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Overview

Online Backup by Mozy is a secure and reliable backup solution for your business needs. Through the easy-to-use Online Backup by Mozy client interface, you can customize your file selection and backup scheduling.

The 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.), Online Backup by Mozy makes it easy to recover the data via the Online Backup by Mozy client.

Online Backup by Mozy encrypts your data locally before it is sent to data centers over an SSL connection. Your backups are then stored in the 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 Online Backup by Mozy client.
Getting Started with Mozy

After the Admin has provisioned your account with Mozy, you will receive a Welcome Email from oemsupport@mozy.com with your MozyPro Activation Key.

The email will look like the following:

Welcome to MozyPro! Your administrator, NAME (Administrator Email Address), has sent you an activation key so that you can download MozyPro and start using it immediately.

Download the MozyPro installer from http://collaborationhost.mozypro.com/downloads/mozyoem-2_14_2_199-41781.exe and when prompted for your key enter:

TABDTV4SB57XDSVFQ9T

From this email you will follow these steps:

1. Click on the link provided to install MozyPro on your computer - http://collaborationhost.mozypro.com/downloads/mozyoem-2_14_2_199-41781.exe
2. A File Download window appears, click RUN.
3. It will RUN, the install and the Internet Explorer Warning appears, Click RUN.
4. A MozyPro Setup Screen will populate. Select to “View the license agreement“ or a “Different Install Location”, then click NEXT.

5. The Terms and Conditions of MozyPro Service Agreement will appear and you will need to review and click INSTALL.
6. The Install Window will show progress, then you will be prompted to enter your license key/email address. This information was provided in the original email received from MozyPro. Then click, NEXT.

7. You will be prompted to enter your password. Enter your information, then click NEXT.

8. From the previous screen, MozyPro will begin to scan your computer and provide an overview of data and the amount of storage needed. Click NEXT to get to the customization screen.
9. On the next screen, click SETTINGS, which will launch your Settings Window.

**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:

1. Right-click the Mozy icon in the system tray, and then select **Settings>More Settings**. The Mozy **Settings** window opens with **File System** selected.
2. Click the tabs to view and change your backup settings.
3. When you have finished making all your changes, click **[OK]**. The **Settings** window closes.
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 more information, see Setting Options.

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.
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.

This table describes the behavior of the backup set selector:

<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>
Selecting Backup Sets

1. Right-click the MozyPro icon in your system tray, then select Settings.
2. Select More Settings, and 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 settings, click [OK].
   Your settings are saved and the Settings window closes.

NOTE: You do not need to be logged in to Windows to back up. However, your computer must be turned on, not in sleep or hibernation mode, and must be connected to the Internet.

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, and 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 for more information.
5. When you have finished changing settings, click [OK].
   Your settings are saved and the Settings window closes.

NOTE: You do not need to be logged in to Windows to back up. However, your computer must be turned on, not in sleep or hibernation mode, and must be connected to the Internet.

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. On the **Backup Sets** tab, right-click in the left pane of the window, and select **Add Backup Set**. The **Backup Sets** window displays.
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 displays.

   ![Backup Set Editor](image)

   **Figure 3: Backup Set Editor**

   See *Setting Up Rules* for more information.

7. To add another rule, click +.
8. When you have finished changing settings, click **[OK]**. Your settings are saved and the **Settings** window closes.

   **NOTE:** You do not need to be logged in to Windows to back up. However, your computer must be turned on, not in sleep or hibernation mode, and must be connected to the Internet.

### 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
This section contains the following topics:

*File Type*
Specify the file extension in the text box. Examples are exe, doc, txt, pdf. Separate file extensions with spaces. Dots are not necessary.

![Include File type pdf](image)

*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](image)

*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 10/29/2012 and 11/29/2012](image)

*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.

