Pause Backup**.
   - (Mac) Click **Pause Backup**.
   - (Linux) Type `mozyutil stop`.
     If you are in manual backup mode, pauses a backup in progress. If you in continuous backup mode, pauses automatic backups.

Pause, Resume, or Force Syncing

You can pause syncing files between the local sync folder and your online sync folder until you choose to either resume the process or restart your computer.

In rare situations, the set of files in your online sync folder might not match the set of files in the sync folder on your computer, even after waiting a sufficient amount of time for the files to update. In these situations, you can pause and then resume syncing to force a comparison all of the contents in both locations and make them match.

Note

If a newer version of Mozy Sync is available, it automatically downloads and installs to update itself. This is because only the most current version of Mozy Sync can be forced to sync.

Procedure

1. Pause file syncing on your computer.
   - (Windows 8) Click the **Desktop** tile in the Start window, and then right-click the Mozy Sync icon in the notification area of the desktop and click **Pause**.
   - (Windows 10, Windows 7 or earlier) Right-click the Mozy Sync icon in the notification area, then click **Pause**.
   - (Mac) Click the Mozy Sync icon in the menu bar, then click **Pause**.

   The **Pause** label changes to **Resume**, indicating that syncing is paused. If you restart your computer before you manually resume syncing, it automatically resumes.
2. Resume file syncing on your computer.

- (Windows 8) Click the **Desktop** tile in the Start window, and then right-click the Mozy Sync icon in the notification area of the desktop and click **Resume**.
- (Windows 10, Windows 7 or earlier) Right-click the Mozy Sync icon in the notification area, then click **Resume**.
- (Mac) Click the Mozy Sync icon in the menu bar, then click **Resume**.

CHAPTER 5

Changing or Customizing Mozy

You can change or customize the Mozy backup software to better meet your needs, or enable certain features to take full advantage of Mozy. You can also change settings for Mozy Sync.

The ability to use certain features depends on the type of account you have. If you use MozyPro or MozyEnterprise, your administrator may prevent you from changing some settings or using some features.

If you use MozyHome, you manage your own account information, such as changing payment information, upgrading or downgrading your account, and seeking assistance. However, you cannot back up a shared network location or server, nor may you send your files to the Mozy cloud on a hard drive.

If you use MozyPro or MozyEnterprise, only your account administrator can perform account management activities or provide assistance. For information about finding your administrator's email address, see Find Your Administrator's Email Address on page 210.

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Change Start Page for Mozy on the Web

If you use file synchronization in addition to backing up your files with Mozy, you can choose whether to see the Synced tab or the Devices tab when you first log in to Mozy on the Web.

Procedure

1. Use a Web browser to log in to your account online. Choose a login option.
   - At https://secure.mozy.com/login, type your email address and password in the appropriate fields, then click **Log In**.
   - If you use MozyPro or MozyEnterprise and if your administrator provided you with a URL, use that URL in your browser's address bar, then press **Enter**, type your email address and password in the appropriate fields, then click **Log In**. The URL should resemble `https://subdomain.mozy.com/login`, where *subdomain* is replaced by the actual subdomain for your MozyPro or MozyEnterprise account.
2. Click or tap your user name, and then click or tap **Preferences**.

   The Preferences page appears.
3. Below Select a Mozy Web Access start page, click or tap either **Synced** or **Devices**.
4. Click **Save Preferences**.

Change the Web Theme

If you use Mozy on the Web with a mobile device, such as a tablet, you may want to change the theme from light to dark. The dark theme may use less battery power because the entire screen is not lit. The dark theme may also be more pleasant to view in low-light situations.

Procedure

1. Use a Web browser to log in to your account online. Choose a login option.
   - At https://secure.mozy.com/login, type your email address and password in the appropriate fields, then click **Log In**.
   - If you use MozyPro or MozyEnterprise and if your administrator provided you with a URL, use that URL in your browser's address bar, then press **Enter**, type your email address and password in the appropriate fields, then click **Log In**. The URL should resemble `https://subdomain.mozy.com/login`, where *subdomain* is replaced by the actual subdomain for your MozyPro or MozyEnterprise account.
2. Click or tap your user name, and then click or tap **Preferences**.

   The Preferences page appears.
3. In **Theme Color**, click or tap to choose either **Light** or **Dark**.
4. Click **Save Preferences**.

Changing Payment Information

Payment information can be updated whenever you have a change to your credit card information or want to use a different card.

If you use MozyPro or MozyEnterprise, only your account administrator can perform account management activities or provide assistance. For information about finding your administrator's email address, see Find Your Administrator's Email Address on page 210.

If you use MozyHome, your account automatically renews at the interval you select, either monthly, annually, or every 2 years, using the payment information you provide. Currently, only credit cards are accepted as payment for MozyHome. You may change your payment information any time, such as when your credit card is replaced.

When payment information is no longer valid, such as when a credit card expires, is declined, or is canceled, you receive email messages asking for your payment information to be updated or risk your account being suspended and eventually deactivated. While an account is suspended, your files are still in the Mozy cloud, though you may not be able to download or restore them.

You may change your MozyHome payment interval any time you like. A change to your payment interval takes effect at the end of your current plan. This means that if you are currently billed each month and you change the payment interval to yearly, you are billed for the entire next year at the end of the current month's term. However, if you are partially through a two-year plan that has already been paid for and change to a monthly billing period, you will not pay your first monthly bill until the remainder of your current two-year plan has completed.

If you need changes to your payment interval to take effect sooner, possibly requiring a pro-rated refund, contact Mozy Support.

Change 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 the name on your account and credit card billing address from the credit card issuer.

If you use MozyPro or MozyEnterprise, only the account administrator can perform account management activities or provide assistance. For information about finding the administrator's email address, see Find Your Administrator's Email Address on page 210.

If you use MozyHome, you can change payment information at any time. Updates are required for several reasons.

- Credit card expiration
- Change in credit card billing information, such as address or expiration
- New credit card
- Email from Mozy regarding account suspension due to payment issues

If you encounter issues updating information or making a payment, 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. Use a Web browser to log in at https://secure.mozy.com/login.

Option	Description
If you see the Devices tab or the Synced tab	Click your user name in the upper-right corner, then click **Manage account**. Your Account Pages appears.
If you do not see the Devices tab or the Synced tab	Your Account Pages are open.

   For more information, see Log In to Manage Your Account Online on page 218.

2. Under **Account Pages** in the left menu, click **My Profile**.

   The **My Profile** page opens.

3. Ensure that the applicable information on this page matches the billing information for the credit card, including name, address, and country. If the information does not match, payments will fail.
4. Next to the credit card information, click **change**.

   The **Change Credit Card** window opens with important notices for you to read.

5. Read the notices, then click **Confirm** to redirect your browser to the third-party payment processor.
6. Enter all of the new credit card information. Pay special attention to a few points.
   - Ensure that every applicable address field is complete and correct, including country.
   - If you are from Canada, use the two-digit abbreviation of the province.
   - If you were issued a new card recently, update the expiration date.
7. Click **Finish**.

Results

Payments are processed every 24 hours, which means it might take a day for the charge against the new credit card to appear.

Note

When a MozyHome account is suspended, subsequent tries to charge the card on file are made at longer intervals. This extra time allows for Mozy to notify customers and for customers to provide new payment information. This process means that after you update your payment information for a suspended account, you may have to wait up to 7 days for the charge to be attempted, before your account can be reactivated.

Change Payment Interval

If you use MozyPro or MozyEnterprise, only the account administrator can perform account management activities or provide assistance. For information about finding

the administrator's email address, see Find Your Administrator's Email Address on page 210.

If you use MozyHome, your plan automatically renews on a monthly, yearly, or biennial schedule. You can compare your current plan against your renewal plan and change it if you want. Changes that you make to your renewal plan take effect on your next billing date. If you need the change to take effect sooner, such as when changing to monthly billing from the beginning of an annual or biennial schedule, you must contact Customer Support. For more information, see Request Assistance on page 208.

Note

For some customers, it is not possible to recommend a renewal plan. For more information, see Suspended Accounts on page 210.

Procedure

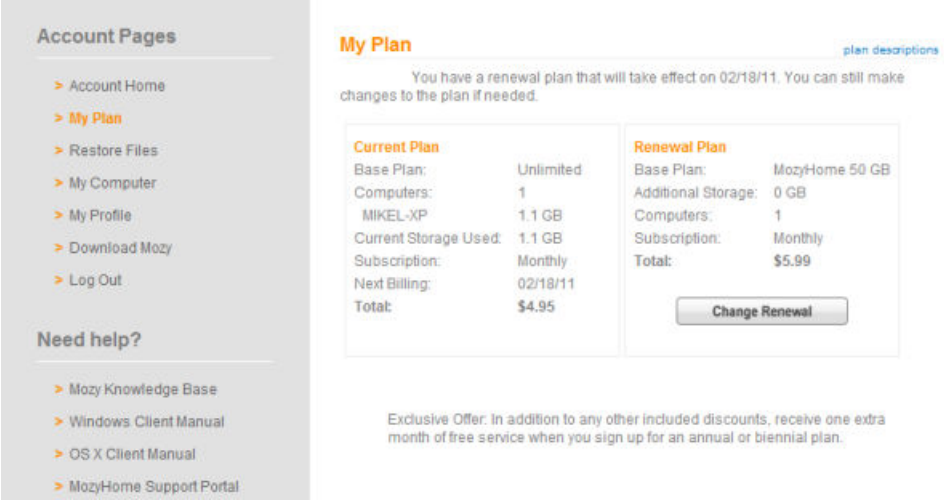
1. Use a Web browser to log in at https://secure.mozy.com/login.

Option	Description
If you see the Devices tab or the Synced tab	Click your user name in the upper-right corner, then click **Manage account**. Your Account Pages appears.
If you do not see the Devices tab or the Synced tab	Your Account Pages are open.

   For more information, see Log In to Manage Your Account Online on page 218.

2. Under Account Pages in the left menu, click **My Plan**.

   Figure 24 My Plan



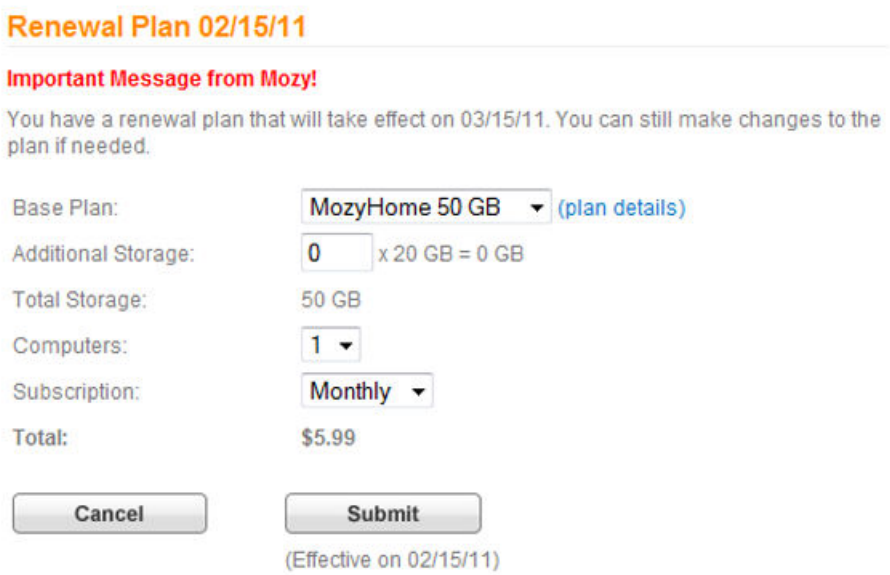
3. Choose one of these actions:
   - If your Renewal Plan meets your needs during the next subscription period, do nothing. Your subscription automatically renews as described.

Note

Your recommended renewal plan is for computers you are actually backing up. For example, if your current plan allows you to back up two computers but you never backed up the second computer, your recommended renewal plan is for one computer only.

- If you need to change the payment interval for your Renewal Plan before it automatically renews, click **Change Renewal**. Go to the next step.
- If you do not want to renew your MozyHome subscription, you can close your account.
- If no Renewal Plan can be recommended, you can choose to do nothing and let your subscription and account expire, or you can click **Choose New Plan** to continue backing up. Go to the next step.

Figure 25 Renewal Plan



4. Change the subscription interval for your renewal plan, then click **Submit**.

Results

Changes that you make to your renewal plan take effect on your next billing date, visible under Current Plan on the My Plan page. If you need the change to take effect sooner, such as when changing to monthly billing from an annual or biennial schedule, you must contact Customer Support.

Receipts and Invoices

Mozy automatically renews according to the payment terms you chose and uses the payment method you supplied. If you use MozyHome, which is intended for home or personal use, receipts and invoices are not supplied. If you use MozyPro or MozyEnterprise, your account administrator is responsible for managing payment information.

Change Newsletter Subscription

Only MozyHome customers receive newsletters by email. Newsletters provide useful links and information about:

- managing your account,
- how MozyHome backs up your files,
- accessing your files,
- using specific features such as sync and the Mozy mobile app,
- contests and promotions,
- invitations to participate in Beta programs, and
- major updates to Mozy.

Procedure

1. Use a Web browser to log in at https://secure.mozy.com/login.

Option	Description
If you see the Devices tab or the Synced tab	Click your user name in the upper-right corner, then click **Manage account**. Your Account Pages appears.
If you do not see the Devices tab or the Synced tab	Your Account Pages are open.

   For more information, see Log In to Manage Your Account Online on page 218.

2. Under the **Account Pages** menu on the left side of the page, click **My Profile**.
3. Select or deselect**Mozy Newsletter** to subscribe or unsubscribe.
4. Click **Submit**.

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. For more information, see Change Language for Backup Software on Windows on page 123.

Note

If you cannot change this setting and you use Windows, you may be able to resolve this issue yourself. For more information, see If Settings Are Grayed Out in the Mozy

Backup Software for Windows on page 215. You may not be able to change this setting if your account administrator is managing it for you.

Table 26 Language codes

Language	ISO Language Code
German	de
English (United States of America)	en
English (United Kingdom)	en-GB
Spanish (Spain)	es-ES
French (France)	fr
Italian	it
Japanese	ja-JP
Dutch	nl
Portuguese (Brazil)	pt-BR

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 27 Language settings for Windows

Setting	What It Does	How the Windows Backup Software Uses It
System Locale	The ANSI code page for non-Unicode applications. After this setting is changed, the computer must be restarted for it to take effect.	This setting is not used because the Mozy backup software for Windows is 100% Unicode.
User Locale	Sorting rules, date, time, number, and currency formats. A change to this setting takes effect immediately. **Note** Some of this information may be cached, such as when using it to select `es` instead of `es-ES` for the UI language, therefore, the application may need to be restarted.	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.
User UI Language	Controls the language that the user interface is displayed in. After this setting is changed, you must log out of	To choose a language for the installer and the application.

Table 27 Language settings for Windows (continued)

Setting	What It Does	How the Windows Backup Software Uses It
	your Windows session and log in again for it to take effect.	**Note** 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.
User Geographic Location	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.	Uses your geographic location when activating a computer to automatically determine where in the Mozy cloud your files are stored.

Change Language for Backup Software on Windows

You may manually change the display language for the Mozy backup software on Windows. While using the backup software, you may see messages provided by the Windows operating system. You may be able to change the display language for your Windows operating system. For more information, see Changing Language on page 121.

Procedure

1. Open the 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**. For more information, see Open the Backup Software on Windows through the Notification Area on page 64.

Note

If you do not see the Mozy backup software icon, you may need to reenable it. For more information, see Reenable the Mozy Backup Software Icon on page 136.

2. If prompted, enter your username and password.
3. Click the **Options** tab, then click the **Advanced** tab.
4. In the **Language** list, choose the language for displaying the backup software, then click **OK**.

Results

The Mozy backup software restarts to apply the changed language setting.

Changing Performance

You can change performance settings for the Mozy backup software so that it runs faster or slower. This can affect the overall performance of your computer. If the backup software is set for maximum performance, the result might be that other programs or Web browsing and streaming are slower. If the backup software is set for minimum performance, you might not be able to back up your files.

You can choose how much of your Internet connection the backup software uses to let other programs use more or less of that connection. This is known as bandwidth throttling. To understand how bandwidth throttling works, imagine a set of two pipes running to and from your house. One pipe is only for uploading to the Internet, such as your backups with Mozy, email you send, your social media updates, and so forth. The other pipe is only for downloading from the Internet, such as Web browsing, streaming, incoming email, photos, programs you download, and so forth.

Your Internet service provider supplies your information pipes and determines the size of those pipes. Internet service providers often provide a bigger and faster pipe for downloading, and a smaller and slower pipe for uploading. You can customize the upload bandwidth so that at specific times backups don't clog your outgoing pipe when you need it the most, letting other programs have a larger share of the upload bandwidth to use.

If multiple computers or other devices share the same Internet connection, they each use some portion of your upload or download pipes. Therefore, those other computers and devices can affect the performance of either the Mozy backup software or your Internet connection. If the backup software is set to maximum backup speed, you may find that it can be even faster if no other devices use your network at the same time.

For the backup software for Windows, you can also choose how much of your computer's resources (CPU) are dedicated to encrypting and backing up your files. This means you can choose fastest backups or best performance for your computer, or something between the two extremes.

For the backup software for Linux, you can also choose how much of your computer's resources (CPU) and input and output (I/O) are dedicated to the file transfer process. These features use the Linux `nice` and `ionice` features.

Change Performance for Backup Software on Windows

You can change performance settings for backups so that they occur more quickly or slowly. Mozy backup software for Windows provides two settings for controlling performance, backup speed and bandwidth throttling. For more information, see Changing Performance on page 124.

Note

Performance settings apply only to uploading files when backing up. They do not apply to downloading files when restoring.

If you cannot change this setting and you use Windows, you may be able to resolve this issue yourself. For more information, see If Settings Are Grayed Out in the Mozy Backup Software for Windows on page 215. You may not be able to change this setting if your account administrator is managing it for you.

Procedure

1. Open the 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**. For more information, see Open the Backup Software on Windows through the Notification Area on page 64.

     Note

     If you do not see the Mozy backup software icon, you may need to reenable it. For more information, see Reenable the Mozy Backup Software Icon on page 136.
2. Click **Options**, then click the **Performance** tab.
3. To limit how much of your Internet connection is used by backups, click **Enable Bandwidth Throttle**, then click and hold the slider to drag it left or right.

   Slide the control left to use less bandwidth for backups or right to use more bandwidth for backups.

   a. Choose one of the following options.

   - **Always Throttle** uses the bandwidth speed limit you specified for every backup, all the time.
   - **Throttle Between These Hours** uses the bandwidth speed limit you specified only during specific times, such as office hours or the weekend. Set the time and days for when the speed limit is in effect. Backups which happen outside the schedule you set use as much of your Internet connection as possible, ignoring your speed limit.
4. To set the balance between quicker backups or faster computer performance, click and hold the slider under **Backup Speed**, and then drag it to the right for quicker backups or to the left for faster computer performance.
5. Click **OK**.

   Your changes are saved and the Settings window closes.

After you finish

Backups cannot happen unless the computer is turned on and connected to the Internet and not in hibernation, sleep, or standby mode.

Change Performance for Backup Software on a Mac

You can change performance settings for backups so that they run faster or slower, and therefore also affect the overall performance of your computer. For more information, see Changing Performance on page 124.

Procedure

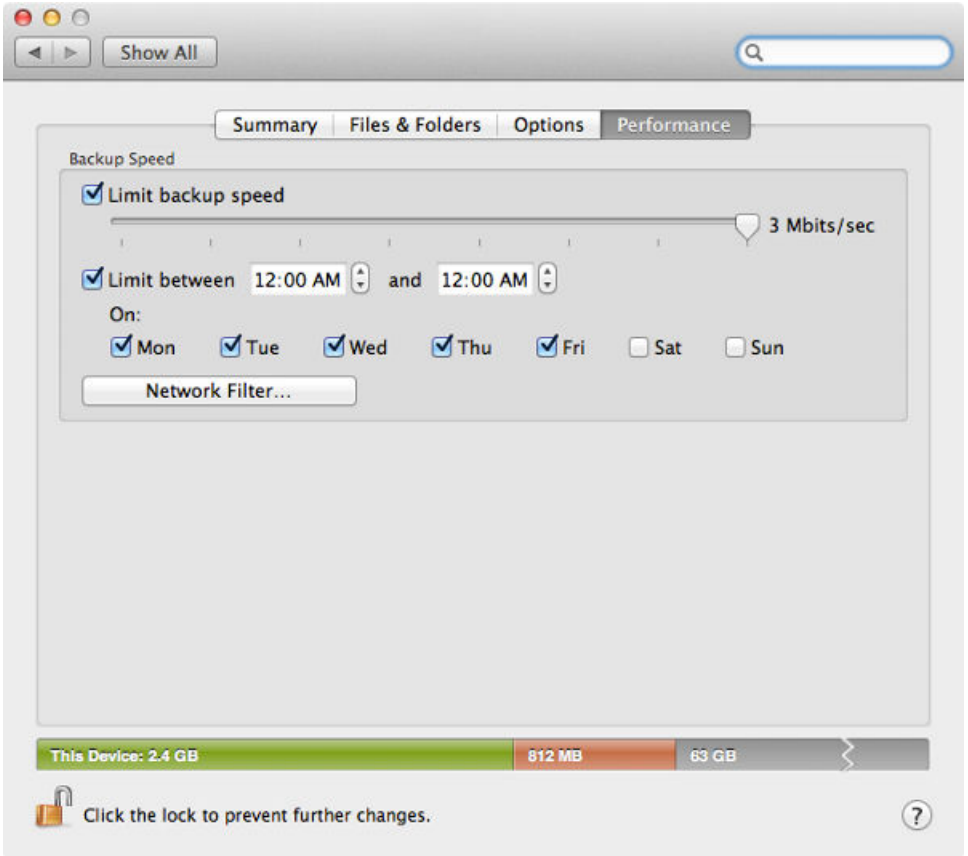
1. Click the Mozy backup software icon in the menu bar, then select **Open Mozy Preferences**.

   Note

   If you do not see the Mozy backup software icon, you may need to reenable it. For more information, see Reenable the Mozy Backup Software Icon on page 136.

2. Click the **Performance** tab.

   Figure 26 Performance Tab



3. Select **Limit backup speed**.
4. Click and hold the slider to drag it left for slower backups or right for faster backups.
5. (Optional) To use this speed limit only during specific times, select **Limit between**, and then set the beginning and ending times.

After you finish

Backups cannot happen unless the computer is turned on and connected to the Internet and not in hibernation, sleep, or standby mode.

Change Performance for Backup Software for Linux

You can make backups faster or slower by changing the backup performance settings. Changing these settings will affect the overall performance of your computer. For more information, see Changing Performance on page 124

Procedure

1. Access a terminal window.
2. (Optional) To set a throttling rate, type **`mozyutil throttle --op enable --bps+ <rate>`**.

   Where *<rate>* is the transfer rate in bits/second.
3. (Optional) To set the processor performance level, I/O performance, level, or both, type **`mozyutil performance [--cpu <cpu-level>] [--io <io-level>]`**.

   Where

   - *<cpu-level>* sets the processor priority level. The level can range from -20 to 19. Lower values result in higher process priorities for backups. The default is 0.
   - *<io-level>* sets the 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.

After you finish

Backups cannot happen unless your computer is turned on and connected to the Internet and not in hibernation, sleep, or standby mode.

Backing Up to a Local Drive on Windows

In the Mozy backup software for Windows, 2xProtect lets you back up the same files to the Mozy cloud and to a local drive. 2xProtect is not available in the Mozy backup software on Mac.
MozyHome can back up files to an internal drive or to an external drive that is connected directly to the computer. You can back up to a local network drive if you use MozyPro or MozyEnterprise.

