



APPTIXTM
EMAIL • CALL • UNITE

Quick Start Guide

Apptix Online Backup by Mozy (AOBM)

Live Support: [866-461-0851](tel:866-461-0851)

Other Guides & Training Resources

- [Apptix Online Backup by Mozy – Admin Guide ... \[76 Page PDF\]](#)
- [Apptix Online Backup by Mozy – Client Software User Guide... \[46 Page PDF\]](#)
- [Apptix Online Backup by Mozy – Common Questions... \[5 Page PDF\]](#)
- [Apptix Online Backup by Mozy – Restore FAQ... \[8 Page PDF\]](#)

Apptix / MailStreet Live Technical Support Hours:

Live support (Phone, Chat, Remote Sessions, Email) is available:

Monday - Friday:

7:30am – 3:00 am EST
(Midnight PST)

Weekends:

10:00am – 7:00 pm EST

Emergency On-Call Support:
All other times

Call 866-461-0851

Quick Start Guide Overview

This Quick Start Guide covers the procedures required to begin using your Apptix Online Backup by Mozy account to insure that you have a reliable backup of your important data. The service is easy to use and this Guide should help you get started with a minimum of effort.

If you have trouble setting up or using our service, please feel free to contact our technical support staff. Apptix has a professional staff of computer technicians ready to assist with any questions you may have related to this service.

In this Quick Start Guide you will be given the proper instruction to do the following:

Customer Admin – Assigning License Keys for Users

- [Modifying the Backup Policy Configuration](#)

Software Installation to User's PC

Configuring the Apptix Online Backup by Mozy Client Software

- [Creating or Editing Backup Sets](#)
- [Restore Data Using the Client Software](#)
- [Performing a Backup From the Web](#)

Additional Resources

Additional training resources may be access by logging into the Apptix Online Backup by Mozy Portal. Under the **Admin Console | Support** section of the Dashboard's Left Navigation Pane click on the links to access these additional training resources.

Optionally, direct links to the full documentation guides may be found here:

[Apptix Online Backup by Mozy – Admin Guide](#)

[Apptix Online Backup by Mozy – Client Software User Guide](#)

PLEASE NOTE: Apptix Online Backup by Mozy (AOBM) is a service that is designed to work as a backup utility for personal computers. AOBM is NOT a service that should be installed on a server machine. Please limit the installation of the software to personal computer desktop and laptop computers.

Customer Admin - Assigning License Keys for Users

It is a very simple process to begin using the Mozy service. Simply access the Admin portal and assign License Keys to your Users. An email will be sent to each User containing a link to download the *Apptix Online Backup by Mozy* client software, plus the License Key used to activate the software.

The “default” backup policy is pre-configured to include all of the basic backup options which can then be configured by each of your company Users via their backup client software. Optionally, as the Company Admin you can define the backup sets for your Users, as well as create sub-admins, groups, etc.

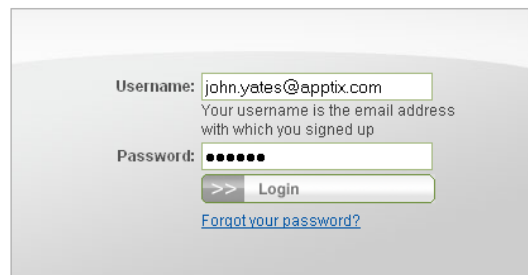
- View the [Apptix Online Backup by Mozy-Admin Guide](#) (76 pages) for detailed instruction on all of the dashboard features available to Customer Admins.

“Quick Assignment” of User License Keys Configured with the Default Backup Policy

1. Access the administration portal via your browser: <https://apptix.mozypro.com/login/admin>
 - ✓ The **Apptix Online Backup by Mozy Admin Login** screen displays.