![Date dropdown menu](image)

**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.

![File name search](image)

**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 criteria that you want to search: Files or Files and folders.

![Folder name search](image)

**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.

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.
Select Files to Back Up with the File System Tab
The File System tab lets you select or deselect drives, folders, or files to back up. 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 back up. 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, and then click Backup Sets.
3. Click File System.
   Your File System displays in the left pane and individual files in any folder display in the right pane. An encrypted file name displays as a different color than the rest of your files.

4. If MozyPro can backup drives other than the C: drive, you can select files from a separate named drive, such as a data partition, a second internal drive, or an external drive. This cannot be a USB or flash drive. Only a server license for MozyPro can back up a network drive. If you have a server license, you can right-click any item in the left pane and select Add network share to add files from your network shares for backup.
5. Select the folders you want to back up. When you select a folder, all its subfolders are selected as well.
6. Select or deselect individual files in the right pane that you want to include or exclude from the backup.
7. When you have finished changing settings, click [OK].
Your settings are saved and the **Settings** window closes.

**NOTE:** You do not need to be logged in to Windows to back up. However, your computer must be turned on, not in sleep or hibernation mode, and must be connected to the Internet.

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, and 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>More 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`.

---
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.
Seeing How Much of Your Backup Space Is Used

When you look at either the **Backup Sets** tab or the **File System** tab on the **Settings** window MozyPro, you can see how much of your space in the Mozy data center is used. To open the **Settings** window, right-click the MozyPro icon in the system tray, then click **Settings>More Settings**.

At the bottom of either the **Backup Sets** tab or the **File System** tab is a bar representing your consumption of space in the data center.

The blue portion at the left shows the total size of all files currently selected for backup on this computer. Files deselected from backing up or deleted from the computer are not included, though they remain in the data center for 30 days and can be restored. Only current versions of files are counted, though versions as far back as 30 days may be restored.

**NOTE:** If multiple user profiles back up a computer with the same MozyPro account, file size is shown only for the user who is currently logged in. To see the total size of backups, which includes files selected for each user sharing the MozyPro account on a single computer, look at the **Status** window. To open the Status window, right-click the MozyPro icon in the system tray, then click **Status**.

If the space in the data center is shared with any other devices, the next portion (colored green) shows the total additional space consumed by all other devices being backed up.

The right side of the bar shows how much space is still available. As the available space falls below thresholds, this changes from gray to yellow and finally to red.

If more files are selected than there is space available, a warning appears. To resolve this, either purchase more space or deselect files from backing up. The moment files are deselected, they no longer count against your use of space in the data center. They are not backed up in the future, but they are available to restore for 30 days.

**NOTE:** If you are over your limit, this warning and the bar appear on all tabs of the **Settings** window.
About Deleting, Moving, and Renaming Files
MozyPro recognizes when you delete, move, or rename files on your computer, and updates the backup servers. MozyPro keeps an exact copy of your current selections on the backup servers, meaning that all changes (deleting, renaming, moving) to files on your system are mirrored. Only your current selections are counted against your use of storage space.

Versions of files are kept as far back as 30 days. For example, if you back up a file and then never change it, you may restore that initial version of the file, regardless of how long ago it was backed up, as long as your account is valid. If you change a file daily and back it up daily, the oldest version you can restore is from 30 days ago. If you change a file once every seven days and you back up daily, the four most recent versions are available for restore.

When you delete a file from your computer (or deselect it from backing up) and MozyPro subsequently backs up your computer, those files are marked for permanent deletion from the backup servers after 30 days. When a file is marked for deletion, it immediately no longer counts against your use of storage space. However, 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.

Aside from intentional deletion or de-selection, files are considered deleted if:

- A drive on your computer is malfunctioning, causing some or all files to appear to be missing and therefore deleted. You have 30 days before those files are permanently deleted from the data center. In that time you can resolve the issue with the drive, possibly by restoring your files to a replacement drive.
- Before files from an old computer are restored or moved to the new computer, MozyPro is installed on the new computer, replaces the old computer and completes the first backup. Replacing a computer associates your backed up files in the Cloud with the new computer. Any previously backed up files not present on the new computer are considered deleted.

