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Chapter 1

Cox Business Online Backup Overview

Cox Business Online Backup is a secure and reliable backup solution for your business needs. Through the easy-to-use Cox Business Online Backup client interface, you can customize your file selection and backup scheduling. The Cox Business Online Backup 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.), Cox Business Online Backup makes it easy to recover the data via the Cox Business Online Backup client.

Cox Business Online Backup encrypts your data locally before it is sent to Cox Business data centers over an SSL connection. Your backups are then stored in the Cox Business data center with 448-bit Blowfish encryption to ensure your data is protected.

It’s easy to install and configure the Cox Business Online Backup client. Simply register at https://myaccount.coxbusiness.com, download and install the client, select the files you need to back up, and you’re set to go.
Chapter 2

Installing Cox Business Online Backup

There are multiple steps to the installation process:

1. Download the Cox Business Online Backup client from the Cox Business Website: http://ww2.cox.com
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 the Configuration Wizard on page 11 for more information.
7. Configuring Cox Business Online Backup.

The following topics are available:

Topics:

- Downloading the Cox Business Online Backup Client
- Installing the Cox Business Online Backup Client
- Using the Configuration Wizard
- Selecting Backup Sets
- Selecting Your Backup Speed

Downloading the Cox Business Online Backup Client

1. In your browser’s address bar, type https://myaccount.coxbusiness.com, then press Enter.
2. Specify your email address and password in the appropriate fields, then click Log In.
3. In the left-hand navigation, click Online Backup.
4. Click Download and Install Application.
5. Browse to the location where you want to save the file, then click Save File.

Installing the Cox Business Online Backup Client

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

![Setup Window](image)

**Figure 1: Setup Window**

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

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

**Using the Configuration Wizard**

1. Start the Cox Business Online Backup **Configuration Wizard**.
2. Depending upon your selection when you finished the installation, you have two choices for starting Cox Business Online Backup.
Installing Cox Business Online Backup

- If you select the Cox Business Online Backup Configuration Wizard, the program is launched automatically after the installation.
- If the Cox Business Online Backup Configuration Wizard is not running, right-click the Cox Business Online Backup icon in your system tray, then click Configure.

Activating Cox Business Online Backup 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 the 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 Cox Business MyAccount Username field, type your MyAccount username.
5. In the MyAccount Profile ID field, type your MyAccount Profile ID, which is sent in the Welcome email.
6. (Optional) Select whether you want the client to remember your password.
7. Click Next.

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 Cox Business icon in the system tray, then choose Configure.
2. Click the Backup Sets tab.
3. Click the checkbox next to the backup set you want to include 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.
4. To exclude backup sets from the back up, deselect the checkbox next to the backup set.
Figure 2: Backup Sets

5. 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 the Configuration Wizard* on page 11.

6. Once you have finished selecting your backup sets, click Next.

Selecting Your Backup Speed

Cox Business Online Backup allows you to select the speed of your backups. You can select either to have faster backups or better performance for your computer.
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 Cox Business Online Backup Configuration Wizard, select from one of the following options:
   • Start your initial backup immediately
   • Let Cox Business Online Backup 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 the Configuration Wizard on page 11.

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 speed. However, after the initial backup, subsequent backups are incremental, saving only new data.
Chapter 3

Using the Settings Window

The Settings window lets you set additional configuration options such as choosing specific files to back up, when you want backups to take place, and what alerts you want displayed. You can open the Settings window using one of the following options:

- Right-click the MozyPro icon in your system tray, then click Settings.
- When the backup completes, the Status window is displayed. Click Settings to open the MozyPro Settings window.

Click the tabs to view and change your backup settings. When you have finished making all your changes, click Save. The Settings window closes.

The following topics are available:

Topics:

- **Understanding Backup Sets**
- **Using the File System Tab to Select Backup Content**
- **About Deleting, Moving, and Renaming Files**
- **Scheduling Backups**
- **Setting Options**
- **About the History**
- **About Restoring Files**
Understanding Backup Sets

Backup sets let you easily select files to back up according to file type in specified directories. Each time a new file of a type you have selected for backup is saved to your computer, MozyPro automatically selects that file for all subsequent backups.

By default, backup sets that have no files that meet the backup set criteria are not listed as available backup sets. To view all available backup sets, the Show all pre-configured backup sets option must be selected. For information on how to change this option, see Setting Options on page 27.

For example, selecting the check box for the Word Processing Documents backup set automatically backs up all Microsoft Word, OpenOffice.org, WordPerfect, Adobe Acrobat, and text files on your computer under the My Documents and Desktop folders. All subsequent files saved to your computer in these folders with the same file extensions are automatically added to your backups.

Figure 7: Backup Sets

When you click the name of a backup set, a list of the 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.

Note: If you are using local backup, you cannot back up any files that are locally EFS encrypted. Before you run your first local backup with MozyPro, you must first exclude any EFS encrypted files.

This table describes the behavior of the backup set selector.
Creating Custom Backup Sets

MozyPro lets you create custom backup sets for your specific needs. When you create a custom backup set, you select the specific files or directories to include in the set or you create rules that include or exclude files and directories. For example, if you often enhance your photos using Photoshop, you might not want to keep all of resulting output files because you have the original Photoshop .psd file. Then you can select your working Photoshop directory, and then create a rule to exclude all the .jpg, .gif, and other graphic file types. The result is you back up just your Photoshop files.

Additionally, after creating a backup directory, you can choose to exclude the set from your backup by selecting the **Files matching this set will be EXCLUDED from the final backup set** checkbox. This checkbox appears if the **Show advanced backup set features** is selected on the Advanced tab under Options in the Settings window.

1. Right-click the **MozyPro** icon in your system tray, then select **Settings**.
2. Select **More Settings**, then click **Backup Sets**.
3. From the Backup Set list in the left pane, select the check box next to the set you want included in your backup.
   - 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. When you have finished changing this setting or other settings, click **OK**. Your settings are saved and the Settings window closes.

### Selecting Backup Sets

1. **MozyPro** icon in your system tray, then select **Settings**.
2. Select **More Settings**, then click **Backup Sets**.
3. From the Backup Set list in the left pane, select the check box next to the set you want included in your backup.
   - 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. When you have finished changing this setting or other settings, click **OK**. Your settings are saved and the Settings window closes.

