



APPTIX[™]
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Apptix Online Backup by Mozy

User Guide 1.10.1.2

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Chapter 1

Overview

Apptix Online Backup by Mozy is a secure and reliable backup solution for your business needs. Through the easy-to-use Apptix Online Backup by Mozy client interface, you can customize your file selection and backup scheduling. The Apptix Online Backup by Mozy backup service saves 30 days of data history for each file you back up. In the event that you need to restore files (in the case of computer failure, loss, etc.), Apptix Online Backup by Mozy makes it easy to recover the data via the Apptix Online Backup by Mozy client.

Apptix Online Backup by Mozy encrypts your data locally before it is sent to Apptix data centers over an SSL connection. Your backups are then stored in the Apptix data center with either 448-bit Blowfish or 256-bit AES encryption to ensure your data is protected.

It's easy to install and configure the Apptix Online Backup by Mozy client. Simply register at <http://www.mailstreet.com/backup/pricing.asp>, download and install the client, select the files you need to back up, and you're set to go.

Chapter 2

Installing Aptix Online Backup by Mozy

There are multiple steps to the installation process:

1. Download the Aptix Online Backup by Mozy client from the Aptix Web site.
2. Install the software on your computer.
3. Activate the client.
4. Create initial backup sets.
5. Configure bandwidth.
6. Advanced configuration.

This step is optional during the install. It can also be performed at any time after the install. See [Using Advanced Configuration](#) on page 15 for more information.

7. Configuring Aptix Online Backup by Mozy.

The following topics are available:

Topics:

- [Downloading the Aptix Online Backup by Mozy Client](#)
- [Installing the Aptix Online Backup by Mozy Client](#)
- [Using the Configuration Wizard](#)
- [Selecting Backup Sets](#)
- [Configuring Bandwidth](#)
- [Selecting Your Backup Speed](#)

Downloading the Aptix Online Backup by Mozy Client

1. In your browser's address bar, type <https://www.apptix.mozypro.com/login>, then press **Enter**.
Replace *subdomain* with your subdomain.
2. Specify your email address and password in the appropriate fields, then click **Log In**.
3. In the left-hand navigation, click **Download Aptix**.
4. Click **Download for Win**.
5. Browse to the location where you want to save the file, then click **Save File**.

Installing the Apptix Online Backup by Mozy Client

1. Browse to the location where you saved the Apptix Online Backup by Mozy client, then double-click the Apptix Online Backup by Mozy Client on Windows executable file (ends in .exe). The Apptix Online Backup by Mozy Wizard starts.

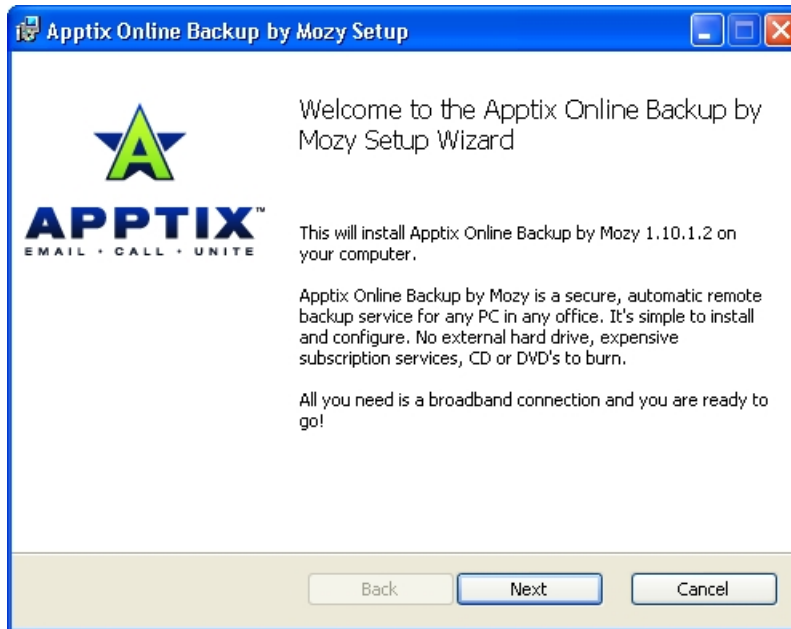



Figure 1: Setup Window

2. Click **Next** to continue with the Setup Wizard.
3. Read the license agreement, then select **I accept the agreement**.
4. Click **Next**.
5. Specify the location for the installation or click **Browse** to search for a location, then click **Next**.
6. Perform one of the following options:
 - Click **Next** to accept the default Start Menu folder for Apptix Online Backup by Mozy.
 - Specify a name for the Apptix Online Backup by Mozy folder Start Menu folder, or click **Browse** to search for an existing Start Menu folder.
7. Click **Install** to start the installation.
8. Perform one of the following options:
 - To begin the configuration process, select **Launch Apptix Online Backup by Mozy Configuration Wizard**, then click **Finish**.
 - To finish the installation without starting the Apptix Online Backup by Mozy Configuration Wizard, deselect **Launch Apptix Online Backup by Mozy Configuration Wizard**, then click **Finish**.



Attention: If the installation activates your firewall software and asks whether you want to allow Apptix Online Backup by Mozy to access the Internet, select the option that always allows Apptix Online Backup by Mozy Internet access.

Using the Configuration Wizard

1. Start the Apptix Online Backup by Mozy **Configuration Wizard**.
2. Depending upon your selection when you finished the installation, you have two choices for starting Apptix Online Backup by Mozy.
 - The Apptix Online Backup by Mozy **Configuration Wizard** might have already started automatically after the installation.
 - If the Apptix Online Backup by Mozy **Configuration Wizard** is not running, right-click the **Apptix Online Backup by Mozy** icon  in your system tray, then click **Configure**.

Activating Apptix Online Backup by Mozy with an Emailed Product Key

If a product key was emailed to you to register your client, you will find that product key at the bottom of that confirmation email.

1. In the **Email** field, type the email address that the product key was sent to.
2. In the **Product Key** field, type or copy the product key number that was sent to you.
3. Click **Next**.
4. In the **Name** field, type your name.
5. In the **Password** field, type a password.
6. In the **Confirm Password** field, type your password again.
7. (Optional) Select whether you want the client to remember your password.
8. Click **Next**.

Configuring Encryption

You can select from multiple encryption types:

- Encrypt my data with Apptix Online Backup by Mozy's 448-bit Blowfish key
- Encrypt my data with my own personal 256-bit AES key

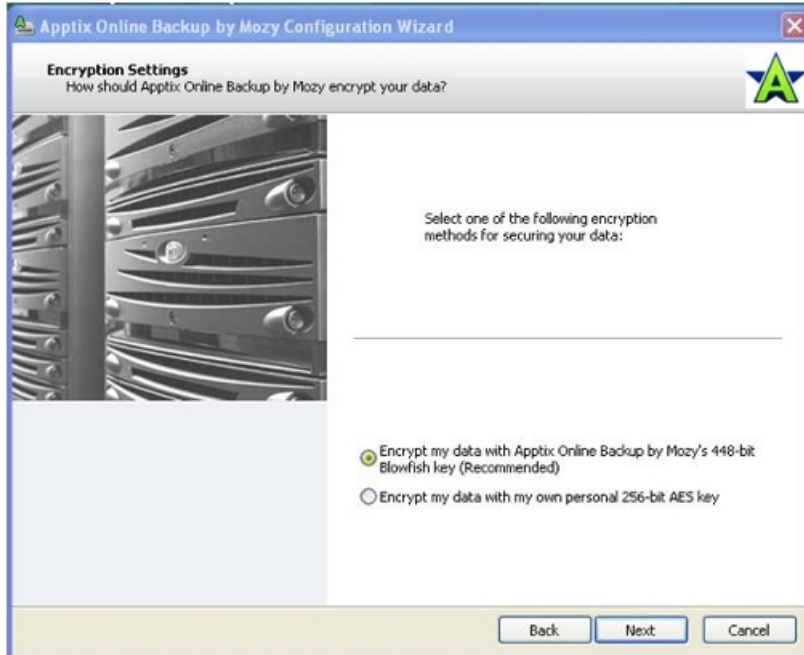


Figure 2: Encryption Options

1. Select one of the following choices:

- **Encrypt my data with Apptix Online Backup by Mozy's own 448-bit key**
- **Encrypt my data with my own personal 256-bit AES key**



Caution: If you select **Encrypt my data with my own personal 256-bit AES key**, you are responsible for remembering that key. If you forget your personal key, you will not be able to access your backed up files when they are restored.