Log in to your Apptix Online Backup by Mozy account



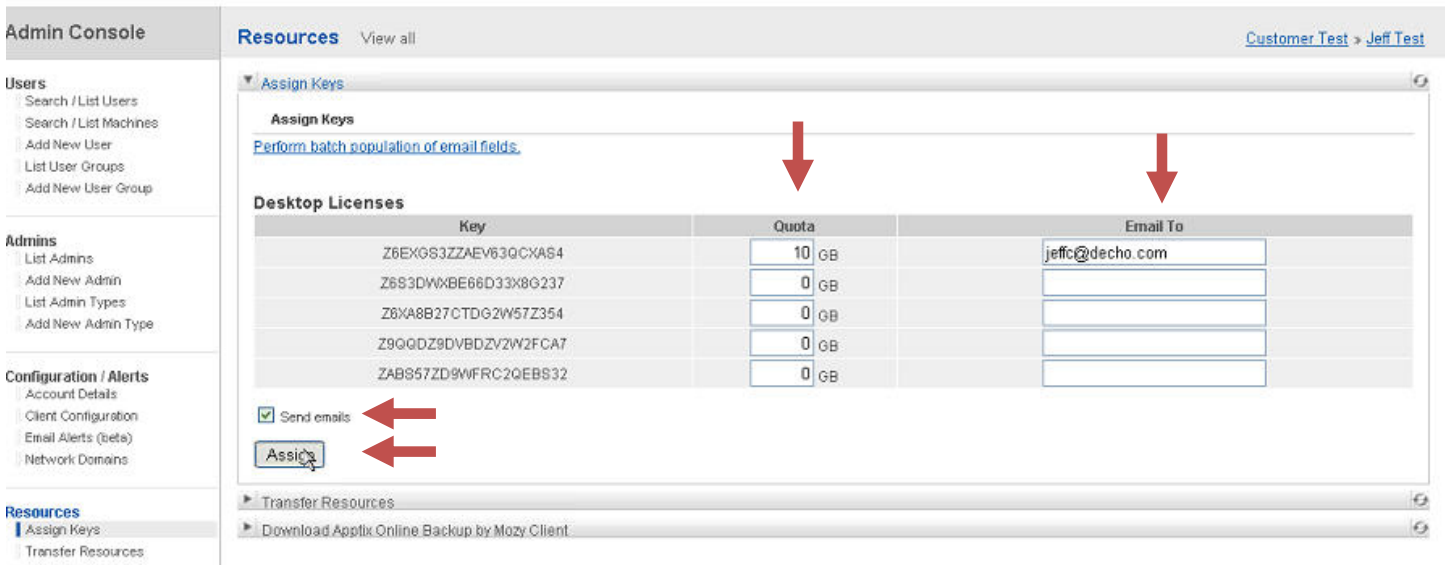
The screenshot shows a login form with the following elements:

- Username:** A text input field containing "john.yates@apptix.com". Below it, a note reads: "Your username is the email address with which you signed up".
- Password:** A text input field with masked characters (dots).
- Login Button:** A button with a right-pointing arrow and the text "Login".
- Forgot Password Link:** A blue hyperlink labeled "Forgot your password?" located below the password field.

- a. In the **Username** field, type your username which should be your email address
- b. In the **Password** field, type your password. (The password is included in the *Welcome Email* you received)
 - Example Password: Account ID + first 2 letters of company name.
- c. Click **Login**
 - ✓ The **Dashboard** screen displays.



