ABC INC

IT Services

Installation and User Authentication Guide

MozyEnterprise

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Getting Started

Before a user workstation can be authenticated to use EMC Mozy for Enterprise (Mozy), the ABC INC Security team member:

- Must be assigned to an AD user group by and provisioned as a user by IT OPs.
- Must have MozyEnterprise published to a qualified workstation via the corporate LANDesk service
- Must set default web browser to a ABC INC Security supported browser (Internet Explorer, Google Chrome or Mozilla Firefox).

Important Note: When working remotely, be aware the initial backup will use your home internet or data plan, which may affect monthly allocation or limitations from service providers.

About MozyEnterprise

Mozy is an online backup and recovery service that protects your files in the event of file corruption, accidental deletion, or hardware failure. ABC INC Security uses Mozy to automatically backup your system files, and allows you to restore your backed up files to your original computer or to another computer.

Mozy is not a file sharing or archiving service. As you delete files from your computer, they are also deleted from Mozy data centers after 90 days.

Depending on the size of your initial backup, it could take several days to complete. However, once Mozy has completed initial upload of selected files, it only backs up the parts of the files that have changed since your last successful backup and any newly created files. For most users these subsequent backups each take less than 3 minutes to complete. Mozy will try to back up your system 12 times a day.

Important Notes about Mozy Functionality

You may shut down or reboot your system anytime, even if a backup is in progress. Mozy keeps track of the files that have already been backed up, so when your system restarts it will automatically pick up where it left off.

Remote connections

When working remotely, you can connect to the ABC INC Security VPN or disconnect from VPN as your needs dictate. If your machine allows you to connect to external websites, Mozy will also be able to work even if your VPN connection is not active. Some companies may prevent access to Mozy using their networks if you are not connected to the ABC INC Security VPN.

Mozy will not try to back up your machine if you are currently connected to the Internet by tethering your laptop through your smartphone.

System resources

Mozy tries to use as little system resources as possible; if your system is very busy Mozy will try to either skip or suspend a current backup until more system resources become available. If Mozy reports that a particular backup attempt has failed, it will try again automatically within the next 2 hours. If there is a continued pattern of failures you should contact the Help Desk for assistance in confirming there is a larger issue with your system.

# Installing & Authenticating MozyEnterprise

To begin backing up your files with Mozy, you must install and authenticate the application. Although Mozy will operate automatically, you can perform the first backup of your system. Follow the steps below to complete this process.

1. Select: Portal Manager from start menu or from inside LANDesk Management folder

2. To locate the application, enter "Mozy" in the Search field under **Filters** on the right of the screen. Press the [Enter] key to start the install.

   NOTE: You may need to refresh LANDesk Portal Manager.
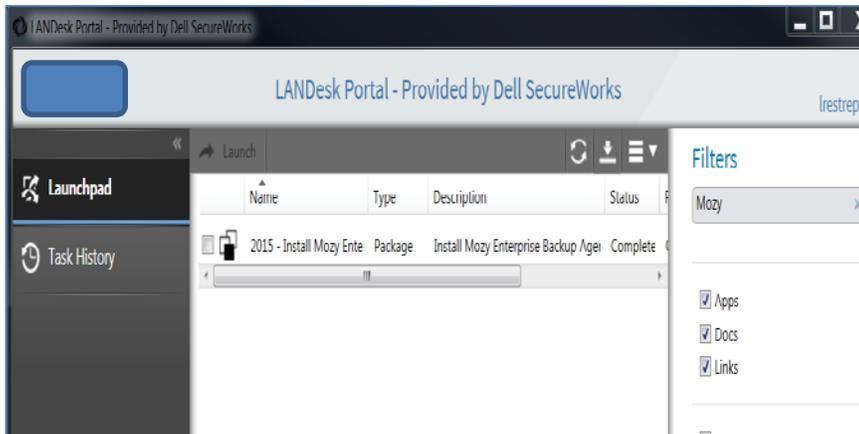
3. Once installed, the Mozy icon will appear in the hidden icons tray at the bottom right side of your screen. Open the tray by clicking he "Show Hidden icons" arrow.
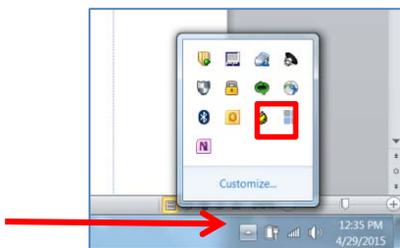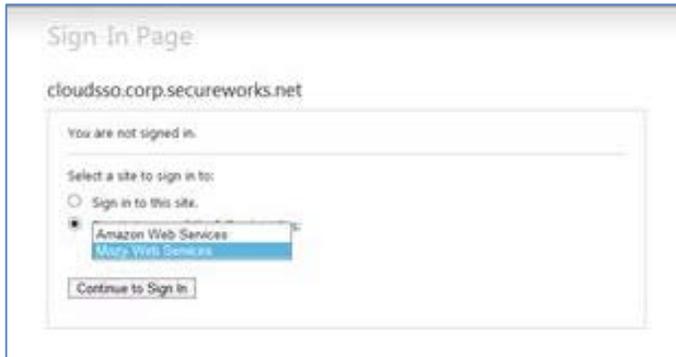
4. In the tray, select the Mozy icon to open status window and click "Continue Setup"