When you rename a file on your computer, MozyPro treats it as deleting a file (with the old name) and creating a new file with the same content (with the new name). If you need to restore a file after you renamed it, you can restore the most recent versions under the new name, or within 30 days you can restore any versions under the old name.

When you move a file from one folder to another on your computer, MozyPro treats it the same as renaming a file.
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 Setting Automatic Backups.

- **Scheduled**: Backups occur at the time you select. You can choose how often and when the backup occurs.

See Setting Backup Schedule.

![Figure 6: Scheduling](image)

Setting Automatic Backups

Automatic backups occur when your computer meets specific criteria such as how long has it been idle. By default, MozyPro backs up automatically. You can back up manually any time you like, and you can choose to back up on a schedule instead of automatically, if you prefer.

1. Right-click the MozyPro icon in your system tray, then select **Settings**.
2. If prompted, enter your username and password.
3. Select **More Settings**, click **Options**, and then click the **Scheduling** tab.
4. Select **Automatic (Perform backups when your computer is not in use)**.
5. Set automatic parameters by clicking the up and down arrows.

   **NOTE:** These parameters are cumulative, meaning that all conditions must be met before a backup starts or resumes.

6. (Optional) Set the following options:

   - **Attempt automatic backup even when a network connection is not detected**
     - Backups are attempted regardless of whether a network connection is detected. Use this if your network connection is unreliable. It is not selected by default.

   - **Start automatic backups when the computer is running on battery power**
     - Backups will start even when your computer is running on battery power. It is not selected by default.

7. When you have finished changing settings, click [OK]. Your settings are saved and the Settings window closes.

   **NOTE:** You do not need to be logged in to Windows to back up. However, your computer must be turned on, not in sleep or hibernation mode, and must be connected to the Internet.

---

### Setting Backup Schedule

If you don't want your computer to back up automatically, based on usage thresholds, you can set MozyPro to back up on a schedule. For example, you might want your computer to back up during your lunch hour, or at a specific time at night, or once a week on a specific day.

To schedule when your computer will back up:

1. Right-click the MozyPro icon in your system tray, then select **Settings**.
2. If prompted, enter your username and password.
3. Select **More Settings**, click **Options**, and then click the **Scheduling** tab.
4. Select **Scheduled**.
5. Select either **Daily** or **Weekly** for the frequency of your backup.
6. Select the approximate time of the day you want to back up your computer. If you selected Weekly backups, you must also select the day of the week you want the backup to run. Your computer starts to back up during a 30-minute window, from 15 minutes before to 15 minutes after the time you select. The exact time can be different for every backup. This makes it easier for your backup to succeed, rather than fail because too many computers start uploading to the MozyPro servers at exactly the same time.
7. Select the daily or weekly frequency of backups. (For example, every two days, or every week.)
8. (Optional) Deselect **When a scheduled backup is missed, allow an automatic backup**.
When a scheduled backup is missed, this option automatically backs up when computer usage thresholds permit, rather than waiting until the next scheduled backup. This is useful if your computer is not running or has no internet connection during the time scheduled for backup, such as when you are traveling.

9. (Optional) Set the following options:

- **Attempt automatic backup even when a network connection is not detected**
  - Backups are attempted regardless of whether a network connection is detected. Use this if your network connection is unreliable. It is not selected by default.

- **Start automatic backups when the computer is running on battery power**
  - Backups will start even when your computer is running on battery power. It is not selected by default.

10. When you have finished changing settings, click [OK].
    Your settings are saved and the Settings window closes.

**NOTE:** You do not need to be logged in to Windows to back up. However, your computer must be turned on, not in sleep or hibernation mode, and must be connected to the Internet.

---

**Temporarily Suspending Backups**

You can temporarily suspend automatic and scheduled backups, setting the time limit for the suspension. This means you don't need to remember to manually un-suspend to resume backing up, though you may manually un-suspend any time. You may still manually back up if you wish. Backing up manually does not cancel suspension of automatic or scheduled backups.