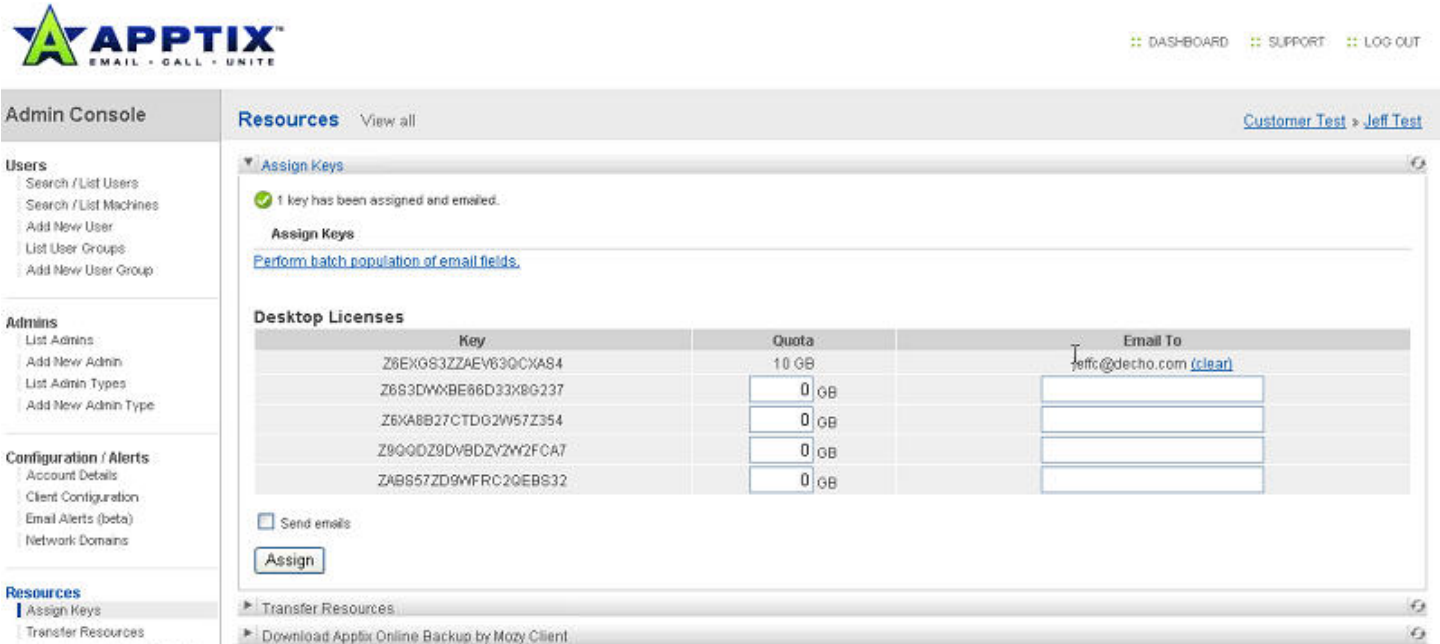
- Under the **Admin Console | Resources** section of the Dashboard's Left Navigation Pane click on **Assign Keys** link:
 ✓ The **Resources** screen displays.



Key	Quota	Email To
Z6EXGS3ZZAEV63QCXA84	10 GB	jeffc@decho.com
Z6S3DWXBE66D33X8Q237	0 GB	
Z8XA8B27CTDQZW57Z354	0 GB	
Z9QQDZ9DVBDZV2W2FCA7	0 GB	
ZAB857Z9WFR2QEBS32	0 GB	

- The number of Licenses allocated to your account is displayed. Simply set a quota and email address for each User, click the **Send emails** checkbox and press the **Assign** button to distribute the Mozy client software to your Users:
 - Quota:** View your "Welcome to Mozy" email for the total space allocated to your account. You may assign quotas to each User as needed to allocate the total company total across all Users.
 - Email To:** Enter the email address for each User to receive a link to the *Apptix Online Backup by Mozy* software.
 - Send Emails:** If left unchecked each License defined above is assigned but the customer is NOT notified.

- ✓ The **Resources** screen updates to indicate that the Licenses have been assigned to the Users.



The screenshot shows the APPTIX Admin Console interface. On the left is a navigation menu with sections for Users, Admins, Configuration / Alerts, and Resources. The main content area is titled 'Resources' and shows a window for 'Assign Keys'. A green checkmark indicates '1 key has been assigned and emailed.' Below this is a table of Desktop Licenses with columns for Key, Quota, and Email To. The first row shows a key with a 10 GB quota and an email to jeffc@decho.com. Other rows show keys with 0 GB quotas. There is an 'Assign' button at the bottom of the window.