2. Click **Next**.

- If you selected **Encrypt my data with Apptix Online Backup by Mozy's 448-bit Blowfish key**, skip to [Selecting Backup Sets](#) on page 11.
- If you selected **Encrypt my data with my own personal 256-bit AES key**, continue to [Managing Your Own Key](#) on page 10.

Managing Your Own Key

If you selected **Encrypt my data with my own personal 256-bit AES key**, then proceed with the following steps:

1. Perform one of the following tasks:

- Enter your key in the field provided.
- Click **Import Key** to import your key from a file.

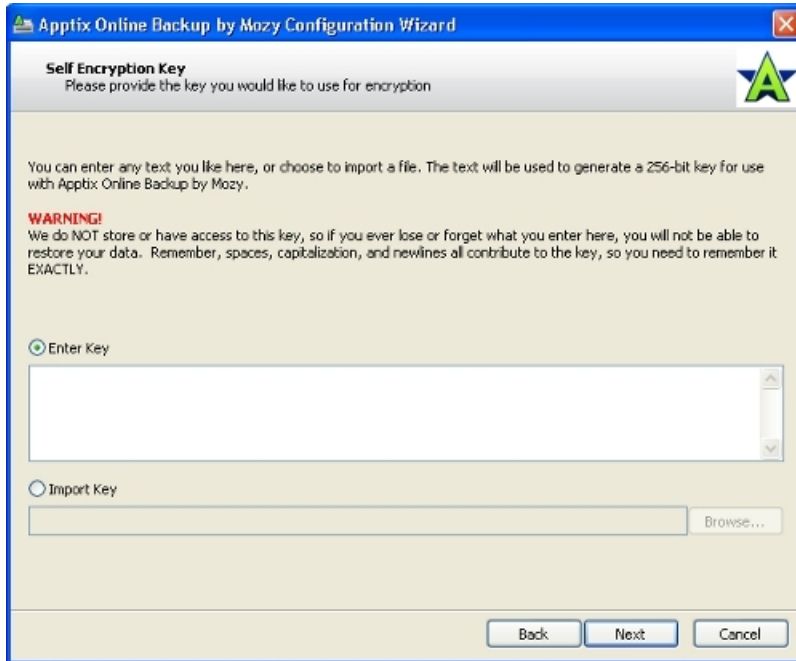


Figure 3: Self Encryption Key Window

2. Click **Next**.
3. When prompted to save your key, click **Yes**.



Note: It is recommended that you save your key in case you need to restore your backed up data.

4. Select the location on your computer where you want to save your key, then click **Save**.
5. Click **Yes** to confirm that you understand that if you lose your key, neither you nor Apptix will be able to decrypt your data.

Selecting Backup Sets

Backup sets have been prebuilt for file types that are common to most users. By default, each of these backup sets that pertain to your files is selected for backup.

1. Right click the Mozy icon in the system tray, then select **Configure**.
2. Click the checkbox next to the backup set to include it in your backup.
You can double-click the name of the set to view a list of files that is included in the backup set.
3. To select exclude backup sets from the backing up, deselect the checkbox next to the backup set.

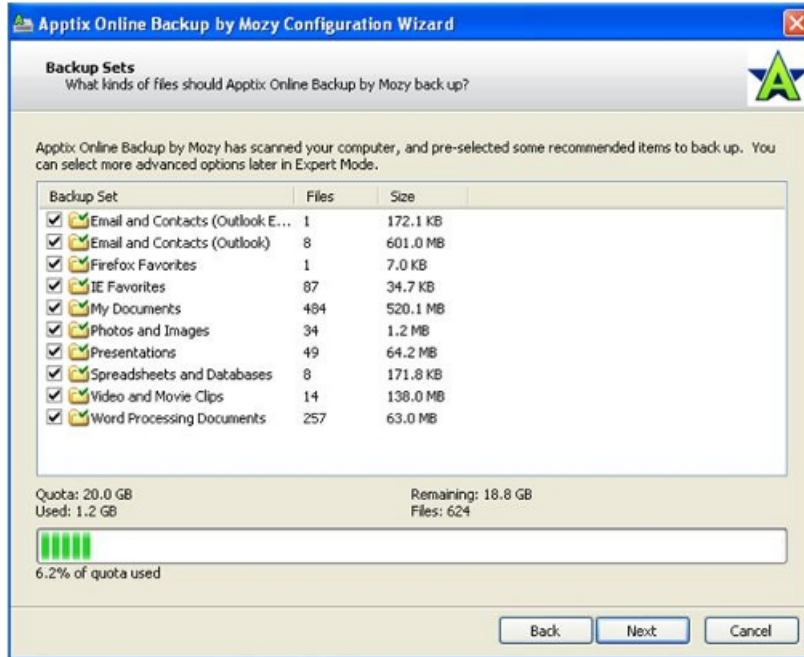


Figure 4: Backup Sets

- You can also edit the backup sets from this screen or create your own. Right-click in the Backup Set window, then select the function you want to perform.
For instructions on creating custom backup sets, see [Using Advanced Configuration](#) on page 15.
- Once you have finished selecting your backup sets to include, click **Next**.

Configuring Bandwidth

Apptix Online Backup by Mozy checks your computer's bandwidth to make sure that it has the required broadband connection for the online backups.

- Click **Start Test** to initialize the test.
The progress bar indicates the progress of the bandwidth test.

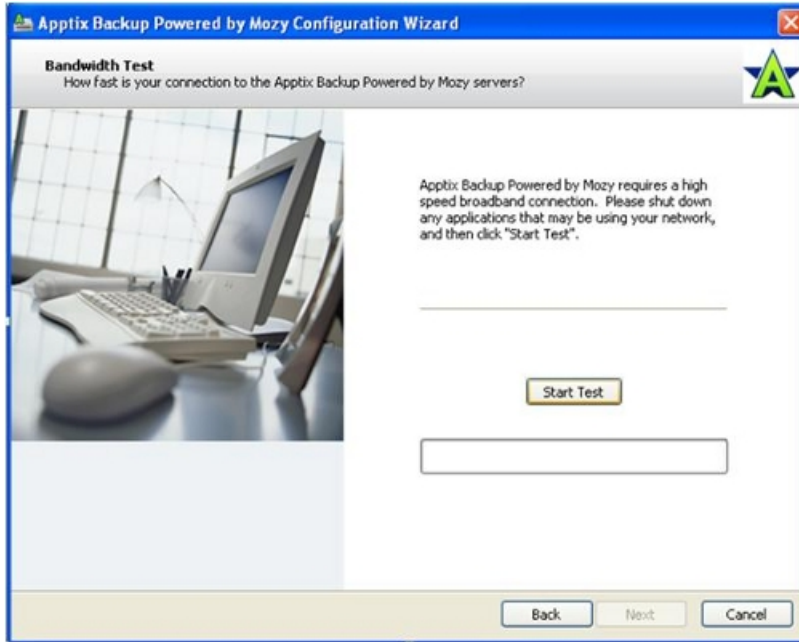


Figure 5: Bandwidth Test

When the test has completed, the wizard displays your upload speed.

2. Depending upon the results of your test, perform one of the following choices:
 - If the bandwidth test passes successfully, click **Next** to continue with the configuration.
 - If the bandwidth test fails, you must verify that you have a fast enough connection to use Apptix Online Backup by Mozy. Apptix Online Backup by Mozy requires a high speed Internet connection to perform online backups.

Selecting Your Backup Speed

Apptix Online Backup by Mozy allows you to select the speed of your backups. You can select either to have faster backups or better performance for your computer.