2xProtect provides a second level of protection as well as convenience. Because your files are backed up locally, restoring is much faster then waiting for your files to download from the cloud. It is also much faster than waiting for your files to arrive on USB drive.

Local backups happen at the same time at the same time a backup to the Mozy cloud happens. Exactly the same files are backed up both online and locally. You cannot select different files to back up online versus locally, and you cannot choose for local backups to happen at a different time than online backups.

If your online backup stops in the middle of a backup, your local backup continues. If the local backup drive is unavailable, your online backups continue as scheduled. The next time the local backup drive is available, your data is backed up to the local drive. If you replace a local backup drive with a new drive that does not contain any backup files, all of your files are backed up to the new drive, as long as it has the same drive letter. If a local backup occurs when an online backup cannot occur, such as if you have no Internet connection, the status will show either `Preparing data` or `Communicating with server` until the local backup is complete.

You can enable local backup version history. This makes it possible to restore previous versions of files from your local backup. If you do not enable local backup version history, and if you change your file selections to stop backing up a file, or if you delete a file from your computer which had been backed up, those files and folders are no longer restorable from the local backup. However, because deselected or deleted files remain in the cloud during your grace period, you can still download them through the Mozy backup software. You may also download them from Mozy on the Web.

If you directly access and delete files on the local backup drive, those files can no longer be backed up locally; however, they are still backed up online. Therefore, you can download such files through the Mozy backup software. You may also download them from Mozy on the Web.

Just like online backups, you can see local backup events in your history. However, you can see only whether a local backup was successful; you cannot see details. Only final status information is provided for local backups, though during a local backup to a removable drive, you may see indications of drive activity.

The maximum size of your local backup matches the size of your online backup. For example, if your account is limited to 2 GB, then your local backup is also limited to 2 GB.

Note

While possible, it is not recommended to use a drive for 2xProtect that also contains files selected to be backed up. Backing up files onto the same drive along with the original files is rather pointless. If something happens to that drive, you risk losing both the original and the local backup.

Requirements for Using 2xProtect

- You cannot choose the system drive (C:\) to store local backups.
- Local backups are made to the root of the drive. You cannot specify a path on the local drive, to back up to a specific folder on that drive.
- You can use 2xProtect with an internal drive or an externally attached USB or Firewire drive; however, the drive must have an assigned drive letter. If the Status window shows that the backup was successful, but you also see this message, `An attempt n minutes ago was incomplete` with a link to LocalBackupError0, this means that the online backup succeeded, but the local backup did not. This is because the drive you had used for local backup is not connected.
- You can use 2xProtect with a network drive if you have a MozyPro or MozyEnterprise account.
- Be sure the drive you want to use for 2xProtect has enough space available to hold all the files selected for backup. If you also wish to enable local backup version history, the drive must have enough available space for that as well.
- If there is not enough room on the drive selected for local backup, the local backup fails and DISK FULL is entered in the error log file. Because the local backup failed, no files are written to the drive, and therefore the drive will not actually be full as reported in the log file.
- You cannot use 2xProtect for files that are locally EFS encrypted. If you are backing up EFS-encrypted files online with the backup software, before your first local backup you must either deselect them, or you must disable support for backing up EFS-encrypted files on the **Advanced** tab of the Settings window.

- Avoid deep file paths. Because of limitations imposed by MS Windows, 2xProtect cannot back up a file with a full path and file name that is longer than 260 characters.
- 2xProtect works with either the NTFS or FAT32 file system; however, FAT32 does not support backing up files larger than 4 GB.

Local Backup File Version History on Windows

2xProtect is available only when using the Mozy backup software for Windows. It is not part of the Mozy software for Mac.

When new versions of files are backed up with 2xProtect, older versions of those files can be automatically moved to a separate version history folder on the drive you selected for local backup. Files you either delete from your computer or deselect from backing up are also retained in that same version history folder. You can use Windows Explorer to retrieve files from the 2xProtect version history folder on your local backup drive.

Note

Each time a file is moved to the version history, an entry is added to the History tab on the Settings window, so you can monitor the activity of the version history. For more information, see See Backup History in Mozy Backup Software for Windows on page 96.

The 2xProtect version history shares drive space with the local backup itself. By default this limits its size according to both the size of the drive and the space used by 2xProtect. You can set the maximum size for 2xProtect version history to prevent it from growing too large. If you do not want to use 2xProtect version history, set the maximum size to zero. You can also set the maximum size of files to save in version history, which prevents it from being filled too quickly with large files.

Version history can store up to five previous versions of a file, space permitting. When the version history folder is full, because either the drive is full or the size limit you set for the folder has been reached, the oldest versions of files are deleted to make room for new files. Version history for local backup is not an archive. Do not assume that 2xProtect version history is any more than a convenient temporary location from which to retrieve a file you accidentally deleted or changed.

If you need to recover a file from version history, use Windows Explorer to access the version history folder. The files in the folder are organized in the same way as they are on your computer's hard drive. The folder is located at `MozyLocalBackup\<computer_name>-history` on the drive you selected for 2xProtect, where *<computer_name>* is your computer name. Filenames in the version history folder use the original filenames with an epochtime timestamp appended. If you are interested, you can search the Web for sites to help you convert the timestamp to a date and time meaningful to you, but basically, the larger the number, the more recent the file. You can copy any files in the version history folder to any other folder you want in the same way you would copy any other file in Windows. After copying the file, you can rename the file, if wanted, and open the file as usual with the application that created it.

Back Up to a Local Drive on Windows

Before you begin

2xProtect is available only in the Mozy backup software for Windows. It is not part of the Mozy backup software for Mac. You can back up to a local network drive using a UNC path only if you use MozyPro or MozyEnterprise with a server pass. MozyHome

can only back up to internal drives or to an external drive which is connected directly to the computer.

Note

You cannot use 2xProtect for files that are locally EFS encrypted. If you are backing up EFS-encrypted files online with Mozy, before your first local backup you must either deselect them, or you must disable support for backing up EFS-encrypted files on the **Advanced** tab of the Settings window.

If you cannot change this setting and you use Windows, you may be able to resolve this issue yourself. For more information, see If Settings Are Grayed Out in the Mozy Backup Software for Windows on page 215. You may not be able to change this setting if your account administrator is managing it for you.

Procedure

1. If the drive you intend to use for local backup is removable, such as a USB drive or an external hard drive, ensure it is connected.
2. Open the Settings window. Choose one of the following actions:
   - (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**. For more information, see Open the Backup Software on Windows through the Notification Area on page 64.

     Note

     If you do not see the Mozy backup software icon, you may need to reenable it. For more information, see Reenable the Mozy Backup Software Icon on page 136.
3. Click the **Options** tab, then click **2xProtect**.
4. In the **Drive** field, select the drive where you want your local backup files stored.

   Note

   While it is possible to select a drive that you are backing up files from, we caution against doing this because if your drive fails, you lose both your files and your local backup.

   a. (Optional) If you are using MozyPro or MozyEnterprise with a server pass, select **Add Network Share**, then provide the UNC path and the username and password to back up to that local network drive.
5. (Optional) To enable version history for local backup, set the following options.

Option	Description
Maximum file size	Specify the maximum size file that can be added to the version history. Use this to save space by excluding large files from the version history.

Option	Description
Maximum size of history folder	Specify the maximum size of the version history folder. If this is set to 0, no history is saved. This size for the history folder cannot be set to be larger than the drive storing the history and the local backup with which the history shares space.

The history folder is at `MozyLocalBackup\<computer_name>-history` on the drive you selected for 2xProtect, where *<computer_name>* is your computer name.

6. (Optional) To empty the local backup version history folder, click **Empty History**.

   The version history for local backups is deleted. The most recent local backup itself remains.

7. Click **OK**.

   Your changes are saved and the Settings window closes.

Change Temporary File Location for Backup Software on a Mac

The Mozy backup software for Mac uses a temporary folder on your hard drive to prepare your files for encryption. If you want to use another mounted drive that has more space available to store the temporary files, you can choose a custom location where the backup software places the temporary files.

Procedure

1. Click the Mozy backup software icon in the menu bar, then select **Open Mozy Preferences**.

   Note

   If you do not see the Mozy backup software icon, you may need to reenable it. For more information, see Reenable the Mozy Backup Software Icon on page 136.

2. Click the **Options** tab.
3. Select **Use custom location for temporary files**, then click the adjacent default location.
4. Choose an option.
   - Select another folder.
   - To browse to the new location, click **Choose**, select a location, and then click **Open**.

   Your changes are automatically saved.

Change Temporary File Location for Backup Software in Linux

The Mozy backup software for Linux uses a temporary folder on your hard drive to prepare your files for encryption. If you want to use another mounted drive that has

more space available to store the temporary files, you can choose a custom location where the backup sofware places the temporary files.

Procedure

1. In a text editor, open `/etc/mozybackup.conf`.
2. Find the `;mordor.tempdir=/tmp` line, change `/tmp` to the location you want for your temporary directory, and remove the semicolon (;) from the start of the line. You must use an absolute path to the temporary directory.
3. Save and close the file.
4. Type **`sudo service mozybackup restart`** to restart the Mozy backup software.

Controlling Access to the Mozy Service

You can prevent the Mozy backup software from backing up your computer when it is connected to the Internet on specific networks. You may want to do this, for example, when connected to a metered network or a mobile network. When this is set by Mozy administrators, you cannot deselect a network.

Additionally, if you use a proxy server, you may want to ensure it is used for backups. MozyPro and MozyEnterprise accounts are much more likely to use proxy servers than MozyHome accounts. A proxy server is a server that sits between a computer and the Internet. The proxy server receives requests from a computer inside the network, performs the action requested, and then returns the results to the requesting computer.

The Mozy backup software does not require you to use a proxy server. However, If you have defined a proxy server on your Mac, the backup software for Mac automatically uses it. Windows users can change proxy server settings directly in the Mozy backup software. You may also want to add some advanced proxy server settings to accommodate the backup software specifically, particularly where firewalls are concerned.

Prevent the Backup Software from Backing Up on Specific Networks on Windows

You can prevent the Mozy backup software from backing up your computer when it is connected to the Internet on specific networks. You may want to do this, for example, when connected to a metered network or a mobile network.

If you cannot change this setting and you use Windows, you may be able to resolve this issue yourself. For more information, see If Settings Are Grayed Out in the Mozy Backup Software for Windows on page 215. You may not be able to change this setting if your account administrator is managing it for you.

Procedure

1. Choose one of the following options.
   - (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**. For more information, see Open the Backup Software on Windows through the Notification Area on page 64.

Note

If you do not see the Mozy backup software icon, you may need to reenable it. For more information, see Reenable the Mozy Backup Software Icon on page 136.

2. Click the **Options** tab, then click the **Network** tab.
3. Under **Network Filter**, select networks to never use when backing up the computer.

Prevent the Backup Software from Backing Up on Specific Networks on a Mac

You can prevent the Mozy backup software from backing up your computer when it is connected to the Internet on specific networks. You may want to do this, for example, when connected to a metered network or a mobile network. If you use MozyPro or MozyEnterprise, you may not be able to change these settings if this is managed by your administrator.

Procedure

1. Click the Mozy backup software icon in the menu bar, then select **Open Mozy Preferences**.

   Note

   If you do not see the Mozy backup software icon, you may need to reenable it. For more information, see Reenable the Mozy Backup Software Icon on page 136.

2. Click the **Performance** tab, then click **Network Filter**.
3. Select the networks to never use when backing up the computer.

Advanced Proxy Server and Firewall Settings

The Mozy service does not require you to use a proxy server. MozyPro and MozyEnterprise accounts are much more likely to use proxy servers than MozyHome accounts.
If you have already defined a proxy server for a Mac, the backup software for Mac automatically uses it. Windows users can change proxy server settings directly in the Mozy backup software. If you are connecting through a firewall or have defined advanced settings on your proxy server, you may need to add some settings to your configuration.

Table 28 Advanced proxy settings

Setting	Required Values
Ports used by Mozy backup software	• Port 80 • Port 443
IP Ranges required: (if you only allow connections to specific IP addresses on ports 80 and 443)	• 74.112.144.0/21 • 74.112.150.0/23 • 173.243.48.0/20

Table 28 Advanced proxy settings (continued)

Setting	Required Values
URLs used by Mozy backup software (if you use URL filtering)	• berkeleydata.com • mozyoem.com • mozy.com • mozypro.com • mozyenterprise.com

Set Backup Software to Use a Windows Proxy Server

By default, the Mozy backup software does not use proxy servers. However, if you have already defined a proxy server for a Mac, then the backup software automatically uses it. If you use Mozy on Windows, you can enable a proxy server directly in the Mozy backup software. You can do the same in Mozy Sync on a Windows computer as well. You may want to add some advanced proxy server settings to accommodate Mozy specifically, particularly where firewalls are concerned. For more information, see Advanced Proxy Server and Firewall Settings on page 133.

If you use Windows 8 or Windows Server 2012, make sure your system is compatible with Mozy. For more information, see Windows 8 and Windows Server 2012 Exceptions on page 16.

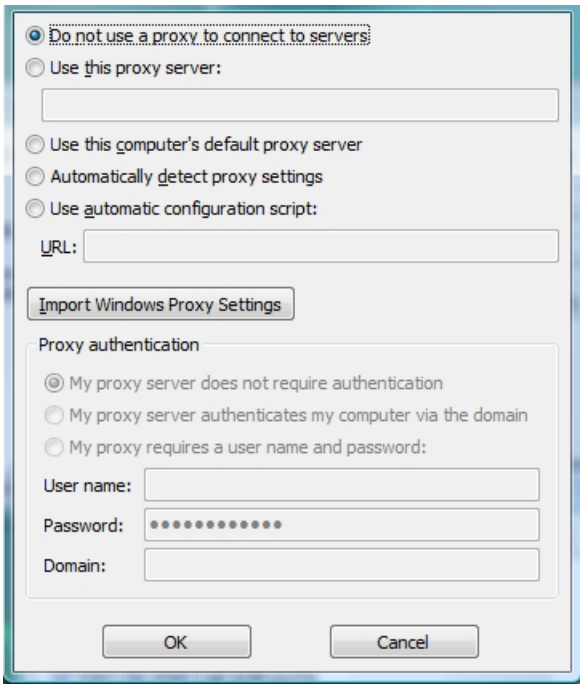
If you cannot change this setting and you use Windows, you may be able to resolve this issue yourself. For more information, see If Settings Are Grayed Out in the Mozy Backup Software for Windows on page 215. You may not be able to change this setting if your account administrator is managing it for you.

Procedure

1. Choose one of the following options.
   - (Backup Software on Windows 8) On the Start screen, click the Mozy backup software Settings tile.
   - (Mozy Sync on Windows 8) On the Start screen, click the **Desktop** tile to open the desktop, and then right-click the Mozy Sync icon in the notification area and click **Preferences**.
   - (Backup Software on Windows 10, Windows 7 or earlier) Right-click the Mozy backup software icon in the notification area, then select **Settings** > **More Settings**. For more information, see Open the Backup Software on Windows through the Notification Area on page 64.
   - (Mozy Sync on Windows 10, Windows 7 or earlier) Right-click the Mozy Sync icon in the notification area, and then click **Preferences**.
2. Choose one of the following options.
   - In the backup software Settings window, click the **Options** tab, and then click the **Network** tab.
   - In the Mozy Sync Preferences window, click the **Settings** tab.
3. Choose one of the following options.
   - In the backup software Network tab, click **Setup Proxy**.
   - In the Mozy Sync Settings tab, click **Proxy Settings**.

The Proxy Configuration window appears.

Figure 27 Proxy Configuration



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 port number, the IP address, the host name, or the URL of the proxy server you want Mozy to use.
   - **Use this computer's default proxy server** Mozy uses the default proxy server set up for this computer.
   - **Automatically detect proxy settings** Mozy configures the proxy server based on your local network proxy settings.
   - **Use automatic configuration script** Enter the URL for the script your organization uses to automatically configure proxy settings.
   - **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. If a username and password are required, these will need to be entered manually.
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.

Controlling Access to the Backup Software on Linux

A computer account with root privileges gives a user full access to the backup software for Linux and the computer. In some situations, you might want a user to be able to perform certain backup software tasks, such as starting a backup or restoring a file, but not have root access to the computer. In these situations, you can add the user's account to the `mozyadmin` group on the computer. The group is created during backup software installation. Group members can perform numerous tasks

- Run all commands accessed through `mozyutil`, which is the utility for accessing backup software functionality.
- Restore any files backed up from the computer, including ones associated with other user accounts on the computer.
- View the backup software log file (`/var/log/mozy.log`).
- Access Mozy online and be able to do anything the account used to backup the computer can do.

Group members cannot perform certain tasks.

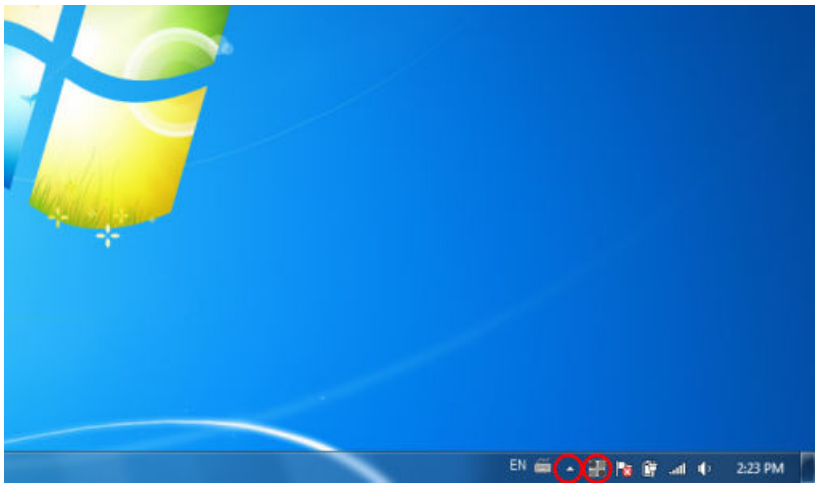
- Install the backup software.
- Add users to the `mozyadmin` group.
- Start or stop the backup service.
- Uninstall the backup software.

Reenable the Mozy Backup Software Icon

The quickest way to access the backup software settings and other features is through the Mozy backup software icon. The icon displays by default, but it can disappear if the icon is manually disabled, or if the backup software stops running. This can happen because of an error, such as an incorrect account password, or it can happen when firewall or virus programs interfere with the backup software.

In Windows, the icon is located in the notification area.

Figure 28 Windows 7 Default Notification Area



On a Mac, the icon is located in the menu bar.

Figure 29 Mac Menu Bar

To reenable the icon in Windows, open the **Status** window. For more information, see Open the Status Window in the Backup Software on Windows on page 63.

Note

If you do not immediately see the Mozy backup software icon in the notification area, click the up arrow, .

To reenable the icon on a Mac, open the **Preferences** window, then click the **Options** tab, and then select **Show Mozy status in the menu bar**. For more information, see Open the Preferences Window in the Backup Software on a Mac on page 65.

Enable or Disable Status Icons for Backup Software on Windows

You can view the status of selected files in Windows Explorer. If you enabled status icons for the backup software for Windows, you can see if a file has been successfully backed up, if a file will be backed up again, or if a file has not been backed up at all. For more information, see Seeing the Status of a File Selected for Backup on page 101.

These icons are enabled by default. Other programs may use icon overlays as well. If too many icon overlays are enabled, they may not display correctly, perhaps in the backup software or for some other program. Therefore, you may want to disable the Mozy backup software backup status icons.

Procedure

1. Open the 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**. For more information, see Open the Backup Software on Windows through the Notification Area on page 64.

     Note

     If you do not see the Mozy backup software icon, you may need to reenable it. For more information, see Reenable the Mozy Backup Software Icon on page 136.
2. Click the **Options** tab, then click the **General** tab.
3. Click **Show backup status icon on files**.
4. Click **OK**.

   Your changes are saved and the Settings window closes.

Note

For your changes to take effect, you need to restart your computer.

Setting Advanced Options in the Mozy Backup Software on Windows

You may change settings for the Mozy backup software to enable certain features or to see more information. If you cannot change settings, you may be able to resolve this issue yourself. For more information, see If Settings Are Grayed Out in the Mozy Backup Software for Windows on page 215.

Procedure

1. Open the 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**. For more information, see Open the Backup Software on Windows through the Notification Area on page 64.

     Note

     If you do not see the Mozy backup software icon, you may need to reenable it. For more information, see Reenable the Mozy Backup Software Icon on page 136.
2. If prompted, enter your username and password.
3. Click **Options**, then click **Advanced**.
4. Change settings, selecting or deselecting any of them.

Option	Description
Automatically update the client software without prompting me	Automatically installs any updates as soon as they are released.
Automatically log me in to the Settings window and to my online account	Saves your username and password. Use of this option means you do not need to log in when you • open the Settings window. • click **Access your files online** either on the Restore tab on the Settings window, or on the Backed up files window, or from the Mozy backup software icon menu in the notification area. Some MozyPro or MozyEnterprise accounts have disabled this feature for their users.
Show status when a backup completes	Opens the Status window when a backup has completed.
Show all pre-configured backup sets	Shows every possible default backup set on the **Backup Sets** tab, regardless of whether any files on your computer could be selected by them.

Option	Description
Show advanced backup set features	Lets you define a backup set that prevents files from being backed up, rather than includes files to back up.
Show the virtual drive in Computer	Displays the virtual drive, Mozy Remote Backup, when you open My Computer.
Show the restore option on the right-click menu in Windows Explorer	Displays the Restore Files in Folder entry in the right-click menu in Windows Explorer.
Enable support for backing up open files	Lets you back up both open and locked files. This is not available on systems that do not have an NTFS-formatted drive, or on Windows 2000.
Enable support for backing up EFS encrypted files	Lets you back up files that have been EFS encrypted. **Note** You cannot use 2xProtect local backup for EFS encrypted files. To use 2xProtect local backup, you must deselect any EFS encrypted files from your backup set.
Allow backup and display of protected operating system files	Displays the `C:\Program Files` and `C:\Windows` folders to allow selection of files within them for backup. When this option is not selected, no files in these folders are backed up. Hiding these folders assists users in making wiser backup choices.
Show more details in Status window	Displays additional information about your backup or restore in the Status window such as the number megabytes.
Language	Choose the language for the Mozy backup software. **Note** To completely apply the change, the backup software will restart.

5. Click **OK**.
   Your changes are saved and the Settings window closes.

After you finish

Backups cannot happen unless the computer is turned on and connected to the Internet and not in hibernation, sleep, or standby mode.

Changing Advanced Settings in the Backup Software for Linux

The backup software for Linux configuration file (`/etc/mozybackup.conf`) specifies values for advanced settings in the backup software, such as proxy server,

temporary file location, core file location, logging options, and blacklists. Details on what can be modified are included within the file. You can modify this file, but this can prevent automatic updates to the file or software updates can overwrite your changes.

You can also change configuration file values by creating an override configuration file that contains the values you want to change. The override file values take precedence over those in the `mozybackup.conf` file, and the file is not affected by updating, uninstalling, or reinstalling the backup software.

The override configuration file must:

- Have the same format as the `mozybackup.conf` file.
- Have a file name that ends with `.conf`.
- Be placed in the `/etc/mozybackup.conf.d/` directory.
- Contain the variables you want to change.

You can have one or more override files. The backup software processes the files in alphabetical order, so if a value for the same variable is specified in more than one file, the last file that contains the variable sets the value.

Enabling Bash Completion for the Linux Backup Software

Bash completion lets you press the tab key to complete `mozyutil` commands with related arguments when in the Bash shell.