Key	Quota	Email To
Z6EXGS3ZZAEV63QCXAS4	10 GB	jeffc@decho.com (clear)
Z683DWMBE66D33X8G237	0 GB	
Z6XA8B27CTD62W57Z354	0 GB	
Z9QQ0DZ9DVBDZV2W2FCA7	0 GB	
ZABS57ZD9WFRC2QEBS32	0 GB	


- This represents the “Quick License Assignment” method for generating software downloads for your Users. Each User will receive an email with a link that allows download of the *Apptix Online Backup by Mozy* client software. The License Key (indicated above) will be included in the email.

Modifying the Backup Policy Configuration

Company Admins may wish to change the Backup Policy configurations for their Users and may do so using the Dashboard. For a complete list of Admin functions please access the [Apptix Online Backup by Mozy-Admin Guide](#) which may be accessed from the **Admin Console | Support | Admin Guide** link of the Dashboard. Following is a quick overview of how an Admin can create company-defined backup policy configurations to be pushed out to their Users:

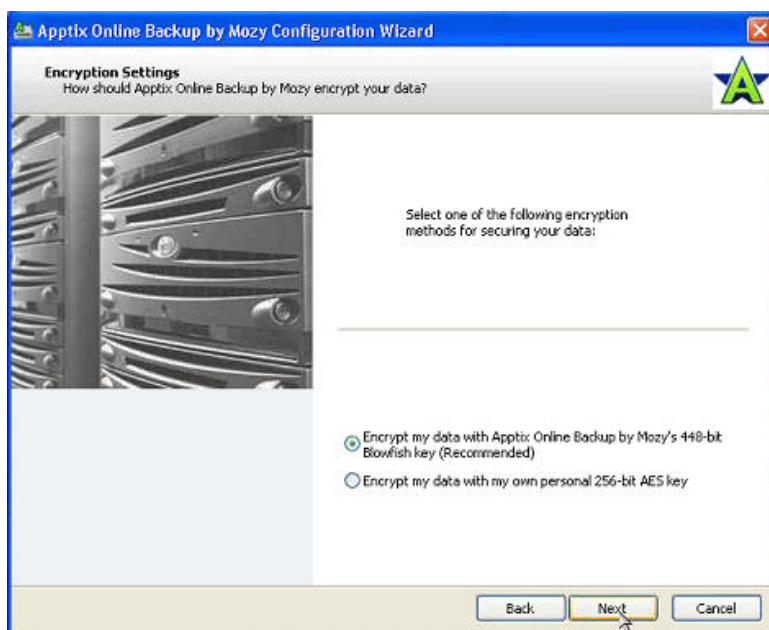
- Under the **Admin Console | Configuration/Alerts** section of the Dashboard’s Left Navigation Pane click on **Client Configuration** link.
 - ✓ The **Client Configuration** section displays
- In the Client Configuration section, select *Desktop* from the **License Type** dropdown menu, enter a description of the configuration being defined in the **Name** input and click the **Next** button
 - ✓ The **Resources** screen updates.
- In the **Preferences Tab**, select the options to be pushed out to your end Users:
 - You may “**Lock**” the options so that the end user can not modify the preferences via the client software.
- Optionally, click on the **Scheduling Tab** to define when and how backups are performed.
- Optionally, click on the **Bandwidth Throttling Tab** to define the thresholds for bandwidth usage during backups for your network.
- Optionally, click on the **Backup Sets Tab** to define which file types the end-users can backup by default.
 - You may “**Lock**” the options so that the end user can not modify the preferences via the client software.
 - Example: You may not want to allow Users to backup music files and you can therefore eliminate this file type from the backup set using this option.
- Finalize the customer-defined backup policy configuration by clicking the **Accept** button.

