



# Apptix Online Backup by Mozy

## Restore Common Questions

www.apptix.com

### How do I restore my data?

There are five ways of restoring your data:

#### 1) Performing a Restore Using the Restore Tab

You can restore files from the Apptix Online Backup by Mozy Configuration window.

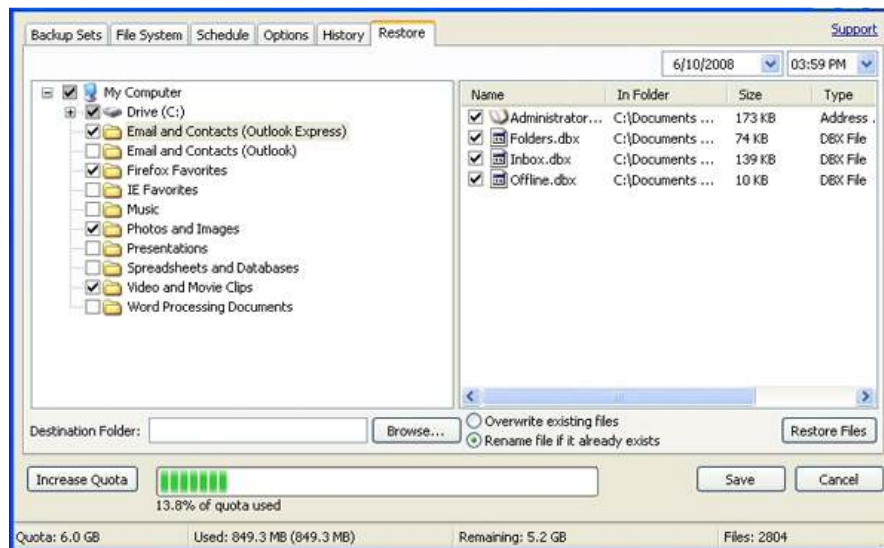



Figure 1: Restore Tab

1. Double-click the **Apptix Online Backup by Mozy** icon  in the Windows system tray, then click **Restore** to open the **Restore** tab. (You can also right-click the **Apptix Online Backup by Mozy** icon, then click **Restore** in the context menu.)
2. In the left panel, select the backup set from which you want to restore files.
3. In the right panel, select the file or files you want to restore.
4. Click **Browse** to select the destination folder for your restored files.
  - a. When the **Browse** window displays, navigate to the desired folder.
  - b. Alternately, create a new folder by clicking **Make New Folder**, and then specify the name of the new folder in the appropriate field.
  - c. Click **OK** to return to the **Configuration** window.
5. Select whether you want to overwrite existing files or rename files if they already exist.
6. Click **Restore Files**.

The **Status** window appears with the restoration progress.

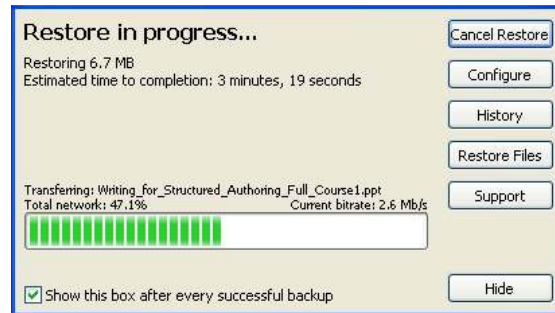


Figure 2: Status Window

## 2) Using the Apptix Online Backup by Mozy Virtual Drive

1. To access the My Computer window:
  - o Use either the Start menu or your desktop icon to navigate to My Computer (Computer for Vista users)
  - o Right-click on the **Start** button, click **Explore**, and then click **My Computer** (**Computer** for Vista users).
2. When the file listing appears, select **Apptix Online Backup by Mozy Remote Backup**.
3. Navigate to the folders and files you want to restore.

**Note:** You might need to select from a number of different dates and times of backed up files.

4. Select the most recent or the specific files you require.
5. Right-click on the folder or file, and select **Restore** from the drop-down menu.
6. (Conditional) If, in the case of a corrupted file, a file by that name exists on your local drive, either overwrite or rename the file when prompted by Apptix Online Backup by Mozy.