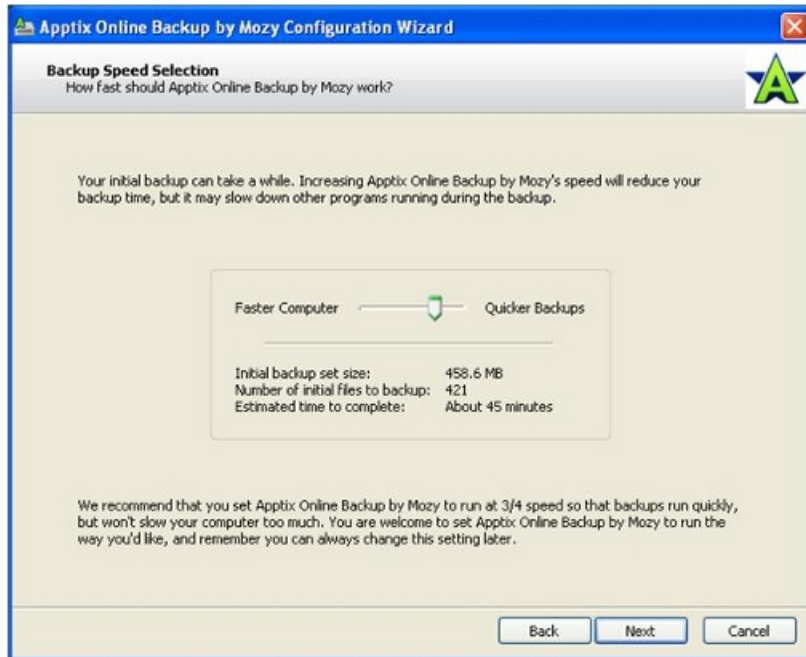


Figure 6: Backup Speed

1. Click and hold the slider to select either quicker backups (slide to the right) or faster computer response time (slide to the left).
2. Click **Next** to continue.
The Setup Complete window appears.
3. To finalize the Apptix Online Backup by Mozy Configuration Wizard, select from one of the following options:
 - **Start your initial backup immediately**
 - **Let Apptix Online Backup by Mozy start the initial backup automatically when my computer is idle**
 - **I'd like to continue configuring my backup in Expert Mode**


If you select this option, see [Using Advanced Configuration](#) on page 15.
4. After making your selection, click **Finish** to finish the Configuration Wizard.
If you selected to **Start your initial backup immediately**, the initial backup may take quite a long time depending on the amount of data and your upload time. However, after the initial backup, future backups only take minutes.

Chapter 3

Using Advanced Configuration

If you opted to start your initial backup immediately, the Apptix Online Backup by Mozy Status Window appears after the backup has completed.

From the Status Window, click **Configure** to launch the Apptix Online Backup by Mozy Remote Backup Configuration Window.

If the Apptix Online Backup by Mozy Status Window is not displayed, right-click the **Apptix Online Backup by Mozy** icon  in your system tray, then click *Configure*.

Apptix Online Backup by Mozy can be configured in each of the six tabs at the top of the Configuration window. This guide examines each of the tabs in detail, starting with the **Backup Sets** tab.

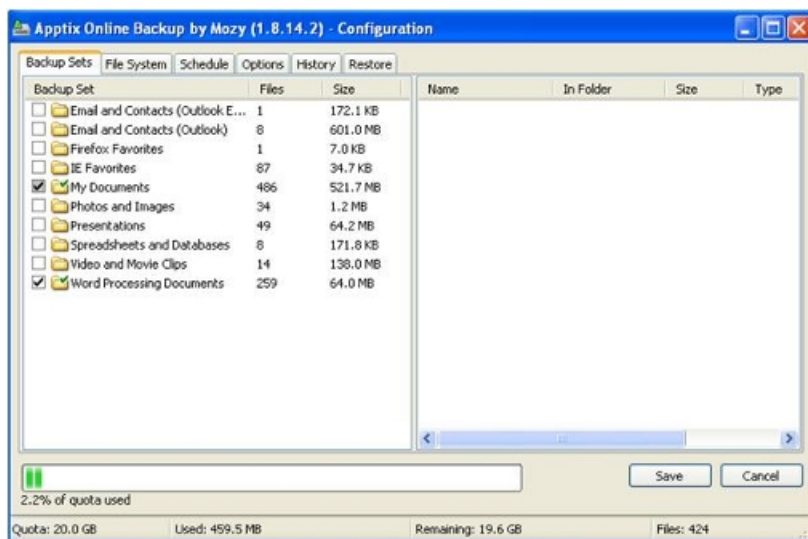








Figure 7: Advance Configuration

To understand how the backup sets are organized, it helps to learn about the backup set icons. Using a combination of check boxes and folders with a green check displayed on them, Apptix Online Backup by Mozy indicates how it treats files in a backup set. To see how files are handled, hover your mouse pointer over a backup set and an explanation appears.

The complete icon list:

Checkbox	Folder Icon	Description
<input type="checkbox"/>		None of the files will be backed up, and new items in this set will not be backed up.

Checkbox	Folder Icon	Description
<input type="checkbox"/>		None of these files will be backed up, and new files in this set will be backed up.
<input checked="" type="checkbox"/>		All of these files will be backed up, and new files in this set will not be backed up.
<input checked="" type="checkbox"/>		All of the files will be backed up, and all new files in this set will be backed up.
<input checked="" type="checkbox"/>		Some of the files will be backed up, and new files in this set will be backed up.
<input checked="" type="checkbox"/>		Some of the files will be backed up, and new files in this set will not be backed up.

In addition, if you click the name of a backup set, a list of files included in the backup set is displayed in the right pane. File names for encrypted files are displayed in a different color than the rest of the files.

The following topics are available:

Topics:

- [Selecting Backup Sets](#)
- [Creating Custom Backup Sets](#)
- [Editing Backup Sets](#)
- [Using the File System Tab to Select Backup Content](#)
- [About Deleting, Moving, and Renaming Files](#)
- [Scheduling Backups](#)
- [Configuring Options](#)
- [About the History](#)
- [About Restoring Files](#)
- [Changing the Location of Temporary Files](#)

Selecting Backup Sets

The Apptix Online Backup by Mozy backup sets allow you to customize your backups by file type. Each time a new file of a type you have selected for backup is saved to your computer, Apptix Online Backup by Mozy automatically selects that file for all subsequent backups.

For example, if you want to back up all the Microsoft Word, OpenOffice.org, WordPerfect, Adobe Acrobat, and text files on your computer, select the check box next to the Word Processing Documents backup set. Apptix Online Backup by Mozy then finds those types of documents and backs them up automatically. All subsequent files saved to your computer with the same file extensions are automatically added to your backups.

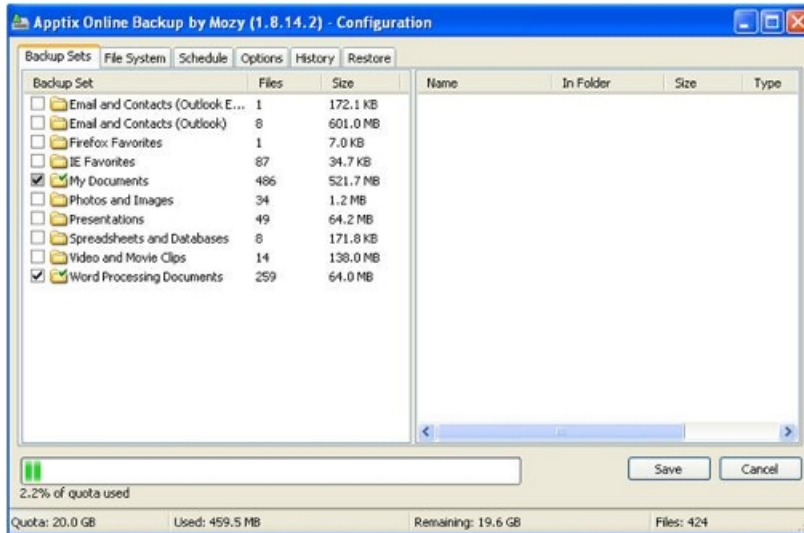



Figure 8: Backup Sets

1. Click the **Backup Sets** tab.
2. From the Backup Set list in the left pane, select the check box next to the set you want to back up.
3. Select the name of the set to view its list of files in the right pane.
4. Deselect the check box next to any unwanted files in the file list.
5. If you exceed your space allotment (as shown in the **quota used** bar), click **Increase Quota** to launch the Apptix Online Backup by Mozy online site so you can request increased backup space from your administrator, or deselect files until you are within your quota.
6. Once you have finished configuring your backups, click **Save**. Your changes are saved and the Configuration window is closed.