A Sign-In Page will automatically open in your web browser.

5. Manually select "**Sign In to One of the Following Sites**" and drag drop down menu to "**Mozy Web Services**" Click "**Continue Sign In"**
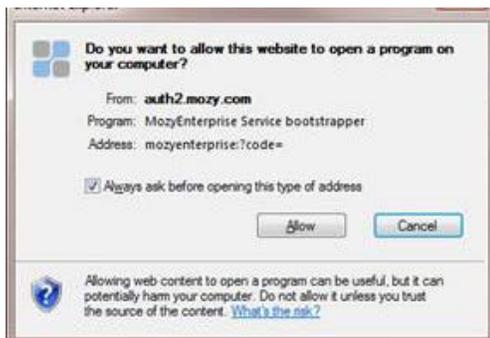

Enter your ABC INC Security Username and Password (the same information you use to login to your workstation .

**Example:**
Username: CORP\jdoe
Password: ***********

**6.** A pop-up will appear from **auth2.mozy.com**. Select **Allow.**

Mozy Is now installed and Authenticated

At this stage, you can initiate the first backup of your files. This will allow you to begin immediately securing your files, as the automated backup by Mozy may take several days to complete.

7. Select the **MozyEnterprise** folder from the Start Menu, and select **MozyEnterprise Status**.
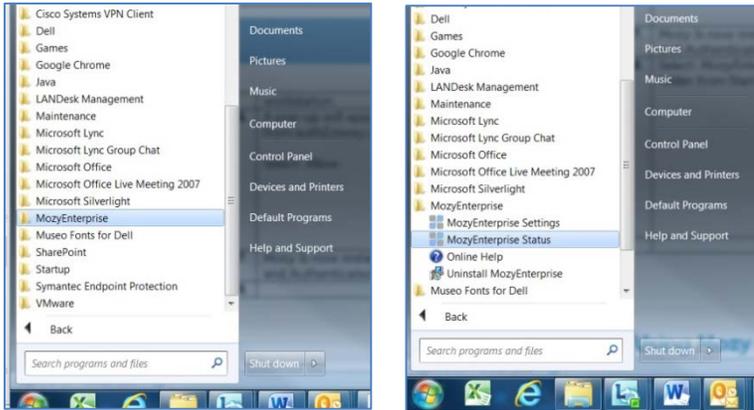
8. The Mozy Enterprise Status Window will open. Click **Start Backup**
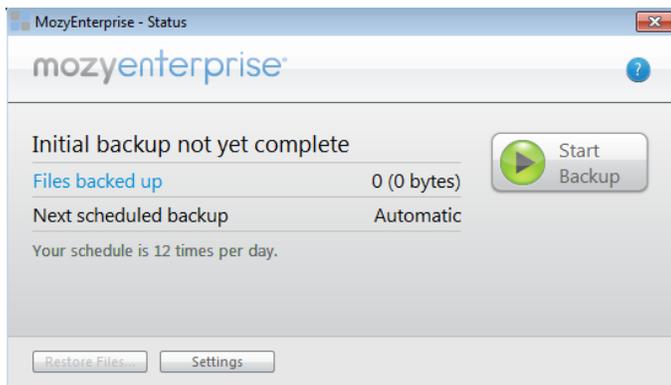

Mozy for Enterprise is Now Backing up Your Workstation.