Apptix Online Backup by Mozy Client Software: Software Installation To User's PC

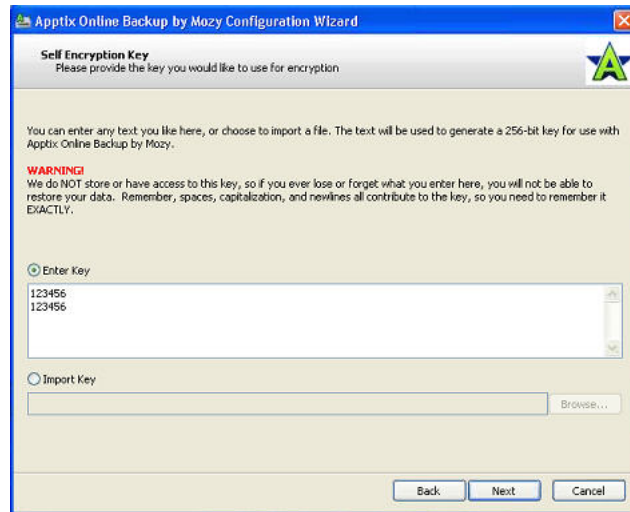
Installation of the *Apptix Online Backup by Mozy* client software is a straight-forward process that allows your Users to immediately backup their files upon installing the software, or backup at a later time. Once installed the *Apptix Online Backup by Mozy* software may be accessed by double-clicking on the  icon in the System Tray.

Installation of the Apptix Online Backup by Mozy Client Software

1. Download the *Apptix Online Backup by Mozy* client software from the link provided in your Welcome Email.
 - Optionally you may download from the following link:
<http://apptix.mozypro.com/resource?module=resource-downloads>
2. Click **Run** to download the installation file.
3. Click **Next** to initiate installation, read and accept the License Agreement, and click **Next**.
4. Click **Next** to accept the Destination Folder or (Optional) Change the install destination.
5. Click **Install** to begin the installation.
6. To finish the installation and launch the Configuration Wizard, click **Finish**.
7. Enter your license key (provided in your Welcome Email) and email address in the appropriate fields, then click **Next**.
8. Enter your name and a password, confirm the password by entering it again, and click **Next**.
9. Select your encryption method, then click **Next**.

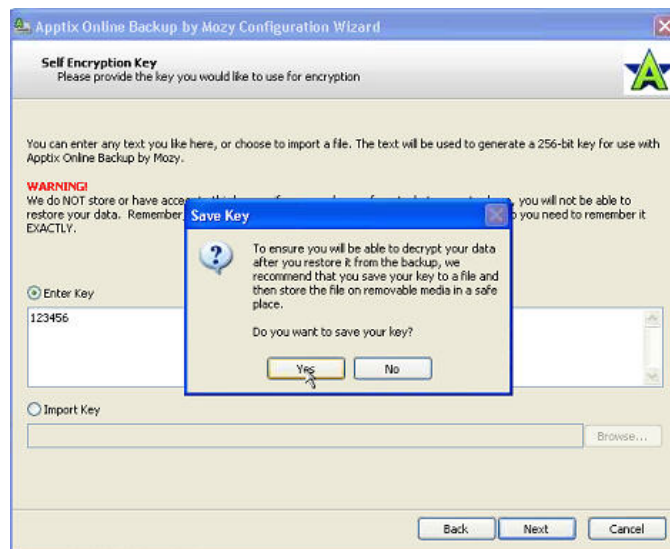


- **IMPORTANT:** If you select to encrypt your data using your own personal password (second option above), you **MUST** maintain a record of the password as Apptix cannot recover the password on your behalf. This option is very “verbose”, which means that the password must be entered **EXACTLY** as initially entered, including line breaks, etc.
 - i. The option to provide your own encryption password displays addition windows to allow you to enter the password and save your password file. Select the second option “Encrypt my data with my own personal 256-bit AES key” and click **Next**.
 - ✓ The **Self Encryption Key** screen displays



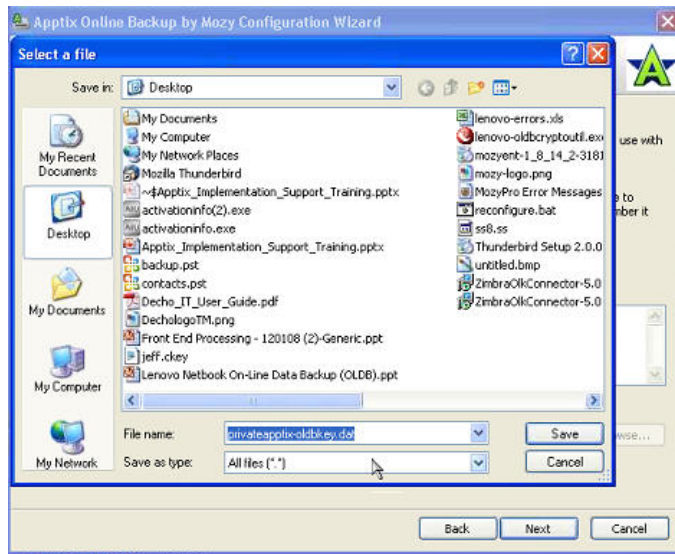
- ii. Enter the password encryption key **EXACTLY** as intended, or optionally import the key from a file located on your PC, and click **Next**.