### Editing Backup Sets

Editing a backup set takes just moments and is easy to accomplish. When you edit a backup set, you can change the file attributes or the directories that should be used to determine if files are included in the backup.

1. Right-click the **MozyPro** icon in your system tray, then select **Settings**.
2. Select **More Settings**, then click **Backup Sets**.
3. Under Backup Sets, double-click the backup set you want to edit.
4. Edit the backup set.
   - See **Creating Custom Backup Sets** below for more information.
5. When you have finished changing this setting or other settings, click **OK**. Your settings are saved and the Settings window closes.

### Creating Custom Backup Sets

<table>
<thead>
<tr>
<th>Checkbox</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
<td>New files matching this backup set will not be backed up. However, the backup set displays files that are being backed up because they match the rules of a different backup set or they were explicitly selected.</td>
</tr>
<tr>
<td>☑</td>
<td>All of these files will be backed up, and new files in this set will be backed up. When you select the checkbox for a backup set, all the existing files are selected for backup. Deselecting the checkbox deselects all files in the backup set.</td>
</tr>
</tbody>
</table>

**Using the Settings Window**
3. On the Backup Sets tab, right-click in the left pane of the window, and select Add Backup Set. The Backup Sets window appears.

4. In the Backup Set Name field, specify a name for your new backup set.

5. In the right pane, select the locations where your files are stored.

6. To create rules for your backup set, click Add a rule. Use the drop-downs and text field to specify the rule criteria. The Rules wizard appears.

7. To add another rule, click +.

8. When you have finished changing this setting or other settings, click OK. Your settings are saved and the Settings window closes.

### Setting Up Rules

There are many possible rule combinations for backup sets. They are all based on either including or excluding certain files according to your specifications. The following sections explain the different options you can use to build a rule, moving from left to right while building your rules.

### Including and Excluding Data

The first criterion you select is whether to include or exclude the data from the backup set. Click the first drop-down and select:

- 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**

Specify the file extension in the text box. Examples are .exe, .doc, .txt, .pdf.
Size

Select either is less than or is greater than for your option, then specify the number of kilobytes in the text box.

| Include | Size | Is greater than | 64 | KB |

Last Modified

Select either before, after, or between from the next drop-down list

Before and after allow you to select one date for the date field. If you select between, two date fields appear so you can set the range.

You can enter the date manually or select the date from a calendar that appears when you click the date field drop-down menu.

| Include | Last modified | Between | 1/2/2007 | 1/2/2007 |

Created

Select either before, after, or between from the next drop-down list

Before and after allow you to select one date for the date field. If you select between, two date fields appear so you can set the range.

You can enter the date manually or select the date from a calendar that appears when you click the date field drop-down menu.

| Include | Created | After | 1/2/2007 |

File Name

Select one of the following from the next drop-down list:

- is
- is not
- starts with
- doesn’t start with
- ends with
- doesn’t end with

Specify the word or characters in the text box.

| Include | File name | Starts with | C | |

Note: If you are specifying the name of a file, and if that name contains a space, you must enclose the entire name within quotation marks. For example, if the file name is expense reports, you must type “expense reports.”

Folder Name

Select one of the following from the next drop-down list:

- is
- is not
- starts with
- doesn’t start with
- ends with
- doesn’t end with

Specify the word or characters in the text box, and then select the desired if you want just Files or Files and folders.
Note: If you are specifying the name of a folder, and if that name contains a space, you must enclose the entire name within quotation marks. For example, if the folder name is *my docs*, you must type “*my docs*.”

Configuring Microsoft Volume Shadow Services Backup Set Rules

For server backups, you might want to back up Microsoft Exchange, Active Directory, Microsoft SQL Server, SYSVOL, registry, and COM+ data. This helps for quick restoration when you have data loss. Mozy makes this process easy for you. For Microsoft Exchange, Active Directory, Microsoft SQL Server, SYSVOL, registry, and COM+ data, MozyPro uses the native Microsoft VSS writers to back up the data while the services are running. Microsoft VSS support is only available on Windows 2003 server or later.

Important: This functionality is only available with a MozyPro server license.

If these services are running on your machine, the MozyPro client automatically detects the available services and displays them in the **Backup Sets** tab.

![VSS Backup Sets](image)

**Figure 9: VSS Backup Sets**

To back up these applications for file sets, select the check box next to the backup set. The MozyPro client then automatically uses the Microsoft Volume Shadow-copy Service (VSS) Writer to do the backup.

At the time of backup, if the Exchange services are running, a request is made to the VSS, which notifies the Exchange services that a backup is about to take place. Once the backup has occurred, Exchange is notified that the backup has occurred successfully and Exchange deletes the Exchange logs.

For Microsoft SQL Server to back up, the SQL Server VSS Writer service must be started before the backup set displays. It is suggested that you set the SQL Server VSS Writer service to automatically start when Windows starts. When the backup sets appear for Microsoft SQL Server, each database displays as a separate backup set. The SQL Server services and SQL Server VSS Writer then flush any transactions pending in memory to the store file to ensure that the backup includes the most recent changes available; after which, a snapshot of the files are backed up.

After MozyPro has backed up the file, only the changed blocks of the file are transmitted. This happens at the block level, not the file level, so subsequent backups can take minutes instead of hours.
This style of Exchange and SQL Server backup results in a significantly reduced impact on the performance of the server as well as on the SQL/Exchange services. Because MozyPro avoids interfacing with the services directly, no downtime or slowdown of any kind is experienced.

**Important:** If you are configuring MozyPro to back up a Microsoft Exchange Server residing on the same hardware as the domain controller, it is important to select the VSS Active Directory and Windows File Replication Service (SYSVOL) backup sets.

### Using the File System Tab to Select Backup Content

The **File System** tab lets you select or deselect any files or folders on your system to include with your backup. This method differs from selecting backup sets because instead of searching for a file type, you specify the individual files or folders to include in the backup. Any files selected on either Backup Sets or File System are shown as selected in both places. Likewise, deselecting a file in either place also deselects it in the other.

