



Mozy

Common Questions

What is Mozy?

Mozy is a secure online data backup service. It's a simple, smart, and economical way to protect your data from hazards such as file corruption, accidental deletion, or hardware failure. Mozy regularly backs up your files to our secure servers automatically—so you never have to worry about losing important data.

Mozy is designed for business users.

Whether you want to back up just a few megabytes of personal files and photos, or you want to back up several terabytes of sensitive company data, Mozy has a solution that is right for you.

What's so special about Mozy?

Mozy is the best online backup service available. Here are just a few reasons we can claim this distinction:

- Mozy is simple to set up
- It performs backups automatically in the background while you continue working
- It encrypts all your files before transferring them to storage
- It is fast because it backs up only data that has changed
- It backs up both open and locked

How do I use Mozy?

Simply install the software on your computer, select the files you want to back up, and then never worry about data loss again. Once you set it up, Mozy automatically backs up your data for you at regular intervals. You don't even have to think about it!

Can I use Mozy if I am behind an HTTPS proxy?

Yes! Mozy needs direct outbound access through SSL port 443, or an HTTPS proxy server that will allow connections through it to public servers on SSL port 443. That's just a fancy way of saying that as long as your Internet Service Provider (ISP) lets us through, we can back up your data even through an HTTPS proxy. If you are having trouble, we suggest contacting your ISP to make sure your settings are configured properly to let us in.

If you use a proxy, click **Configure Proxy** to launch the **Proxy Configuration** dialog (below).



1. Select **Use this proxy server** to enable proxy configuration.
2. Enter your proxy server in the field provided.
3. Choose a proxy configuration option:
 - Click **Use this computer's default proxy server** if you want Mozy to defer to your computer's default proxy server.
 - Click **Automatically detect proxy settings** to allow Mozy to configure the proxy server based on your local network proxy settings.
 - Click **Use automatic configuration script** to use a script to activate the proxy service, and then enter the URL where the script is located in the field provided.
 - Click **Import Windows Proxy Settings** to automatically copy your existing Windows proxy settings.

Note: This option copies the current settings at the time it is invoked. It does not continually monitor Windows proxy settings for modifications. If your proxy settings change, you will need to run Proxy Configuration again.
4. Choose a Proxy authentication option:
 - Click **My Proxy server does not require authentication** if your server doesn't use authentication.
 - Click **My Proxy server authenticates my computer via the domain** if your server uses your domain for authentication.
 - Click **My Proxy requires a user name and password** if your server requires them, then enter your user name, password, and domain (optional) in the fields provided.
5. Click **[OK]** to save your settings (or to close the dialog without making any changes).

Is Mozy secure?

Absolutely! Mozy gives you the ability to select your data's encryption method: an Mozy key with 448-bit Blowfish encryption, or your own private key with 256-bit AES encryption. Your files are encrypted on your computer using the key of your choice, and then transferred to the Mozy servers using 128-bit SSL encryption, the industry standard for safe and secure data transfer. Please note that if you select to use your own private key, it will be impossible for Mozy to decrypt or view your data, so you must be very careful not to lose it.

Is Mozy HIPAA compliant?

Yes, Mozy helps covered entities comply with both the HIPAA Privacy and HIPAA Security Rules.

How does Mozy remote backup help me comply with the HIPAA security and privacy rules?

- Encryption of data during backup: All data being backed up is encrypted with 448-bit Blowfish encryption prior to transfer, and is sent through a secure 128-bit SSL tunnel to the Mozy datacenter.
- Encryption of data on Mozy servers: All backed up data maintains the 448-bit Blowfish encryption while stored "at rest" in the Mozy datacenter.
- Physical security: Mozy servers are located in a Tier 4 datacenter protected by gated perimeter access, 24/7 onsite staffed security and technicians, electronic card key access, and strategically placed security cameras inside and outside the building.
- Remote/offsite backup: Mozy is an automated remote or offsite backup and a key component in any disaster recovery plan as protection against hardware failure, theft, virus attack, deletion, and natural disaster.
- Private and public encryption keys: Users have a choice of using a generated 448-bit key (generated by Mozy) or managing their own private key to encrypt their data.
- Logical access: Backed up data may be accessed via the password protected, Web-based Mozy administrative console by supplying a valid encryption key. It can also be accessed through the software client by supplying the encryption key.
- Written contingency plan: The HIPAA Security rule requires that covered entities have a written contingency plan for responding to system emergencies, including a detailed plan concerning the data backup and recovery process in the event of a disaster.

