



Mozy

Restore Common Questions

Contents

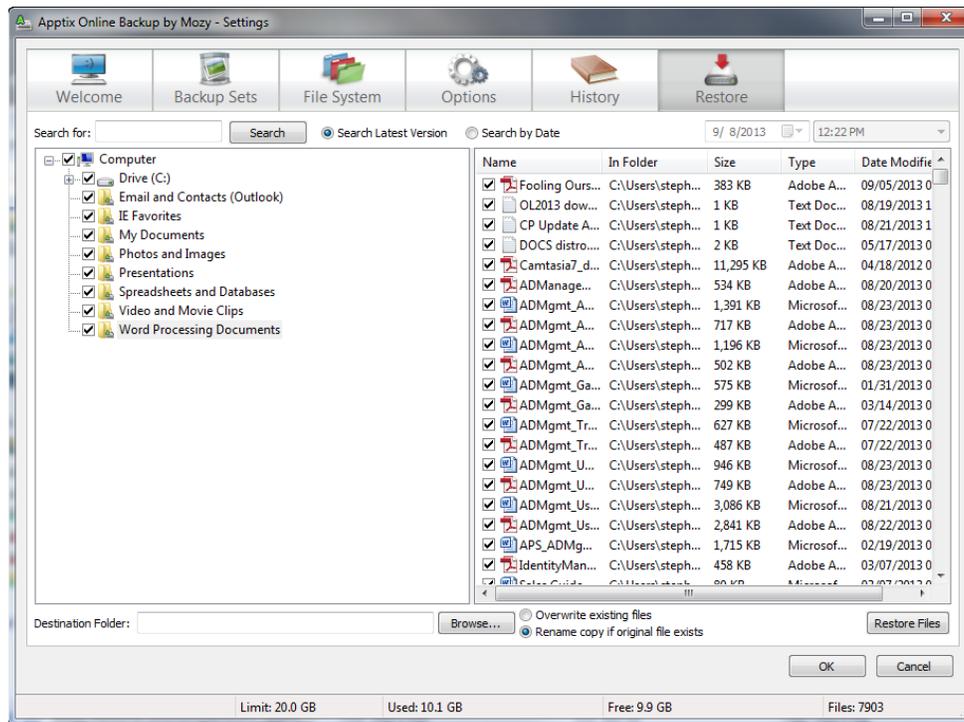
Contents.....	i
How do I restore my data?	1
Performing a Restore Using the Restore Tab	1
Restoring from the Web	2
Restoring Files from the Web Using the File System.....	2
Restoring Files from the Web Using Backup Sets	3
Downloading Restored Files	4
Decrypting Restored Files Using Your Own Private Key	4
How do I migrate from one computer to another?.....	5
How do I replace my machine with a new one?.....	5
How do I add a machine to my Online Backup by Mozy account?.....	6
Where do I put my restored files for common applications?.....	6
Why can't I see my deleted files when doing a Web restore?	7
How do I change the date for the files I want to restore?	7
How do I restore Microsoft Exchange?.....	7

How do I restore my data?

There are five ways of restoring your data:

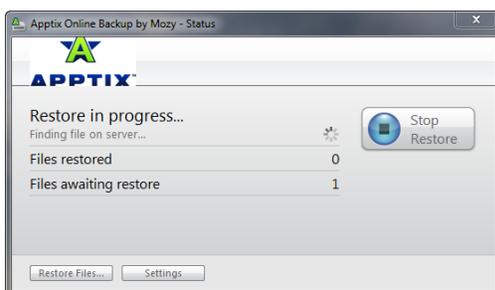
Performing a Restore Using the Restore Tab

You can restore files from the Mozy client's **Settings** window.



1. Right-click the **Mozy** icon  in the system tray, then select **Restore Files**.
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 **Settings** window.
5. Select whether you want to overwrite existing files or rename files if they already exist.
6. Click **[Restore Files]**.

The **Status** window displays the restoration progress.



Restoring from the Web

When you perform a Web restore, your restored files are only available to download for seven (7) days. Once those seven 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. When 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.