1. Right-click the **MozyPro** icon in your system tray, then select **Settings**.
2. Select **More Settings**, then click **Backup Sets**.
3. Click **File System**. The File System is displayed in the left pane and individual files are displayed in the right pane. An encrypted file name is displayed as a different color than the rest of your files.

4. Select the folders you want to include in the backup. When you select a folder, all its subfolders are selected as well.
5. Select or deselect individual files in the right pane that you want to include or exclude from the backup.
6. When you have finished changing this setting or other settings, click **OK**. Your settings are saved and the Settings window closes.

None of the steps above disengage the feature that automatically marks subsequently created files in selected folders. You can hover your mouse pointer over a folder to reveal a tooltip explaining how it is treated during a backup.
Adding Files and Folders Through Windows Explorer

You can add files and folders to your backup list by right-clicking on the file or folder in Windows Explorer. If the option to “Add to the MozyPro backups” isn’t an option, that means the file is already selected for backup, or it is a file that Mozy cannot backup such as shortcuts. You cannot add a network-mapped drive to the backup using this method.

You cannot remove files and folders from a backup by right clicking on them; you have to go through the Settings window.

To add a file or folder to your backup list

1. Open Windows Explorer.
2. Right-click the file or folder you want to add, then select Add to MozyPro backups.

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

Adding a Network Share

If your computer is in a network environment, you can add network shares to your file system backups. This allows you to back up content on another computer that is shared. You can only add a network share with a server license type.

Important: This functionality is only available with a MozyPro server license.

For information on how to share files and folders on another computer, see the computer’s operating system help.

1. Right-click the MozyPro icon in your system tray, then select Settings.
2. Click the File System tab.
3. Right-click the left folder list panel, then select Add network share.
4. In the Share field, enter the UNC path to the share.
   An example of a UNC path could be \shareserver\share.

Figure 11: Network Share

5. If the machine requires you to log in to use the share, enter the user name in the Username field.
6. In the Password field, enter the password that is required by the share.
7. Click OK.
   If the share has been configured correctly, the share point displays in the list in the left pane.
About Deleting, Moving and Renaming Files

When you delete a file from your computer, the file is marked for deletion on the backup servers. The file is permanently deleted from the servers 30 days after it was deselected.

When you use the Settings window to deselect a file to exclude from future backups using either the Backup Sets or File System tab, the file is marked for deletion on the next backup on the backup servers. The file is permanently deleted from the servers 30 days after it was deselected.

When a file is marked for deletion on the backup servers, MozyPro immediately releases the storage space used by that particular file. The most recent version of the file is kept for 30 days, after which the file is deleted permanently from the backup servers and is no longer retrievable.

MozyPro recognizes when you delete, move, or rename files on your system, and updates the backup servers. MozyPro keeps an exact copy of your selections on the Mozy servers, meaning that all changes (deletions, moves, and renaming) of files on your system are mirrored.

When you rename a file on your system, MozyPro treats it as a deletion of the old file and the 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 uses the old name. After the date of renaming, the file uses 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, MozyPro treats this in the same manner as a renaming.

After renaming or moving a file, the file will not have to be uploaded again.

Scheduling Backups

There are two scheduling methods you can use to customize when and how often MozyPro should back up your computer.

- **Automatic**: Backups occur when your computer is not in use. You can choose the parameters that MozyPro uses to determine when to start an automatic backup. See *Configuring an Automatic Backup* on page 25.

- **Scheduled**: Backups occur at the time you select. You can choose how often and when the backup occurs. See *Configuring a Scheduled Backup* on page 26.
Configuring an Automatic Backup

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

1. Right-click the MozyPro icon in your system tray, then select Settings.
2. Enter your Username and Password, if prompted.
3. Select More Settings, click Options, then click the Scheduling tab.
4. Select Automatic (Perform Back up when your computer is not in use).
5. Set the parameters by clicking the up and down arrows.

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Don’t back up if th CPU is over this % busy.</td>
<td>Specify the highest percentage for the computer use in which a backup will run. If your computer use exceeds this percentage during an automatic backup, the backup halts until the system falls below the setting you specify. For example, if you set this to 15%, then a backup won’t start unless the CPU utilization falls below 15%.</td>
</tr>
<tr>
<td>Don’t back up unless the computer has been idle for at least this long (minutes).</td>
<td>Specify how long (in minutes) that your PC is idle before a backup is run. If a program or system settings cause the computer to become active, the backup halts till the system is idle for the number of minutes specified. For example, if you set this to 30 minutes, then a backup won’t start unless the computer has been idle for over 30 minutes. If during a backup, the computer becomes active, the backup stops and does not resume until the computer has been idle for 30 minutes again.</td>
</tr>
<tr>
<td>Don’t back up more than this many times per day.</td>
<td>Specify the minimum number of hours MozyPro waits before performing an automatic backup.</td>
</tr>
</tbody>
</table>

Caution: These parameters are cumulative, meaning that all conditions must be met before a backup starts or resumes.
6. (Optional) Configure the following options:

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attempt automatic backups even when the computer is running on battery power.</td>
<td>Backups continue to occur even when your computer is running on battery power. It is not selected by default.</td>
</tr>
<tr>
<td>Start automatic backups when a network connection is not detected.</td>
<td>Backups are attempted regardless if a network connection is detected. Use this if your network connection is unreliable. It is not selected by default.</td>
</tr>
</tbody>
</table>

7. When you have finished changing these settings or other settings, click OK. Your settings are saved and the Settings window closes.

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

If your 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 MozyPro Settings window reloads displaying the settings that were previously grayed out.
```

### Configuring a Scheduled Backup

Scheduled backups occur at the time you select.

1. Right-click the **MozyPro** icon in your system tray, then select **Settings**.
2. Select **More Settings**, click **Options**, then click the **Scheduling** tab.
3. Select **Scheduled**.
4. From the drop-down list, select **Daily** or **Weekly** backups.
5. Select the time of the day you want to perform the backup to run. For **Weekly** backups, select the day of the week you want the backup to run.
6. Select the frequency of backups. (For example, every two days.)
7. (Optional) Configure the following options:

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attempt automatic backups even when the computer is running on battery power.</td>
<td>Backups continue to occur even when your computer is running on battery power. It is not selected by default.</td>
</tr>
<tr>
<td>Start automatic backups when a network connection is not detected.</td>
<td>Backups are attempted regardless if a network connection is detected. Use this if your network connection is unreliable. It is not selected by default.</td>
</tr>
</tbody>
</table>

8. When you have finished changing these settings or other settings, click OK. Your settings are saved and the Settings window closes.

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

If your 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 MozyPro Settings window reloads displaying the settings that were previously grayed out.
```
Temporarily Suspending Backups

You can temporarily suspend automatic and scheduled backups.