1. Right-click the MozyPro icon  in your system tray, then select Settings.
2. If prompted, enter your username and password.
3. Select **More Settings**, click **Options**, and then click the **Scheduling** tab.
4. At **Temporarily suspend automatic and scheduled backups for**, enter the duration of the suspension.
   - Specify the time limit in hours (1-23), days (1-6) and weeks (1-6). If you don't specify a time limit, the default is six hours. The shortest time you can suspend is one hour, and the longest time you can suspend is six weeks.

   **NOTE:** To change or extend the time limit, you must un-suspend, then re-suspend to reset the time limit.

5. When you have finished changing settings, click [OK].
   Your settings are saved and the Settings window closes.
**NOTE:** You do not need to be logged in to Windows to back up. However, your computer must be turned on, not in sleep or hibernation mode, and must be connected to the Internet.

You can quickly toggle this setting on or off by right-clicking the MozyPro icon in your system tray, selecting **Settings**, then clicking **Suspend**. The time limit will be either the default of six hours, or a duration you had provided for the last suspension. While the suspension is in effect, the MozyPro icon in the system tray displays a !.

### 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. If prompted, enter your username and password.
3. Click **More Settings**, and then click **Options**.
4. Use the sub-tabs to change settings for MozyPro.

5. When you have finished changing settings, click [OK].
   
   Your settings are saved and the **Settings** window closes.

**NOTE:** You do not need to be logged in to Windows to back up. However, your computer must be turned on, not in sleep or hibernation mode, and must be connected to the Internet.
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. If prompted, enter your username and password.
3. Click More Settings, and then click Options.
4. Click the General tab, and then select the options you want to activate. Deselect any undesired options.

**Show backup status icon on files** Displays icons next to files and folders in Windows Explorer when a file is included in your backup list. It is selected by default.

**Warn me when I go over my quota** Opens a small window alerting you when you have exceeded your quota. It is selected by default.

**Alert me that a backup hasn’t happened in this many days** Allows you to set the number of days before an alert pops up to tell you a backup has not occurred.

**Logging** Settings for logging information helpful in troubleshooting, typically with the aid of Customer Support. Choices are Default, Debug, or Custom.

5. When you have finished changing settings, click [OK].
   Your settings are saved and the Settings window closes.

**NOTE:** You do not need to be logged in to Windows to back up. However, your computer must be turned on, not in sleep or hibernation mode, and must be connected to the Internet.

Adjusting Performance
Use the following options to adjust the performance of your backups.

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, and then click Options.
3. Click the Performance tab, and 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. Decide which days you want MozyPro to throttle, such as during the work-week.
   Select the specific days on which you want throttle MozyPro.
7. When you have finished changing settings, click [OK].
   Your settings are saved and the Settings window closes.

   NOTE: You do not need to be logged in to Windows to back up. However, your computer must be turned on, not in sleep or hibernation mode, and must be connected to the Internet.

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, and 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 settings, click **[OK]**.  
Your settings are saved and the **Settings** window closes.

**NOTE:** You do not need to be logged in to Windows to back up. However, your computer must be turned on, not in sleep or hibernation mode, and must be connected to the Internet.

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**Preventing Backups on Specified Networks**

You can prevent MozyPro from backing up your computer when it is connected to the Internet on specific networks. You may want to do this, for example, when connected to a metered network or a mobile network.

When this is set by MozyPro administrators, you cannot deselect a network.

To prevent backing up on a specific network:

1. Right-click the MozyPro icon in your system tray, then select **Settings**.
2. Click **More Settings**, and then click **Options**.
3. Click the **Network** tab, then under **Network Filter** select networks to never use when backing up the computer.

If any networks are selected and locked, your MozyPro administrator has chosen for you to never use that network. To change this setting, contact your MozyPro administrator.