Creating Custom Backup Sets

Apptix Online Backup by Mozy allows you to create custom backup sets for your specific needs.

1. If the Apptix Online Backup by Mozy Status Window is not displayed, right-click the **Apptix Online Backup by Mozy** icon  in your system tray, then click **Configure**.
2. Right-click within the left panel of the **Backup Sets** tab, then click **Add Backup Set**. The Backup Sets window appears.
3. Specify a name for your new backup set in the **Backup Set Name** field.
4. In the right pane, select the locations where your files are stored.
5. To create rules for your backup set, click **Add a rule**, then use the drop-downs and text field to specify the rule criteria. The Rules wizard appears.

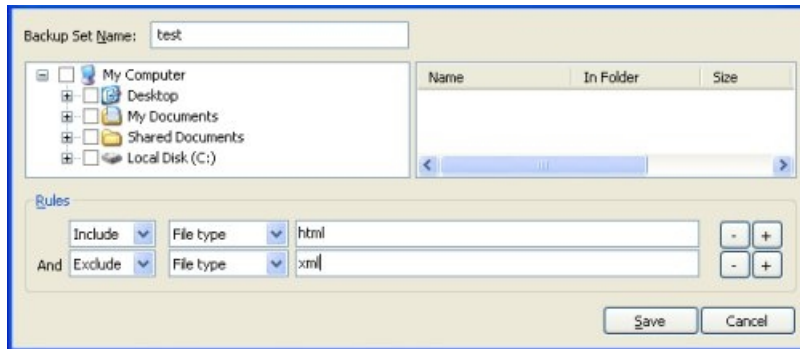


Figure 9: Backup Set Editor

See [Setting Up Rules](#) on page 18 for additional information.

6. To add another rule, click +.
7. Click **Save** to save your new backup set.

Setting Up Rules

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

The following sections explain how to build a rule, moving from left to right while building your rules:

- [Including and Excluding Data](#) on page 18
- [Selecting File Attributes](#) on page 18

Including and Excluding Data

The first criteria you select is whether to include or exclude the data from the backup set.

Click the drop-down and select either:

- **Include** to include data.
- **Exclude** to exclude data.

Selecting File Attributes

Use the second drop down to select a file attribute for the backup set.

The available options are:

- [File Type](#) on page 18
- [Size](#) on page 19
- [Last Modified](#) on page 19
- [Created](#) on page 19
- [File Name](#) on page 19
- [Folder Name](#) on page 19

File Type

If you select **File type** as the second criteria, specify the extension needed for Apptix Online Backup by Mozy search. Examples of extensions are .exe, .doc, .txt, .pdf, etc.

Figure 10: File Type

Size

If you select **Size** as the second criteria, select either *is less than* or *is greater than* for your option, then specify the number of kilobytes you require.

Figure 11: Size

Last Modified

If you select **Last modified** as the second criteria, select either **before**, **after**, or **between** for your option.

Before and **after** allow you to select one date for the date field. Either enter the date manually or select the date from a calendar that appears when you click the **date field** drop-down menu.

If you select **between**, two date fields appear so you can set the range. You can either enter the date manually or select the date from a calendar that appears when you click the **date field** drop-down menu.

Figure 12: Last Modified

Created

If you select **Created** as the second criteria, select either **before**, **after**, or **between** for your option.

Before and **after** allow you to select one date for the date field. Either enter the date manually or select the date from a calendar that appears when you click the **date field** drop-down menu.

If you select **between**, two date fields appear so you can set the range. Either enter the date manually or select the date from a calendar that appears when you click the **date field** drop-down menu.

Figure 13: Created

File Name

If you select **File name** as the second criteria, you have several options:

- **Is**
- **Is not**
- **Starts with**
- **Doesn't start with**
- **Ends with**
- **Doesn't end with**

For all these options, enter the word or characters that meet your requirements.

Figure 14:

Folder Name

If you select **Folder name** as the second criteria, you have several options:

- **Is**
- **Is not**

- **Starts with**
- **Doesn't start with**
- **Ends with**
- **Doesn't end with**


For all these options, enter the word or characters that meet your requirements. Additionally, there is a final drop-down menu that allows you to select between **Files** and **Files and folders** for Apptix Online Backup by Mozy's backup search.



Figure 15: Folder Name


Editing Backup Sets

Editing a backup set takes just moments and is easy to accomplish.

1. If the Apptix Online Backup by Mozy Status Window is not displayed, right-click the **Apptix Online Backup by Mozy** icon  in your system tray, then click **Configure**.
2. Choose from one of the choices:
 - Double-click the backup set you want to edit.
 - Right-click on your target set, then click **Edit Backup Set**.
3. Make any changes as required, then click **Save**. See [Creating Custom Backup Sets](#) on page 17 for additional information on how to edit backup sets.

Using the File System Tab to Select Backup Content

The **File System** tab allows you to select or deselect any files or folders on your system to include with your Apptix Online Backup by Mozy backup. This method differs from backup sets because instead of searching for a file type, Apptix Online Backup by Mozy searches for individual files to back up.

1. If the Apptix Online Backup by Mozy Status Window is not displayed, right-click the **Apptix Online Backup by Mozy** icon  in your system tray, then click **Configure**.
2. Click the *File System* tab.
The File System is displayed in the right pane.

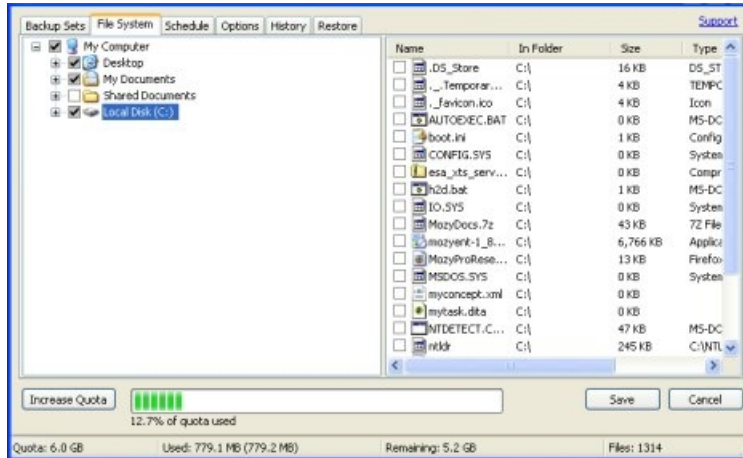


Figure 16: File System Tab

3. Select the folder to include in the backup. When you select a folder, all subfolders are included as well.
4. Select one of the following choices:
 - To select individual files in a directory, select the file in the right panel to include it in the backup.
 - To exclude a file from the backup, deselect the individual file in the right panel.

The file name for an encrypted file displays as a different color than the rest of your files.



Note: Deselecting a file in the **File System** tab also deselects it in any backup sets you have selected. Likewise, any files selected in either the **Backup Sets** or **File System** tabs are selected.

5. Click **Save** to save your changes, or continue with your configuration on other tabs.

None of the steps above disengage the feature that automatically marks subsequently created files in selected folders. If you are uncertain of how Apptix Online Backup by Mozy treats the folder during a backup, hover your mouse pointer over the folder in question to reveal a tooltip explanation.

Adding Files and Folders Through Windows Explorer

You can also add files and folders to your backup list by right-clicking on the file or folder. If you add a file to a folder that has already been added to your backup list, the file is automatically backed up in the next scheduled backup.

Files that are included as part of your backup list will have a little icon next to the file informing you that the file or folder has already been added to your backup list.

1. To add a file or folder to your backup list, open Windows Explorer.
2. Right-click the file or folder you want to add, then click **Add to Apptix Online Backup by Mozy backups**.

The file or folders is added to your backup list, and is backed up the next time a scheduled backup occurs.

About Deleting, Moving, and Renaming Files

After you remove files from the backup by deselecting them, on each subsequent backup, the files that you unchecked are marked for deletion on the Apptix Online Backup by Mozy servers. When a file is unchecked,

Apptix Online Backup by Mozy immediately releases the quota used by that particular file. The most recent version is kept for the amount of time allotted to your account, after which the files are irretrievable. Previous versions of files do not count against your quota.

