

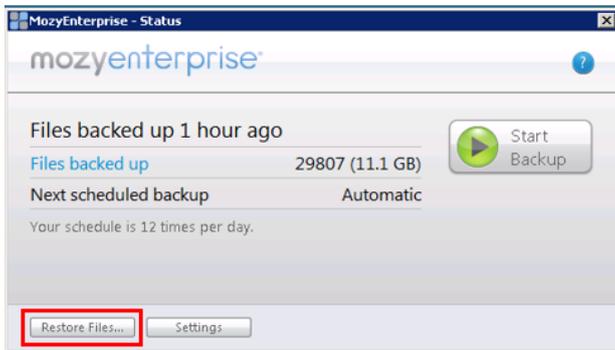
Mozy – How to restore files

Files that have been backed up through Mozy can be restored through the Mozy client (which has been installed on the Peach server) or through the Mozy Enterprise website.

If your hardware or operating system has been compromised, the Mozy website would be the best way to restore files. You may need to contact your IT provider before restoring files as they may need to reinstall the operating system and clean up the cause of the compromise.

Restore through Mozy Client

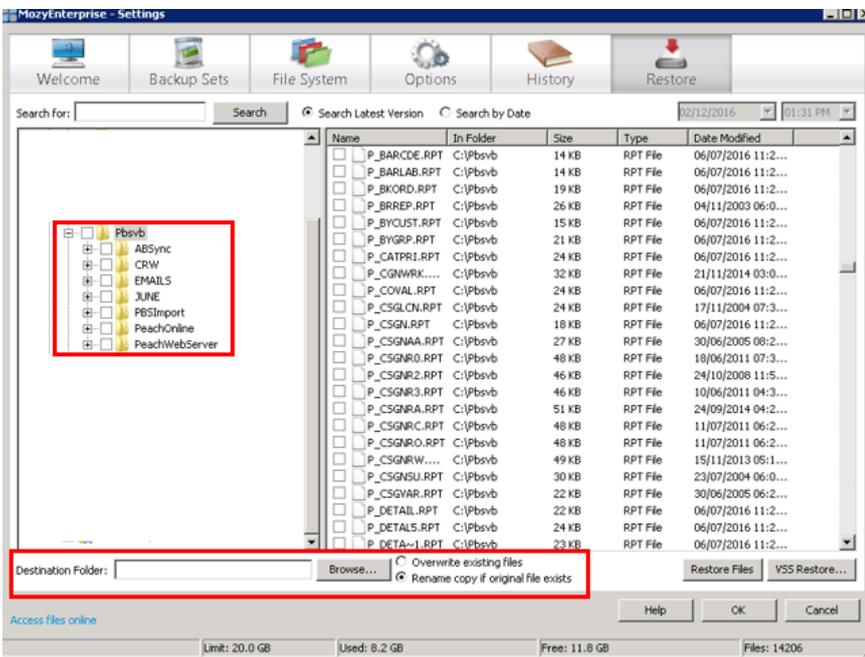
The Mozy client can be opened from the taskbar, the icon will be like the one highlighted below. You are only able to restore from the Mozy client from the Peach server.



Clicking this icon will open the Mozy Client. Once it opens, press Restore Files.

This will open with a Directory-tree style window where you can tick the files you wish to restore and select the restore destination.

When restoring files, it is important not to overwrite any file in your Peach install folder (usually C:\PBSVB) without guidance from Peach Support first.



To select a file for restore, simply press the tickbox next to the file name.

If you would like to restore an entire folder, click the tickbox next to the folder name from the left side of the window.

Enter a destination folder. This will be where Mozy places your download of restore files.

When you have made your selections, press **Restore Files**



Restore through Mozy Website

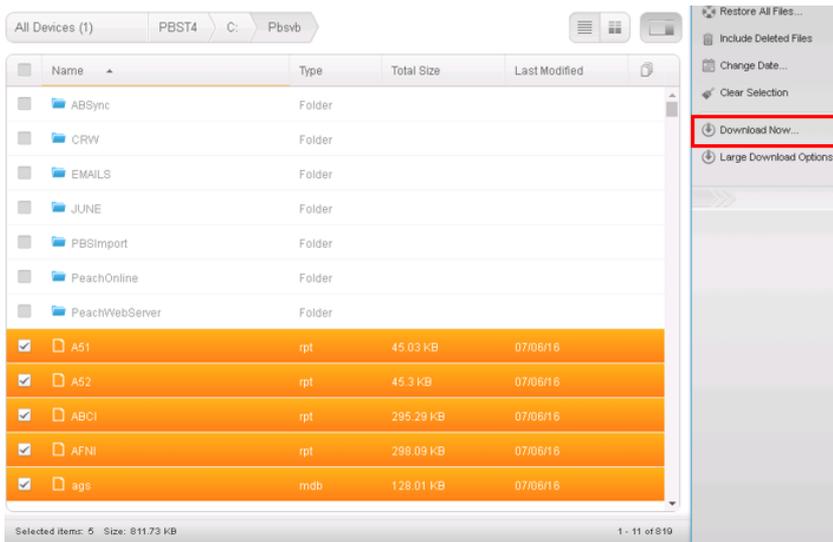
In order to restore files through the Mozy Website, you will need your Mozy Administrator login. This would have been emailed to you when agreeing to proceed with Mozy. If you are unable to locate it, please contact Peach Support first.

Log in to the Mozy website here: <https://peachsoftware.mozyenterprise.com/login/admin> with your Admin user name and password. You can do this from any computer which has access to the internet.

After logging in, you will be able to select your server from the list. (It will only display computers linked to your account). Clicking on the user name will load up a section where you will be able to view files. Click on the folder icon.



A new window will open with a directory browser. Find and open PBSVB by clicking on the folder name. From here, simply select (tick) the file or files you wish to restore. Once you have made your selection press **Download Now**.



If you have selected multiple files, they will be downloaded as a compressed ZIP archive which will improve download performance. You can extract the contents using Windows or 3rd party ZIP extractor.

The download will be saved to your default download location.

If you want to restore a file from a prior date (within 90 days), you will see a blue paper icon on the right of the file.

Clicking this icon will display the dates of each backup along with their retention period (expiration). Select the version by ticking it and press **Download**.



A note about Restores and Backups

- When restoring files, do not overwrite any file or folder in the PBSVB folder on your Peach server without first consulting Peach Support.
- If your hardware or Windows system is compromised with a virus or ransomware, your IT provider needs to be contacted to ensure removal and rectification before a restore is commenced.
- Keep your admin password safe and secure as anyone who knows it, has access to your files. A special link is sent to you and you create your password after the account is setup by us.
- Backups are taken up to 8 times a day, throughout the day. It is important to leave your Peach server on so backups complete.

Reports

Each day, Peach Support receive a report from Mozy identifying the backup status for your system. You are able to subscribe to these reports yourself through the Admin portal.

After logging in, select **Email Alerts** from the **Graphs & Reports** menu and create a new alert, ensuring the frequency is set to **daily** and enter a subject line, **Mozy Backup Status**.

From the **Report Modules** tab, select **Backup Summary**. You do not need to change any other setting, simply press **Next** and then press **Finish**.

This report will be emailed automatically each day from Mozy to you.