Procedure

1. (CentOS) Install the `epel` package.
2. (CentOS) Edit `/etc/yum.repos.d/epel.repo`. Change `enabled=0` under section `[epel]` to `enabled=1`.
3. (CentOS) Type **`yum repolist`** to ensure `epel` is in the list.
4. Choose an option for your distribution.
   - (CentOS) Type **`yum install bash-completion`**.
   - (Debian) Type **`apt-get install bash-completion`**.
5. Add the following lines to `.bashrc`.

```
# Use bash-completion, if available
if [ -f /etc/bash_completion ]; then
  . /etc/bash_completion
fi
```

6. Re-login or run the following in the current session.

   `. /etc/bash_completion`

Changing or Customizing Mozy Sync

You can change or customize several areas in Mozy Sync. You can also link a computer to additional sync accounts for additional user profiles on the same computer, or to change which sync folder an account is linked to.

Start Mozy Sync

If Mozy Sync stops running for some reason, you can manually restart it. If you do not know whether Mozy Sync is running, look for the Mozy Sync icon . On Windows,

this is on your desktop in the notification area. On Mac, this is in your menu bar. If the icon is there, Mozy Sync is running.

Procedure

1. Start Mozy Sync.
   - (Windows 8) On the Start screen, click the **Desktop** tile to open the desktop, then click **Start** > **All Programs** > **Mozy** > **Mozy Sync**.
   - (Windows 10, Windows 7 or Vista) In the Start menu, click **Start** > **All Programs** > **Mozy** > **Mozy Sync**.
   - (Mac) In a Finder window, click **Applications** > **Mozy Sync**.

Change Whether Mozy Sync Starts Automatically

By default, Mozy Sync automatically starts when you log in to your computer. If you do not want Mozy Sync to start automatically, you can change this setting.

Procedure

1. Open the Mozy Sync Preferences window.
   - (Windows 8) On the Start screen, click the **Desktop** tile to open the desktop, and then right-click the Mozy Sync icon in the notification area and click **Preferences**.
   - (Windows 10, Windows 7 or earlier) Right-click the Mozy Sync icon in the notification area, and then click **Preferences**.
   - (Mac) Click the Mozy Sync icon in the menu bar, and then click **Preferences**.
2. Click the **Settings** tab.
3. Under Options, select or deselect **Start Mozy Sync at login**.

Change Mozy Sync Bandwidth Usage

Mozy Sync allows you to limit the amount of bandwidth available for syncing to make more bandwidth available for other activities. For more information, see Changing Performance on page 124.

Procedure

1. Open the Mozy Sync Preferences window.
   - (Windows 8) On the Start screen, click the **Desktop** tile to open the desktop, and then right-click the Mozy Sync icon in the notification area and click **Preferences**.
   - (Windows 10, Windows 7 or earlier) Right-click the Mozy Sync icon in the notification area, and then click **Preferences**.
   - (Mac) Click the Mozy Sync icon in the menu bar, and then click **Preferences**.
2. Click **Settings** to open the Settings tab.
3. Under Network, select **Limit bandwidth**.
4. Click and hold the slider to drag it, either left to use less of the Internet connection, or right to use more.

Make Your Sync Folder the Default Save Location

If you often want to save new files to your sync folder on your computer, you can make this a bit easier to do.
If you use Windows Vista, you can make the sync folder the default save location for all your programs. Doing this means that when you save a file for the first time, the sync folder is automatically selected as the save location for your file. You can easily select another folder any time you save a file. This change does not affect the performance or regular functioning of your computer. It only makes it more convenient to save new files to the local sync folder so they can be synced.

Note

You may prefer to make the sync folder the default save location only for specific programs rather than for all your programs. To do this, consult the help or documentation for the specific program.

In other operating systems, features such as Favorites make it easy to select the sync folder when saving new files.

Procedure

1. Click **Start**.
2. Right-click **Documents**, then select **Properties**.
3. (Optional) If it is not already selected, select the **Location** or **Target** tab.
4. In the **Target** field, enter the path to the sync folder, including the sync folder itself.
5. Click **OK**.

Find the Location of Your Sync Folder on Your Computer

You may want to see the location of the sync folder if you want to create a shortcut to your sync folder, just as you would create any shortcut on your computer. You may also want to set a program to automatically save files it creates into the local sync folder by default. For guidance in doing this, consult the help or documentation topics for any program or for your operating system.

Procedure

1. Open the Mozy Sync Preferences window.
   - (Windows 8) On the Start screen, click the **Desktop** tile to open the desktop, and then right-click the Mozy Sync icon in the notification area and click **Preferences**.
   - (Windows 10, Windows 7 or earlier) Right-click the Mozy Sync icon in the notification area, and then click **Preferences**.
   - (Mac) Click the Mozy Sync icon in the menu bar, and then click **Preferences**.
2. Click the **Settings** tab.

Results

Below Sync Folder Location, you can see the complete folder path for where your sync folder is located on this computer, starting with the drive letter.

Change Your Sync Folder Location

All files and folders you want to sync must be in the sync folder.

Table 29 Default Sync folder location

Windows	`C:\Users\<Your Username>\Mozy Sync`
Mac	`/Users/<Your Username>/Mozy Sync`

In choosing a different location, you should consider accessibility, security, and available storage space.

⚠ CAUTION

Use only the method described in this topic to move the sync folder location. Do not use Windows Explorer. Do not use the Mac Finder.

You can move the sync folder to a different location on the same drive or to a different drive, including an external drive. If you move the sync folder to an external drive, be sure to connect the drive before starting your computer to avoid problems, and keep the following in mind.

- If the external drive is not connected when you start your computer, Mozy Sync cannot find the local folder and therefore cannot start.
- After you connect the external drive, you might need to manually start Mozy Sync. Then, any updates from other computers or devices are synced to the local sync folder on that external drive.

On Windows, you cannot sync the `C:\Documents and Settings\<user name>\Application Data` or `C:\Documents and Settings\<user name>\Local Settings\Application Data` folders or any of their subfolders because they are blacklisted. On Mac, you cannot sync the `/library` folder or any of its subfolders because they are blacklisted.

The sync folder is always excluded from backups with the Mozy backup software, even when you move it.

Note

If you are using an older version of the Mozy backup software, the local sync folder is not automatically excluded from being backed up, and you should manually deselect it for backup. For the backup software on Windows, this means versions before 2.24. For more information, see Create and Edit Backup Sets on Windows on page 71. For the backup software on Mac, this means versions before 2.12. For more information, see Create Custom Rules for Backup on a Mac on page 74.

Procedure

1. Open the Mozy Sync Preferences window.
   - (Windows 8) On the Start screen, click the **Desktop** tile to open the desktop, and then right-click the Mozy Sync icon in the notification area and click **Preferences**.
   - (Windows 10, Windows 7 or earlier) Right-click the Mozy Sync icon in the notification area, and then click **Preferences**.
   - (Mac) Click the Mozy Sync icon in the menu bar, and then click **Preferences**.

2. Click the **Settings** tab.
3. Under Sync Folder Location, click **Move**.
4. Browse to the new location for the sync folder, and then click **OK**.

Change Your Sync Folder Name

You can change the name of the local sync folder. By default, the folder is named "Mozy Sync." Renaming the folder to something other than the default name causes the folder to be removed from the Favorites sidebar in Mac Finder, but you can manually add it to Favorites again.

⚠ CAUTION

Use only the method described in this topic to change the sync folder name. Do not use Windows Explorer. Do not use the Mac Finder.

Procedure

1. Open the Mozy Sync Preferences window.
   - (Windows 8) On the Start screen, click the **Desktop** tile to open the desktop, and then right-click the Mozy Sync icon in the notification area and click **Preferences**.
   - (Windows 10, Windows 7 or earlier) Right-click the Mozy Sync icon in the notification area, and then click **Preferences**.
   - (Mac) Click the Mozy Sync icon in the menu bar, and then click **Preferences**.
2. Click the **Settings** tab.
3. Under Sync Folder Location, click **Rename**.
4. Enter the new name, and then click **OK**.
5. (Optional) Browse to the folder in Finder, and then click and drag it to the Favorites sidebar.

Create Folders in Your Sync Folder

You can create folders inside your local sync folder to organize your files, the same way you normally create folders on your computer. You can also create folders in your sync folder when you are logged in to your Mozy account online.

Procedure

1. Use a Web browser to log in to your account online. Choose a login option.
   - At https://secure.mozy.com/login, type your email address and password in the appropriate fields, then click **Log In**.
   - If you use MozyPro or MozyEnterprise and if your administrator provided you with a URL, use that URL in your browser's address bar, then press **Enter**, type your email address and password in the appropriate fields, then click **Log In**. The URL should resemble `https://subdomain.mozy.com/login`, where *subdomain* is replaced by the actual subdomain for your MozyPro or MozyEnterprise account.
2. Click or tap the **Synced** tab.
3. (Optional) In the list of files and folders, navigate to the location where you want to create a folder.

4. To open the Actions pane, click or tap .
5. In the Actions pane, click **Create New Folder**.
6. Type a name for the folder, then click **Continue**.

Change the Sync Account

Each computer (or each person's unique user account for a shared computer) can only sync with a single online sync folder. If you want to change which account you use with sync, there is no need to reinstall Mozy Sync; however, you do need to unlink your local sync folder from the old account, then link it to the new account.

Note

You can change the account you use with Mozy Sync without changing the account used by the Mozy backup software; however, doing so takes away some of the integration benefits between these two.

Some organizations use their own authentication system to authenticate to Mozy. In these situations, the activation subdomain must be provided as part of the process of linking to Mozy Sync. Your administrator should provide you with the subdomain to use.

During the linking process, you can change the location of the sync folder. If you want the folder to be on an external drive, there are some things to consider. For more information, see Change Your Sync Folder Location on page 143.

Procedure

1. Open the Mozy Sync Preferences window.
   - (Windows 8) On the Start screen, click the **Desktop** tile to open the desktop, and then right-click the Mozy Sync icon in the notification area and click **Preferences**.
   - (Windows 10, Windows 7 or earlier) Right-click the Mozy Sync icon in the notification area, and then click **Preferences**.
   - (Mac) Click the Mozy Sync icon in the menu bar, and then click **Preferences**.
2. Click the **Settings** tab.
3. Under Device, click **Unlink Computer**, then confirm that you want to unlink.

   The Log In window opens.
4. Provide your account credentials. Choose one of the following actions.
   - Enter the email address and password for your Mozy account.
   - If you use MozyEnterprise and if you were provided with a subdomain, click **Use alternate login**, enter the subdomain, and then click **Next**. Enter your organization account credentials.
5. Click **Link Computer**.

   Note

   If the account you're linking to uses a personal encryption key or corporate encryption key to encrypt synchronized files, you are prompted to enter that key.

   ---

6. (Optional) To change the location of your sync folder, click **Move**, and then browse to the new location for the sync folder, and then click **OK**.
7. Click **Sync Now** to start syncing between your local sync folder and your online sync folder.

Results

The sync folder used for the previous account remains in place. When you connect to a new account, you are notified the local sync folder for another account already exists. You choose whether to merge the contents, to create a new folder, or to browse to the location of the existing sync folder.

Enable Syncing Status Badges on Windows

If you use Windows, you can enable status badges to see the syncing status of any file or folder in your local sync folder. When you view a file or folder in Windows Explorer, the icon associated with a file or folder name is overlaid with a status badge to indicate the syncing status.

Procedure

1. Right-click the Mozy Sync icon in the notification area and then click **Preferences**.
2. Click **Settings**.
3. Under **Options**, select **Show sync status badges on files and folders**.

Link a Computer to Your Online Sync Folder

Mozy Sync needs to be installed only once on each computer, even if the computer is shared by people with separate user accounts for logging in. Linking happens when the first user installs Mozy Sync. After that, each additional user must separately link their own local sync folder to their online sync folder.

If your computer has been unlinked, you need to relink your computer before you can use sync. One reason you might need to relink is so you can use sync with a different account.

The email address and password for the Mozy account must be provided to link Mozy Sync.

Some organizations use their own authentication system to authenticate to Mozy. In these situations, the activation subdomain must be provided as part of the process of linking to Mozy Sync. Your administrator should provide you with the subdomain to use.

During the linking process, you have the option to change the location of the local sync folder. If you want the folder on an external drive, there are some things to consider.

Procedure

1. Start Mozy Sync.
   - (Windows 8) On the Start screen, click the **Desktop** tile to open the desktop, then click **Start** > **All Programs** > **Mozy** > **Mozy Sync**.
   - (Windows 10, Windows 7 or Vista) In the Start menu, click **Start** > **All Programs** > **Mozy** > **Mozy Sync**.
   - (Mac) In a Finder window, click **Applications** > **Mozy Sync**.
2. Provide your account credentials. Choose one of the following actions.

- Enter the email address and password for your Mozy account.
- If you use MozyEnterprise and if you were provided with a subdomain, click **Use alternate login**, enter the subdomain, and then click **Next**. Enter your organization account credentials.

3. Click **Link Computer**.

   The local sync folder is created in the default location on your computer as follows, and your computer is linked to your online sync folder.

   Table 30 Default Sync folder location

Windows	`C:\Users\<Your Username>\Mozy Sync`
Mac	`/Users/<Your Username>/Mozy Sync`

4. (Optional) To change the location of your sync folder, click **Change Location**, and then browse to the new location for the sync folder and click **OK**.
5. Click **Sync Now** to start syncing between your local sync folder and your online sync folder.

CHAPTER 6

Getting Files from Mozy

You can download or restore files using the installed Mozy backup software. You may also download files using a Web browser on any computer.

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 get all your files when you have a disaster, such as a lost, damaged, or stolen computer. You can download them a few at a time or all at once. You can recover files deleted from your computer or from a replaced computer, and also recover older versions of files, as long as it you do so within your retention period. For more information, see File Versions and Data Retention Periods on page 179. For information about replacing a computer, see Replacing a Computer on page 55.

You may also be able to order your files on media (USB flash or hard drive). Media restore is not available to all accounts. Whether you can order media restore depends upon where your account is located. You should review and test the methods for obtaining your files to ensure you can get them easily and quickly, especially in an emergency. Because ordering your files to be shipped on media requires payment, just understanding that process in advance is sufficient.

If you use sync, you can download files from your online sync folder to any computer, just as you would your backed up files.

You can also use the Mozy mobile app to retrieve and use files you have backed up.

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- Recovering Older Versions of Files 178
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- View Files with the Mozy Mobile App 200
- Save Photos from the Mozy Cloud to Your Mobile Device 200
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When You Have a Disaster

If your computer is lost, stolen, or damaged, you can download or restore all your backed up files. You can also recover files which were deleted, and you can recover older versions of files. If you use sync, you can also obtain files from your online sync folder.

⚠ CAUTION

If you intend to replace a computer, be sure all your files are recovered to the new computer before you install the Mozy backup software and begin backing up.

If you urgently need specific files, you can quickly restore or download only those files. You can restore or download the remaining files later. You can download or restore files using the installed Mozy backup software. You may also download files using a Web browser on any computer.

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.

Log In Online to Access Your Files

You can use a Web browser on any computer to access your Mozy files online for several reasons.

- Access files backed up from all computers on your account.
- Access files in your online sync folder.
- Upload files to your online sync folder.

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 you are using a Windows computer with the Mozy backup software installed, the fastest way to access your files online is to right-click the Mozy backup software icon in the notification area, then select **Access files online**. If the Settings window is open, you may also click the **Access files online** link in the bottom left corner of the Welcome, Options, History, and Restore tabs.

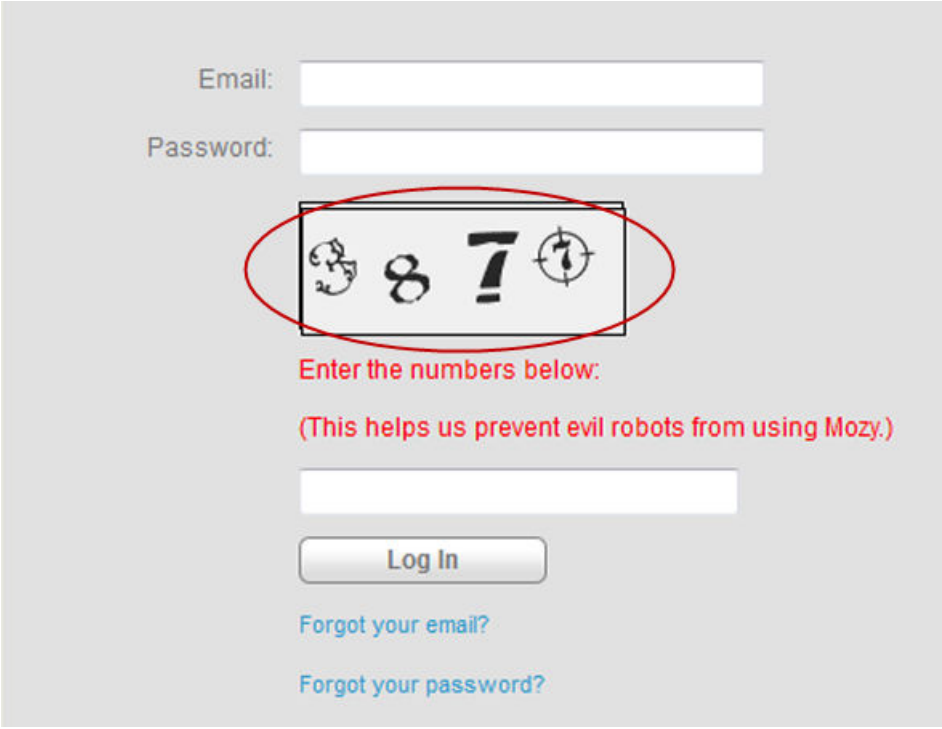
Note

When you log in to your account online, you may be required to verify your email address or to pass the CAPTCHA test. CAPTCHA protects Web sites by generating tests that humans can pass, but that computer programs cannot. This prevents automated software from performing actions which degrade the quality of service, whether due to abuse or resource expenditure. CAPTCHA stands for Completely Automated Public Turing Test To Tell Computers and Humans Apart. These measures increase security and validate your email address when you activate your account or change your email address.

Procedure

1. Use a Web browser to log in to your account online. Choose a login option.
   - At https://secure.mozy.com/login, type your email address and password in the appropriate fields, then click **Log In**.
   - If you use MozyPro or MozyEnterprise and if your administrator provided you with a URL, use that URL in your browser's address bar, then press **Enter**, type your email address and password in the appropriate fields, then click **Log In**. The URL should resemble `https://subdomain.mozy.com/login`, where *subdomain* is replaced by the actual subdomain for your MozyPro or MozyEnterprise account.
2. (Conditional) If your attempts to log in fail, you may see the CAPTCHA test.
   a. Read the CAPTCHA characters.
   b. Type the CAPTCHA characters, then click **Log In**.

   Figure 30 CAPTCHA



3. (Conditional) You may be requested to verify your email address.
   - If the email address you see on this screen is correct, find the validation message in your email account and click the link to verify your email address.

- If the email address you see on this screen is not correct, enter a valid address in the **Change email** field, then click **Send**.
  Find the validation message in your email account and click the link to verify your email address.
- If the email address you see on this screen is correct, but you cannot find the validation message in your email account, click **Resend**.

Once you have verified your email address, click **Go to Account**.

4. Choose the appropriate option.
   - On the **Devices** tab, select the device from which to see or access backed up files.
   - On the **Synced** tab, see or access files in your online sync folder.
   - On the **Computers** list, find the name of the computer from which you want to see or access files, then click **Restore Files** or **Access Files**.

   If you don't see any of these, your files are not yet in the Mozy cloud.

Restore or Download All Your Files from the Web

If your computer is lost, damaged, or stolen, you can use a Web browser on another computer to log in to your account online to restore files.

CAUTION

Recover all your files before you install the Mozy backup software on a replacement computer. For more information, see Replacing a Computer on page 55.

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 you need to restore all your files, the Restore Wizard is the fastest way to ensure all your files are selected. Files are restored from all drives for the selected computer. Only the most recently backed up versions of files are restored.

Regardless of the delivery method you choose, getting all your files may take some time. Therefore, if you urgently need a few files, consider downloading only those files while you wait for the rest to arrive. For more information, see Choosing Files from Mozy on the web on page 163.

If you use Mozy Sync to sync files, you can link your new computer to your account to automatically download your synced files from the Mozy cloud. However, if you have a large amount of data to sync, you may find it faster to instead copy files from your Mozy Sync folder on an existing computer to a portable hard drive or USB stick, and from there copy those files to the Mozy Sync folder on the new computer. For more information, see Move a Large Sync Folder onto Another Computer on page 211. You cannot use the Restore Wizard to obtain all your files synced to the Mozy cloud.

Procedure

1. Use a Web browser to log in to your account online. Choose a login option.
   - At https://secure.mozy.com/login, type your email address and password in the appropriate fields, then click **Log In**.

- If you use MozyPro or MozyEnterprise and if your administrator provided you with a URL, use that URL in your browser's address bar, then press **Enter**, type your email address and password in the appropriate fields, then click **Log In**. The URL should resemble `https://subdomain.mozy.com/login`, where *subdomain* is replaced by the actual subdomain for your MozyPro or MozyEnterprise account.

2. If you use MozyPro or MozyEnterprise, find the name of the computer from which you want to see or access files, then click or tap **Restore Files**.
3. On the **Devices** tab, select the appropriate device, then click or tap **Restore All Files** in the preview pane.

   Note

   You can restore all files from only one device at a time.

4. In the Restore Wizard, click or tap **Yes**.
5. 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.

6. (Optional) Change the date from which to restore 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 179.

7. (Optional) Select **Include Deleted Files** to include files considered deleted within your grace period, then click or tap **Next**.

   Note

   You should do this 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 your files present on that new computer. If this is not selected, none of your previously backed up files are included.

8. Choose the delivery method for your set of files.
   - Recommended: Download using the Restore Manager
   - Download Compressed Archives
   - Ship on Media (fee associated)
   - Download using the Mozy Linux software

   For more information, see Choosing Delivery Method in Mozy Online on page 173.

9. Click **Next**.
10. Choose one of these actions.
    - If you chose **Recommended: Download using the Restore Manager**, see Download Files with Mozy Restore Manager on page 184.
    - If you chose **Download Compressed Archives**, see Download Files in an Archive Package on page 186.

- If you chose **Ship on Media**, see Provide Shipping and Payment Information for a Media Restore on page 162.
- If you chose **Download using the Mozy Linux software**, see Restore or Download Multiple Files and Directories with the Backup Software for Linux on page 159.

After you finish

Review your **Event history** to learn the status of your files as they are prepared for you. For more information, see See History of Restore Events from the Web on page 181.

Restore or Download Files with the Backup Software on Windows

You can restore or download files using the Mozy backup software installed on your computer. With the Restore tab on the Settings window, you can

- restore a single file.
- restore many files.
- restore an older version of a file.
- recover a file you had recently deleted.
- recover all your files.
- search for a file when you know part of the name of the file, including the type.
- browse for a file when you know where on your computer it was when it was backed up.
- overwrite files existing on your computer with the versions you are restoring.
- keep a version already on your computer as well as download an older version.
- recover files to a new computer from one you replaced (requires both computers to have the same platform). For more information, see Replacing a Computer on page 55.