- ✓ The **Save Key** screen displays



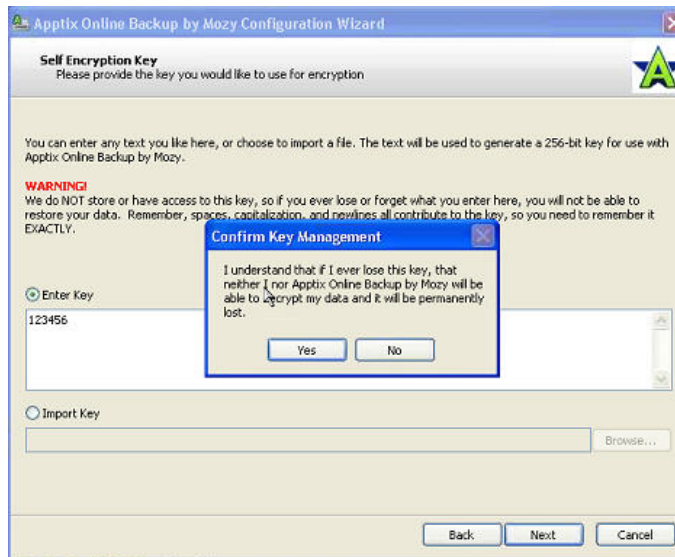
- iii. This option allows you to save a copy of the encryption key used as a text file on your computer. You may click **No** to bypass this option or click **Yes** to create the encryption key text file.

- ✓ The **Select a File** screen displays



iv. Enter a name for the file that represents your encryption key. Select a location to save this file and click **Save**.

✓ The **Confirm Key Management** screen displays



v. This screen provides a final warning that you must remember the encryption key in order to recover data using this method. Accept this confirmation message by clicking **Yes**.

10. Select the data you want to back up, and click **Next**. You may change your selections later.

11. Click *Start Test* to begin the bandwidth test, click **Next** once the test is completed.

12. Select the backup speed by moving the slider bar, then click **Next**. The backup speed can be changed later.

13. Select your backup option: backup files now, back up later, then click **Finish**.


- **IMPORTANT:** The INITIAL backup is an exact copy of the set of files that you have selected for backup and therefore it may take a substantial amount of time to complete the initial backup. Subsequent backups are incremental backups of changes to your data sets, and should therefore take much less time to complete.