1. Right-click the MozyPro icon in your system tray, then select Settings.
2. Select More Settings, click Options, then click the Scheduling tab.
3. Select Temporarily suspend automatic and scheduled backups.

Note: MozyPro will not run backups until you deselect the suspend option.

You can quickly toggle this setting on or off by right-clicking the MozyPro icon in your system tray, selecting Settings, then clicking Suspend.

Setting Options

You can switch certain features on or off according to your preferences and system setup.

1. Right-click the MozyPro icon in your system tray, then select Settings.
2. Click More Settings, then click Options.
3. Use the sub-tabs to change settings for MozyPro.

Figure 13: Client Options

If your 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 MozyPro Settings window reloads displaying the settings that were previously grayed out.
Setting General Options

You can switch certain features on or off according to your preferences.

1. Right-click the MozyPro icon in your system tray, then select Settings.
2. Click More Settings, then click Options.
3. Click the General tab, then select the options you want to activate. Deselect any undesired options.

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Show backup status icon on files</td>
<td>Displays icons next to files and folders in Windows Explorer when a file is included in your backup list. It is selected by default.</td>
</tr>
<tr>
<td>Warn me when I go over my quota</td>
<td>Opens a small window alerting you when you have exceeded your quota. It is selected by default.</td>
</tr>
<tr>
<td>Alert me that a backup hasn’t happened in this many days</td>
<td>Lets you set the number of days before an alert pops up to tell you a backup has not occurred.</td>
</tr>
</tbody>
</table>

4. When you have finished changing this setting or other settings, click OK. Your settings are saved and the Settings window closes.

If your 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 MozyPro Settings window reloads displaying the settings that were previously grayed out.

Setting Bandwidth Throttling

To understand how bandwidth throttling works, imagine a set of two power lines running to and from your house, but instead of power, information such as word processing files or images is flowing through the lines. One line is only for uploading to the Internet (MozyPro backups, email, etc.), while the other is only for downloading from the internet (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 MozyPro to use less of your upload bandwidth so other higher priority services such as email can use it. This is called “throttling.” You can customize the backup throttle so that you don’t tie up your information lines when you need them the most.

While throttling determines the amount of bandwidth you want to dedicate to MozyPro, Backup Speed determines how much of your computer’s resources (CPU) is dedicated to the encryption and backup of your files.

1. Right-click the MozyPro icon in your system tray, then select Settings.
2. Click More Settings, then click Options.
3. Click the Performance tab, then select Enable Bandwidth Throttle.
4. Click and hold the slider to move it left or right. Slide the control to the left to decrease the bandwidth used or to the right to increase the bandwidth available for backups.

5. Decide whether you want MozyPro to always throttle or only during a specified period of the day, such as during office hours.
   If you select **Throttle Between These Hours**, specify the range.

6. When you have finished changing this setting or other settings, click **OK**. Your settings are saved and the Settings window closes.

**Setting Backup Speed**

Backup Speed determines how much of your computer’s resources (CPU) are dedicated to encrypting and backing up your files. You can choose to have faster backups or better performance for your computer.

To set backup speed:

1. Right-click the **MozyPro** icon in your system tray, then select **Settings**.
2. Choose one of these options:
   - To quickly set the backup speed, select **Backup Speed**, then click either **Slow**, **Medium** or **Fast**.
   - To have more options in setting the backup speed, go to the next step.
3. Click **More Settings**.
   The Settings window opens.
4. Click **Options**, then click the **Performance** tab.
5. Under Backup Speed, click and hold the slider, then drag it to the right for quicker backups or to the left for faster computer performance.
6. When you have finished changing this setting or other settings, click **OK**. Your settings are saved and the Settings window closes.

**Understanding Local Backup**

In addition to backing up your files to the online backup servers, you can back up the same files to a drive which is attached to your computer or to a network drive using a UNC path. This lets you keep a snapshot of your last online backup locally, so that you can immediately restore from your local backup, rather than wait for a restore request to be fulfilled. This provides you with a second level of protection as well as convenience.

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

Unlike your online backup, the files in your local backup are not encrypted. This means your data can be readily accessed by you or someone else using the same drive. If needed, you can use programs such as Bitlocker or Truecrypt to encrypt your data on the local drive. If you do directly access your local backup files, and if you do delete any folder in that backed up set, that folder will no longer be backed up locally; however, it will still be backed up online. If a restore is ever necessary, the files will be restored from the online backup.

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

If you change your settings to exclude something, or if you delete something that had been selected for backup, those files and folders are no longer restorable from the local backup. However, because online backup stores files for 30 days, a restore can still be done from your online backup.

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

### Requirements for Using Local Backup

- Local backup works with either the NTFS or FAT32 file system; however, FAT32 does not support backing up files larger than 4 GB.
- You can use local backup with an internal drive, or an externally attached USB or Firewire drive; however, the drive must have an assigned drive letter. If the Status window shows that the backup was successful, but you also see this message, *An attempt n minutes ago was incomplete with a link to LocalBackupError0*, this means that the online backup was successful, but that the local backup was not. This is because the drive you had used for local backup is not connected.
- You can use local backup with a network drive using the UNC path.
- You cannot use local backup for files that are locally EFS encrypted. If you are backing up EFS encrypted files online with MozyPro, you must deselect them before your first local backup with MozyPro.
- If there is not enough room on the drive selected for local backup, the local backup fails and *DISK FULL* is entered in the error log file. Because the local backup failed, no files are written to the drive, and therefore the drive will not actually be full as reported in the log file.
- Avoid deep file paths. Local backup cannot back up a file with a full path and file name that is longer than 260 characters.
- Local backups are made to the root of the drive. You cannot specify a path on the local drive, to back up to a specific folder on that drive.