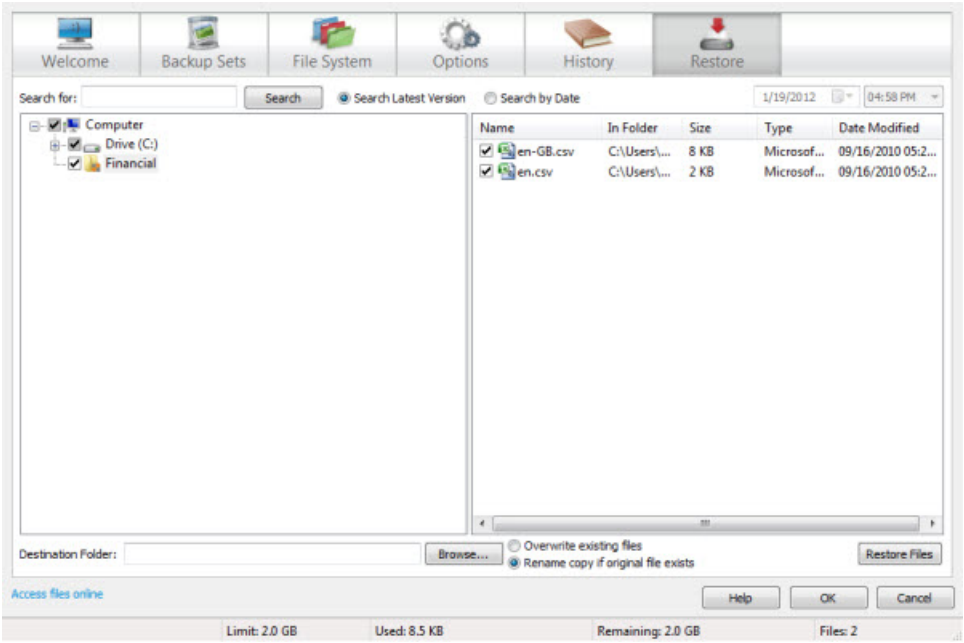
Unless you specify a different destination folder, your files are automatically restored to the folders they were in originally at the time they were backed up, beginning with the drive letter and creating all necessary folders.

If you have chosen to use 2xProtect, and if that local backup drive is connected, files are restored from that drive instead of over the Internet. Any files which cannot be restored from the local backup for some reason are downloaded from the Mozy cloud.

Note

You cannot restore files until after the first backup is complete or while your computer is backing up.

Figure 31 Restore Tab



Procedure

1. Choose one of the following actions to open the 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**. For more information, see Open the Backup Software on Windows through the Notification Area on page 64.

     Note

     If you do not see the Mozy backup software icon, you may need to reenable it. For more information, see Reenable the Mozy Backup Software Icon on page 136.
2. If prompted to do so, provide your log in credentials.
3. Click the **Restore** tab.
4. Choose any of the following options.
   - To browse or search for the most recent version of files or folders, click **Search Latest Version**.
   - To browse or search as of a specific date and time, click **Search by Date**, then in the top right corner of the Restore tab, choose the date and time.

     Note

     Do this if you have installed the Mozy backup software on a replacement computer and need files as of the last backup occasion on the old computer. You might also do this if you need versions of files from before they were corrupted or from before your computer was affected by a virus or malware.
   - To search for files or folders, type the appropriate characters in the **Search for** box, and then click **Search**.

- To browse in the folder structure or in backup sets, in the left pane, click the drive, folder, or backup set from which to restore files.

  Note

  Observe the appearance of the check boxes as you select and deselect drives, folders or backup sets to know whether they include all, some, or none of their contents. A marked box with a white background means all contents are included. A marked box with a gray background means some of the contents are included. An unmarked box means no contents are included.

- To select specific files from any drive, folder, or backup set, select those files in the right pane when the appropriate folder is selected in the left pane.
- To instead use your Web browser to restore files, click **Access your files online**, in the lower left corner. If prompted, enter your user ID and password.

  Note

  If you use MozyPro or MozyEnterprise, this link may not be available to you; therefore, you may need to ask your administrator to do this on your behalf.

Note

All files deleted or deselected from backing up within your grace period are available to be selected.

5. When you have selected all the necessary folders and files, choose one of the following options.

Option	Description
Choose a specific folder where the selected files will be saved	Click **Browse**. Browse to the destination folder, creating a new folder if necessary, then click **OK**. In **Destination Folder**, see the full path of the folder where all the selected files will be saved. Inside the destination folder, the files are saved into the complete folder structure they were in when they were backed up. If you choose the destination well, such as a separate drive or partition or a new folder at the top level of your drive, this can make it easier to later move your restored files to more useful locations, such as into your Documents folder. If you choose poorly, it can mean that your restored files will be many folders deep, and it may be more difficult for you to find them.
Save the selected files into the original folder structure	Ensure that **Destination Folder** is blank. The files will be saved into the complete folder structure they were in when they were backed up. This is most useful when restoring to the original computer, or if the folder structure of a replacement computer is identical to the folder structure for the backed up files, including your user profile name on the replacement computer.

6. Choose one of the following options.
   - **Overwrite existing files**: If the computer has any of the selected files already in the destination folder, overwrite them with the versions from the cloud. This is useful to discard current versions of files in favor of older versions.
   - **Rename copy if original file exists**: If the computer has any of the selected files already in the destination folder, keep them as they are and also add the restored files with (#) added to the file name. For example, if you do this twice you will have three copies of the same file with names like `original.doc`, `original (1).doc`, and `original (2).doc`. This is useful if you need both your current version and an older version of the same file so you can compare them.

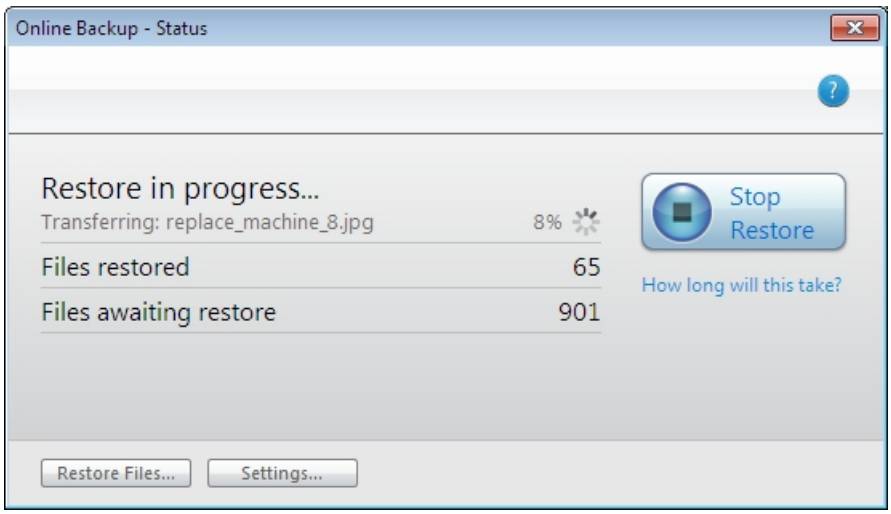
   If none of the selected files already exist in the destination folder, it does not matter which of these options is selected.
7. Click **Restore Files**.

   To stop the restore in progress, click **Stop Restore** in the Status window.

Results

The Status window opens, showing the progress of files being restored.

Figure 32 Status Window



Restore or Download Files with the Backup Software on a Mac

You can restore or download files using the Mozy backup software installed on your computer. With the Restore window, you can:

- restore a single file.
- restore many files.
- restore an older version of a file.
- recover a file you had recently deleted.
- recover all your files.
- search for a file when you know part of the name of the file, including the type.
- browse for a file when you know where on your computer it was when it was backed up.

- overwrite files existing on your computer with the versions you are restoring.
- keep a version already on your computer as well as download an older version.
- recover files to a new computer from one you replaced (requires both computers to have the same platform). For more information, see Replacing a Computer on page 55.

Unless you specify a different destination folder, your files are automatically restored to the folders they were in originally at the time they were backed up.

Note

You cannot restore files until after the first backup is complete or while your computer is backing up.

Procedure

1. Click the **Mozy** backup software icon in the menu bar, then select **Restore Files**.

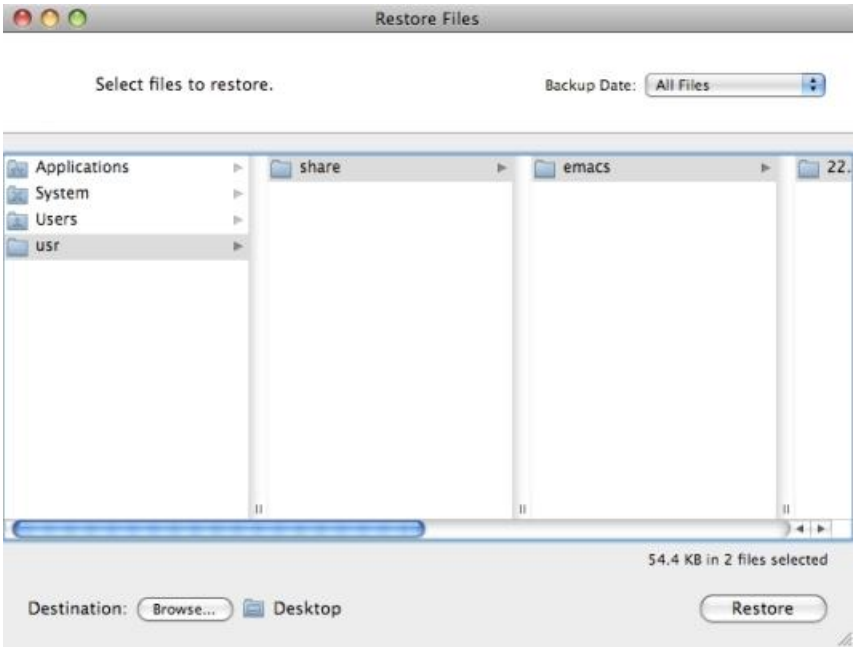
   Note

   If you do not see the Mozy backup software icon, you may need to enable it. For more information, see Reenable the Mozy Backup Software Icon on page 136.

2. If prompted to do so, provide your log in credentials.

   The **Restore Files** window appears.

   Figure 33 Restore Files Window



3. In the **Backup Date** field, select the date and time corresponding to the backup occasion you want to restore.
4. (Optional) To see only certain files or folders, enter a search term in the **Search** field.

   Files and folders that match the search term are displayed in the files and folders list.

5. Navigate to and select the files to be restored.
6. Click **Browse**, then browse to the location that you want to restore the files into.
7. Click **Restore** to restore the files.

   To stop the restore in progress, click **Cancel**.
8. (Conditional) If the destination folder is not empty, then you receive a warning that any files with the same name will be overwritten. To continue with the restore, click **Continue**.

Restore or Download Multiple Files and Directories with the Backup Software for Linux

You can restore or download files from the Mozy cloud and decrypt them using the Mozy backup software that is installed on your computer.
After you log in to your Mozy account online, you can select the files to restore. After selecting files, you download a restore package. The package contains the location and other details about your files.

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.

When downloading multiple files, top-level directories (the ones you have selected to download) have permissions set to 755 and the owner is root. Subdirectories and files try to use the backed up item permissions and owner. If a restored item is overwriting an item, the restored item uses the permissions, group, and owner of the replaced item.

If you want to restore or download files that were backed up from a Windows or Mac computer and were also encrypted using a personal or corporate key, you must download and decrypt the files on a Windows or Mac computer, and then move the files to your Linux computer.

If you already have a file or compressed archive of files that needs decryption, see Extract Files in an Archive Package on a Linux Computer on page 192.

If you only need to restore or download a single file, you can use the direct download or a file feature. If you only need to restore or download a single directory, and all the subdirectories and files in the directory, you can use the direct download of a directory feature.

Note

You cannot restore files until after the first backup is complete or while your computer is backing up.

If you need to select files or directories from more than one location, you must use the Restore Queue. For more information, see Select Files from Different Folders on the Web on page 167.

Procedure

1. Use a Web browser to log in to your account online. Choose a login option.
   - At https://secure.mozy.com/login, type your email address and password in the appropriate fields, then click **Log In**.

- If you use MozyPro or MozyEnterprise and if your administrator provided you with a URL, use that URL in your browser's address bar, then press **Enter**, type your email address and password in the appropriate fields, then click **Log In**. The URL should resemble `https://subdomain.mozy.com/login`, where *subdomain* is replaced by the actual subdomain for your MozyPro or MozyEnterprise account.

2. 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.
3. Find and select any files or folders.

   You can navigate the folder structure of the device to select files and folders. If you are using manual backup mode (not continuous) and backup sets, you also have the option to select files by backup set.
4. Click or tap **Large Download Options** in the Actions pane.

   The Restore Wizard appears.
5. Select **Download using the Mozy Linux software**, then **Next**.

   If the **Download using the Mozy Linux software** option is not available, select **Recommended: Download Using the Mozy Restore Manager** instead. While you will not be using Restore Manager, this option also creates the restore package file you will download. If you see 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 the button is available, you can cancel the Restore Manager download, or you can allow the download to finish and delete the file later.
6. Click **Begin Download** to get the restore package (mzd file).

   Begin Download might take a few seconds to become available.
7. (Optional) If you did not download the restore package from the computer on which you want to restore files, move the restore package to the appropriate computer.
8. On the computer to which you want to download files, use the `Download` command to download files.

   Examples

   - To restore files encrypted using the Mozy default key and not overwrite existing files in the destination directory, type **`mozyutil download --mzd <mzd_path> --output <destination_path>`**.
   - To use an encryption key file and overwrite existing files in the destination directory, type **`mozyutil download --mzd <mzd_path> --output <destination_path> --overwrite --key-file <key_path>`**
   - To use an encryption key and not overwrite existing files in the destination directory, type **`mozyutil download --mzd <mzd_path> --output <destination_path> --key <key _text>`**

Restore or Download a Single File with the Backup Software for Linux

You can directly restore or download a file from the Mozy cloud using the Mozy backup software installed on your computer. The file must be downloaded to the same computer from which it was backed up, and the backup software must be activated on the computer.

If you only need to restore or download a single directory, and all of the subdirectories and files in the directory, you can use the direct download of a directory feature. If you want to restore or download multiple files and directories from different locations, you can use the restore package feature.

If you already have a file or compressed archive of files that needs decryption, see Extract Files in an Archive Package on a Linux Computer on page 192.

Procedure

1. Access a terminal window.
2. Use the `download` command to download the file.

   Examples

   - To download and overwrite existing files in the destination directory, type **`mozyutil download --path <source_path> --output <destination_path> --overwrite`**
   - To download and not overwrite existing files in the destination directory, type **`mozyutil download --path <source_path> --output <destination_path>`**

Restore or Download a Single Directory with the Backup Software for Linux

You can restore or download a directory and all the contents of the directory from the Mozy cloud using the Mozy backup software installed on your computer. The directory must be downloaded to the same computer from which it was backed up, and the backup software must be activated on the computer. You have the option to specify the extensions of the files you want to download.
The most recent versions of the files in the directory are downloaded unless you specify a backup date.

If you only need to restore or download a single file, you can use the single file download feature. If you want to select multiple files and directories, you can use the multiple file and directory download feature.

If you already have a file or compressed archive of files that needs decryption, see Extract Files in an Archive Package on a Linux Computer on page 192.

Procedure

1. Access a terminal window.
2. Use the `download` command to download the file.

   Examples

   - To download a directory and overwrite existing files in the destination directory, type **`mozyutil download --path <source_path> --output <destination_path> --overwrite`**
   - To download a directory and not overwrite existing files in the destination directory, type **`mozyutil download --path <source_path> --output <destination_path>`**

Ordering Files on USB Drives

Ordering your files on USB drive (media restore) is a good idea when the set of files you want to restore is too large to reasonably download from the Mozy cloud. It is also a good idea when you are restoring to a computer with a different platform (Windows

versus Mac), because downloading your files can be challenging unless you are technically proficient.
Depending on the total size of all your files, you will get flash drives or hard drives, which you pay for in addition to shipping and processing. You cannot specify the drive type.

To order your files on media, log in to your Mozy account online, where you can select files. After you select files, choose **Ship on Media**. 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.

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 177.

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 193.

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 182.

Downloading One File or a Few Files

You can download files to any computer, even if the Mozy backup software is not installed, by logging in to your Mozy account online. If you use sync, you can also download files from your online sync folder to any computer.

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.

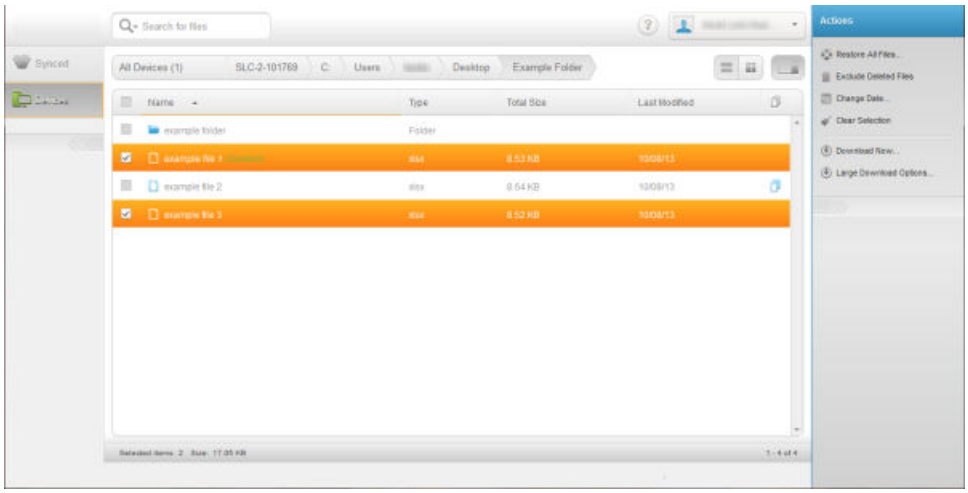
On a computer you have been backing up with the backup software, you can download one file or a few files using the Mozy backup software. If you use the Mozy backup software for Windows, you can also use Windows Explorer to easily restore small numbers of files either using the Mozy virtual drive, or directly in your computer's folder structure.

You can download files which were deleted from your computer. You can also recover older versions of files, perhaps to regain one free of corruption or from before a virus.

Choosing Files from Mozy on the web

On the **Devices** tab, you can choose the computer, then search or browse to select files and folders.

Figure 34 Devices tab



When you view files in the **Devices** tab, you can take several actions.

Table 31 Actions available on the **Devices** tab

Action	Description
See a different backed up computer or device	In the upper left of the **Devices** tab, click **All Devices**.
Change views between List and Gallery	Click either ▦ or ☰, below your username.

Table 31 Actions available on the **Devices** tab (continued)

Action	Description
Browse into a folder	Click the icon or label for the folder. If you do this, any files or folders that are currently selected are no longer selected. To select from among multiple folders, use the Restore Queue. For more information, see Select Files from Different Folders on the Web on page 167.
Navigate using breadcrumbs	Breadcrumbs begin in the upper left of the **Devices** tab, next to All Devices. They identify where you are looking in the folder structure. They also identify the search results or the backup sets. Click any part of the breadcrumb to go to that location. When looking at the folder structure, the name of the computer is the first part of the breadcrumb. The selected drive name is next, followed by the names of folders as you click down into the folder structure. The name of the folder you are currently looking at is last. If necessary due to length, names of folders can be collapsed to make room for the name of the folder you are currently looking in. If you use this feature, any files or folders that are currently selected are no longer selected. To select from among multiple folders, use the Restore Queue. For more information, see Select Files from Different Folders on the Web on page 167.
Sort the view of files and folders differently	Click the label for any column to sort by that column in ascending or descending order. There must be fewer than 1500 items in the list to use this feature.
Select all files and folders in the current view	Click the checkbox to the left of the Name column label. This is not available in Gallery view.
Select any single file or folder in the current view	Click the checkbox for that file or folder.
Open or close the Actions pane	Click .
De-select all currently selected files or folders in the current view	In the Actions pane, click **Clear Selection**.
Download a single file	Select the file, then in the preview pane, click **Download**. 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. You may need to decrypt files you download or restore. For more information, see Decrypting Your Restored Files on page 195.

Table 31 Actions available on the **Devices** tab (continued)

Action	Description
	If you selected a synced file that was encrypted using a personal or corporate encryption key, Restore Manager is launched and helps you download the file. **Note** Files larger than 512 MB cannot be downloaded this way. For such large files, click **Large Download Options** to use a different delivery method. For more information, see Choose Delivery Method from Mozy on the Web on page 177.
Choose the delivery method for the selected files	In the Actions pane, click **Large Download Options**. For more information, see Choosing Delivery Method in Mozy Online on page 173.
See files considered deleted from the computer within the retention period	In the Actions pane, click **Include Deleted Files**. For more information, see Recovering Files Deleted from a Computer on page 178.
Change the date to see files that are backed up from a specific date	In the Actions pane, click **Change Date**. For more information, see Recovering Older Versions of Files on page 178. If you do this, any files you have already selected will no longer be selected. You can select files from only one date at a time.
See versions of a file	When visible for a file, click . A list of versions appears. You can select only one version of a file. For more information, see Recovering Older Versions of Files on page 178.
Search for files or folders	Click the Search box and begin typing the search term. For more information, see Search for Files in Mozy on the Web on page 169.

Download a File Immediately from Mozy on the Web

You can download a file immediately from Mozy on the Web. You can download older versions of files and files considered deleted. You can also download files from your online sync folder.

Note

You cannot download files larger than 512 MB this way. For such large files, click **Large Download Options** to use a different delivery method. For more information, see Choose Delivery Method from Mozy on the Web on page 177.

Procedure

1. Use a Web browser to log in to your account online. Choose a login option.
   - At https://secure.mozy.com/login, type your email address and password in the appropriate fields, then click **Log In**.

- If you use MozyPro or MozyEnterprise and if your administrator provided you with a URL, use that URL in your browser's address bar, then press **Enter**, type your email address and password in the appropriate fields, then click **Log In**. The URL should resemble `https://subdomain.mozy.com/login`, where *subdomain* is replaced by the actual subdomain for your MozyPro or MozyEnterprise account.

2. 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.
3. Find and select the file, then in the Details pane click **Download**.

Results

The file is downloaded to your computer. Depending on your Web browser, the file is saved or opened on your computer the same as any other file you download from the Internet.

Note

If your files were encrypted with a personal key, you must decrypt them before you can use them. If the file was downloaded from the Synced tab, the Restore Manager is launched to help you download and decrypt the file. In Linux, you can decrypt files using the `decrypt` command.

Select Several Files from the Web

You can select several files in any folder or an entire folder.

If you need to select files or folders from more than one folder, you must use the Restore Queue. For more information, see Select Files from Different Folders on the Web on page 167.

Procedure

1. Use a Web browser to log in to your account online. Choose a login option.
   - At https://secure.mozy.com/login, type your email address and password in the appropriate fields, then click **Log In**.
   - If you use MozyPro or MozyEnterprise and if your administrator provided you with a URL, use that URL in your browser's address bar, then press **Enter**, type your email address and password in the appropriate fields, then click **Log In**. The URL should resemble `https://subdomain.mozy.com/login`, where *subdomain* is replaced by the actual subdomain for your MozyPro or MozyEnterprise account.
2. 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.
3. Find and select any files or folders.

   If you leave the current folder, any selected files or folders are no longer selected.
4. Choose any of these actions.
   - To download immediately, click or tap **Download** in the Actions pane. The file is downloaded to your computer. Depending on your Web browser, the

file is saved or opened on your 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 or tap **Large Download Options** to use a different delivery method. For more information, see Choose Delivery Method from Mozy on the Web on page 177.

- 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 177.

Results

If more than one file was selected, they are compressed into an archive package for faster downloading.

After you finish

You must extract files which arrive in an archive package. For more information, see Extracting and Decrypting Archive Packages with Restore Manager on page 187.

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 maually select files and folders from within those backup sets, you must first enable the Restore Queue.