If you know the file is corrupted and would like to overwrite the file, click **Overwrite**. If you are unsure, click **Rename** and rename the file. Be sure to keep track of the new file you created.

The **Status** window shows you the progress of your file restore.

## 3) Right-click Restores

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

1. To access the My Computer window:
  - o Use either the Start menu or your desktop icon to navigate to My Computer (Computer for Vista users).
  - o Right-click on the **Start** button, click **Explore**, and then click **My Computer** (**Computer** for Vista users).
2. Navigate to the folder you want to restore the file or folder to.
3. Select one of the following options:
  - o To restore all files and folders in the folder, right-click an open space in the Windows Explorer window or My Computer window, then click **Restore Files in Folder**.
  - o To restore an older version of a file, right-click the file, then click **Restore Previous Version**.
4. Select the file versions you want to restore from the list of versions, then right-click the selected files or folders.
5. Select one of the following options:
  - o To restore the files or folders to the same location click **Restore**.
  - o To restore the files or folders to a new location, click **Restore to**.
6. (Conditional) If you clicked **Restore**, and the file already exists, you must select whether you want to **Overwrite**, **Rename**, or **Cancel** the restore.
  - o If the file or folder you are restoring was not in the same location, the file is simply restored.

- If you clicked **Restore To**, the **Restore File As** window displays.
7. Browse to the location where you want to save the file, then in the **File name** field, type a name for the file.
  8. Click **Save**.

#### 4) Restoring from the Web

When you perform a Web restore, your restored files are only available to download for 7 days. Once those 7 days expire, the files are no longer available for download. Additionally, once you download the files the first time, they are no longer available for download. Once your restore request has expired, you can perform another restore request.

When you restore files from the Web, you have the option of downloading the files or paying to have the restored files copied to DVDs and shipped to you.

1. In your browser's address bar, type: **https://www.apptix.mozypro.com/login**, and then press **Enter**.
2. Click **Search/List Machines**.
3. Click the name of the computer from which you want to restore files.
4. Click **Restore Files** in the upper right corner.
5. From the **Restore Options** page, click **Choose Files to Restore**.

##### a) Restoring Files from the Web Using the File System

When you restore files using the file system view, you have to select files and folders to restore according to how they are arranged on your hard drive.

1. In the drop-down menus in the top-right corner of the page, select the date and time that correspond to the backup you want to restore.
2. Click the folder containing the files you want to restore.
3. Select or deselect individual files, if necessary.
  - To select all the files, click the checked checkbox above the top of the file list.
  - To deselect all the files, click the empty checkbox above the top of the file list.

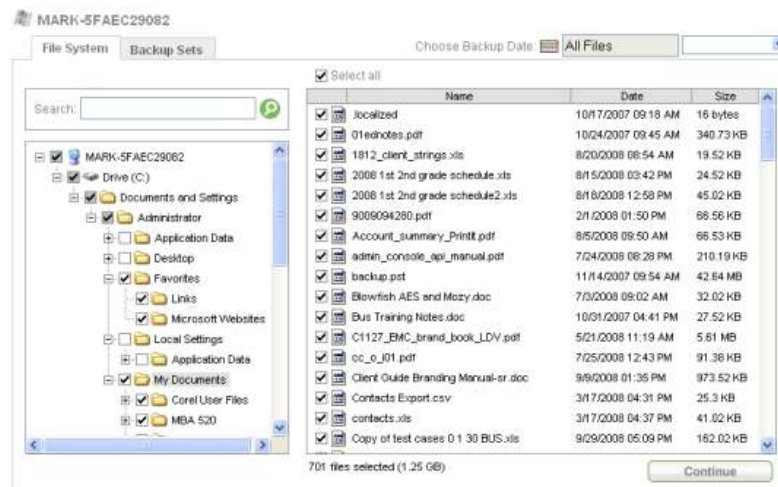


Figure 3: Selecting Files

4. Click **Continue**.
5. Select between the free Web download of your restored content or a DVD version that can be sent to you via FedEx.