### Setting Up Local Backup

1. If the drive you intend to use for local backup is removable, such as a USB drive or an external hard drive, ensure it is connected.
2. Right-click the MozyPro icon in your system tray, then select **Settings**.
3. Click **More Settings**, then click **Options**.
4. Click **Local Backup**.
5. Select **Enable local backup**.

If you use Windows 7 or Vista and find you cannot select Enable local backup, look for the User Account Control icon on the Settings window. Click its link to notify Windows that MozyPro is permitted to access that drive.

6. In the **Drive** field, select the drive where you want your backup files stored.

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

If you select Add Network Share, you are prompted to provide the UNC path and the user name and password so that MozyPro can back up to the network drive.

### Setting Advanced Options

1. Right-click the **MozyPro** icon in your system tray, then select **Settings**.
2. Enter your Username and Password, if prompted.
3. Click **More Settings**, then click **Options**.
4. Click the **Advanced** tab, then select the options you want to activate. Deselect any undesired options.

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Automatically update the client software without prompting me</td>
<td>Automatically installs any updates as soon as they are released. It is selected by default.</td>
</tr>
<tr>
<td>Automatically log me in when opening the Settings window</td>
<td>Saves your username and password so that you do not need to log in each time you access the Settings window. It is selected by default.</td>
</tr>
<tr>
<td>Show status when a backup successfully completes</td>
<td>Launches the Status window when a backup has successfully completed. It is selected by default.</td>
</tr>
<tr>
<td>Option</td>
<td>Description</td>
</tr>
<tr>
<td>------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Show all pre-configured backup sets</td>
<td>Displays all the preconfigured backup sets in the Backup Sets tab. It is not selected by default.</td>
</tr>
<tr>
<td>Show advanced backup set features</td>
<td>Lets you define a backup set that prevents files from being backed up, instead of defining a set that includes files to be backed up. It is not selected by default.</td>
</tr>
<tr>
<td>Show the virtual drive in Computer</td>
<td>Displays the virtual drive, MozyHome Remote Backup, when you open My Computer. It is selected by default.</td>
</tr>
<tr>
<td>Show the restore option on the right-click menu in Windows Explorer</td>
<td>Displays the Restore Files in Folder entry in the right-click menu in Windows Explorer. It is selected by default.</td>
</tr>
<tr>
<td>Enable support for backing up open files</td>
<td>Lets MozyPro back up both open and locked files. This is not available on systems that do not have an NTFS-formatted drive, or on Windows 2000. It is selected by default.</td>
</tr>
<tr>
<td>Enable support for backing up FS encrypted files</td>
<td>Lets MozyPro back up files that have been EFS encrypted.</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> You cannot use local backup for EFS encrypted files. To use local backup, you must deselect any EFS encrypted files from your backup set. It is not selected by default.</td>
</tr>
<tr>
<td>Show all protected operating system files</td>
<td>Displays the C:\Program Files and C:\Windows directories. When this option is not selected, MozyPro hides these directories to assist users in making wiser backup choices. It is not selected by default.</td>
</tr>
<tr>
<td>Show more details in Status window</td>
<td>Displays additional information about your backup or restore in the Status window such as the number megabytes. It is not selected by default.</td>
</tr>
</tbody>
</table>

5. When you have finished in this tab, continue your configuration in other tabs, or click **Save**. Your settings are saved and the Settings window closes.

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

### Using Proxy Servers

If your computer uses a proxy server, you can choose if you want MozyPro to use the server during backups. By default, proxy servers are not used and the Do not use a proxy to connect to servers option is selected.

1. Right-click the **MozyPro** icon in your system tray, then select **Settings**.
2. Click **More Settings**, then click **Options**.
3. Click **Advanced**, then click **Setup Proxy**.
4. To use a proxy server, select one of the following
   • **Use this proxy server:** Enter the proxy server you want MozyPro to use.
   • **Use this computer’s default proxy server:** MozyPro uses the default proxy server configured for this computer.
   • **Automatically detect proxy settings:** MozyPro configures the proxy server based on your local network proxy settings.
   • **Use automatic configuration script:** MozyPro uses the specified script to activate the proxy service. Enter the URL where the script is located.
   • **Import Windows Proxy Settings:** MozyPro automatically copies your existing Windows proxy settings at the time you select it. It does not continually monitor your Windows proxy settings for modifications. If your proxy settings change, you need to reimport your settings again using the Proxy Configuration window.

5. Select a **Proxy authentication** option:
   • **My proxy server does not require authentication:** No authentication is used.
   • **My proxy server authenticates my computer via the domain:** Uses your domain for authentication.
   • **My proxy requires a user name and password:** Specify the user name, password, and domain (optional) for the proxy server.

6. Click **OK** to save your settings.

7. When you have finished changing this setting or other settings, click **OK**. Your settings are saved and the Settings window closes.
About the History

The History tab displays all attempted MozyPro backups and restores. The top pane lists all the backups and restores, and the bottom pane displays the details for each backup and restore.

The following information is displayed in the top pane:

- 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

To open History on the Settings window:

1. Right-click the MozyPro icon in your system tray, then select Settings.
2. Select More Settings, then click History.
3. Click a backup or restore in the top pane. The list of files for that backup or restore appears in the bottom pane.
   You can sort by any of the column headings in either pane.
4. (Optional) Click Clear History to clear the history.
5. When you have finished changing this setting or other settings, click **OK**. Your settings are saved and the Settings window closes.

You can also see History by right-clicking the **MozyPro** icon in your system tray, then clicking **History**.

**About Restoring Files**

You can use the **Restore** tab to restore files. For more information, see *About Restoring Files* on page 46.
The MozyPro status window lets you see the status of the latest backup or restore and start a backup manually. It also provides access to see what files are backed up, to restore files, to change your settings, and to get more space for your backups.

![Status Window](image)

**Figure 18: Status Window**

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*
- *Seeing % Complete on the Status Window*
- *Seeing What Files Are Backed Up*

**Using the Status Window**

The MozyPro Status window lets you see the status of a current backup or restore, and start a backup manually. It also provides access to see what files are backed up, to restore files, and to change your settings.
1. Right-click the **MozyPro** icon in your system tray, then select **Status**.