Procedure

1. Use a Web browser to log in to your account online. Choose a login option.
   - At https://secure.mozy.com/login, type your email address and password in the appropriate fields, then click **Log In**.
   - If you use MozyPro or MozyEnterprise and if your administrator provided you with a URL, use that URL in your browser's address bar, then press **Enter**, type your email address and password in the appropriate fields, then click **Log In**. The URL should resemble `https://subdomain.mozy.com/login`, where *subdomain* is replaced by the actual subdomain for your MozyPro or MozyEnterprise account.
2. Click or tap the user name in the upper right corner, and then click or tap **Preferences**.

   The **Preferences** page appears.
3. Below **Enable Restore Queue**, click or tap **Yes**.
4. Click **Save Preferences**.

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 167.

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. Use a Web browser to log in to your account online. Choose a login option.
   - At https://secure.mozy.com/login, type your email address and password in the appropriate fields, then click **Log In**.
   - If you use MozyPro or MozyEnterprise and if your administrator provided you with a URL, use that URL in your browser's address bar, then press **Enter**, type your email address and password in the appropriate fields, then click **Log In**. The URL should resemble `https://subdomain.mozy.com/login`, where *subdomain* is replaced by the actual subdomain for your MozyPro or MozyEnterprise account.
2. 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.
3. Select any folders, files, or backup sets.
4. (Optional) If the Actions pane is not open, click or tap .
5. In the Actions pane, click or tap **Add to Restore Queue**.
6. Repeat steps 3 through 5 as needed.
7. 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. For more information about deleted files, see Sending Your Files to Mozy on page 61.
   - To add a specific version of a file to the Restore Queue, click or tap for the file, select the appropriate version, and then 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.
8. 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 177.

Search for Files in Mozy on the Web

You can search for files in Mozy on the Web. Search lets you find files and folders regardless of the computer or drive from which they were backed up. You can also search your sync folder.

Search looks for your search term anywhere in the file or folder name, including the file extension. You can see only one set of search results at a time.

Procedure

1. Use a Web browser to log in to your account online. Choose a login option.
   - At https://secure.mozy.com/login, type your email address and password in the appropriate fields, then click **Log In**.
   - If you use MozyPro or MozyEnterprise and if your administrator provided you with a URL, use that URL in your browser's address bar, then press **Enter**, type your email address and password in the appropriate fields, then click **Log In**. The URL should resemble `https://`*`subdomain`*`.mozy.com/login`, where *subdomain* is replaced by the actual subdomain for your MozyPro or MozyEnterprise account.
2. Type a search term in the **Search** box, then click or tap .

   Use various combinations of characters and the wildcard (*) as you try search terms. If you have difficulty locating the file with a short string of characters, try using more characters (and possibly more wildcards) to improve search results.
3. Choose one of these actions.
   - To search a different computer or device, click or tap in the **Search** box, then under Search choose a device .
   - To use one of the last five search terms you used, click or tap in the **Search** box, then under Recent Search choose a search term.
   - To clear text from the **Search** box, click or tap .

   The search results are displayed.
4. Select any files or folders.

   For more information, see Choosing Files from Mozy on the web on page 163. Unless you're using the Restore Queue, if you leave the search results, any selected files or folders are no longer selected. For more information, see Select Files from Different Folders on the Web on page 167.
5. Choose any of these actions.
   - To download immediately, click or tap **Download** in the Actions pane. The file is downloaded to your computer. Depending on your Web browser, the file is saved or opened on your 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 or tap **Large Download Options** to use a different delivery method. For more information, see Choose Delivery Method from Mozy on the Web on page 177.

- 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 177.

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 167.

Backup sets let you see the files in groups according to rules for how the files are automatically selected for back up in Mozy. For more information, see Selecting Files Automatically in Backup Software on page 67.

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.

Backup sets are useful for selecting files when you know what kind of files you want, but you do not know the file name or location on the computer. They are also useful if you want to quickly restore from a specific category of files, such as *Photos and Images* or *Email and Contacts*.

You can use backup sets to select entire sets of similar files, or you can choose specific files within a backup set.

Procedure

1. Use a Web browser to log in to your account online. Choose a login option.
   - At https://secure.mozy.com/login, type your email address and password in the appropriate fields, then click **Log In**.
   - If you use MozyPro or MozyEnterprise and if your administrator provided you with a URL, use that URL in your browser's address bar, then press **Enter**, type your email address and password in the appropriate fields, then click **Log In**. The URL should resemble `https://subdomain.mozy.com/login`, where *subdomain* is replaced by the actual subdomain for your MozyPro or MozyEnterprise account.
2. Click the **Devices** tab, then choose a computer or device.
3. Click **Backup Sets**.

   The list of backup sets appears.
4. Select an entire backup set or select specific files and folders within the backup set.
5. 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 177.

- 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 177.

Restore Files through Mozy Virtual Drive on Windows

Before you begin

The computer must have the Mozy backup software installed and backups must have completed.

You can see all your backed up folders in a virtual Mozy drive using the Explorer window. This virtual Mozy drive does not physically exist, and it does not consume space on your computer's hard drive. Folders and files which are not backed up are not shown in the Mozy virtual drive.

Procedure

1. Choose one of the following.
   - (Windows 8) With the Start screen showing, type `computer`, then click **Computer**.
   - (Windows Vista and 7) Click **Start**, and then click **Computer**.
2. Click the Mozy virtual drive, then navigate through the drive and folder structure of your backed up files.
3. (Optional) View all files ever in a folder.
   a. Right-click that folder and then select **Change time**.
   b. Select **See a merged view of all files ever in the folder**.
   c. Click **OK**.

   The account retention policy determines how long versions of backed up files are available, including files which were deleted. For more information, see File Versions and Data Retention Periods on page 179.

   A new window opens and displays the files available to be restored.
4. (Optional) View files in a folder as of a specific backup occasion.
   a. Right-click that folder and then select **Change time**.
   b. Select **See the folder as of a specific backup time**.
   c. Select the date of a backup, and then if necessary select a time on that date.
   d. Click **OK**.

   A new window opens and displays the files available to be restored.
5. Take any of these actions.
   - To restore a file to its original location on your computer, right-click the file and then select **Restore**.

- To restore a file to a location you specify on your computer, right-click the file and then select **Restore To**, and then choose the folder in which to save the file.
- To restore all the contents of a folder to their original location on your computer, right-click the folder, and then select **Restore**.
- To restore all the contents of a folder to a location you specify on your computer, right-click the folder, and then select **Restore To**, and then choose the folder in which to save the file.

6. (Optional) If any files you've selected exist in the folder they are being restored to, choose whether to overwrite those files with the versions being restored, or whether to rename files.

   Renaming lets you keep both the existing and restored versions by automatically appending a unique numerical identifier to the names of the restored files.

Results

The Status window shows the progress of files being restored.

Restore Files through Windows Explorer

Before you begin

The computer must have the Mozy backup software installed and backups must have completed.

Any time you use an Explorer window to navigate to folders on your computer, you can right-click to quickly restore files which were deleted from that folder, or to restore older versions of files directly into that folder.

You can restore single files or folders or many files or folders. You may also restore older versions of files. You can choose to restore files to their original locations or to a location you specify. You can also choose whether to replace files on your computer with the versions you restore (overwrite) or to rename files which would otherwise be duplicates.

Procedure

1. Choose one of the following.
   - (Windows 8) With the Start screen showing, type `computer`, then click **Computer**.
   - (Windows Vista and 7) Click **Start**, and then click **Computer**.
2. Navigate through your computer's actual drive and folder structure.
3. (Optional) To restore files in a specific folder, right-click an open space in the Explorer window, and then click **Restore Files in Folder**.

   A new window opens and displays the files available to be restored.
4. (Optional) To restore a previous version of a selected file, right-click the file, and then click **Restore Previous Version**.

   A new window opens and displays the files available to be restored.
5. (Optional) To see all files in a folder within your grace period.
   a. Right-click that folder and then select **Change time**.
   b. Select **See a merged view of all files ever in the folder**.

c. Click **OK**.

For information about your grace period, see Sending Your Files to Mozy on page 61.

A new window opens and displays the files available to be restored.

6. (Optional) View files in a folder as of a specific backup occasion.

   a. Right-click that folder and then select **Change time**.

   b. Select **See the folder as of a specific backup time**.

   c. Select the date of a backup, and then if necessary select a time on that date.

   d. Click **OK**.

   A new window opens and displays the files available to be restored.

7. Take any of these actions.

   - To restore a file to its original location on your computer, right-click the file and then select **Restore**.
   - To restore a file to a location you specify on your computer, right-click the file and then select **Restore To**, and then choose the folder in which to save the file.
   - To restore all the contents of a folder to their original location on your computer, right-click the folder, and then select **Restore**.
   - To restore all the contents of a folder to a location you specify on your computer, right-click the folder, and then select **Restore To**, and then choose the folder in which to save the file.

8. (Optional) If any files you've selected exist in the folder they are being restored to, choose whether to overwrite those files with the versions being restored, or whether to rename files.

   Renaming lets you keep both the existing and restored versions by automatically appending a unique numerical identifier to the names of the restored files.

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 173.

Table 32 Choosing a delivery method

Question	Strategies
How fast do I need my files?	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,

Table 32 Choosing a delivery method (continued)

Question	Strategies
	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. **Note** Media restore is not available to all accounts. Whether you can order media restore depends upon where your account is located.
Am I willing to pay to have media shipped to me?	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. • 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. • 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. • Downloading your files is not practical due to factors such as difficulty and time, particularly if you have already installed the Mozy backup software on the new computer, replacing an old computer. **Note** Media restore is not available to all accounts. Whether you can order media restore depends upon where your account is located.
How big are the files I need, both in quantity and total size?	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 • how urgently you need them. • their relative importance to you. • similar file types, perhaps according to backup set.

Table 32 Choosing a delivery method (continued)

Question	Strategies
	• their location in your folder structure. If you choose Ship on Media, size is not a concern. Your files will arrive on USB drives. **Note** Media restore is not available to all accounts. Whether you can order media restore depends upon where your account is located.
Can I still use my old computer?	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. For more information, see Replacing a Computer on page 55.
Does the computer I am restoring to have the same platform or a different platform?	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. 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. **Note** Media restore is not available to all accounts. Whether you can order media restore depends upon where your account is located.
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 179. For more information, see Replacing a Computer on page 55. 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.

Table 32 Choosing a delivery method (continued)

Question	Strategies
	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 33 Delivery method descriptions

Delivery Method	Description
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 202. 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.
Download Compressed Archives	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.

Table 33 Delivery method descriptions (continued)

Delivery Method	Description
Ship on Media	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 201. 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. **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 195.

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.

- Restore or Download All Your Files from the Web on page 152
- Select Several Files from the Web on page 166
- Select Files from Different Folders on the Web on page 167
- Search for Files in Mozy on the Web on page 169
- Select Files Online Using Backup Sets on page 170
- Download a File Immediately from Mozy on the Web on page 165

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 173.

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 173.

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 184
   - If you chose Download Compressed Archives, see Download Files in an Archive Package on page 186.
   - If you chose Ship on Media, see Provide Shipping and Payment Information for a Media Restore on page 162.

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 179. 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. For more information, see Replacing a Computer on page 55.

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 179. 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. For more information, see Local Backup File Version History on Windows on page 129.

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.

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 th 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. For users of MozyPro or MozyEnterprise, the administrator can change the policy by choosing from a list of predefined policies. For users of MozyHome, the policy cannot be changed.

Table 34 Default Mozy retention policies with associated version types and retention periods

Account Type	Default Policy Name	Version Types and Retention Periods
MozyHome	3 Months (weekly)	• Current - no expiration • Interim (less than an hour) - 1 day • Hourly - 3 days • Daily - 31 days • Weekly - 92 days • Discontinued (no longer backed up) - 92 days
MozyPro	6 Months (monthly)	• Current - no expiration • Interim (less than an hour) - 1 day • Hourly - 3 days • Daily - 31 days

Table 34 Default Mozy retention policies with associated version types and retention periods (continued)

Account Type	Default Policy Name	Version Types and Retention Periods
		• Weekly - 92 days • Monthly - 184 days • Discontinued (no longer backed up) - 184 days
MozyEnterprise	1 Year (monthly)	• Current - no expiration • Interim (less than an hour) - 1 day • Hourly - 3 days • Daily - 31 days • Weekly - 92 days • Monthly - 366 days • Discontinued (no longer backed up) - 366 days

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.

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 182.

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. Use a Web browser to log in to your account online. Choose a login option.
   - At https://secure.mozy.com/login, type your email address and password in the appropriate fields, then click **Log In**.
   - If you use MozyPro or MozyEnterprise and if your administrator provided you with a URL, use that URL in your browser's address bar, then press **Enter**, type your email address and password in the appropriate fields, then click **Log In**. The URL should resemble `https://subdomain.mozy.com/`

`login`, where *subdomain* is replaced by the actual subdomain for your MozyPro or MozyEnterprise account.

2. Click or tap your user name, then click or tap **Event history**.

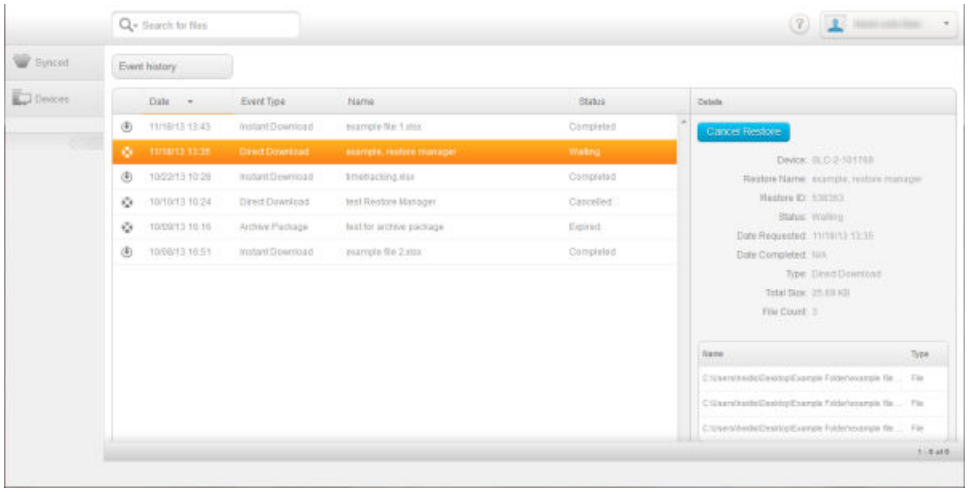
   Event history appears. For more information, see Understanding Event History in Mozy on the Web on page 182.

3. Review the list of requests you've made.
4. 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 184.
   - 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 186.
   - 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 182.
   - 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 173.

Figure 35 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 35 Event History information

Column	Description
Date	The date and time that you submitted your request for a set of files to be restored.

Table 35 Event History information (continued)

Column	Description
Event Type	Identifies the delivery method you specified when you requested the set of files: • Instant Download • Direct Download • Media • Archive Package
Name	The name you provided for a set of files.
Status	If the type is Direct Download, the statuses are: • **Waiting**: You need to get the Restore Manager to start downloading your files • **Waiting**: You need to start the Direct Download of your files • **Ready for Download** • **In Progress**: Your files are being restored by the Restore Manager. • **Completed**: Your files have been restored by the Restore Manager. • **Cancelled**: Your restore request has been cancelled. 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. If the type is Archive Package, the statuses are: • **Processing**: Your files are being prepared for restore. • **% Complete**: Your files are being retrieved. • **Ready for Download**: Click the Download Links to download your files. • **Downloaded**: You have downloaded the set of files. • **Expired**: Your request and all downloadable files have expired. • **Cancelled**: Your restore request has been cancelled. 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. If the type is Media, the statuses are: • **1 of 3 - Preparing Files**: Your request restore is being prepared. • **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. • **2 of 3 - Preparing to Ship**: Your requested restore has been transferred to media • **3 of 3 - Shipped**: Your media restore request has been shipped.

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. For more information, see Choose Delivery Method from Mozy on the Web on page 177.
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 202.

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 182.

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.
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.

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. Use a Web browser to log in to your account online. Choose a login option.
   - At https://secure.mozy.com/login, type your email address and password in the appropriate fields, then click **Log In**.
   - If you use MozyPro or MozyEnterprise and if your administrator provided you with a URL, use that URL in your browser's address bar, then press **Enter**, type your email address and password in the appropriate fields, then click **Log In**. The URL should resemble `https://subdomain.mozy.com/login`, where *subdomain* is replaced by the actual subdomain for your MozyPro or MozyEnterprise account.
2. 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 182.
3. In the **Event** history list, select an Archive Package event with a status of Ready for Download.

   The **Details** pane appears.
4. Under **Downloads**, click the link to download this package.

If the request was large enough, there is more than one download link.

5. 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.

6. Extract your compressed files from the archive package.
   - To use the Restore Manager, see Extracting and Decrypting Archive Packages with Restore Manager on page 187.
   - 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 190.
   - If you use a Mac computer and don't wish to use the Restore Manager, see Extract Files Downloaded to a Mac on page 191.
   - If you use a Linux computer, see Extract Files in an Archive Package on a Linux Computer on page 192.

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 187.
- 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 189.

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 189.

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`.
9. (Optional) On Mac, click **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 202.

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 187.

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 202.

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 186.

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.
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 187.

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.

Note

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 by keeping the existing file and adding the renamed restored file to the same folder.

Note

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 195.

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 186.

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 187.

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.

Note

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 195.

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 199. 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 199.

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.

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. For more information on ordering the drives, see Ordering Files on USB Drives on page 161. 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 195.
- 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 194

Procedure

1. Connect the USB drive to your computer.

   Note

   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 195.

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.

Decrypting Your Restored Files

When any Mozy software was installed on your computer, if you chose to use a personal encryption key, you must have that key to decrypt files you download or restore. When any Mozy software was installed on your computer, if a corporate encryption key was used, you must have that key to decrypt files you download or restore. If you cannot provide that key, neither you nor Mozy can decrypt your files.

If you do need to decrypt your files, your experience will be better if you start by putting all your downloaded or restored files into a temporary folder, perhaps on your desktop. Then you can decrypt, and in that process put your files into their final destination.

If you are not sure whether you chose a personal encryption key, try to open a file that you just restored to your computer. Any text file (with the `.txt` extension) is probably a good choice for this test. If you cannot open the file and if you see any messaging about encoding or encryption, your files were encrypted with your personal key.

Decrypt Files with Restore Manager

Do this to decrypt files downloaded from the Mozy cloud. These are files you may have downloaded individually from the Mozy cloud, or which you have already extracted from a compressed archive package, but have not decrypted. You can perform this task on a single file or on several files, provided that they are all in the same folder.

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 have downloaded these files to. This is particularly beneficial when the files had been synchronized with Mozy Sync rather than backed up.

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 Restore Manager menu, click **File** > **Decrypt Files**.
4. Browse to the location of the encrypted file or files, and then click **Open**.
5. Click **Select a new location** and specify the destination.

   To overwrite encrypted files with decrypted versions, specify the folder which contains the encrypted version, and then click **Overwrite existing files**.
6. Click **Next**.
7. Review the details of the decryption.
   - On Windows, click **Finish**.
   - On Mac, click **Start Restore**.

   (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`.
8. (Optional) On Mac, click **Incomplete XX files failed**.
9. 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 4.

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 198. 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 201.

Procedure

1. Click the appropriate link to download the Crypto Utility.
   - If you use MozyHome, click here: https://mozy.com/downloads/mozycryptoutil.exe
   - 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.

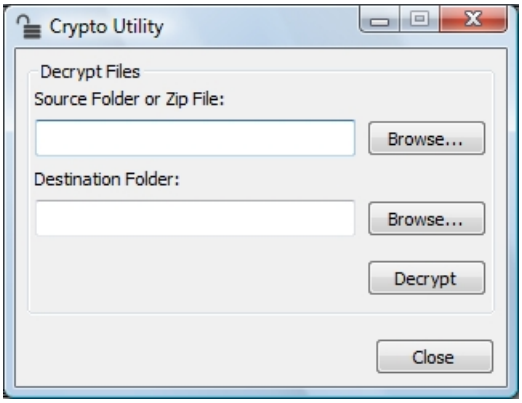
Figure 36 Crypto Utility

4. Select one of the following key options, then click **OK**.

Option	Description
Enter Key	Enter the password phrase you used to create your personal key.
Import Key	Browse to the location of the file containing the key you saved locally when you first installed the Mozy backup software.
Import Encrypted Customer Key	Browse to the location of the file containing the encrypted corporate key, and then browse to the location of the shared secret key.

5. In the **Source Folder** field, specify the folder where you saved the files you restored.

Figure 37 File Locations



6. In the **Destination Folder** field, 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. If not, you'll want to understand the information in this topic: Why Platform Matters on page 201.

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 196. 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 201.

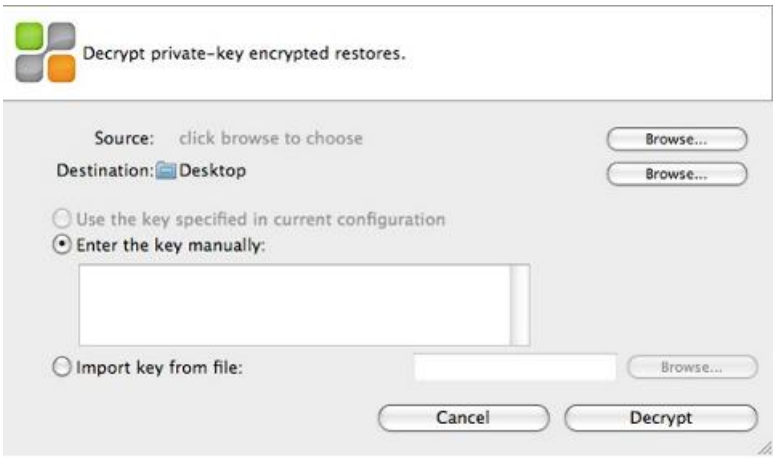
Procedure

1. Right-click the Mozy backup software icon in the menu bar, then select **Open Decrypt**.

   Note

   If you do not see the Mozy backup software icon, you may need to enable it. For more information, see Reenable the Mozy Backup Software Icon on page 136.

   Figure 38 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 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 192.

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 201.

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.

View Files with the Mozy Mobile App

With the Mozy mobile app, you can view many files directly from your mobile device. For more information, see Mozy Mobile App on page 15.

Procedure

1. Open the Mozy mobile app, and then enter your passcode if necessary.
2. To search for a file, tap a file type on the **My Mozy** tab or tap the **All Files** tab to see a complete file list.

   (Android) Tap ⋮, and then tap **Refresh**.

   (iOS) Pull and drag the file list to refresh it.
3. Tap a device. If you use sync, your sync folder is also listed.

   The file list appears.
4. Tap the file to view it.

   Note

   (Android) To view files other than photos, tap and hold the file, then tap **Download**. Tap ⋮, and then tap **My Mozy**. Tap **Downloaded** and tap the file you just downloaded.

Save Photos from the Mozy Cloud to Your Mobile Device

With the Mozy mobile app, you can download photos in the Mozy cloud and save them to your device.

Procedure

1. Open the Mozy mobile app, and then enter your passcode if necessary.
2. Browse to a photo from a backed up computer or other location.

   Note

   If you use sync, you can choose photos in your sync folder.
3. Tap the file to view it.

   Note

   To view and download a high-resolution version of the photo, tap **High-Res**.
4. Choose one of the following options:
   - (Android) Tap ⋮, and then tap **Download**. Your photo is automatically saved to your gallery.

- (iOS) Tap **Download**, ⬆, and then tap **Save to Camera Roll** and tap **OK**.

The photo is named using information about the date and time it was taken, using this format: `IMG_year_month_day_hour_minute_second`.