From this point, you will no longer need to perform a manual backup. Mozy will backup your system automatically. However if you want to start a manual backup out of cycle, for example you just saved an important document that you want to make sure gets backed up quickly, you can at any time start a manual backup.

# Restoring your lost or deleted files with Mozy

Mozy allows users to recover your lost or deleted files. In order for a file to be recovered, it must have been on your laptop long enough for Mozy to have backed it up. You can recover a file up to 90 days after you deleted it. If you have modified a file, the pre-modified version is recoverable up to 90 days after you modified it.

1. Select the **MozyEnterprise** folder from the Start Menu, and select **MozyEnterprise Status**.
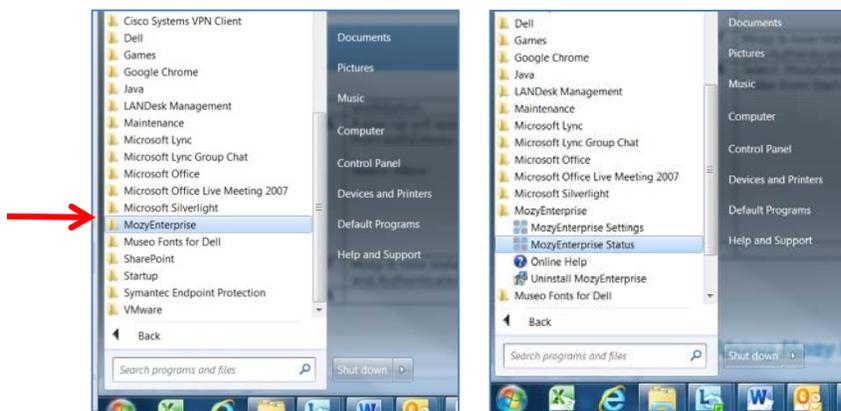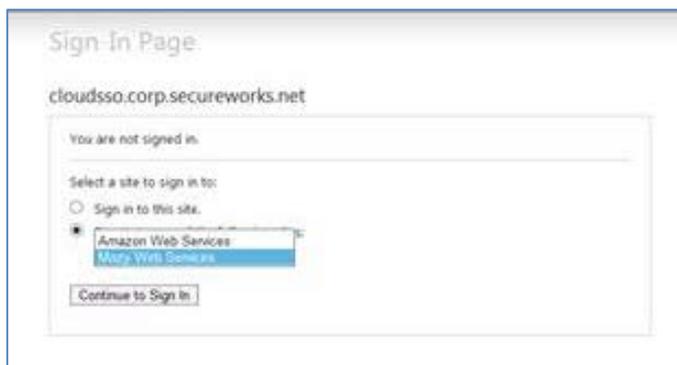

2. The **Mozy Enterprise Status** window will open.

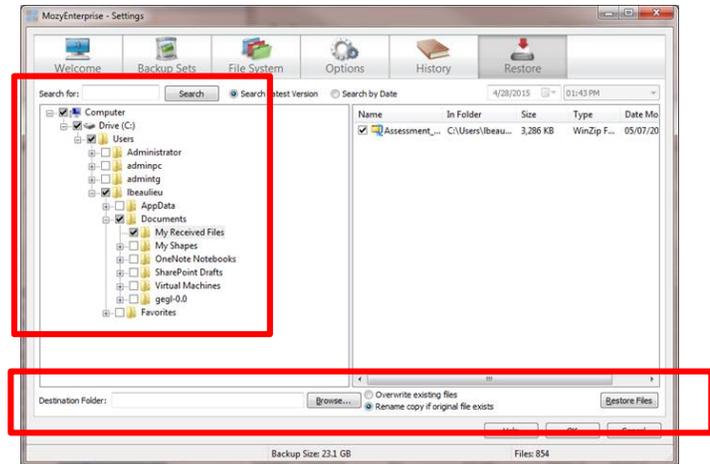   Click "**Restore Files**". You will be redirected to the sign in page.
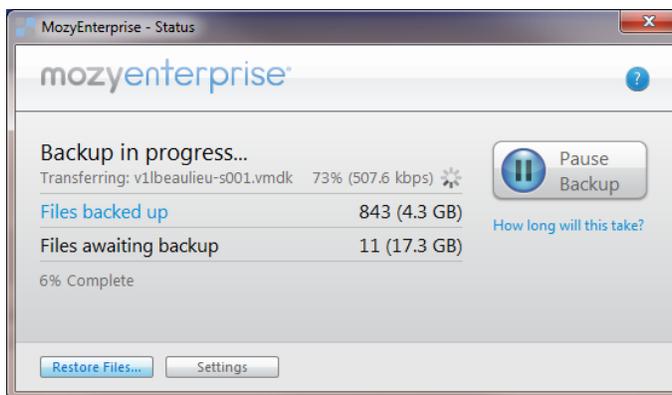
3. Manually select "**Sign In to One of the Following Sites**" and drag drop down menu to "**Mozy Web Services**"