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**Configuring a Proxy Server**

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**, and then click **Options**.
3. Click **Network**, and 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 re-import 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 settings, click **[OK]**. Your settings are saved and the Settings window closes.
NOTE: You do not need to be logged in to Windows to back up. However, your computer must be turned on, not in sleep or hibernation mode, and must be connected to the Internet.

Overview of Proxy Server Settings
A proxy server is a server that sits between a computer and the internet. The proxy server receives requests from a computer inside the network, performs the action requested, and then returns the results to the requesting computer.

The following table provides a description of the proxy server settings available in MozyPro:

<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do not use a proxy to connect to servers</td>
<td>Indicates that this client is not required to connect through a proxy server or that there is no proxy server on the network. This is the default selection.</td>
</tr>
<tr>
<td>Use this proxy server:</td>
<td>Allows you to define a specific proxy server that should be used. Enter the IP Address or the host name of the proxy server.</td>
</tr>
<tr>
<td>Use this computer's default proxy server</td>
<td>This option will use the proxy server that has been configured for the machine based on the group policy settings for the user account.</td>
</tr>
<tr>
<td>Automatically detect proxy settings</td>
<td>Allows Mozy to check for any proxy servers configured for the computer. Proxy configuration settings are checked in the following order:</td>
</tr>
<tr>
<td></td>
<td>• DNS or WINS pointer to a PAC script</td>
</tr>
<tr>
<td></td>
<td>• URLs pointing to a PAC script</td>
</tr>
<tr>
<td></td>
<td>• Check for a default proxy in the group policy</td>
</tr>
<tr>
<td></td>
<td>• If no proxy configuration is found, connect to the internet directly.</td>
</tr>
<tr>
<td>Use automatic configuration script</td>
<td>Allows you to define a URL that points to a PAC script that contains the configuration information for the proxy server you want to use.</td>
</tr>
<tr>
<td>Import Windows proxy settings</td>
<td>If you have a proxy server defined for Internet Explorer, this option allows you to import those settings automatically. If a username and password are required, these will need to be entered manually to complete the proxy setup.</td>
</tr>
</tbody>
</table>

For more advanced configuration settings, such as defining IP ranges and URL filtering, please see Proxy Server Advanced Settings.

Proxy Server Advanced Settings
If you manage traffic directly through your firewall or through advanced configuration of your proxy server, you may need to update your configuration to include the following:
### Setting Advanced Options

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

<table>
<thead>
<tr>
<th>Setting</th>
<th>Required Values</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Ports used by MozyPro</strong></td>
<td>• Port 80&lt;br&gt;• Port 443</td>
</tr>
<tr>
<td><strong>IP Ranges required:</strong> (if you only allow connections to specific IP addresses on the above ports)</td>
<td>• 65.44.121.0/24&lt;br&gt;• 74.112.144.0/21&lt;br&gt;• 173.243.48.0/20</td>
</tr>
<tr>
<td><strong>URLs used by Mozy Pro</strong> (if you use URL filtering)</td>
<td>• Berkeleydata.com&lt;br&gt;• Mozyoem.com&lt;br&gt;• Mozy.com&lt;br&gt;• Mozypro.com&lt;br&gt;• Mozyenterprise.com</td>
</tr>
</tbody>
</table>

### Automatically update the client software without prompting me
Automatically installs any updates as soon as they are released. It is selected by default.

### Automatically log me into the Settings window and to my online account
Saves your username and password. It is selected by default. Use of this option means you do not need to log in when you:
- open the **Settings** window.
- click **Access your files online** either on the **Restore** tab on the **Settings** window, or on the **Backed up files** window, or from the MozyPro system tray menu.

### Show status when a backup completes
Opens the **Status** window when a backup has completed. It is selected by default.

### Show all pre-configured backup sets
Shows every possible default backup set on the Backup Sets tab, regardless of whether any files on your computer could be selected by them. It is not selected by default.

### Show advanced backup set features
Allows you to define a backup set that prevents files from being backed up, rather than includes files to back up. It is not selected by default.