Apptix Online Backup by Mozy recognizes when you delete, move, or rename files on your system, and updates the copies on the Apptix server with each backup. Apptix Online Backup by Mozy keeps an exact copy of your selections on the Apptix servers, meaning that all changes (deletions, moves, etc.) of files on your system are mirrored.

When you rename a file on your system, Apptix Online Backup by Mozy treats it as a deletion of the old file and a creation of a new file with the same content. If you need to restore the file, and the restore date is prior to the renaming, the file bears the old name. After the date of renaming, the file carries the new name. All versions are kept as long as they are selected in the file list.

When you move a file from one location to another on your file system, Apptix Online Backup by Mozy treats this in the same manner as a renaming.

Scheduling Backups

Apptix Online Backup by Mozy's backup scheduling feature is very flexible. You can set the backups to occur within a range, parameters, or at specific times. Apptix Online Backup by Mozy's two scheduling methods are called Automatic and Scheduled.

- [Configuring an Automatic Backup](#) on page 22
- [Configuring a Scheduled Backup](#) on page 23

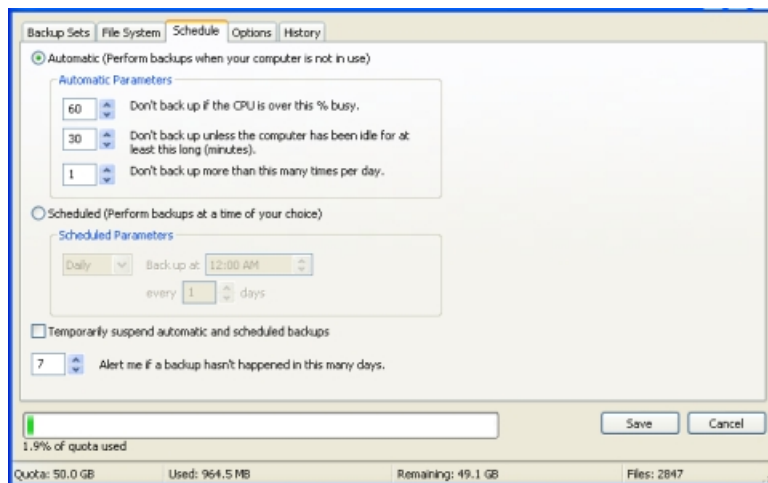


Figure 17: Scheduling

Configuring an Automatic Backup

To set Apptix Online Backup by Mozy backups to occur at specific usage parameters:

1. Right-click the **Apptix Online Backup by Mozy** icon in the system tray, then select **Configure**.
2. Enter your Username and Password.
3. Click the **Schedule** tab.
4. Select **Automatic**.

5. Click the up and down arrows to raise and lower the parameters.
 - a) Specify a **% busy** setting that limits your backups to when your computer is less busy than that percent.
 - b) Specify a **minutes idle** number that limits your backups to when your computer has not been active for more than that number of minutes.
 - c) Specify a **times per day** limit for the number of times Apptix Online Backup by Mozy can run backups.
6. Specify the number of days to pass before Apptix Online Backup by Mozy alerts you that a backup has not occurred.
7. Click **Save** to save your settings or continue your configuration in other tabs.



Note: You do not need to be logged in to Windows for your backup to run.

If you are operating system is Microsoft's Windows Vista some settings might be grayed out. To resolve the problem:

1. In the upper-right part of the window, click **Change settings that are currently unavailable**.
2. In the Windows Access Control Window, click **Trust**.

The Apptix Online Backup by Mozy Configuration window reloads displaying the grayed out settings.

Configuring a Scheduled Backup

To set Apptix Online Backup by Mozy backups to occur at a specific time intervals:

1. Click the **Scheduling** tab.
2. Select **Scheduled**.
3. From the drop-down list, select **Daily** or **Weekly** backups.
4. Select the specific time you want Apptix Online Backup by Mozy to perform the backups.
For **Weekly**, select from the drop-down list the day of the week you want to back up your data.
5. Select the interval for the backup. (For example, every week, every two days, etc.)
6. Select the number of days to pass before Apptix Online Backup by Mozy alerts you that a backup has not occurred.
7. Click **Save** to save your settings or continue your configuration in other tabs.



Note: You do not need to be logged in to Windows for your backup to run.

You can select to temporarily suspend automatic and scheduled backups. To temporarily suspend automatic and scheduled backups, select **Temporarily suspend automatic and scheduled backups**. Alternately, you can suspend Apptix Online Backup by Mozy backups from your system tray. To activate the feature, right-click the **Apptix Online Backup by Mozy** icon in your system tray, then click **Suspend**. Apptix Online Backup by Mozy does not perform any backups until you deselect the **Apptix Online Backup by MozySuspend** option.

If you are operating system is Microsoft's Windows Vista some settings might be grayed out. To resolve the problem:

1. In the upper-right part of the window, click **Change settings that are currently unavailable**.
2. In the Windows Access Control Window, click **Trust**.

The Apptix Online Backup by Mozy Configuration window reloads displaying the grayed out settings.

Configuring Options

The **Options** tab allows you to switch certain features on or off according to your preferences and system setup.

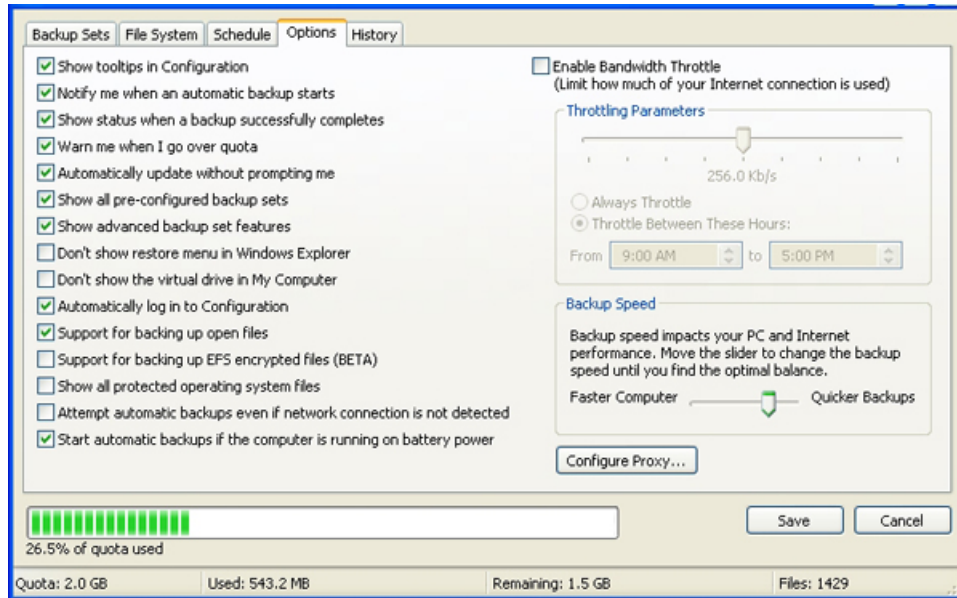


Figure 18: Client Options

1. Select the check boxes next to the options you want to activate. Deselect any undesired options.

Option	Description
Show tooltips in Configuration	Displays a description of an item in the Configuration window when you hover your mouse over that item. It is selected by default.
Notify me when an automatic backup starts	Launches a small window with an alert stating that a Apptix Online Backup by Mozy backup is in progress. It is selected by default.
Show status when a backup successfully completes	Launches the Status window after every successful backup. It is selected by default.
Warn me when I go over quota	Launches a small window alerting you when you have exceeded your quota. It is selected by default.
Automatically update without prompting me	Allows Apptix Online Backup by Mozy to automatically install any updates as soon as they are released. It is not selected by default.
Show all pre-configured backup sets	Allows all the preconfigured backup sets to be visible in the Backup Sets tab. It is not selected by default.
Show advanced backup set features	Allows you to define a set that prevents files from being backed up, instead of including files to be backed up. It is not selected by default.
Don't show restore menu in Windows Explorer	Hides the Apptix Online Backup by Mozy Restore menu when in Windows Explorer. It is not selected by default.
Disable icon overlays in Windows Explorer	Hides the icons that displays next to files and folders in Windows Explorer when a file is included in your backup list. It is selected by default.
Don't show virtual drive in My Computer	Hides the virtual drive when you open My Computer. It is not selected by default.
Automatically login to Configuration	Saves you the time and effort of entering your username and password each time you open the Configuration window. It is selected by default.