    Click "**Continue Sign In**"

4. Search for the file by entering the name in the **Search** field, or by clicking '**Computer**' and following the file path until the file is located.

You may select the folder where the recovered file is saved; you also have the option of overwriting the existing file or renaming it.
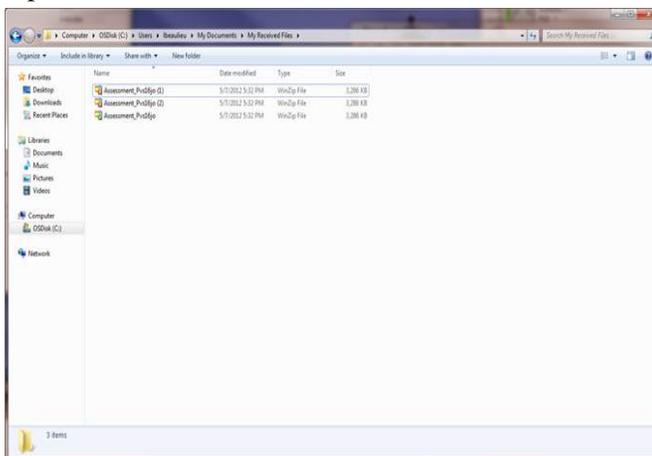

5. Select the file(s) you wish to restore by checking the box next to the file name(s). Click **Restore** at the top of the screen.
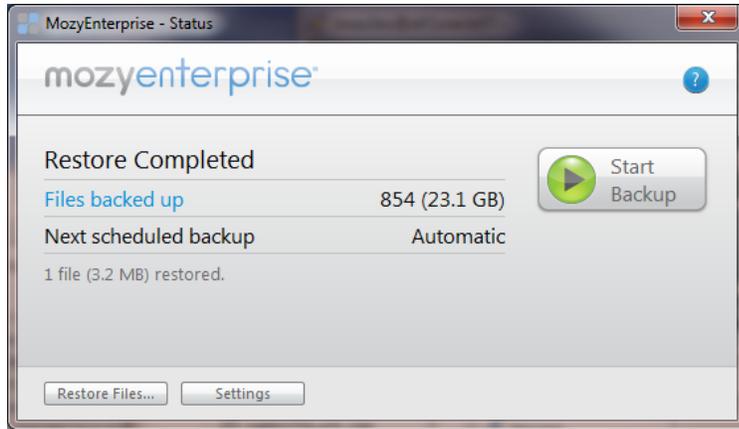

You may be redirected to the sign-in page again. If you are asked to sign in, enter your ABC INC Security Username and password.

6. Open the folder where the files are saved to see them listed.

The Mozy status window maintains updates on the stages of files as they are restored. When the process is complete, the window will display "Restore Completed".

Support for Mozy

For resolving issues with MozyEnterprise on your workstation, follow the ABC INC Security support process, by reporting problems through tickets@Security.com. Please be sure to include Mozy in the subject line.

Version	Date	Editor	Changes
1.0	April 24, 2015	Rob Culbert	Original
2.0	April 30, 2015	Sharon Daugherty	Update of installation section; addition of file recovery content.