2. On the Status window, you can select any of the following options:

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Start Backup</strong></td>
<td>Starts a backup. If you see a message that the backup failed because of bad credentials, the most likely cause is that you changed your password in your online account pages. To change your password in the MozyPro software, click <em>Set credentials now</em>, then change your password to match the password you set online.</td>
</tr>
<tr>
<td><strong>Pause Backup</strong></td>
<td>If a backup is in progress, pauses the backup.</td>
</tr>
<tr>
<td><strong>Stop Restore</strong></td>
<td>If a restore is in progress, stops the restore.</td>
</tr>
<tr>
<td><strong>Support</strong></td>
<td>Opens Help</td>
</tr>
<tr>
<td><strong>Files backed up</strong></td>
<td>Opens the Backed up files window, where you can see detailed information about currently backed up files.</td>
</tr>
<tr>
<td><strong>Change</strong></td>
<td>Opens the Scheduling tab, where you can change when your files are backed up.</td>
</tr>
<tr>
<td><strong>% Complete</strong></td>
<td>(Optional) Shows how much of a backup in progress is complete.</td>
</tr>
<tr>
<td><strong>Restore Files</strong></td>
<td>Opens the Restore tab, where you can find files to restore.</td>
</tr>
<tr>
<td><strong>Restore Files</strong></td>
<td>Opens the Settings window.</td>
</tr>
</tbody>
</table>

**Seeing % Complete on the Status Window**

You can choose to see progress information for your backups on the Status window.

To toggle % Complete on or off on the Status window:

1. Right-click the **MozyPro** icon in your system tray.
2. Click **Settings**, then click **Enable Advanced View**.

   When Enable Advanced View is on, the % Complete for any backup in progress is visible on the Status window. This is the size of all the files backed up so far out of the total size of all the files selected for backup.
Seeing What Files Are Backed Up

In addition to seeing the history of your backup and restore transactions, you can see what files are backed up. Before and after a backup, you see only the Files backed up list. But while files are being backed up, you can also see the Files awaiting backup list.

To see what files are backed up, choose one of these options:

- Right click the MozyPro icon in your system tray, then click View Backed Up Files.
- On the Status window, click Files backed up.

The Backed up files window shows detailed information about currently backed up files. The Files awaiting backup list appears only during a backup. You can do any of these actions:
<table>
<thead>
<tr>
<th>Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Find a file</td>
<td>In the <strong>Search for</strong> field, type characters to use in searching for files, then click <strong>Search</strong>. You use letters, numbers, symbols, spaces and the wildcard. The search looks for these characters in the name of the file, and in the full path of the folder. To restore the complete list of all files, clear the <strong>Search for</strong> field, then click <strong>Search</strong>.</td>
</tr>
</tbody>
</table>
| Sort the list   | Click the label of any column to sort by that column, either in ascending or descending order. You can sort with these columns:  
  - Name: The name of the file, including its extension.  
  - In Folder: The full path for the folder the file is in on your computer.  
  - Size: The size of the file.  
  - Type: The type of file.  
  - Date Modified: The date and time the file was last modified on your computer. |
| Resize a column | Hover your mouse pointer over the right side of the column label. When the mouse pointer changes to re-size mode, either double-click to expand to the width of the longest information in the column, or click and drag to manually expand or condense the column. |
Chapter 5

Seeing What Files Are Backed Up

In addition to seeing the history of your backup and restore transactions, you can see what files are backed up. Before and after a backup, you see only the Files backed up list. But while files are being backed up, you can also see the Files awaiting backup list.

To see what files are backed up, choose one of these options:
- Right click the MozyPro icon in your system tray, then click View Backed Up Files.
- On the Status window, click Files backed up.

![Figure 22: Backed up files window](image)

The Backed up files window shows detailed information about currently backed up files. The Files awaiting backup list appears only during a backup. You can do any of these actions:

<table>
<thead>
<tr>
<th>Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Find a file</td>
<td>In the Search for field, type characters to use in searching for files, then click Search. You use letters, numbers, symbols, spaces and the wildcard. The search looks for these characters in the name of the file, and in the full path of the folder. To restore the complete list of all files, clear the Search for field, then click Search.</td>
</tr>
<tr>
<td>Sort the list</td>
<td>Click the label of any column to sort by that column, either in ascending or descending order. You can sort with these columns:</td>
</tr>
<tr>
<td></td>
<td>• Name: The name of the file, including its extension.</td>
</tr>
<tr>
<td></td>
<td>• In Folder: The full path for the folder the file is in on your computer.</td>
</tr>
<tr>
<td></td>
<td>• Size: The size of the file.</td>
</tr>
<tr>
<td></td>
<td>• Type: The type of file.</td>
</tr>
<tr>
<td></td>
<td>• Date Modified: The date and time the file was last modified on your computer.</td>
</tr>
<tr>
<td>Resize a column</td>
<td>Hover your mouse pointer over the right side of the column label. When the mouse pointer changes to re-size mode, either double-click to expand to the width of the longest information in the column, or click and drag to manually expand or condense the column.</td>
</tr>
</tbody>
</table>
Chapter 6

About Restoring Files

The following table lists the types of restores you can perform:

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Restore tab</td>
<td>Lets you restore files from the Settings window in the MozyPro Client.</td>
</tr>
<tr>
<td>Virtual Drive</td>
<td>Lets you restore files from a virtual drive using either file explorer window or the My Computer window.</td>
</tr>
<tr>
<td>(MozyHome Remote Backup)</td>
<td></td>
</tr>
<tr>
<td>Right-click restores</td>
<td>Lets you restore files from the file explorer window or My Computer window by right-clicking in the window and selecting the files to restore.</td>
</tr>
</tbody>
</table>

You can also restore data to a new computer from a previously backed up computer. For more information, see *Replacing a Computer* on page 54.

The **Restore** tab does not appear until after the first backup has taken place.

You can also click **Restore Files** in the Status window or right click the Mozy icon in the system tray and select **Restore Files**.

MozyPro in-client restores return your files to their original location on your hard drive.