Option	Description
Support for backing up open files	This option allows Apptix Online Backup by Mozy to back up both open and locked files. It is selected by default. Not available on systems that do not have an NTFS-formatted drive, or on Windows 2000. It is selected by default.
Support for backing up EFS encrypted files	This option allows Apptix Online Backup by Mozy to backup files that have been EFS encrypted. It is selected by default.
Show all protected operating system files	Reveals the C:\Program Files and C:\Windows directories Apptix Online Backup by Mozy has hidden to assist users in making wiser backup choices. It is selected by default.
Attempt automatic backups even if network connection is not detected	Forces Apptix Online Backup by Mozy to attempt backups even if your Internet connection doesn't appear to be available. It is not selected by default. It is a good idea to select this because at times a network connection might not be recognized even though the client is connected. It is selected by default.
Start automatic backups if the computer is running on battery power	Allows Apptix Online Backup by Mozy to continue backing up your data even if your laptop is unplugged. If you deselect this option, the Apptix Online Backup by Mozy client will not start a backup if your laptop is running on battery power. However, if you have already started a backup while your laptop is plugged in, unplugging the laptop does not stop the backup process. It is selected by default.
Enable Bandwidth Throttling	Ensures that your backups will use only the portion of your Internet connection that you specify. If you have a slow or shared Internet connection, consider enabling this to preserve bandwidth for browsing or other computers on your network. It is not selected by default.

2. Click **Save** to save your changes and close the window, or continue on with further client options configuration.

If you are operating system is Microsoft's Windows Vista some settings might be grayed out. To resolve the problem:

1. In the upper-right part of the window, click **Change settings that are currently unavailable**.
2. In the Windows Access Control Window, click **Trust**.

The Apptix Online Backup by Mozy Configuration window reloads displaying the grayed out settings.

Bandwidth Throttling

To understand how bandwidth throttling works, imagine a set of two power lines running to and from your house, but information (for example, word processing files, images, etc.) is flowing through the lines, not power. One line is only for uploading to the Internet (Apptix Online Backup by Mozy backups, email, etc.), while the other is only for downloads (incoming email, photos, programs, etc.). Your Internet service provider supplies your information lines and determines the size of those lines. Only so much data can flow through them at a time.

During some parts of the day (or always, depending on your service), you might need Apptix Online Backup by Mozy to use less of your upload bandwidth so other higher priority services (for example, email) can use it. This is called "throttling." Apptix Online Backup by Mozy allows you to customize your backup throttle so that you don't have to tie up your information lines when you need them the most. While throttling determines the amount of bandwidth you want to dedicate to Apptix Online Backup by Mozy, Backup Speed determines how much of your computer's CPU is dedicated to the encryption and backup of your files.

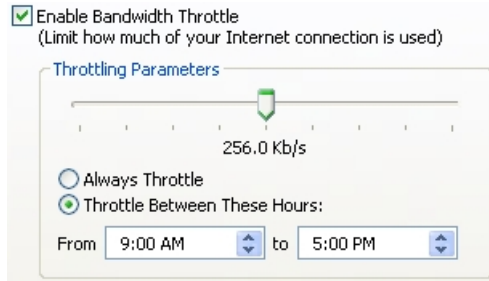


Figure 19: Bandwidth Throttling

1. Click the **Options** tab.
2. Select **Enable Bandwidth Throttle**.
3. Click and hold the slider to move it left or right.
The slider indicates how much of your bandwidth you want Apptix Online Backup by Mozy to use.
4. Select whether you want Apptix Online Backup by Mozy to always throttle or only during a specified period of the day (during office hours, for example).
If you select **Throttle Between These Hours**, specify the range you want in the appropriate fields.
5. Click **Save** to save your settings or continue your configuration in other tabs.

Backup Speed

In addition to setting your backup speed in your initial configuration, you also can set it while in the **Options** tab. Backup Speed determines how much of your computer's CPU is dedicated to the encryption and backup of your files.

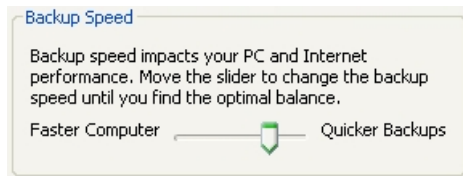


Figure 20: Backup Speed

1. Use the slider to specify whether you want your computer to work faster or allow faster backups.
2. Click **Save** to save your settings or continue your configuration in other tabs.

Proxy Configuration

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

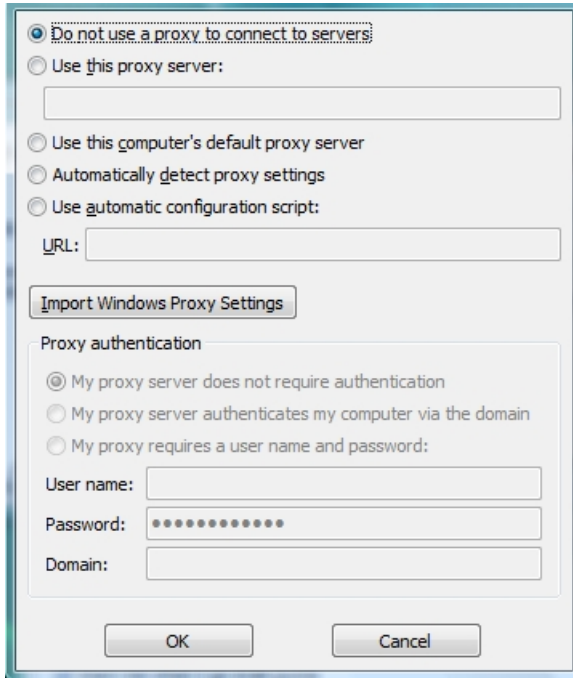



Figure 21: Proxy Configuration

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 Aptix Online Backup by Mozy to defer to your computer's default proxy server.
 - Click **Automatically detect proxy settings** to allow Aptix Online Backup by 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, 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 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).

About the History

The *History* tab displays all attempted Apptix Online Backup by Mozy backups and restores in the top panel, and the bottom panel displays what was backed up in the selected backup or what was restored in the selected restore.

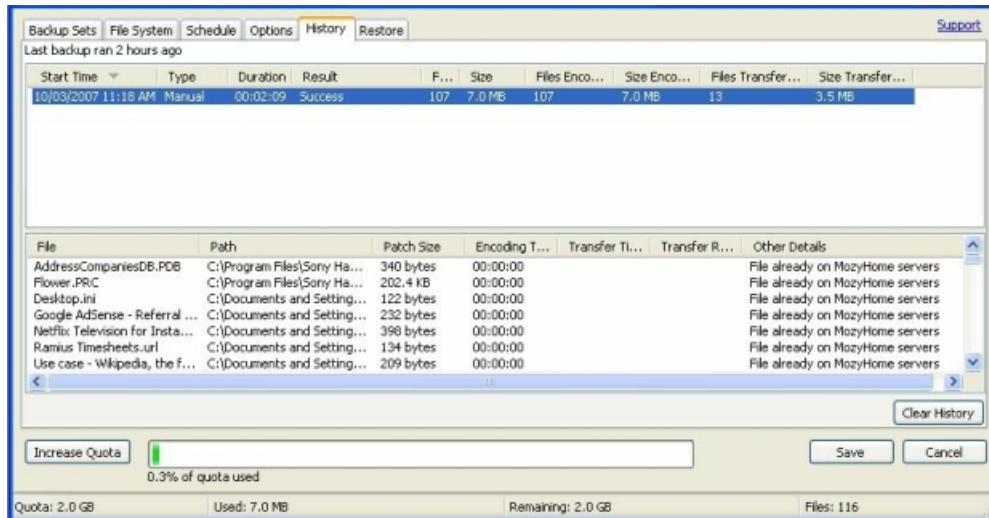


Figure 22: History

The following information is displayed in the top panel:

- The start time
- Type of backup or restore
- Duration
- Result
- Number of files included
- Size of the entire backup or restore
- Number of files encoded and transferred
- Size of backup or restore and encoded files

Viewing Backup and Restore History

1. Right-click the **Apptix Online Backup by Mozy** icon in your system tray, then click **Status**.
2. Click the **History** tab in the Status window.
3. click the backup or restore in the top panel, and a list appears in the bottom panel. You can sort by any of the column headings in either panel.
4. Click **Clear History** to clear the history in the client for backups and restores.