Share Files in the Mozy Cloud with Apps on an Android Device

On your Android device, you can share a file in the Mozy cloud with other apps. When you share a file with another app, you can edit, email, or post your files, depending on the capabilities of each app.

Procedure

1. Open the Mozy mobile app, and then enter your passcode if necessary.
2. Browse to the file you want to share, and then touch and hold the file.

   The File Options menu appears.
3. Tap **Share**.
4. Tap the application you want to share the file with, and then follow the instructions on the screen.

Email Files from the Mozy Cloud from Your iOS Device

From your iOS device, you can email files stored in the Mozy cloud.

Procedure

1. Open the Mozy mobile app, and then enter your passcode if necessary.
2. Browse to the file you want to share, and then tap the file.
3. Tap ⬆, and then tap **Email File**.

   An email opens with the file attached.
4. Enter the recipient's email address in the **To** field, then tap **Send**.

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. For more information, see Restore or Download All Your Files from the Web on page 152.
- Order a media restore from Mozy on the Web. For more information, see Ordering Files on USB Drives on page 161.
- 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. For more information, see Replacing a Computer on page 55.

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.

CHAPTER 7

When You Have a Problem

In most situations, Mozy software performs its tasks without issues. However, if an issue does occur, you may be able to resolve it on your own with a little bit of research, or you can request assistance. The problems you encounter may be related to the backup software itself, or they can also be related to your Mozy account. Your computer's settings can also affect the way Mozy runs.

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- When Backups Do Not Start Or Complete 207
- Request Assistance 208
- Open the Administrator Guide 210
- Suspended Accounts 210
- Renaming, Moving, and Deleting Files 211
- Move a Large Sync Folder onto Another Computer 211
- Ensuring Programs Can See Recovered Files 212
- Troubleshooting 213

Frequently Asked Questions

This topic lists frequently asked questions and provides brief answers with links to relevant topics.

Why is my first backup taking so long?
The time your first backup takes depends on how many files are selected, how big each file is, and how fast your upload speed is. It is normal for your first backup to take a long time. You can use your computer while it backs up. You can also turn your computer off if necessary. The next time a backup begins, an interrupted backup session resumes where it left off. Reported progress for every backup begins at 0% because it does not include progress made during previous sessions.

Related topics

- Duration of Backups and Downloads on page 213
- Mozy Backup Software on page 12

How long does Mozy keep files I delete from my computer?
Mozy does not permanently keep files you delete from your computer. Files you delete from your computer or deselect from backing up are available to recover during your retention period, in case the deletion was not intentional. For more information, see File Versions and Data Retention Periods on page 179. For more information, see Sending Your Files to Mozy on page 61.

When does an account expire?
Paid accounts in good standing never expire automatically. As long as a valid payment method is on file, accounts automatically renew according to the terms of the selected plan and type of account. Free MozyHome accounts receive email messages when no file transfer activity has occurred within the previous 30 days. If no file transfer activity occurs during the subsequent grace period, free accounts are automatically expired and all account information and files in the Mozy cloud are deleted.

Related topics

- Overview of Mozy on page 9
- Changing Payment Information on page 117

Can I change the type of encryption key I use for backing up my files?
Not without uninstalling the Mozy backup software, then reinstalling it and backing up all your files again. For more information, see Mozy Encryption on page 18.

Why can't I see my old backups on my new computer?
If you used the "replace computer" process while installing the Mozy backup software on a new computer and the first backup is finished, you can still see your old backups from which to restore or download files. You need to change the date to a time before the Mozy backup software was installed on the new computer.

Related topics

- Recovering Files Deleted from a Computer on page 178
- Recovering Older Versions of Files on page 178

How do I sync files with another computer?
The process of linking or adding another computer for syncing is the same as linking the initial computer. For more information, see Link a Computer to Your Online Sync Folder on page 146.

Can you configure the backup software for Linux from the Admin Console?
The encryption key is the only backup software value you can set from the Admin Console. Mozy will add additional values in subsequent releases.

How do I perform more advanced configuration, such as changing the location of the temporary directory in the backup software for Linux?
For advanced configuration options, you need to edit the mozybackup.conf file. Details on what you can do and how to perform the configuration are included in the file.

Can I add my own security certificates to the backup software on Linux?
Yes. The backup software will read security certificates placed in the `etc/sso/certs/` directory.

When Backups Do Not Start Or Complete

Before you begin

The Mozy backup software must be installed and your first backup must have completed successfully.

If backups do not succeed, there are some things you can do to attempt to resolve the issue. After attempting each of these resolutions, start a backup manually to see whether the issue is resolved. To start a backup manually:

- (Windows) Right-click the Mozy backup software icon in the notification area, then click **Start Backup**. For more information, see Open the Backup Software on Windows through the Notification Area on page 64.

  Note

  If you do not see the Mozy backup software icon, you may need to enable it. For more information, see Reenable the Mozy Backup Software Icon on page 136.

- (Mac) Click the Mozy backup software icon in the menu bar, then click **Back up Now**.

  Note

  If you do not see the Mozy backup software icon, you may need to enable it. For more information, see Reenable the Mozy Backup Software Icon on page 136.

As long as your paid account is in good standing, your files are still safe in the Mozy cloud.

Files backed up from free accounts remain in the Mozy cloud for 30 days while no backups are occurring. You can upgrade from free to paid at any time. If that is not possible, as long as a second computer succeeds in backing up on that same free account, files from the computer which cannot back up remain in the Mozy cloud.

To troubleshoot backups which do not start or complete:

Procedure

1. Restart your computer.
2. Verify that your computer is running and has an Internet connection at the time of the backup attempt. The computer cannot be turned off or in sleep, hibernate, standby or any similar mode. The backup software cannot wake up a computer in those states. Consult the help topics provided with your computer's operating system to see how to verify your computer's power settings.

3. If you are backing up on a schedule, ensure that it is set to start at a time when your computer is on.

   For more information, see Back Up on a Schedule on page 110.

4. Make sure that your backups are not suspended.

   For more information, see Temporarily Stop Backing Up on page 241.

5. Verify that your back up speed is set high enough to allow the backup software to back up.

   For more information, see Changing Performance on page 124.

6. If you use a proxy server, verify that it is set correctly.
7. Temporarily disable your firewall and anti-virus programs. Consult the help topics provided by your firewall and anti-virus programs to see how to do this.

   Firewall and anti-virus programs which had not previously interfered with backups can receive updates which cause them to begin treating the backup software as a threat.

   If a backup succeeds when the firewall and anti-virus programs are disabled, change your firewall and anti-virus settings so they don't block the backup software. Help topics provided by your firewall and anti-virus programs should describe how to add exceptions and change other settings as necessary.
   On a Windows computer specifically, grant access or trusted status for all listed programs associated with Mozy, such as `Mozybackup.exe`, `Mozyconfig.exe`, `Mozystat.exe`, or the entire `C:\Program Files\Mozy` folder if possible.

8. Look in the **History** for error messages. The Mozy backup software may be reporting issues with attempts to back up.

   - (Windows) For more information, see See Backup History in Mozy Backup Software for Windows on page 96
   - (Mac) For more information, see See Backup History in Mozy Backup Software on a Mac on page 100.

   If you see an error message in the backup history, search for the exact text of the error code in the Mozy Support Portal, which provides topics to help resolve such errors. For more information, see Request Assistance on page 208.

After you finish

If these suggestions do not resolve the issue, you can seek assistance. The assistance options available to you depend on the kind of account you have. For more information, see Request Assistance on page 208.

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.

Paid accounts (MozyHome users or administrators for MozyPro or MozyEnterprise) may 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.

Individual MozyPro or MozyEnterprise users should contact their local account administrator for assistance or account management. For information about finding your administrator's email address, see Find Your Administrator's Email Address on page 210.

Procedure

1. Use a Web browser to open http://support.mozy.com.
   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.

Option	Description
Learn how to use the Mozy Support Portal	Click **Community**, and then click **Support Portal**. Several video tutorials demonstrate how to accomplish various tasks in the Mozy Support Portal.
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	Obtain your support ID to use when phoning Mozy.

Option	Description
support by phone	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

Find Your Administrator's Email Address

If you use MozyPro or MozyEnterprise, your administrator can provide assistance or perform account management activities.

Note

If you are the account administrator for a MozyPro or MozyEnterprise account, you can refer to the *Administrator Guide* for assistance in performing account management tasks. For more information, see Open the Administrator Guide on page 210.

Procedure

1. Find your administrator's email address in the Mozy backup software.
   - (Windows) In the Windows notification area, right-click the Mozy backup software icon, , and then click **About**. For more information, see Open the Backup Software on Windows through the Notification Area on page 64.
   - (Mac) In the menu bar, click the Mozy backup software icon, , and then click **Open Mozy Preferences**. Click **Buy More Space** to open an email addressed to your administrator. The subject line contains a request to increase storage. You can change the subject line if this is not the nature of your request.

Open the Administrator Guide

Administrators for a MozyPro or MozyEnterprise account can refer to the Administrator Guide for assistance in performing account management tasks.

Suspended Accounts

When a Mozy account is suspended, your computers cannot back up. If the suspension is not addressed, you risk having your account deactivated and your backed up files deleted.
A paid MozyHome account can be suspended if your credit card on file with Mozy is expired, declined, or cancelled, you receive emails asking for your payment information to be updated. You can update your payment information at any time.

Note

Attempts are made every seven days to charge the card on file. This means that after you update your payment information, you might have to wait up to seven days for the charge to be attempted before your account can be reactivated.

If you have been backing up with MozyHome Unlimited, you might find that a renewal plan cannot be recommended, and that your account is therefore suspended. This could happen for a couple reasons.

Table 36 Causes of suspended accounts

Reason	Resolution
Your Unlimited account has been backing up more than five computers. Paid MozyHome customers may not back up more than five computers.	Delete a computer from your account.
You are backing up more data than can be accommodated in the largest base plan plus several increments of additional storage.	Choose a base plan plus enough additional storage sufficient to meet your needs, or choose to back up less data.

If you use MozyPro or MozyEnterprise, your Mozy account administrator is responsible for managing payment.

If you use MozyPro or MozyEnterprise, only your account administrator can perform account management activities or provide assistance. For information about finding your administrator's email address, see Find Your Administrator's Email Address on page 210.

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 179.
- 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.

Move a Large Sync Folder onto Another Computer

When you link a new computer to your online sync folder, the contents of your online sync folder are downloaded from the Mozy cloud to the local sync folder on your

computer. If your online sync folder has a large amount of files in it, it can take a long time for the synchronization to complete. To speed up the linking of a new computer to your online sync folder, use a thumb drive to bypass the process of downloading your synchronized files from the cloud onto your new computer.

Procedure

1. Copy your local sync folder and its contents from your original computer onto a thumb drive.
2. Copy the sync folder from the thumb drive onto the new computer.
3. Download and install Mozy Sync on the new computer, remembering to choose your copied sync folder as the sync folder location on the Computer Linked window.

   Figure 39 Computer Linked Window

The copied sync folder is linked to your online sync folder.

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.

Troubleshooting

If you have a specific question about Mozy that you do not see answered elsewhere, you may find the answer here.

Duration of Backups and Downloads

During backups, both initial and routine, your files are uploaded to the Mozy cloud. When you download or restore your files, they are downloaded to your computer from the Mozy cloud. Mozy receives and sends files as fast as your connection permits.

During installation of the backup software, your Internet speed is tested to ensure that your connection is fast enough for backups. You can get a rough estimate of your transfer speed before you begin your initial backup by using a test site such as Speakeasy or Speedtest. You can search online for other testing tools or use tools made available by your Internet service provider.

The speed of your Internet connection can vary widely, and is influenced by things that Mozy does not control. Repeating Internet speed tests will often give you varied results due to the amount of congestion on the Internet, applications on your computer, and more. However, your numbers should not change by more than 50%.

Initial backups can take a long time to complete if you have a large amount of files. Approximate backup times are provided to help you roughly understand what to expect.

Table 37 Approximate backup times

Data/ Speed	56 Kbps	256 Kbps	1.5 Mbps	10 Mbps	100 Mbps
100 MB	4 hours	1 hour	10 minutes	2 minutes	9 seconds
500 MB	21 hours	5 hours	45 minutes	7 minutes	42 seconds
1 GB	2 days	10 hours	2 hours	15 minutes	2 minutes
5 GB	9 days	2 days	8 hours	1 hour	8 minutes
10 GB	18 days	4 days	16 hours	3 hours	15 minutes
30 GB	54 days	12 days	2 days	7 hours	43 minutes

Ideally, you would be able to back up at the maximum rate of your Internet connection, but other factors can affect how long it takes. Because of these factors, Mozy cannot provide a specific estimate for how long backups take.

Table 38 Factors influencing data transfer times

Factor	Details
Amount of data	The more data you have to back up, the more time it takes.
Number of files	The backup software must prepare each file individually for backup. The more files you have, the more preparation time is needed.
Size of files	Large files can take longer to back up, especially if the backup is interrupted and resumes numerous times.
Internet connection speed	Internet connection speeds can fluctuate greatly. Speeds, especially for home users, can sometimes drop to a small fraction of the maximum speed. As speeds slow down, backup times increase.
Network access by other applications on your computer	If other applications on your computer, such as a Web browser or email program, are accessing the Internet at the same time you are backing up data, the backup time increases.
Network access by others on your network	If you are on a network with others also accessing the Internet, the backup time increases.
Changes in the state of the computer	If your computer is shut down or goes into sleep, hibernation, or stand by mode, the backup stops. When the computer is active again and a backup session begins (either manually, or according to schedule or automatic settings), it resumes where it left off.
Computer usage	If your computer's processing resources are heavily used, such as accessing files or processing data, fewer resources are available for use by the backup software to transfer files. This can result in slower backups.
Performance settings in the backup software	You can determine how much of the available Internet connection is used by the backup software. When using Windows, you can also determine how much of the computer's processing resources are available to the backup software. If performance for the backup software is set low, backups are slow and possibly even stopped.
Whether your computer has an Internet connection	If your computer loses its Internet connection your backup is interrupted. It should automatically resume at the next opportunity.

After your initial backup, subsequent backups are relatively quick. Chances are that you won't even notice them. This is possible because the backup software performs what are called differential backups, which means that only the portions of your files which changed since the last time those files were backed up are uploaded, along with any new files selected for backup. This saves significantly on time, bandwidth and storage space.

If you have many files, restoring or downloading them can take a long time for all the same reasons as uploading them. However, many Internet service providers much higher speeds for downloads than for uploads. This means that restoring or downloading files can be much faster than backing them up.

Note

The backup software automatically resumes interrupted backups and downloads. Progress is reported for each session individually. When a transfer resumes, the progress reported always starts at 0% because it represents only the amount of the remaining data to transfer. For example, you have 1 GB of files to back up, and half was backed up before the session was interrupted. When the backup later resumes, the beginning progress is 0% for the remaining 500 MB, rather than 50% on the full 1 GB.

If Settings Are Grayed Out in the Mozy Backup Software for Windows

If settings for the Mozy backup software on the Windows computer are visible but you cannot access them, there are a few possible solutions.

First, you may be able to notify Windows to grant you access to these settings. The steps for doing this differ slightly depending on which version of Windows you have.

Table 39 Granting access to Windows settings

Windows 10	In the upper-right part of the Mozy backup software Settings window, click **Change settings that are currently unavailable**, then in the Windows Access Control Window, click **Yes**.
Windows 8	In the User Account message box, click **Yes**.
Windows 7	On the Mozy backup software Settings window, click the link for the **User Account Control** icon.
Windows Vista	In the upper-right part of the Mozy backup software Settings window, click **Change settings that are currently unavailable**, then in the Windows Access Control Window, click **Trust**.

The Mozy backup software Settings window reloads and you can now access settings that were previously grayed out.

Second, you may need to log in to Windows with a user account which has administrative permissions. For more information, consult the help for the Windows operating system.

Settings may be managed and locked by your Mozy administrator.

Two Files with Similar Names Are In Your Sync Folder

If the same file is open on two different computers at the same time and changes are made on both computers, there can be a conflict because there are two different copies of the same file with different content. Sync does not know how to merge the content together. To prevent any possible loss of data, sync creates a new file with the original filename and the computer name and the date appended to it. You should open the original file and the one created by sync and manually merge the contents together.

Files in Your Sync Folder Do Not Update

In rare situations, the set of files in your online sync folder might not match the set of files in the sync folder on your computer, even after waiting a sufficient amount of time for the files to sync. In these situations, you can force sync to compare all of the

contents in both locations and make them match. For more information, see Pause, Resume, or Force Syncing on page 113.

Extra Files Are Showing in Mozy on the Web

You may see files in Mozy on the Web that you don't have on your computer, and that you did not back up.
One reason for this is that these may be artifacts of the backup process that are shown only for a certain kind of Mac or Linux file. If you restore files, you do not need include them; however, no harm will result if you select them.

Files Failed to Decrypt in Restore Manager

Downloading files with Restore Manager may result in a list of files that failed to decrypt.

While rare, this could happen if any files being downloaded were encrypted with a different key. One reason for this is when the Mozy backup software is reinstalled (as when a computer is replaced), and a different key is chosen from the one used the first time the backup software was installed.

When you see this list of files which failed to decrypt, you have an opportunity to provide an alternate key to decrypt those remaining files.

(Mac) Error When Installing Backup Software

The Mozy backup software uses two different service types: desktop service and server service. You may have tried to install a desktop service on a server operating system if you got the following error: `Your Mozy product does not support Mac OS X Server or OS X with Server tools installed.`

MozyHome does not have a server service option, so it only works with desktop operating systems. If you have Mac OS X Lion 10.7 Server, Mountain Lion OS X 10.8 Server, or if you've installed OS X Server tools, then your operating system is no longer compatible with the Mozy backup software because you have a server operating system. You may experience this same compatibility issue if you try to install MozyPro or MozyEnterprise with desktop service on a server operating system.

To continue using the backup software, either remove Server tools or get MozyPro or MozyEnterprise with server service. For more information, see http://mozy.com/pro or http://mozy.com/enterprise, or request assistance. For help with removing Server tools, contact Apple support.

CHAPTER 8

Upgrading or Downgrading Your Mozy Account

Your Mozy account can be upgraded or downgraded to use more or fewer computers or more or less storage space. Upgrading or downgrading your account is different from updating any Mozy software, as well as different from backing up your computer or downloading any files from the Mozy cloud.

MozyHome customers can largely upgrade or downgrade their accounts themselves any time they wish.

If you use MozyPro or MozyEnterprise, only your account administrator can perform account management activities or provide assistance. For information about finding your administrator's email address, see Find Your Administrator's Email Address on page 210.

- Log In to Manage Your Account Online 218
- Get Free Space with Referrals 219
- Adding Space or Computers to Your Account 220
- Deleting a Computer from Your Account 222
- Downgrading Your Account 223
- Upgrade from MozyHome Free to MozyHome Paid 224
- Change Your Account Type 226

Log In to Manage Your Account Online

If you use MozyHome, you can manage most aspects of your account yourself when you log in online. This includes adding space or computers to your account, managing payment information, cancelling your account, and changing your account credentials, such as your email address or password.

If you use MozyPro or MozyEnterprise, only the account administrator can perform account management activities or provide assistance. For information about finding the administrator's email address, see Find Your Administrator's Email Address on page 210.

Some MozyPro or MozyEnterprise users are allowed to change their own Mozy password, or expire mobile access to your Mozy account, or download your files from the Mozy cloud using a Web browser.

Note

When you log in to your account online, you may be required to verify your email address or to pass the CAPTCHA test. CAPTCHA protects Web sites by generating tests that humans can pass, but that computer programs cannot. This prevents automated software from performing actions which degrade the quality of service, whether due to abuse or resource expenditure. CAPTCHA stands for Completely Automated Public Turing Test To Tell Computers and Humans Apart. These measures increase security and validate your email address when you activate your account or change your email address.

Procedure

1. Use a Web browser to log in to your account online. Choose a login option.
   - At https://secure.mozy.com/login, type your email address and password in the appropriate fields, then click **Log In**.
   - If you use MozyPro or MozyEnterprise and if your administrator provided you with a URL, use that URL in your browser's address bar, then press **Enter**, type your email address and password in the appropriate fields, then click **Log In**. The URL should resemble `https://subdomain.mozy.com/login`, where *subdomain* is replaced by the actual subdomain for your MozyPro or MozyEnterprise account.
2. (Conditional) If your attempts to log in fail, you may see the CAPTCHA test.
   a. Read the CAPTCHA characters.
   b. Type the CAPTCHA characters, then click **Log In**.
3. (Conditional) You may see a screen requesting you to verify your email address.
   - If the email address you see on this screen is correct, find the validation message in your email account and click the link to verify your email address.
   - If the email address you see on this screen is not correct, enter a valid address in the **Change email** field, then click **Send**. Then, find the validation message in your email account and click the link to verify your email address.
   - If the email address you see on this screen is correct, but you cannot find the validation message in your email account, click **Resend**. Then, find the validation message in your email account and click the link to verify your email address.

a. Once you have verified your email address, click **Go to Account**.

4. Choose the appropriate option.

Option	Action
If you use MozyHome and if you see the Devices tab or the Synced tab	Click your user name in the upper-right corner, then click **Account Summary**. Your Account Pages appears.
If you use MozyHome and if you do not see the Devices tab or the Synced tab	Your Account Pages are open.
If you use MozyPro or MozyEnterprise	Your account management page appears.

Get Free Space with Referrals

Free space for referrals are available only to free MozyHome accounts.

MozyHome customers with free accounts can earn additional storage space by introducing MozyHome to colleagues, friends, and family. For each referral who purchases and uses MozyHome, you will receive another 256 MB of storage space.

Procedure

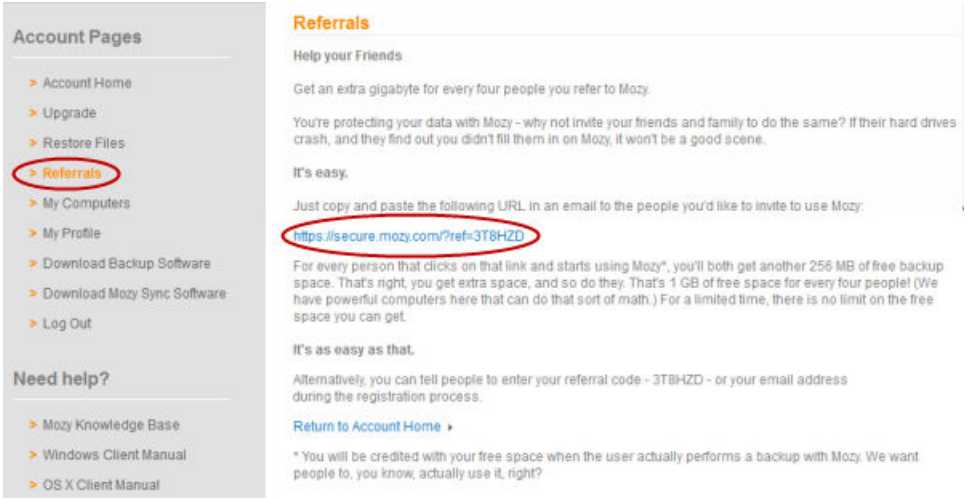
1. Use a Web browser to log in at https://secure.mozy.com/login.

Option	Description
If you see the Devices tab or the Synced tab	Click your user name in the upper-right corner, then click **Manage account**. Your Account Pages appears.
If you do not see the Devices tab or the Synced tab	Your Account Pages are open.

For more information, see Log In to Manage Your Account Online on page 218.

2. Under the **Account Pages** menu on the left side of the page, click **Referrals**.
3. Copy the unique URL provided on the Referrals page and paste it into an email.