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

**Topics:**

- *Restoring Files Using the Restore Tab*
- *Performing VSS Restores*
- *Using the MozyPro Virtual Drive*
- *Right-Click Restores*
- *Using the Web to Restore Files*

**Restoring Files Using the Restore Tab**

You can restore files from the MozyPro Settings window.
1. Right-click the MozyPro icon in your system tray, then select Settings.
2. Select More Settings, then click Restore.
3. From 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.
4. In the left pane, select the backup set from which you want to restore files.
5. In the right pane, select the file or files you want to restore.
6. Click Browse to select the destination folder for your restored files.
   • Navigate to an existing folder, and click OK.
   • Alternately, create a new folder by clicking Make New Folder, then specify the name of the new folder in the appropriate field. Then click OK.
7. Select whether you want to overwrite existing files or rename files if they already exist.
8. Click Restore Files.
   The Status window opens showing the restoration progress.
Performing VSS Restores

If you have server license, and you backed up VSS data such as Microsoft SQL Server, Microsoft Exchange Server, Active Directory, and the Windows File Replication Service (for example, SYSVOL), you can use the VSS Restore to recover this data.

**Important:** This functionality is only available with a MozyPro server license.

The process for restoring VSS data is slightly different depending upon the type of data you are restoring.

Restoring Microsoft Exchange Server Data

This task is made up of these sets of steps:

- **Dismount All Mailbox Stores** below
- **Perform the Restore** below
- **Mount All Mailbox Stores** on page 49

**Dismount All Mailbox Stores**

Before you restore the Microsoft Exchange data, you must dismount all the mailbox stores.

1. Open the Microsoft Exchange System Manager and navigate to the Servers folder.
2. Expand each storage group.
3. For each mailbox store, right-click the mailbox store, then click **Dismount Store**.

**Perform the Restore**

Once each mailbox store has been successfully dismounted, you can perform the restore.
1. Right-click the MozyPro icon in the system tray, then click **Restore Files**.
2. Click **VSS Restore**.

   **Caution:** Selecting the Authoritative Restore forces the restored directory database to be replicated to other servers on the domain after the backups have been restored.

4. Select the method used to access the backup set:
   - Download files from the MozyPro Remote Backup Server.
   - Use previously downloaded restore.
5. If you select to use a previously downloaded restore, browse to the location where the files are stored.
6. Click **Next**.

   The VSS downloading window appears.

   Once the data has been downloaded, the VSS writer automatically copies the files to the correct locations.

**Mount All Mailbox Stores**

Once the restore has been completed, all mailbox stores need to be mounted.

1. Open the Microsoft Exchange System Manager and navigate to the Servers folder.
2. Expand each storage group.
3. For each mailbox store, right-click the mailbox store, then click **Mount Store**.

**Restoring Active Directory and SYSVOL Data**

This task is made up of these sets of steps:

- **Restart the Server in Directory Service Restore Mode** below
- **Restore Data to Active Directory and SYSVOL** below

**Restart the Server in Directory Service Restore Mode**

Before restoring data to Active Directory and SYSVOL, you must restart the server in Directory Service Restore mode.

1. Reboot the server.
2. During the reboot process, press and hold the **F8** key on the keyboard.
3. When the Windows Advanced Options menu appears, select **Directory Services Restore Mode**, then press **Enter**.
4. When the Authentication window appears, log in as the local administrator.

**Restore Data to Active Directory and SYSVOL**

Once you have restarted the server in Directory Services Repair mode, you are ready to begin the restoration process.

1. Right-click the MozyPro icon in the system tray, then click **Restore Files**.
2. Click **VSS Restore**.
3. Select **VSS Active Directory and SYSVOL**.
**Caution:** When you select the Authoritative Restore, Windows causes Active Directory to replicate and overwrites objects and object trees of objects to all domain controllers in the domain.

4. Select the method used to access the backup sets:
   • Download files from the MozyPro Remote Backup Server.
   • Use previously downloaded restore.
5. If you select to use a previously downloaded restore, browse to the location where the files are stored.
6. **Click Next.**
   - The VSS downloading window appears.
   - Once the data has been downloaded, the VSS writer automatically copies the files to the correct locations.

After successfully restoring Active Directory and SYSVOL, restart Windows Server in normal mode, then log in as the domain controller Admin.

### Restoring Microsoft SQL Server Data

1. Click **Start > Run**, type Service.msc, then click **OK**.
2. Right-click the **SQL Server** service, then click **Stop**.
   - **Note:** Do not stop the SQL Server VSS writer process.
3. Right-click the MozyPro icon in the system tray, then click **Restore Files**.
4. **Click VSS Restore.**
5. Select the VSS: MS SQL Server backup sets that need to be restored.
6. Select the method used to access the backup set:
   • Download files from the MozyPro Remote Backup Server.
   • Use previously downloaded restore.
7. If you select to use a previously downloaded restore, browse to the location where the files are stored.
8. **Click Next.**
   - The VSS downloading window appears.
   - Once the data has been downloaded, the VSS writer automatically copies the files to the correct locations.
9. **Click Start > Run**, type Service.msc, then click **OK**.
10. Right-click the **SQL Server** service, then click **Start**.

### Restoring COM+

1. Right-click the MozyPro icon in the system tray, then click **Restore Files**.
2. **Click VSS Restore.**
3. Select the VSS: COM+ backup set:
   • Download files from MozyPro Remote Backup Server.
   • Use previously downloaded web restore or files copied from DVD restore.
4. If you select to use a previously downloaded restore, browse to the location where either the files or the DVD is stored.
5. Click Next. The VSS downloading window appears.
6. Once the data has been downloaded, the VSS writer automatically copies the files to the correct locations.

Once you have completed the restore, you must restart Windows for the restore to take effect.

### Restoring the Registry

1. Right-click the MozyPro icon in the system tray, then click **Restore Files**.
2. Click **VSS Restore**.
3. Select the VSS: Registry backup set:
   - Download files from MozyPro Remote Backup Server.
   - Use previously downloaded restore.
4. If you select to use a previously downloaded restore, browse to the location where the files are stored.
5. Click **Next**. The VSS downloading window appears.
   Once the data has been downloaded, the VSS writer automatically copies the files to the correct locations.