Note: Your backup and restore history can also be viewed from the Apptix Online Backup by Mozy Status window.

About Restoring Files

You can use the **Restore** tab to restore files. For more information, see [About Restoring Files](#) on page 33.

Changing the Location of Temporary Files

The Aptix Online Backup by Mozy client uses a temporary directory on your hard drive to encrypt your files. For the encryption process to work correctly, your hard drive must have enough free disk space to fit 130% of the largest single file you are trying to back up. For example, if the largest file is 1 GB, you'll need 1.3 GB of free space on your C drive to encrypt the file. You might actually need more space than this, because Aptix Online Backup by Mozy encrypts more than one file at a time.

If you have another drive or volume that has enough free space to store the temporary files, then you can switch the location in which the Aptix Online Backup by Mozy client places the temporary files.

1. Browse to the new location of your temp location.
2. Right-click in the folder or drive, then click **New > Folder**.
3. Rename the folder to **Temp**.
4. Choose one of the following options:
 - Click **Start**, then right-click **My Computer**.
 - For Windows Vista, click **Start**, then right-click **Computer**.
5. Click **Properties**.
6. Select one of the following options:
 - Click the **Advanced** tab, then click **Environment Variables**.
 - For Windows Vista, click **Advanced system settings**, then click **Environmental Variables**.
7. In the **User variables** group box, select **TEMP**, then click **Edit**.
8. In the **Variable Value** field, type the path of the new temp folder you created.
For example, D:\temp
9. Click **OK**.
10. In the System variables group box, select **TMP**, then click **Edit**.
11. In the **Variable Value** field, type the path of the new temp folder you created.
For example, D:\temp
12. Click **OK**, then click **OK** again.
For the changes to take effect, you must restart your computer.

Chapter 4

Using the Status Window

In the Status window, the progress of a backup occurring is shown by text and green bars.

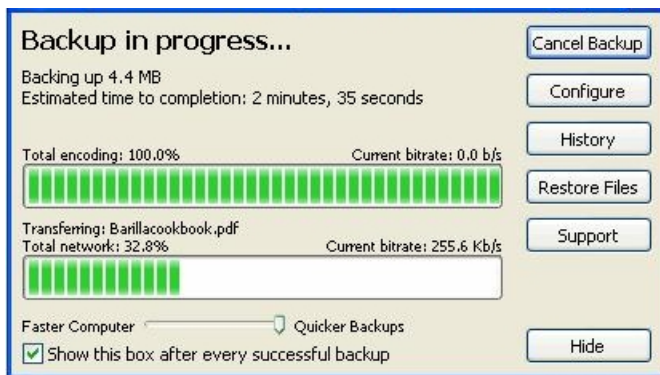


Figure 23: Client Status Window

The **Total encoding** progress bar shows how much of the current backup set has been encrypted and encoded for transfer.

The **Total network** progress bar indicates the percent of the current backup set that has been successfully transferred to the Aptix Online Backup by Mozy Home servers.

In addition, when you perform a restore, the progress bar displays the progress made in downloading and restoring the files.

You can adjust the speed of the backup by moving the slider to the left (faster computer) or right (quicker backups).

After a backup or a restore has been attempted, the Status window displays whether the backup or restore was successful, and when it was completed. If an error occurred during the backup or restore, the window displays an error code with a brief explanation for the error and a link for more information.

The following topics are available:

Topics:

- [Using the Status Window](#)

Using the Status Window

The Aptix Online Backup by Mozy Status window allows you to view the status of a current backup, start a backup manually, and launch the Aptix Online Backup by Mozy Configuration window.

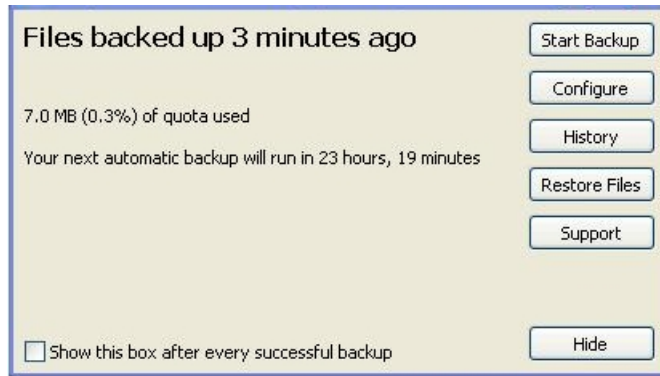


Figure 24: Client Status Window

1. Right-click the Apptix Online Backup by Mozy icon in your system tray, then click **Status**.
2. From the Status window, you can select any of the following options:

Option	Description
Start Backup	Initiates a manual Apptix Online Backup by Mozy Remote Backup.
Configure	Launches the Apptix Online Backup by Mozy Configuration window.
History	Launches the History window.
Restore Files	Launches your online account with Apptix Online Backup by Mozy to initiate a file restoration.
Support	Launches the Apptix Online Backup by Mozy online support page in your browser.
Hide	Allows you to hide the Status window.

To hide the Status window after a successful backup, deselect **Show this box after every successful backup**.

Chapter 5

About Restoring Files

In the event of a catastrophic computer failure or loss, you might need to restore backed up files from Apptix's online site. There are four methods for performing a file restore:

Option	Description
The Restore tab	Allows you to restore files from the Configuration window.
Virtual Drive	Allows you to restore files from a virtual drive using either the Explorer window or the My Computer window.
Right-click restores	Allows you to restore files from the file explorer window or My Computer window by right-clicking in the window and selecting the files to restore.
Web restores	Allows you to download files from the Apptix Web site.

The **Restore** tab does not appear until after the first backup has taken place. Alternately, you can click **Restore Files** in the Status window.

The **Restore Files** button in the Status window follows a specific hierarchy:

1. If available, the **Restore** tab in the Apptix Online Backup by Mozy Configuration window opens.
2. If not, the Apptix Online Backup by Mozy Virtual Drive in My Computer opens.
3. If neither of those options is available, the Apptix Online Backup by Mozy Web Restore window opens in a browser.

Apptix restores your files to their original location on your hard drive.



Important: You cannot perform a restore when the machine is in the process of a backup.

The following topics are available:

Topics:

- [Performing a Restore Using the Restore Tab](#)
- [Using the Apptix Online Backup by Mozy Virtual Drive](#)
- [Right-Click Restores](#)
- [Restoring from the Web](#)

Performing a Restore Using the Restore Tab

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

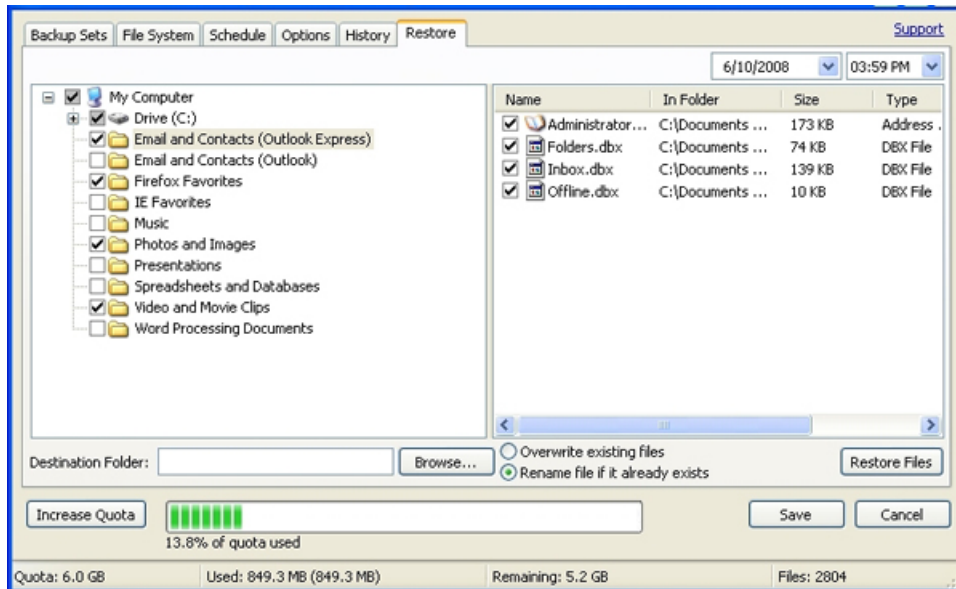


Figure 25: Restore Tab

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 appears, navigate to the desired folder.
 - b) Alternately, create a new folder by clicking **Make New Folder**, 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.