### Show the virtual drive in Computer
Displays the virtual drive, MozyPro, when you open **My Computer**. It is selected by default.

### Show the restore option on the right-click menu in Windows Explorer
Displays the Restore Files in Folder entry in the right-click menu in Windows Explorer. It is selected by default.

### Enable support for backing up open files
Allows 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.
| **Enable support for backing up EFS encrypted files** | Allows MozyPro back up files that have been EFS encrypted.  
**NOTE:** You cannot use Mozy 2xProtect local backup for EFS encrypted files. To use Mozy 2xProtect local backup, you must deselect any EFS encrypted files from your backup set. It is not selected by default. |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Allow backup and display of protected operating system files</strong></td>
<td>Displays the C:\Program Files and C:\Windows folders to allow selection of files within them for backup. When this option is not selected, no files in these folders are backed up. Hiding these folders assists users in making wiser backup choices. It is not selected by default.</td>
</tr>
<tr>
<td><strong>Show more details in Status window</strong></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>
| **Language** | Choose the language for MozyPro.  
**NOTE:** To completely apply the change, MozyPro will restart. |

5. When you have finished changing settings, click **[OK]**.  
Your settings are saved and the **Settings** window closes.

**NOTE:** You do not need to be logged in to Windows to back up. However, your computer must be turned on, not in sleep or hibernation mode, and must be connected to the Internet.
Understanding the History Tab

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

In the detail pane, any files either deleted from the computer or deselected from backing up are shown as marked for deletion after the 30-day retention period. These files are immediately no longer counted against your use of storage space. For more information, see About Deleting, Moving, and Renaming Files. If you are using the Mozy 2xProtect version history, files added to the version history folder are also shown.

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 settings, click [OK].
   Your settings are saved and the Settings window closes.

**NOTE:** You do not need to be logged in to Windows to back up. However, your computer must be turned on, not in sleep or hibernation mode, and must be connected to the Internet.

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

**Start Backup**
- 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 **Set credentials now**, then change your password to match the password you set online.

**Pause Backup**
- Pauses a backup.
- Available only if a backup is in progress.

**Stop Restore**
- Stops the restore.

**Files backed up**
- Opens the **Backed up files** window, where you can see detailed information about currently backed up files.

**Change**
- Opens the **Scheduling** tab, where you can change when your files are backed up.

**% Complete**
- (Optional) Shows how much of a backup in progress is complete.

**Restore Files**
- Opens the **Restore** tab, where you can find files to restore.

**Settings**
- Opens the **Settings** window.
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 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 once again see the complete list of all files, clear the Search for field, and then click [Search].</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. |   |
Restoring Files
You have multiple avenues to choose from when restoring data.

Using the Restore Tab
You can restore files from the Restore tab on the MozyPro Settings window.

When you restore this way, your files are automatically restored to the folders they were in originally, at the time they were backed up, unless you specify a different destination folder.

You can restore a single file, many files, an older version of a file, or even all your files. If you know part of the name of the file, you can search for it. Or if you know where on your computer a file was when it was backed up, you can browse for it. You can overwrite files existing on your computer with the versions you are restoring, or you can keep the version on your computer already as well as the restored, renamed version.

IMPORTANT: You cannot use the Restore tab until after the first backup is complete, or while your computer is backing up.

To restore files using the Restore tab:

1. Right-click the MozyPro icon in your system tray, then select Settings.
2. If prompted, enter your user ID and password.
3. Select More Settings, then click Restore.
**TIP:** You can also click **Restore Files** in the **Status** window or right click the MozyPro icon ⚙️ in the system tray and select **Restore Files**.

4. Choose one of the following options:
   - To restore the most recent version of files you search or browse for regardless of when they were backed up, click **Search All**.
   - To restore from a backup made at a specific date and time, click **Search by Date**, then in the top right corner of the **Restore** tab, choose the date and time.

**NOTE:** All files deleted or deselected from backing up in past 30 days are shown, and will be automatically included unless you specifically deselect them. For information, see *About Deleting, Moving, and Renaming Files*.