Once you have completed the restore, you must restart Windows for the restore to take effect.

### Using the MozyPro 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 **MozyHome 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 MozyPro.
   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 opens showing the progress of your file restore.

### Right-Click Restores

The right-click restore lets you right-click in a Windows Explorer 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. You can restore a single file, multiple files in a folder, or a previous version of a file. To restore files across multiple directories, use the Restore tab in Settings. See *Restoring Files Using the Restore Tab* on page 46 for more information.
1. Open Windows Explorer.

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows 2000/XP/2003</td>
<td>• Navigate to My Computer using either the Start menu or the desktop icon.</td>
</tr>
<tr>
<td></td>
<td>• Right-click on the Start button, click Explore.</td>
</tr>
<tr>
<td>Windows Vista/</td>
<td>• Navigate to Computer using either the Start menu or the desktop icon.</td>
</tr>
<tr>
<td></td>
<td>• Right-click on the Start button, click Open Windows Explorer.</td>
</tr>
</tbody>
</table>

2. Browse to the file or folder you want to restore.

3. Select one of the following options:

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Restore Files in Folder</td>
<td>Right-click an open space in the Windows Explorer window, then click Restore Files in Folder.</td>
</tr>
<tr>
<td></td>
<td>A new window opens and displays the files available to be restored.</td>
</tr>
<tr>
<td>Restore Previous Version of a File</td>
<td>Right-click the file, then click Restore Previous Version.</td>
</tr>
<tr>
<td></td>
<td>A new window opens and displays the previous versions of the file that are available to be restored.</td>
</tr>
</tbody>
</table>

4. Select the files or file versions you want to restore from the list, then right-click the selected files or folders.

5. Select one of the following options:

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Restore</td>
<td>Used to restore the files or folders to the same location. If the file already exists, you must select whether you want to Overwrite, Rename, or Cancel the restore.</td>
</tr>
<tr>
<td>Restore to</td>
<td>Used to restore files or folders to a new location. Browse to the location where you want to save the files, then click Save.</td>
</tr>
</tbody>
</table>

The Status window displays the progress of your restore.

### Using the Web to Restore Files

While you can quickly and easily restore files with the MozyPro software on your computer, you may also log in to your account online to restore files. Just as with the MozyPro, you can quickly restore one or a few files, including older versions of files or files that you deleted from your computer in the past 30 days. You can even restore all your files.

For information about using MozyRestore online to restore files, including strategies for using it in specific scenarios, see its online help.
Chapter 7

Replacing a Computer

In the event of disaster or data loss, you can use MozyPro to easily restore your backup to another computer. You can also migrate your backup from one computer to another, as well as transfer files from an old computer to a new computer. To switch to a new computer using your MozyPro account, you must replace your existing computer.

Note: Once you change computers on your existing account, you will no longer be able to perform backups on the replaced computer, but you will still be able to restore files from that computer for a period of 30 days.

Important: You cannot perform this procedure if your new computer has a different platform (Windows versus Mac) from the computer you are replacing. For more information, see: How do I migrate from one platform to another? on page 55.

To replace a computer:

1. Download and start installing the latest version of MozyPro on the replacement computer. For instructions on downloading and installing the latest client, see: Installing Cox Business Online Backup on page 10.

2. When prompted during the install, log in to MozyPro using your email and password. MozyPro automatically recognizes that you are using a different computer and starts the Replace Machine wizard.

Figure 25: Replace Machine Wizard
3. Enter your password, then click **Next**.
A dialog appears asking you to confirm the replacement.

![Confirm Replacement Dialog](image)

**Figure 26: Confirm Replacement Dialog**

4. Click **Yes** to proceed with the replacement.
The Setup Wizard continues with setting up your computer. See *Using the Settings Window* on page 16

**Topics:**
- *How Do I Migrate from One Platform to Another?*

**How Do I Migrate from One Platform to Another?**

Although you cannot replace your computer with a computer of a different platform, you can restore files from one platform to another. Mozy suggests that you perform a DVD restore for greatest compatibility.

When doing a Web restore, files for the Windows platform are zipped together as a `.zip` file, and for Mac they are compiled into a `.dmg`. For Windows, if your filenames contain unicode text or more than 256 characters, Mozy puts your files in an `.exe` file.

If the files you are restoring includes a file larger than 2 GB, MozyPro compresses the files using 7-Zip. For Mac, you can open these files directly on your Mac. However, for Windows, you will need to download and install the 7-Zip application to unzip the files. You can download the 7-Zip application at: [http://sourceforge.net/project/downloading.php?groupname=sevenzip&filename=7z457.msi&use_mirror=superb-east](http://sourceforge.net/project/downloading.php?groupname=sevenzip&filename=7z457.msi&use_mirror=superb-east).

To restore your files from Windows to a Mac, the best option is to request a DVD restore as this allows for the greatest compatibility. However, if you need to do a Web restore, most files will download as `.zip` files. These `.zip` files can be opened on your Mac and copied to any directory you desire. However, if your files are in a `.exe` format, you need to download the `.exe` file on a Windows computer first. When you double-click the `.exe` file, it automatically extracts the files to the specified directory. Once the files have been extracted on a Windows computer, you can then copy the files to your Mac computer.

To restore files from a Mac to Windows, the best option is to request a DVD restore as this allows for the greatest compatibility. However, if you need to do a Web restore, your files will download as `.dmg` files. You have a couple choices for extracting the files from the `.dmg` files. You can open the `.dmg` files on a Mac and copy them to a Windows computer, or download a utility that allows you to extract `.dmg` files on Windows. For example, the latest beta version of 7-Zip allows you to extract a `.dmg` file on Windows.

When restoring files from one platform to another platform, some files may not be compatible with the Windows platform and applications. When migrating from Mac to Windows, you are responsible for this risk, and Mozy cannot be held responsible for any issues of comparability that arise.
Chapter 8

Uninstalling Cox Business Online Backup

1. Click Start > All Programs > Cox Business Online Backup > Uninstall Cox Business Online Backup.
2. Click Yes to confirm the uninstall of Cox Business Online Backup.
3. When prompted to restart, click Yes.
   Cox Business Online Backup users must call Technical Support to cancel an account.