Note: There is no standard "HIPAA certificate of compliance" for backup software and services. For more information about HIPAA and HIPAA compliance, contact your legal counsel, or refer to the HIPAA section of the U.S. Department of Health and Human Services' Website: <http://www.hhs.gov/ocr/hipaa/>.

Which files should I back up?

We recommend you back up data that is difficult to replace, such as photos, email, contact lists, financial records, and office documents. If you are not sure what you want to back up, Mozy offers several backup sets in the Backup Sets tab of the application (backup sets are logical groupings of associated file types). You can tell Mozy to use the default backup sets, create custom backup sets, or select specific files or folders that you want to back up.

How often can I restore my data?

You may restore files as many times as you need to.

What happens if I delete a file marked for backup?

If you delete a document and then run a backup, Mozy assumes that you no longer need a backup copy of that document, and marks the file to be removed from our system. (We keep it on file for 30 days, just in case you change your mind.) After 30 days, the file is deleted from our servers, and you are no longer able to get it back.

You cannot delete files from the Mozy servers, but once a file is marked for deletion it is removed in 30 days, and no longer counts against your storage space.

How can I view backup status?

In the system tray, double-click the **Mozy** icon. The **Status** window displays, showing the current backup status.

Are there any size limits or file types that I can't back up?

You can back up files of any type or size with only a few exceptions: OS-specific files, such as Pagefile and Prefetch files on Windows, cannot be backed up. And while EFS encryption files are supported by Mozy, other types of encrypted files may not be able to utilize Mozy's incremental backup feature. You can also set your own policies for what data your users are permitted to backup.

Can I share my backed up data with others?

The question is not really "can you share your backups," but whether or not you should. The only way you can share your backed-up data is to give your username and password to someone else, and for obvious security reasons, we strongly advise you against this. If you don't want to compromise your privacy or data integrity, you should never share your Mozy account information with anyone.

How many files can I back up?

Mozy users are limited by the amount of space their system administrators have allocated to them.

What do the symbol overlays on my file icons mean?

- The green check mark means the file is currently backed up on our servers.
- The yellow circle with an up arrow means that it is a file that has been previously backed up, but has been changed or modified and will be backed up again when the next backup runs.
- The red exclamation point means it is not backed up on our servers, but will be when the next backup runs.

How long does it take to back up?

For a typical system on a typical broadband line—and if you continue working on your computer during the backup Mozy backs up data at the rate of about 2-4GB per day. If left undisturbed on a fast connection, however, you can back up over 9GB in a single day. You may experience faster or slower speeds depending on your connection.

During installation, Mozy runs a bandwidth test and lets you know about how much you can upload a day.

Will subsequent backups take as long as the first?

After our initial backup, subsequent backups are relatively quick. Chances are that you won't even notice them. This is possible because Mozy performs what are called differential backups, which means that it only backs up the portions of your files that have changed since the last time they were backed up. This saves lots of time, bandwidth, and storage space.

What if I lose my connection to Mozy during a backup?

No problem. The next time you get online, Mozy continues where it left off when you lost your connection.

How do I cancel my Mozy account?

Call Customer Support.

Will Mozy back up everything on my computer?

Mozy was designed to back up your most important data files, such as your email, contact lists, photos, and financials. It was not designed to back up your system and application files. If you need to restore these types of files, it is much easier and more reliable to restore them using your original CDs. Restoring your system and application files from backups, or any type of "disk image," is risky and difficult to do properly, and we don't recommend or support it.

Instead, keep your original system and application CDs in a secure location. Then make sure to back up your data files regularly with Mozy. If your computer fails, use the CDs to restore your system and application files to your new hardware, and then use Mozy's Web Restore feature to restore your data files.

With a combination of original CDs and Mozy data backups, you can feel confident that you can restore your system even after a serious hardware failure.

How does Mozy protect my data?

Your data is stored (in its encrypted state) in Mozy's data centers with 24/7 onsite monitoring and security, state-of-the-art fire detection and suppression systems, redundant power distribution units, and seismic safeguards that can withstand a 7.5 magnitude earthquake. In addition, we use a proprietary protection mechanism, based on a complex encoding structure, to ensure that your data is safe, even in the event of multiple hardware failures.

Does Mozy support external drives?

Yes, Mozy supports drives that Windows recognizes as "fixed." Mozy does not support "unfixed" removable drives such as thumb, flash, or external drives. If your external drive is not "fixed," first copy the data onto one of your "fixed" drives, then select the data for back up.

Important: If you have selected files from an external drive to be part of your regular backup and you unplug or turn off the drive while your backup is running, Mozy detects that the files are gone and assumes that you no longer need them. Those files are then marked for deletion. After 30 days, the files are deleted from our servers and you are no longer able to get them back.