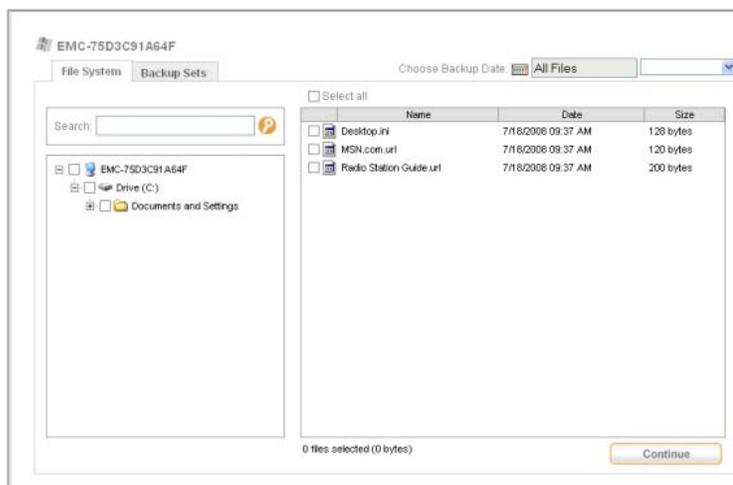
1. Access <https://www.mozypro.com/login> and press **<Enter>**.
2. Click **Search/List Machines**.
3. Click the name of the computer from which you want to restore files.
4. Click **Restore Files** on the right.
5. From the **Staging** page, select a backup date, select the backup set you want to restore and click **[Continue]**.

Mozy informs you that your requested restore job is being processed. You will receive an email when the files are ready for download.

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 **Choose Backup Date** 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 **Select all** checkbox above the top of the file list.
 - To deselect all the files, click the **Select all** checkbox to remove the check mark.



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

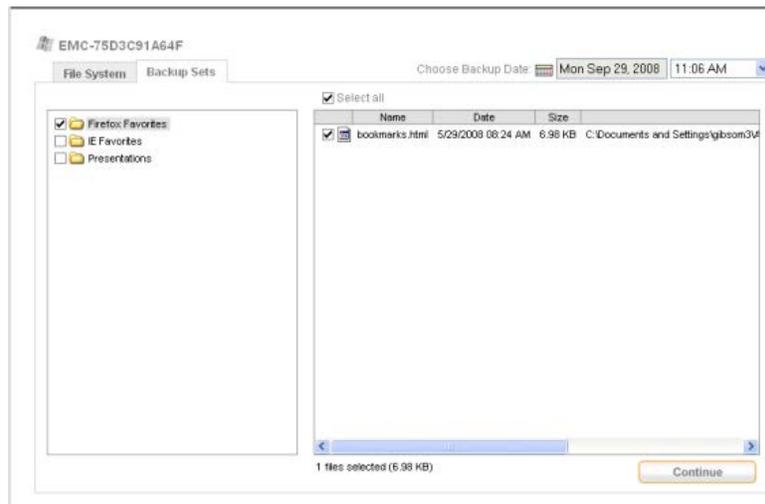
via FedEx.

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 seven (7) days.

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.



1. In the drop-down menus, select the date and time that correspond to the backup you want to restore.
2. Select the backup set you want to restore.
3. (Conditional) Select or deselect individual files, if necessary.
 - To select all the files, click the **Select all** checkbox above the top of the file list.
 - To deselect all the files, click the **Select all** checkbox to remove the check mark.
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 seven (7) days.

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 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 Mozy encryption, you are safe to open your files.

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:

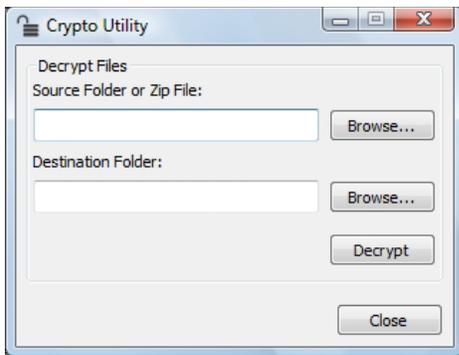
1. Log in at <https://www.mozypro.com/login>.
2. Click the name of the computer whose files you restored.
3. Click the **Crypto Utility** link to download the crypto utility.
4. Save the file to a location you will remember later (such as your desktop).
5. Right-click the **Crypto Utility** file, then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



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

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

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



- 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.
- 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. 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 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 Mozy client. When you install the 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 **Settings** window to restore your files.

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 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 Online Backup by Mozy account?

Contact your 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 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, 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?

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