5. Choose one of the following options:
   - To search for files using any part of the filename, in the **Search for** box, type a part of a file name to search for, and then click **Search**.
   - To look for files, folders or backup sets to restore, in the left pane, click the drive, folder, or backup set from which to restore files. Observe the appearance of the checkboxes as you select and deselect items to know whether they are completely included, partly included, or excluded.

6. (Optional) To restore specific files, in the right pane, select the files to restore.

7. Choose one of the following options:

   - **Choose a specific folder to restore files to**
     
     Click **Browse**. Browse to the destination folder, creating a new folder if necessary, and then click **OK**. In the **Destination Folder** field, see the full path of the folder where all the selected files will be restored to. Inside the destination folder, the files will be restored into the folder structure they were in when they were backed up.

   - **Automatically restore the selected files into the original folder structure they were backed up in**
     
     Ensure that Destination Folder is blank.

8. Select whether to overwrite existing files in the destination folder, or whether to rename files being restored and preserving the files currently in that location, adding the renamed restored version.

9. Click **Restore Files**.
   
   The **Status** window opens, showing the progress of files being restored.
Using the Mozy Virtual Drive
This virtual drive is accessible through Windows and looks like a drive attached to your computer.

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, and then click My Computer (Computer for Vista users).
2. When the file listing appears, select MozyPro Online Backup.
3. Navigate to the folders and files you want to restore.
   Note: You might need to select from a number of different dates and times of backed up files.
4. Select the most recent or the specific files you require.
5. Right-click on the folder or file, and select Restore from the drop-down menu.
6. (Conditional) If, in the case of a corrupted file, a file by that name exists on your local drive, either overwrite or rename the file when prompted by Apptix Online Backup by Mozy.
   - If you know the file is corrupted and would like to overwrite the file, click Overwrite. If you are unsure, click Rename and rename the file. Be sure to keep track of the new file you created.

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

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

a. 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, and then click My Computer (Computer for Vista users).

b. Navigate to the folder you want to restore the file or folder to.

c. 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.

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

e. 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.

f. (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.

g. Browse to the location where you want to save the file, then in the File name field, type a name for the file.
h. 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://collaborationhost.mozypro.com/login, and then press Enter.
2. Enter your username and password and click on Log In.
3. Click Search/List Machines.
4. Click the name of the computer from which you want to restore files.
5. Click Restore Files in the upper right corner.
6. From the Restore Options page, click Choose Files to Restore.

a. Restoring Files from the Web Using the File System

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

1. In the drop-down menus in the top-right corner of the page, select the date and time that correspond to the backup you want to restore.
2. Click the folder containing the files you want to restore.
3. Select or deselect individual files, if necessary.
   - To select all the files, click the checked checkbox above the top of the file list.
   - To deselect all the files, click the empty checkbox above the top of the file list.
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 make take a significant amount of time for you to receive the email. Your files will be available for download for 7 days.

b. Restoring Files from the Web Using Backup Sets

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

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 checkbox above the top of the file list.
   - To deselect all the files, click the empty checkbox 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. Your files will be available for download for 7 days.

c. Downloading Restored Files

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

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

Changing Your Password

Changing your password takes place in the Control Panel.

1. Login to the Control Panel:

   ![Control Panel Screen](image)

   2. Select Login.

   The Login screen displays:
3. Click [Change Password].
   The Change Password screen displays:

   ![Change Password Screen](image)

4. Enter a new password in the **Password** field.
   The new password must be six characters of different types (uppercase and lowercase letters, numeric, special characters). If there are only three different types of characters, minimum length is 7. If password is word-based, or there are less than three different types of characters, minimum length is 8. There should be enough different characters in password, number depends on password class (more for word-based password or password with few different character types).

5. Re-enter the new password in the **Confirm Password** field and click [Submit].
   Your password is changed and you are returned to the **Login** screen.
Uninstalling Online Backup by Mozy

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

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