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

After you click **Restore Files**, an email is sent to you letting you know that your restore is complete. Depending upon how many files you have to restore, it may take a significant amount of time for you to receive the email. If you selected **Web Restore**, your email includes a link to use when retrieving your restored information. Your files will be available for download for 7 days.

### b) Restoring Files from the Web Using Backup Sets

When you restore files using backup sets, you can select files to restore according to the file type. For example, you could restore all word processing files at once.



Figure 4: Selecting Backup Sets

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

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

After you click **Restore Files**, an email is sent to you letting you know that your restore is complete. Depending upon how many files you have to restore, it may take a significant amount of time for you to receive the email. If you selected **Web Restore**, your email includes a link to use when retrieving your restored information. Your files will be available for download for 7 days.

### c) Downloading Restored Files

Before you download the restore request, it is suggested you use a download manager, such as the one included with Firefox, if you are downloading a large restore request.

1. Click (or copy and paste) the link from your restore email into your Web browser.
2. If required, log in using your user name and password.
3. Click **Download**.
4. When the pop-up window displays, you may either open the file immediately then save it, or save it right away to disk (recommended).

Note: If you selected to use your own encryption key, the files are encrypted. If this is the case, it is not recommended that you open the file. You will need to decrypt the files before you can view your files. See [Decrypting Restored Files Using Your Own Private Key](#) for information on how to decrypt your data. If you used Apptix Online Backup by Mozy encryption, you are safe to open your files.

**d) Decrypting Restored Files Using Your Own Private Key**

If you opted to use your own private key during registration, you must either have the saved key file from when you installed the program or remember the password you used.

To decrypt files:

1. Log in at <https://www.apptix.mozypro.com/login>.
2. Click the name of the computer whose files you restored.
3. Click the Crypto Utility link to download the crypto utility.
4. Save the file to a location you will remember later (such as your desktop).
5. Right-click the **Crypto Utility** file, then click **Run** as an administrator to run the program.



Figure 6: Crypto Utility

6. Select from one of the following key options, and then click **OK**.

Option	Description
<b>Enter Key</b>	Enter the password phrase you used to create your personal key.
<b>Import Key</b>	Specify the location of the key you saved locally during the installation.

7. In the **Source** folder, specify the folder where you saved your downloaded files.

Figure 7. File Locations

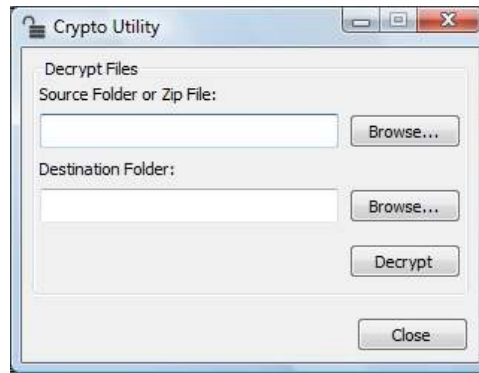


Figure 7: File Locations

8. Specify the folder where you want to place the decrypted files in to the **Destination Folder** field.  
The **Source** and **Destination** folders cannot be in the same path.
9. Click **Decrypt** to decrypt the files.  
The files are decrypted to the specified destination folder.

### How do I migrate from one computer to another?

Often, when you purchase another computer you want to migrate the data from an older computer to the new one. Apptix Online Backup by Mozy provides an easy way to accomplish this by restoring your data from one computer to another.

For more information, see: [How do I replace my machine with a new one?](#)

Mozy also allows you to assign more than one computer to your account. For example, if you have a desktop computer at home and you take a laptop on the road, you can back them both up using the same Apptix Online Backup by Mozy account.