Figure 40 Referral Link



4. Send the email to your colleagues, friends, and family asking them to click it to try MozyHome online backups.

After you finish

Anyone who does not receive your referral email can sign up at https://secure.mozy.com/login, being sure to type your unique referral code or your email address when they register.

Adding Space or Computers to Your Account

If you use MozyPro or MozyEnterprise, only your account administrator can perform account management activities or provide assistance. For information about finding your administrator's email address, see Find Your Administrator's Email Address on page 210.

Free MozyHome accounts can have up to two computers sharing 2 GB of storage space. If you use sync, that space is also shared with it. Free accounts can upgrade to paid at any time or can earn additional space through the referral program.

Paid MozyHome accounts share any amount of storage you purchase among up to five computers. If you use sync, that space is also shared with it. Paid accounts can upgrade the base plan or add storage or computers any time.

To use the same MozyHome account, all computers must use the same email address and password.If you use sync, those same credentials must also be used there. This is also true when you connect the Mozy mobile app to the account.

Add Space or Computers to your MozyHome Account

Only paid MozyHome users can add space or computers to their own accounts. Once the account is upgraded to add a computer, you can download and install the backup software on that account, using the same user name and password.

Note

If your MozyHome account is unlimited, you cannot add space or computers.

If you use MozyPro or MozyEnterprise, you must ask your account administrator to add space or computers for you.

Procedure

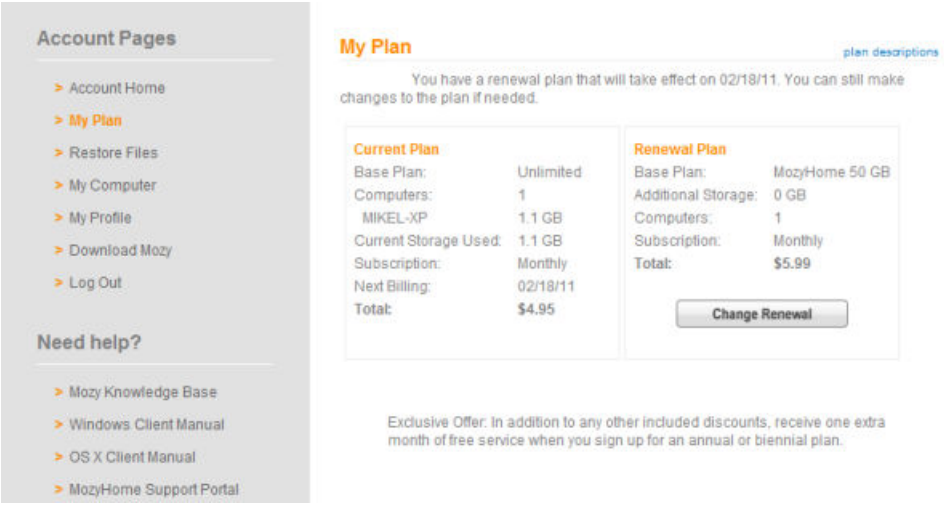
1. Use a Web browser to log in at https://secure.mozy.com/login.

Option	Description
If you see the Devices tab or the Synced tab	Click your user name in the upper-right corner, then click **Manage account**. Your Account Pages appears.
If you do not see the Devices tab or the Synced tab	Your Account Pages are open.

   For more information, see Log In to Manage Your Account Online on page 218.

2. Under **Account Pages** in the left menu, click **My Plan**.

   Figure 41 My Plan



3. Click **Change Renewal**.

   Note

   If your current subscription is Unlimited and if no renewal plan can be recommended, you can choose to do nothing and let your subscription and account expire, or you can click **Choose New Plan** to continue backing up with Mozy.

4. Change any of these plan components to create a renewal plan that meets your needs:

Option	Description
Base Plan	Base plans share storage among all computers. Base plans include Mozy mobile app. • MozyHome 50 GB storage for one computer. • MozyHome 125 GB storage for three computers.
Additional Storage	Increments of 20 GB added to the storage permitted by the base plan, shared among all computers.

Option	Description
Computers	Add as many computers as you need up to a total of five. If your base plan is 50 GB, you can add between one and four computers. If your base plan is 125 GB, you can add one or two computers.
Subscription	The renewal period of your subscription, either Monthly, Yearly or Biennially (every two years).

Note

You cannot downgrade any plan components yourself. If you need to downgrade any components, contact Customer Support.

You can see the amount of your next regular payment as well as the immediate charge, prorated for the remainder of the current billing period.

5. Be sure your selections for base plan plus additional storage plus computers will meet your needs during your next renewal period, then click **Submit**.

After you finish

If you added computers to your plan, you can now download and install MozyHome on those additional computers, being sure to use exactly the same email address and password credentials. During this process, you may be asked whether to add the computer to your account or to replace a computer. Be sure to choose to add the computer.

Deleting a Computer from Your Account

You might delete a computer from your account if you have decided not to back it up anymore, or if you have reached the maximum number of computers you can back up with your account. Deleting a computer from your account in that case allows you to install the backup software on a different computer to begin backing it up with your account.

Choosing to delete a computer from your Mozy account irrevocably deletes all data associated with that computer from the Mozy cloud within 24 hours. You will no longer able to restore any files from that computer. Therefore, you must be certain that all files from that computer are moved to another computer which is being backed up, or that you simply no longer care enough about those files to back them up.

Deleting a computer from your account does not automatically downgrade your account. Only MozyHome accounts can delete their own computers.

If you use MozyPro or MozyEnterprise, only your account administrator can perform account management activities or provide assistance. For information about finding your administrator's email address, see Find Your Administrator's Email Address on page 210.

Delete a Computer from Your MozyHome Account

Before you begin

If you intend to permanently delete a computer from your account, it is best to first uninstall all the Mozy software from it.

Procedure

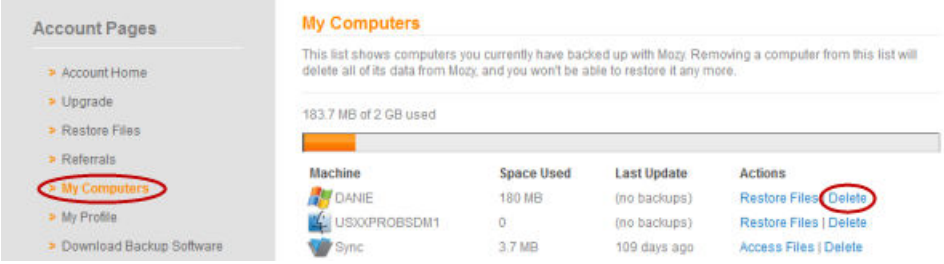
1. Use a Web browser to log in at https://secure.mozy.com/login.

Option	Description
If you see the Devices tab or the Synced tab	Click your user name in the upper-right corner, then click **Manage account**. Your Account Pages appears.
If you do not see the Devices tab or the Synced tab	Your Account Pages are open.

   For more information, see Log In to Manage Your Account Online on page 218.

2. Click **My Computers** under the Account Pages menu on the left side of the page.
3. Click the **Delete** link associated with the computer you want to delete.

   Figure 42 Delete Computer



4. Type your account password, then click **Delete Machine**.

Results

The computer is deleted from your account, is no longer backed up, and any files backed up from the computer are deleted within 24 hours. The Mozy software is still on your computer unless you uninstall it.

Downgrading Your Account

You can uninstall the backup software, Mozy Sync, or the Mozy mobile app any time you wish. You can also delete a computer from your account any time you wish.

If you use MozyHome and wonder whether you are paying for unused storage space or extra computers, you can review your plan any time. For more information, see Changing Payment Information on page 117 and Add Space or Computers to your MozyHome Account on page 220.

MozyHome customers can make changes to downgrade a renewal plan at any time; however, such changes take effect only on the date the renewal plan goes into effect. This means that if you have a monthly MozyHome plan, any downgrades you make to your renewal plan go into effect when your next month begins.

If you have a biennial MozyHome plan and have made downgrades, they will not go into effect until the remainder of the current two-year interval has passed. If you need downgrades to take effect before the end of your current plan, you must contact Customer Support.

Note

Unlimited MozyHome accounts cannot be downgraded; however, you can renew an Unlimited MozyHome account into a 50 GB or 125 GB plan.

If you use MozyPro or MozyEnterprise, only your account administrator can perform account management activities or provide assistance. For information about finding your administrator's email address, see Find Your Administrator's Email Address on page 210.

Upgrade from MozyHome Free to MozyHome Paid

If you use MozyHome free with a 2 GB storage limit, you can upgrade your plan at any time to a paid subscription.

Procedure

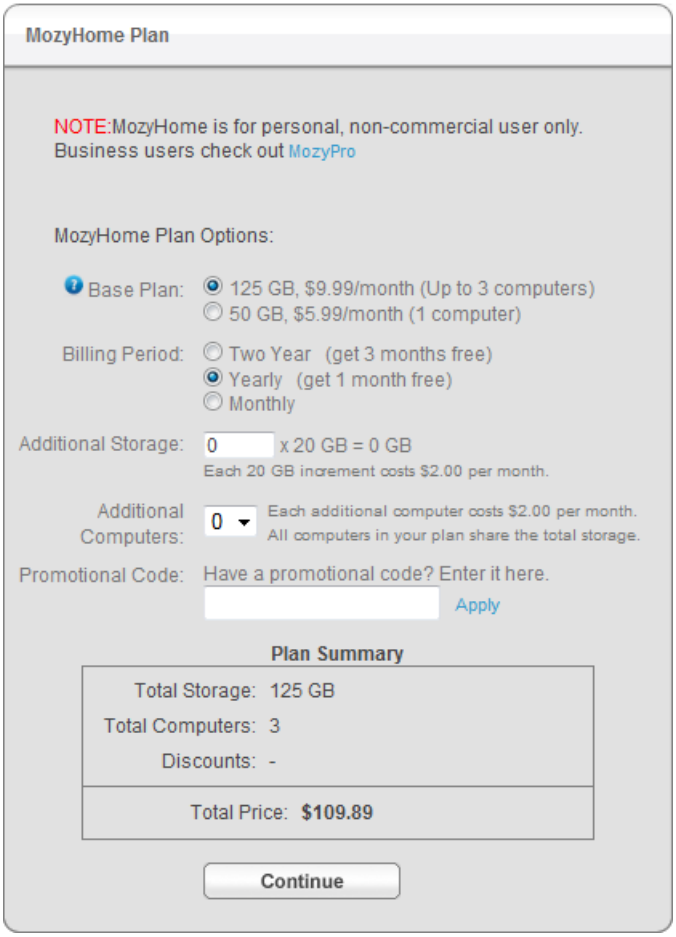
1. Use a Web browser to log in at https://secure.mozy.com/login.

Option	Description
If you see the Devices tab or the Synced tab	Click your user name in the upper-right corner, then click **Manage account**. Your Account Pages appears.
If you do not see the Devices tab or the Synced tab	Your Account Pages are open.

   For more information, see Log In to Manage Your Account Online on page 218.

2. Click **Upgrade** under the **Account Pages** menu on the left side of the page.

Figure 43 Upgrading Your Plan



3. Select your base plan.

   Storage space is shared among all the computers and is used as needed, not simply divided equally. For example, one computer may use almost all the storage space, while the other computers may use much less.

   If the base plan you choose allows fewer computers than you are currently backing up, there are three ways to resolve the discrepancy. You can choose a base plan with more computers, or you can add computers up to a total of five, or you can delete computers from your account. You cannot restore files from a deleted computer and you can no longer back up a deleted computer.

4. Select how frequently you want to be billed.

5. (Optional) Enter the amount of additional storage you wish to purchase. Each increment is 20 GB.

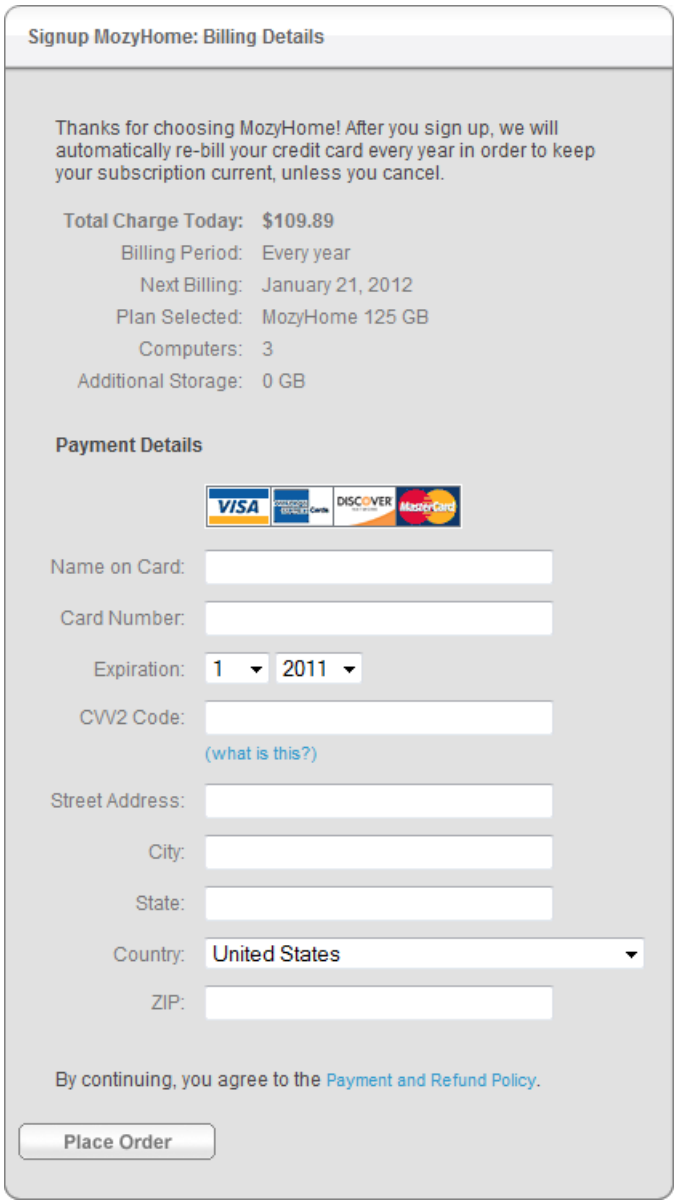
   For example, if you enter 3 in the **Additional Storage** field, you are purchasing three 20 GB increments for a total of 60 GB of additional storage. Just as with the base plan storage, additional storage is consumed among all the computers on your account on an as-needed basis.

6. Choose the number of computers to back up in addition to those permitted in the **Base Plan**.

7. (Optional) Enter a promotional code, then click **Apply** to see its affect in the **Plan Summary**.

8. Click **Continue.**
9. Confirm the details of your charge, then enter your payment information in the fields provided.

Figure 44 Billing Details



10. Click **Place Order** to finish the upgrade.

Change Your Account Type

Upgrading your account type and changing it are two different processes.

Upgrading your account is only possible when you go from a free MozyHome account to a paid MozyHome account. When upgrading, all your files remain in the Mozy cloud, and you continue to back up and synchronize your files like normal.

Changing between any other account types (MozyHome to MozyPro; MozyEnterprise to MozyHome, etc.) requires you to create an entirely new account and to back up and synchronize all your files to the cloud again. If you have files in the cloud that are

not on your computer, then you should restore all your files from the old account before backing up to the new account.

For example, to change your account type from MozyHome to MozyPro, you must first create a MozyPro account. Next, restore your files from the MozyHome account, and then back them up with MozyPro. Then, link your existing local sync folder with your MozyPro account to sync your files to the MozyPro account. Finally, once all your files are in the Mozy cloud under your MozyPro account, you can then delete the MozyHome account.

CHAPTER 9

Updating Mozy

Updating the backup software ensures that you have latest new features and improvements. The backup software also benefits from updates to keep pace with these other features and services which are always up-to-date.

- Mozy Sync
- Mozy mobile app
- Mozy on the Web
- Restore Manager

You can update the backup software automatically or manually. On rare occasions an update may be mandatory. If this is the case, you are notified of this requirement and receive multiple reminders to update manually before you are automatically updated. This only occurs when an update is a significant security risk or other such necessary update.

If you are updating automatically, it may take some time for the update to occur. You can always update manually. The most recent versions of the backup software, including beta offerings, are available through the Community Forum on the Support Portal. For more information, see Request Assistance on page 208.

If you need to change any aspects of your account, such as contact information, payment information, storage space or computers, see Upgrading or Downgrading Your Mozy Account on page 217.

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- See What Version of Mozy Sync You Have 231
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Update Backup Software Automatically

By default, the Mozy backup software is set to update itself automatically when new versions are made available.

You can change whether the Mozy backup software updates itself automatically at any time. In Linux, you must manually update the backup software.

If you cannot change this setting and you use Windows, you may be able to resolve this issue yourself. For more information, see If Settings Are Grayed Out in the Mozy Backup Software for Windows on page 215. You may not be able to change this setting if your account administrator is managing it for you.

In Windows, if a computer user in an organization has standard rights (controlled through UAC settings), automatic updates cannot be installed without entering the computer administrator password. For users of MozyEnterprise, the administrator can make a configuration change on the computer, so the password is no longer required. For more information, see the updates in a UAC environment topic in the *Mozy Administrator Guide*.

Procedure

1. Choose one of the following:

   Note

   If you do not see the Mozy backup software icon, you may need to reenable it. For more information, see Reenable the Mozy Backup Software Icon on page 136.

2.
   - (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**. For more information, see Open the Backup Software on Windows through the Notification Area on page 64.
   - (Mac) Click the Mozy backup software icon in the menu bar, then select **Open Mozy Preferences**.
3. If prompted, type your username and password.
4. Choose one of the following:

Option	Description
Windows	Click the **Options** tab, then click the **Advanced** tab.
Mac	Click the **Options** tab.

5. Enable automatic updating.

Option	Description
Windows	Select **Automatically update the client software without prompting me**, and then click **OK**.
Mac	Select **Install updates automatically**.

See What Version of Backup Software You Have

Viewing the version of the backup software you have installed is helpful if you want to review the release notes or ensure you are running the most recent version of the software.If you use MozyPro or MozyEnterprise, your account administrator may be managing updates for your organization's backup software.

Procedure

1. Choose one of the following options.
   - (Windows 8) On the Start screen, click **Mozy Settings**.
   - (Windows 10, Windows 7 or earlier) Right-click the Mozy backup software icon in the notification area, then click **About**. For more information, see Open the Backup Software on Windows through the Notification Area on page 64.
   - (Mac) Click the Mozy backup software icon in the menu bar, then select **Open Mozy Preferences**.
   - (Linux) Access a terminal window.
2. The next window shows version information for the backup software.
   - (Windows 8) This is the splash screen which appears while the Settings window prepares to open.
   - (Windows 10, Windows 7 or earlier) This is the About Mozy window.
   - (Mac) This is the Mozy Preferences window, which shows the version number in the lower left corner.
   - (Linux) Type `mozyutil state --engine`.

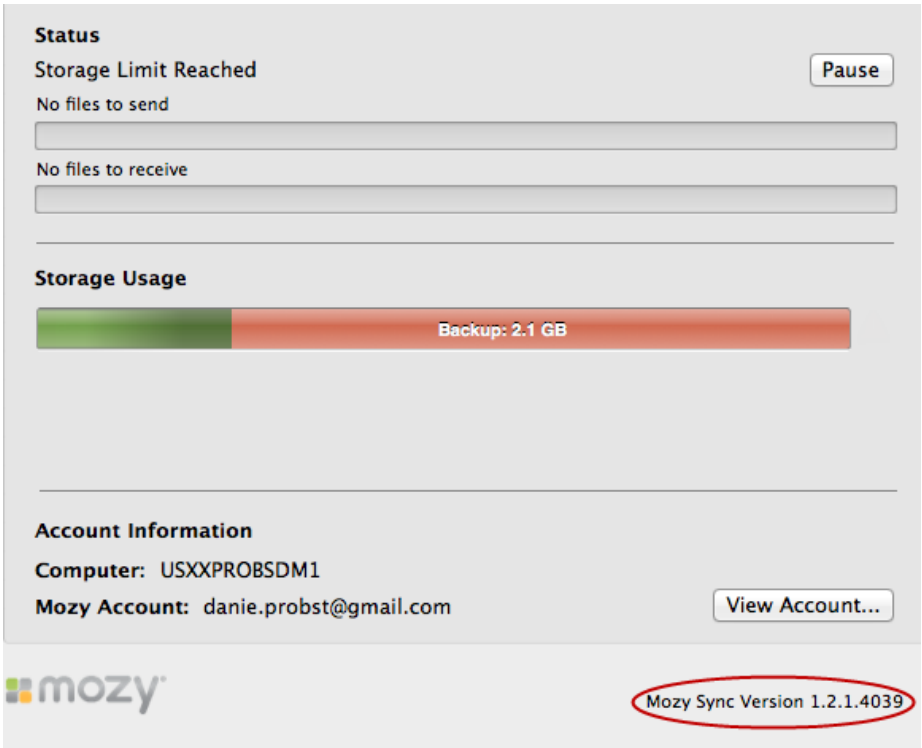
See What Version of Mozy Sync You Have

Viewing the version of Mozy Sync you have installed is helpful if you want to review the release notes or ensure you are running the most recent version of the software.If you use MozyPro or MozyEnterprise, your account administrator may be managing updates for your organization's backup software.

Procedure

1. Open the Mozy Sync Preferences window.
   - (Windows 8) On the Start screen, click the **Desktop** tile to open the desktop, and then right-click the Mozy Sync icon in the notification area and click **Preferences**.
   - (Windows 10, Windows 7 or earlier) Right-click the Mozy Sync icon in the notification area, and then click **Preferences**.
   - (Mac) Click the Mozy Sync icon in the menu bar, and then click **Preferences**.
2. Look in the bottom right corner to see the version you have installed.

Figure 45 Mozy Sync Version



Manually Update Backup Software

The Mozy backup software is set by default to update automatically when new versions become available. However, you can manually update the backup software any time. You may need to do this if you have disabled automatic updates, or if you have an issue with the automatic update feature. In Linux, you must manually update the backup software.

The manual update process is similar to the initial installation process; you download and install the backup software. However, when you update manually, you do not typically need to uninstall the current version of the software, and you might not need to provide your account credentials as you do with an initial installation.

If you are in Windows and an update is available, you can right-click the Mozy backup software icon in the notification area and select **Update Mozy** in the menu to update the software. If no updates are available, this menu option is hidden.

Note

If you do not see the Mozy backup software icon, you may need to enable it. For more information, see Reenable the Mozy Backup Software Icon on page 136.

Update the Backup Software on Linux

The backup software for Linux does not automatically check for and install updates. You must manually update the software.

Procedure

1. Access a terminal window.

2. Check for an updated version of the backup software. Type `mozyutil state --engine`.

   This displays the current version of your backup software and the latest version available, along with a URL link for downloading the latest version.
3. Download the latest version of the software using the URL.
4. Install the updated version of the backup software.
   - (Debian) Type `dpkg -i <filename>`.
   - (RPM) Type `rpm -U <filename>`.

   Replace *<filename>* with the name of the installation package you downloaded.
5. Restart the backup service. Type `service mozybackup stop`, then type `service mozybackup start`.

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 184. 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. Use a Web browser to log in to your account online. Choose a login option.
   - At https://secure.mozy.com/login, type your email address and password in the appropriate fields, then click **Log In**.
   - If you use MozyPro or MozyEnterprise and if your administrator provided you with a URL, use that URL in your browser's address bar, then press **Enter**, type your email address and password in the appropriate fields, then click **Log In**. The URL should resemble `https://subdomain.mozy.com/login`, where *subdomain* is replaced by the actual subdomain for your MozyPro or MozyEnterprise account.
2. Click or tap your user name, then click or tap **Event history**.
3. Click or tap any Direct Download in the list of events.
4. In the **Details** pane, click **Download the Mozy Restore Manager**.
5. 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.

operating system	default download location
Windows	`C:\Users\Username\Downloads`
Mac	`/Users/Username/Downloads`

Username represents your user name for your user account on that computer.