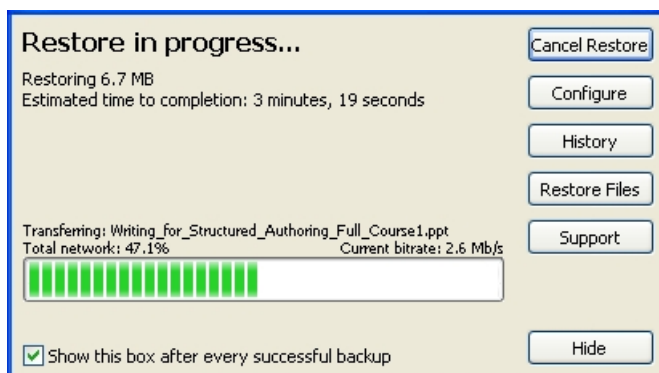


Figure 26: Status Window

Using the Apptix Online Backup by Mozy Virtual Drive

1. To access the My Computer window:
 - Use either the Start menu or your desktop icon to navigate to My Computer (Computer for Vista users)
 - Right-click on the **Start** button, click **Explore** , 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.

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.

Right-Click Restores

The right-click restore allows 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:
 - Use either the Start menu or your desktop icon to navigate to My Computer (Computer for Vista users).
 - Right-click on the **Start** button, click **Explore** , 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:
 - 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** .
 - 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:
 - To restore the files or folders to the same location click **Restore**.
 - 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.
 - 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**.

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.

1. In your browser's address bar, type <https://www.apptix.mozypro.com/login>, 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**.

You have the option of selecting files and folders to restore in two different ways:

- [Restoring Files from the Web Using the File System](#) on page 36
- [Restoring Files from the Web Using Backup Sets](#) on page 37

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 check box above the top of the file list.
 - To deselect all the files, click the empty check box above the top of the file list.

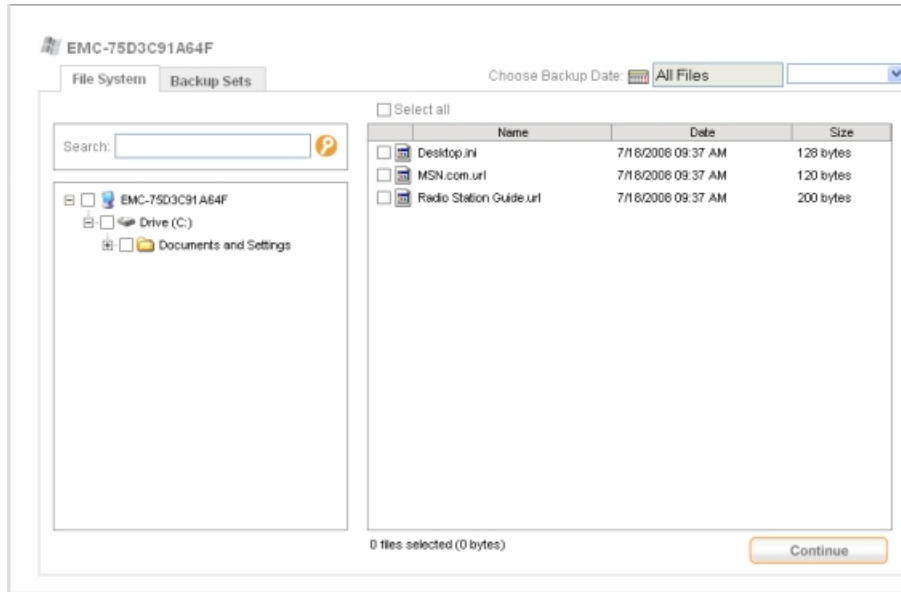


Figure 27: Selecting Files

4. Click **Continue**.

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.

For information on downloading the restored files, see [Downloading Restored Files](#) on page 38.

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.

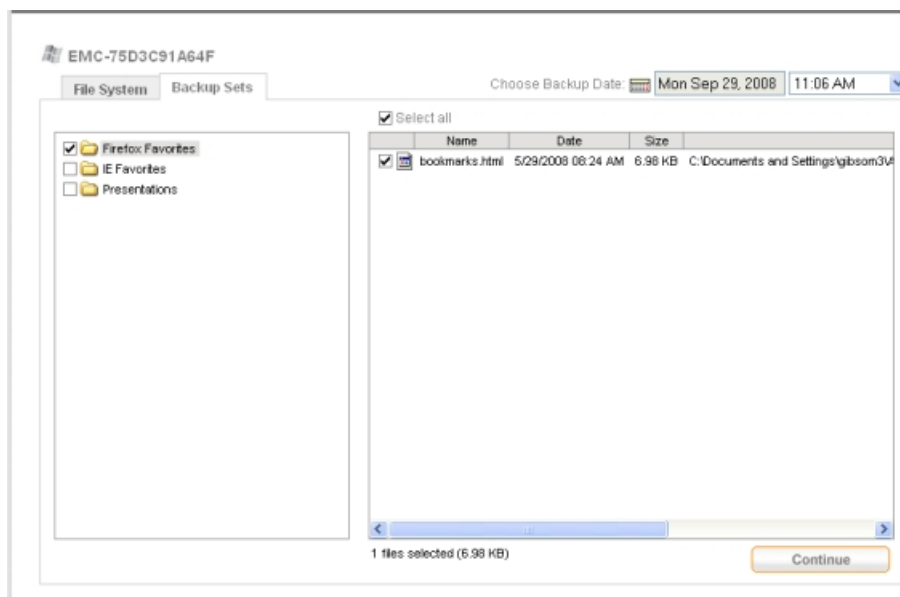


Figure 28: Selecting Backup Sets

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.
 - To select all the files, click the checked check box above the top of the file list.
 - To deselect all the files, click the empty check box above the top of the file list.
4. Click **Continue** to start the restore process.

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.

For information on downloading the restored files, see [Downloading Restored Files](#) on page 38.

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 appears, 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](#) on page 39 for information on how to decrypt your data. If you used Apptix 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.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 on the Crypto Utility file, then click **Run as administrator** to run the program.



Figure 29: Crypto Utility

6. Select from 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	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.

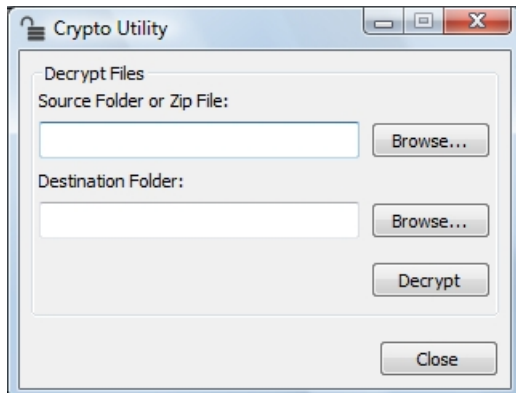


Figure 30: File Locations

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.

Chapter 6

Uninstalling Apptix Online Backup by Mozy

1. Click **Start** > **All Programs** > **Apptix Online Backup by Mozy** > **Uninstall Apptix Online Backup by Mozy**.
2. Click **Yes** to confirm the uninstall of Apptix Online Backup by Mozy.
3. When prompted to restart, click **Yes**.

Apptix Online Backup by Mozy users must call Technical Support to cancel an account.