For more information, see: [How do I add a machine to my Mozy account?](#)

### How do I replace my machine with a new one?

You can migrate the data from within the Apptix Online Backup by Mozy client. When you install the Apptix Online Backup by Mozy client on the new computer, if you use the same license key and email to activate the client, your old computer is automatically replaced with the new computer. You can then use the **Restore** tab in the **Configuration** application to restore your files.

For information on contacting support, see: [Contacting support](#).

One of the easiest ways to restore data from your old machine to your new one is to perform a Web restore. A Web restore enables you to log in to your account online and select the files you want to restore without having to reinstall Apptix Online Backup by Mozy. You can then download your files over the Internet or purchase a DVD restore.

Note: When you restore files, you are not restoring the application, but the data that is associated with that application. For example, you have to reinstall Microsoft Outlook manually, and then you can restore the PST file that Outlook uses to store its data.

For information on performing a Web restore, see: [Restoring from the Web](#).

Once your old computer data is re-associated with your new computer, files that have been previously backed up do not need to be backed up again because they are already on Mozy's servers. You can backup and restore files as usual through the client.

For information about performing a restore from within the client, see: [Performing a Restore Using the Restore Tab](#).

## How do I add a machine to my Apptix Online Backup by Mozy account?

Contact your Apptix Online Backup by Mozy System Administrator to add a machine to your existing account.

Once your old computer data is re-associated with your new computer, files that have been previously backed up do not need to be backed up again because they are already on the Apptix Online Backup by Mozy's servers. You can backup and restore files as usual through the client.

Note: When you restore files, you are not restoring the application, but the data that is associated with that application. For example, you have to reinstall Microsoft Outlook manually, and then you can restore the PST file that Outlook uses to store its data.

## Where do I put my restored files for common applications?

Often, when people restore data for commonly used programs, such as Microsoft Outlook files, they don't know where they should restore the files to. Most of the time, where you restore the files is not important. You can restore the files anywhere the application has access.

Most of the time, you have to point the application to the location where the file was restored. Programs often have a **File > Open** menu to open files that are needed for the application. When you restore your files, you can click **File > Open** and point the application to the location where you restored the files.

In addition, when you perform a restore, Apptix Online Backup by Mozy typically restores the files to their original locations. However, if you are doing a Web restore, the files in the zipped file have the same directory structure as your hard drive. This means you can browse the directory structure of the restore files, and browse the directory structure of your hard drive and see how they are identical. Then you can copy the files from the restore location to the original folder.

For example, to restore a document to your documents directory, you would follow the following procedure:

1. From the Web restore interface, you would select the file to restore, and then click **Restore**.
2. Download the restore request.
3. Open the restore request file.
4. Copy the files to where you want to restore the files on your local hard drive.

For complete instructions on how to do a Web restore, see: [Restoring from the Web](#).

The files within the restore request have the same directory structure that existed when the file were backed up originally. From here, you can follow the directory structure on your local hard drive to copy the files to the correct location.

For instructions on where you need to restore your data for a particular software package, refer to the documentation for that product.

## Why can't I see my deleted files when doing a Web restore?

When selecting files for a Web restore, deleted files are not displayed by default. To view the files you deleted, you have to change the date to the date when the deleted file was last backed up. Once you change the date to the last backed up date for the file, it appears in the list of files you can restore.

To change the date, see: [How do I change the date for the files I want to restore?](#)

## How do I change the date for the files I want to restore?

When you restore files from the client restore or the Web, you have the option of selecting the date of the files and folders you want to restore.

1. In the drop-down menus in the top-right corner of the page, select the date and time that correspond to the backup you want to restore.
2. Once you have selected a date, select the files and folders you want to restore.

Note: If you already selected some files and folders, you need to select them again.

## How do I restore Microsoft Exchange?

Apptix Online Backup by Mozy backs up Exchange using Microsoft's volume shadow services. This enables Apptix Online Backup by Mozy to back up Exchange without having to stop the service. Apptix Online Backup by Mozy also uses Microsoft volume shadow services to restore the data.

## How do I contact support?

- Email: [mozysupport@hostaccount.com](mailto:mozysupport@hostaccount.com)
- Phone: 866.428.0128