6. Find and double-click the file you just saved to install Restore Manager as you would any other program.

   Restore Manager is updated.

Manually Update Mozy Sync

Mozy Sync automatically updates itself when new versions are made available. However, you can manually update Mozy Sync at any time; it is not necessary to uninstall first.

Procedure

1. Quit Mozy Sync.
   - (Windows 8) On the Start screen, click the **Desktop** tile to open the desktop. Right-click the Mozy Sync icon in the notification area, click **Exit**, and then click **OK**.
   - (Windows 10, Windows 7 or earlier) Right-click the Mozy Sync icon in the notification area, click **Exit**, and then click **OK**.
   - (Mac) Click the Mozy Sync icon in the menu bar, and then click **Quit**.
2. Download and install the new version of Mozy Sync.

Update the Mozy Mobile App

You can manually update the Mozy mobile app.

For information about updating the mobile app for Android, see https://support.google.com/googleplay/answer/113412?hl=en.

For information about updating the mobile app for iOS, see http://support.apple.com/kb/ts1702.

Uninstalling or Reinstalling

There are several reasons you may want to uninstall the Mozy backup software. You may also uninstall Mozy Sync any time you wish. Uninstalling the Mozy backup software does not close your Mozy account.

If you intend to reinstall the Mozy backup software and if you have used a personal encryption key or a corporate encryption key, changed default settings, or have a complex set of rules for automatically selecting files, you should make note of these before you uninstall. This will make it easier to personalize your settings when you reinstall. If you are using Windows, you have the option when you uninstall to save your settings. Saving your settings only eliminates the need to reselect files, reselect backup sets, and recreate custom backup sets; you will still need to make any needed changes to other settings. When you reinstall on the same computer where you saved your settings, you are automatically asked whether you want to import your saved settings.

Note

If you are closing your Mozy account, begin by uninstalling all the Mozy software. If you close your Mozy account before you uninstall all the Mozy software, you cannot contact Customer Support in the event you have a problem.

Uninstall Backup Software for Windows

Uninstalling the backup software allows you to prepare for a reinstall or close your Mozy account.

Procedure

1. If you use Windows 7 or earlier, choose an option.
   a. If you have a MozyHome account, click **Start** > **All Programs** > **MozyHome** > **Uninstall MozyHome**.
   b. If you have a MozyPro account, click **Start** > **All Programs** > **MozyPro** > **Uninstall MozyPro**.
   c. If you have a MozyEnterprise account, click **Start** > **All Programs** > **MozyEnterprise** > **Uninstall MozyEnterprise**.
2. If you use Windows 8, choose an option.
   a. With the Start screen showing, type `Control Panel`.
   b. If you have a MozyHome account, in the Windows Control Panel, right-click MozyHome, and then click **Uninstall**.
   c. If you have a MozyPro account, in the Windows Control Panel, right-click MozyPro, and then click **Uninstall**.
   d. If you have a MozyEnterprise account, in the Windows Control Panel, right-click MozyEnterprise, and then click **Uninstall**.
3. Click **Yes** to confirm uninstalling the backup software
4. Click **Yes** if you wan to save your configuration settings.

   Save your settings if you plan to reinstall and do not want to reselect files, reselect backup sets, and recreate custom backup sets. During reinstallation, you will be asked if you want to use your saved settings. For information, see Uninstalling or Reinstalling on page 234.
5. If you are prompted to restart, click **Yes**.

Uninstall Backup Software for Mac

Uninstalling the backup software allows you to prepare for a reinstall or close your Mozy account.

Note

If your Mozy account is closed before you uninstall the backup software, to uninstall it you can hold down the **Option** key on your Mac while clicking the Mozy backup software icon in the menu bar, then select **Uninstall Mozy**. If you do not see the Mozy backup software icon, you may need to reenable it. For more information, see Reenable the Mozy Backup Software Icon on page 136.

Procedure

1. Click the Mozy backup software icon in the menu bar, then select **Open Mozy Preferences**.

   Note

   If you do not see the Mozy backup software icon, you may need to reenable it. For more information, see Reenable the Mozy Backup Software Icon on page 136.

2. Click the **Summary** tab.
3. Click **Uninstall**.
4. (Optional) To save your configuration file, select **Keep configuration and log files**.
5. Click **Uninstall** to verify the uninstall.
6. Enter your user name and password in the appropriate fields, then click **OK**.

Uninstall Backup Software for Linux

Uninstalling the backup software allows you to prepare for a reinstall or close your Mozy account.

Procedure

1. Run that uninstall command as `sudo\root`.
   - (Debian-based distributions) `$ dpkg -r mozybackup`
   - (RPM-based distributions) `$ rpm -e mozybackup`

   The software is uninstalled.
2. (Debian-based distributions) Remove the software from Package Manager.

   ```
   $ dpkg -P mozybackup
   ```

Uninstall Mozy Sync

Before you begin

Before you uninstall Mozy Sync from a computer, you should unlink the computer from your online sync folder.

Note

If you need your online sync folder emptied, remove all files and folders from the local sync folder on your computer before you unlink and uninstall Mozy Sync. Otherwise, you will need to use a Web browser to access your online sync folder so you can delete the files and folders there.

You can uninstall Mozy Sync from your computer. After you unlink and uninstall Mozy Sync, the sync folder and its contents remain on the computer, but are no longer synced with your online sync folder. If you are using the Mozy backup software, you may want to add these files, which are no longer synced, to your backups to ensure they are still protected.

Procedure

1. If you use Windows 8, follow these steps.
   a. On the Start screen, click the **Desktop** tile.
   b. Click **Start** > **Control Panel**.
   c. Click **Programs** > **Programs and Features**.
   d. Double-click **Mozy Sync**, then click **Yes**.
2. If you use Windows Vista and or Windows 7, follow these steps.
   a. Click **Start** > **Control Panel**.
   b. Click **Programs** > **Programs and Features**.
   c. Double-click **Mozy Sync**, then click **Yes**.
3. If you use a Mac, follow these steps.
   a. Click the Finder icon in the Dock to open Finder.
   b. Click **Applications** under Favorites in the left navigation pane.
   c. Right-click **Mozy Sync**, and then select **Move To Trash**.

Uninstall the Mozy Mobile App

You may want to uninstall the Mozy mobile app if you no longer want your device to have access to your files in the Mozy cloud or if you plan to cancel your Mozy account. If your phone is lost or stolen, you can expire access to the mobile app to erase your favorites, history, and passcode, preventing others from accessing your data in the cloud. Uninstalling the Mozy mobile app only removes the app from your device. Your files remain in the Mozy cloud, any files downloaded from the cloud to your device remain on your device, and your Mozy account is not canceled. If you plan to cancel your Mozy account, uninstall the mobile app first in case you have a problem and need to contact support.

For information about uninstalling the Mozy mobile app on Android, see https://support.google.com/googleplay/answer/2521768?hl=en.

For information about uninstalling the Mozy mobile app on iOS, see http://support.apple.com/kb/TI135.

CHAPTER 10

Stop Using Mozy

You can stop using Mozy permanently, in part, or temporarily.

To stop using Mozy permanently, close your account.

MozyHome customers can close their own accounts. If you use MozyPro or MozyEnterprise, only the account administrator can close the account by contacting Mozy sales or customer support.

To stop using Mozy in part, you can delete a specific computer from your account. You might want to do this if you're replacing an old computer with a new one.

You can also stop using Mozy Sync on a device by uninstalling it or unlinking it from your Mozy account.

To stop backing up with Mozy temporarily, you can suspend automatic or scheduled backups on a specific computer.

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- Temporarily Stop Backing Up 241
- Permanently Stop Backing Up 242
- Unlink a Computer from Your Online Sync Folder 242
- Reset Mozy File Synchronization 243

Close Account

Only MozyHome customers can cancel their own accounts.

MozyPro and MozyEnterprise accounts can only be cancelled by their administrators, who must contact either their Mozy Sales Representative or Customer Support to cancel. For more information, see Request Assistance on page 208.

⚠ CAUTION

Refunds are not automatically granted. If your MozyHome account is annual or biennial and if you need a refund, do not cancel your MozyHome account yourself. You must have a valid account to contact Customer Support so you can request a refund and to ask that your account be cancelled. For more information, see Requesting a Refund on page 241.

Procedure

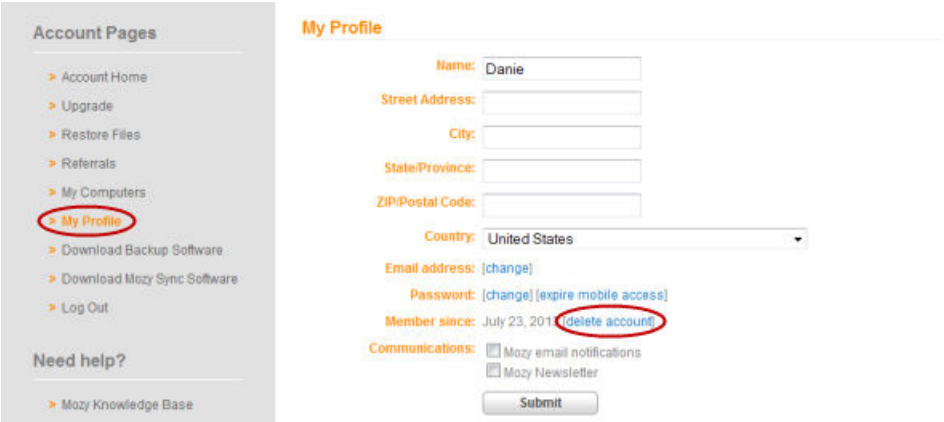
1. Use a Web browser to log in at https://secure.mozy.com/login.

Option	Description
If you see the Devices tab or the Synced tab	Click your user name in the upper-right corner, then click **Manage account**. Your Account Pages appears.
If you do not see the Devices tab or the Synced tab	Your Account Pages are open.

   For more information, see Log In to Manage Your Account Online on page 218.

2. Under the **Account Pages** menu on the left side of the page, click **My Profile**.
3. Next to **Member since**, click **Delete Account**.

   Figure 46 Delete Account



4. Enter your password to confirm that you want to delete your account.
5. Click **Delete Account**, then click **Submit**.

Results

Your account is cancelled and all of your information is completely deleted from the Mozy cloud within 24 hours.

Requesting a Refund

Refunds may be requested for accounts closed before the end of the billing interval or when an account is downgraded; however, MozyHome accounts which are paid monthly are not typically eligible for a refund.

Note

Refunds are not automatically provided. To request a refund, you must contact customer support. For more information, see Request Assistance on page 208.

A Mozy account is required to log in to the Support Portal and thereby request a refund.

Temporarily Stop Backing Up

You can suspend automatic or scheduled backups on a specific computer. In Linux, you can suspend or pause backups if you are in continuous backup mode. If you are in manual backup mode and have used a utility to schedule backups, you can disable backups within the utility.

You might want to stop a backup in several situations.

- You are adding or removing drives.
- You have an external drive selected for backup which is not connected to the computer.
- You are having work done on a computer.

While automatic or scheduled backups are suspended, you may still back up manually any time you wish.

If you cannot change this setting and you use Windows, you may be able to resolve this issue yourself. For more information, see If Settings Are Grayed Out in the Mozy Backup Software for Windows on page 215. You may not be able to change this setting if your account administrator is managing it for you.

Procedure

1. Choose one of the following options.
   - (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**. For more information, see Open the Backup Software on Windows through the Notification Area on page 64.
   - (Mac) Click the Mozy backup software icon in the menu bar, then select **Open Mozy Preferences**.
   - (Linux) Access a terminal window.
2. Choose one of the following options.
   - (Windows) Click the **Options** tab.
   - (Mac) Click the **Options** tab.
   - (Linux) Type `mozyutil continuous` to verify that you are in continuous backup mode.

The command returns `on` if you are in continuous backup mode. If you are in manual backup mode and have used a utility to schedule backups, disable backups within the utility.

3. Choose one of the following options.
   - (Windows) Click **Scheduling**, then select **Temporarily suspend automatic and scheduled backups**, and then choose how long you want to suspend backups.
   - (Mac) Next to Automatic Backups, select how long you want to suspend backups. Your changes are saved automatically.
   - (Linux) Type `mozyutil stop`.
     Backups remain suspended until you start backups again using `mozyutil start`.
4. (Windows) Click **OK**.

   Your changes are saved and the Settings window closes.

Permanently Stop Backing Up

You can permanently stop backing up a single computer by uninstalling the Mozy backup software. Uninstalling the backup software does not remove your files from the Mozy cloud, nor does it remove the computer from your account or close your account. Therefore, you should also delete the computer from your account, and downgrade your account if necessary.

To stop using Mozy entirely, you can uninstall all the software from all your computers, and you can then close your account.

Unlink a Computer from Your Online Sync Folder

If you no longer want to sync files on a computer, you can unlink the computer. Unlinking does not remove the Mozy Sync software from your computer.

After a computer is unlinked, the files in the sync folder on your computer are no longer synced with the online sync folder, but they do remain in the local folder.

You might unlink a computer to change the account used for syncing. You might also do this as part of the process of uninstalling Mozy Sync from your computer.

Procedure

1. Open the Mozy Sync Preferences window.
   - (Windows 8) On the Start screen, click the **Desktop** tile to open the desktop, and then right-click the Mozy Sync icon in the notification area and click **Preferences**.
   - (Windows 10, Windows 7 or earlier) Right-click the Mozy Sync icon in the notification area, and then click **Preferences**.
   - (Mac) Click the Mozy Sync icon in the menu bar, and then click **Preferences**.
2. Click the **Settings** tab.
3. Under Devices, click **Unlink Computer**, and then confirm that you want to unlink.

The local sync folder no longer syncs with the online sync folder formerly associated with it.

Reset Mozy File Synchronization

You may reset Mozy file synchronization for your account for several reasons.

- You want a fresh start using Mozy Sync, and you want to quickly and easily delete all your synchronized files from the Mozy cloud.
- You want to temporarily disable Mozy file synchronization among all your computers on your account without deleting any synced files from any computers, and you want to temporarily keep those files in the Mozy cloud as well.
- You want to make storage space consumed by your synced files available for your backups instead.

When you reset Mozy file synchronization for your account, you also choose whether to delete your synchronized files from the Mozy cloud.

- If you choose to keep your files in the Mozy cloud, you can undelete them within the retention period for your account. In this case, your originally synchronized files are available on the **Synced** tab when you log in to your Mozy account online.

  Note

  Undeleting synchronized files is possible only within the retention period for your account. When that period expires, those files are permanently deleted from the Mozy cloud. For more information, see File Versions and Data Retention Periods on page 179.

- If you choose not to keep your files in the Mozy cloud, you can later add Mozy file synchronization back to your account. In that case, none of your originally synchronized files are available.

None of your synced files are automatically deleted from any computers which 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 space may become available for backing up.

Only MozyHome users can reset or delete Mozy file synchronization from their own accounts.

If you use MozyPro or MozyEnterprise, only the account administrator can perform account management activities or provide assistance. For information about finding the administrator's email address, see Find Your Administrator's Email Address on page 210.

To reset file synchronization for a MozyHome account:

Procedure

1. Use a Web browser to log in at https://secure.mozy.com/login.

Option	Description
If you see the Devices tab or the Synced tab	Click your user name in the upper-right corner, then click **Manage account**. Your Account Pages appears.
If you do not see the Devices tab or the Synced tab	Your Account Pages are open.

For more information, see Log In to Manage Your Account Online on page 218.

2. On the Account Home page, click **Delete** for Sync under Computers.
3. Choose one of the following options.
   - Click **Yes** to keep your synchronized files in the Mozy cloud. Do this if you might resume synchronizing these same files within the grace period for your account.
   - Click **No** to remove your synchronized files from the Mozy cloud. Do this if you will not later resume synchronizing these same files.
4. Type your account password, and then click **Delete**.

   The Account Home page appears. Depending on whether you chose to keep your data, either **Undelete** or **Add** appears next to Sync under Computers.

Results

You may later click **Add** to resume using Sync, or if you had chosen to keep your files and the grace period has not expired, you may click **Undelete**.

After you finish

When you delete your synchronized files from the Mozy cloud this way, any local Mozy Sync folders remain on your computers. To ensure the files remain protected, make sure they are included in your backups.

You must uninstall the Mozy Sync software before the local folder can be included in the backup. This folder is automatically excluded from backups when the backup software detects that Mozy Sync software is installed.

CHAPTER 11

Mozy Commands

You can access certain Mozy functionality through a command interface. This is an advanced feature and generally only used by administrators to set up and configure Mozy.

For the backup software, you can perform these types of tasks and more when using the command interface.

- Activate the backup software
- Set up authentication
- Specify account information
- Check backup performance
- Schedule backups
- Specify and change user information

For Mozy Sync, you can perform these types of tasks and more when using the command interface.

- Set up a personal encryption key
- Set up a proxy
- Set language

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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.

```
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.

`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.

```
Mozysetup.exe /notadminactivation
```

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>
```

<OU GUID> is the GUID of the Active Directory organizational unit.

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:

- MozyHome - `C:\Program Files\MozyHome\Mozyutil.exe`
- 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.
- `/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.
- `/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:

- MozyHome - `C:\Program Files\MozyHome\Mozyutil.exe`
- 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.

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 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 260.

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 /quotaused
```

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:

- MozyHome - `C:\Program Files\MozyHome\Mozyutil.exe`
- 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` schedules 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 260.

<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 Mozy`support_`*date <destination folder>*

<destination folder> is where the collected information is placed.

Restore File
Requests a file restore.

```
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

```
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).

```
Mozyutil.exe /setproxyauth <password>
```

User Display Name
Sets the user display name reported to the Mozy cloud.

```
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.

```
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.

```
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.

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 directory 1 ...***

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 1 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
```

Example 1 Example of a Backup Set Definition File (continued)

```
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"
```

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 40 Max executable name

Product Type	Executable File name
MozyHome	`MozyHomeBackup`
MozyPro	`MozyProBackup`
MozyEnterprise	`MozyEnterpriseBackup` `Mozy\ EnterpriseBackup`

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.

```
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.

```
Mozy write option
```

OPTIONS

Enter ONE of the following for *option*.

`auth.type` ***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` ***output level***

Specifies the log output level. *output level* can be:

- `default`
- `error`
- `info`
- `debug`
- `debug1`
- `debug2`
- `debug3`

`general.status.show` ***choice***

Specifies if the status menu is displayed. *choice* is `yes` to display the menu and `no` to hide the menu.

`general.cache.disable` ***choice***

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` ***path***

Specifies the location that is used for saving temporary files. *path* is the path to the location.

`general.update.install` ***choice***

Specifies if software updates are installed automatically. Set *choice* to `yes` for automatic updates and `no` for no stop automatic updates.

`oauth.subdomain` ***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` ***host name***

Specifies the DNS host name of the authentication service. *host name* is the name of the host.

`options.enforce_encryption_key_source_type` ***value***

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` ***time***

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.

Note

If a value is not specified, the backup is scheduled automatically.

`setup.timeout` ***duration***

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` ***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` ***value***

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 scheudule.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 scheudule.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 <outpit_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. For more information on defining local backup sets, see Defining Linux Backup Sets on page 76.

Options

`-l`, `--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 193.

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. For more information, see Getting Files from Mozy on page 149

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.

```
mozyutil filecount
```

Linux `help` command

List the available backup software commands or display help for a specific command.

```
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.

```
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 is14.

`--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/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.

-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.

```
mozyutil scan [--verbose | --excluded | --local | --stats | --
repair]
     [--check-content] [--bytes]
```

Options

`-v, --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.

```
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.

```
mozyutil state [--engine] [--snapshot] [--appstate] [--summary]
     [--bytes]
```

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*.

en
: English, USA

en-GB
: English, Great Britain

de
: German, Germany

es-ES
: Spanish, Spain

fr
: French, France

it
: Italian, Italy

ja-JP
: Japanese, Japan

nl
: Dutch, Netherlands

pt-BR
: Portuguese, Brazil

APPENDIX A

Open Source License and Copyright for GPLv3 Software

The Mozy software uses several open source libraries, which have their accompanying licenses.

- Open Source Software Used by Mozy 292
- GNU General Public License - Version 3 293
- MIT License 296
- WAF v1.9.9 License 297

Open Source Software Used by Mozy

The Mozy software is divided into several components. The open source software used by the components is listed along with the version and the components that use the software.

Table 41 Open source software used by Mozy

Open source software	Software version	Mozy component
boost	1.57.0	Backup software for Linux, Backup software for Windows, Restore Manager for Mac, Restore Manager for Windows, , Sync for Mac, Sync for Windows
Eglibc	2.11	Backup software for Linux, Sync for Mac, Sync for Windows
ELCImagePickerController	0.2.0	Mobile app for iOS
GCC runtime libraries	2.5 or 2.11	Backup software for Linux, Sync for Mac, Sync for Windows
Glibc	2.11	Backup software for Linux, Sync for Mac, Sync for Windows
Growl	1.3.1	Backup software for Mac
ICU		Backup software for Linux
jsoncpp		Backup software for Linux, Backup software for Windows, Restore Manager for Windows, , Sync for Mac, Sync for Windows
Izma	5.0.4	Backup software for Linux, Backup software for Windows, Restore Manager for Windows, , Sync for Mac, Sync for Windows
Libarchive	3.1.3	Restore Manager for Mac, Backup software for Linux, Restore Manager for Windows, Sync for Mac, Sync for Windows
Libiconv	1.13.1	Mobile app for Android
Openssl	0.9.8 and 1.0.0d	Backup software for Linux, Backup software for Windows, Sync for Mac, Sync for Windows
	1.0.0e	Backup software for Mac, Restore Manager for Mac, Mobile app for iOS
	1.0.1s	Mobile app for Android
Protobuf	2.3.0	Backup software for Linux, Backup software for Windows, Restore Manager for Windows, Sync for Mac, Sync for Windows
Protobuf	2.5.0	Mobile app for Android, Mobile app for iOS
Rapidjson	1.1.0	Backup software for Windows

Table 41 Open source software used by Mozy (continued)

Open source software	Software version	Mozy component
SBJson	3.0.4	Backup software for Mac, Restore Manager for Mac
Serf	1.0	Backup software for Mac, Restore Manager for Mac
SQLite	3.5.8	Backup software for Windows
	3.7.2	Restore Manager for Windows
	3.7.14.1	Backup software for Linux, Sync for Mac, Sync for Windows
	3.7.16	Backup software for Mac
Tinyxml2	4.0.1	Backup software for Windows
WAF	1.9.9	Backup software for Windows
WSAssetPickerController	0.2.0	Mobile app for iOS
wxWidget	2.6.3	Backup software for Windows
	2.6.12	Sync for Mac, Sync for Windows
Zlib	1.2.7	Backup software for Linux, Backup software for Windows, Restore Manager for Windows, Sync for Mac, Sync for Windows

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Version 3, 29 June 2007

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Some devices are designed to deny users access to install or run modified versions of the software inside them, although the manufacturer can do so. This is fundamentally incompatible with the aim of protecting users' freedom to change the software. The systematic pattern of such abuse occurs in the area of products for individuals to use, which is precisely where it is most unacceptable. Therefore, we have designed this version of the GPL to prohibit the practice for those products. If such problems arise substantially in other domains, we stand ready to extend this provision to those domains in future versions of the GPL, as needed to protect the freedom of users.

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The precise terms and conditions for copying, distribution and modification follow.

TERMS AND CONDITIONS

0. Definitions.

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