Configuring the Apptix Online Backup by Mozy Client Software

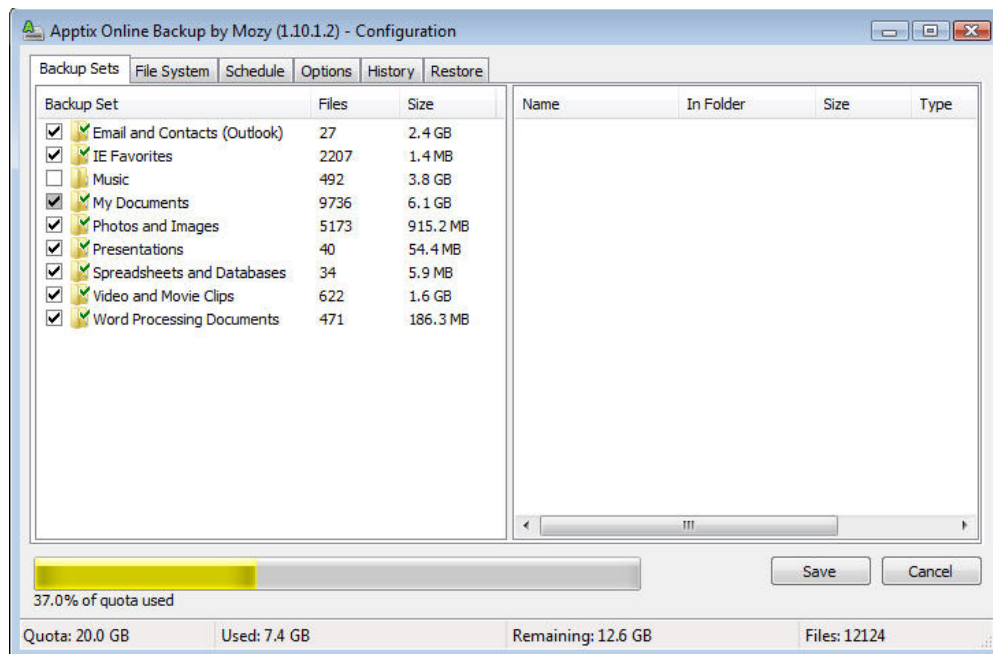
The default configuration of the *Apptix Online Backup by Mozy* client software may be modified by the end-user after installation of the software.

- Some options may be “Locked” by the company Admin and can therefore not be changed by the end-user.

End-User Software Configuration

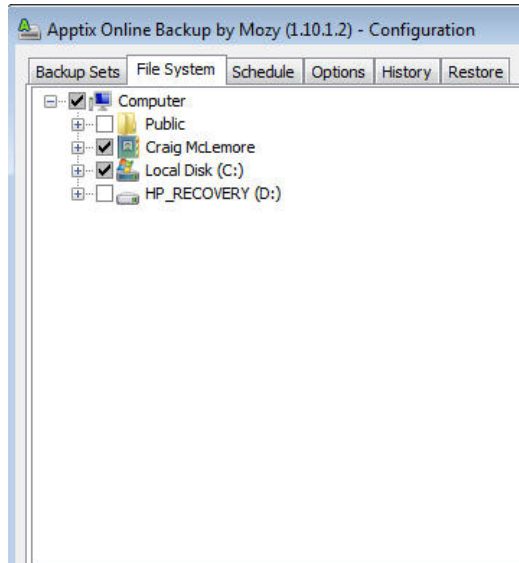
1. Double-click the Apptix Online Backup by Mozy icon  in your system tray, then click the **Configure** button. Once authenticated, the client configuration utility opens.

✓ The **Configuration** screen displays

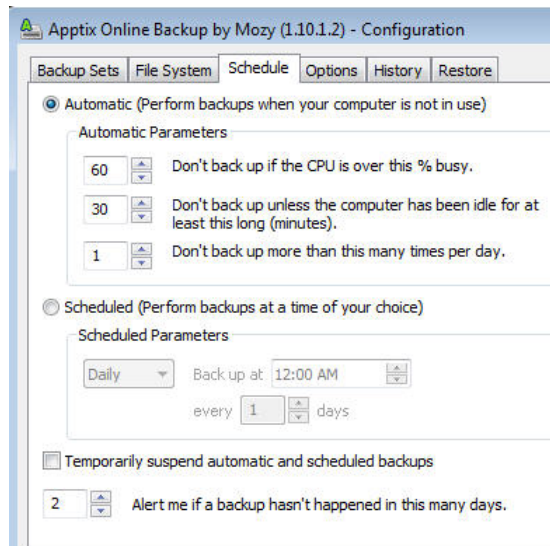


2. Click the **Backup Sets Tab**, then select or deselect the backup sets to include in the backup. To create, edit, or remove a backup set, right-click an item in the list under the Backup Sets Tab. See “[Creating or Editing Backup Sets](#)” in this Quick Start Guide for more detailed information.

3. Click the **File System Tab**, then select or deselect the files or folders to include in the backup.
 - This is optional if you choose to backup by Backup Sets (file types) rather than by file directories.

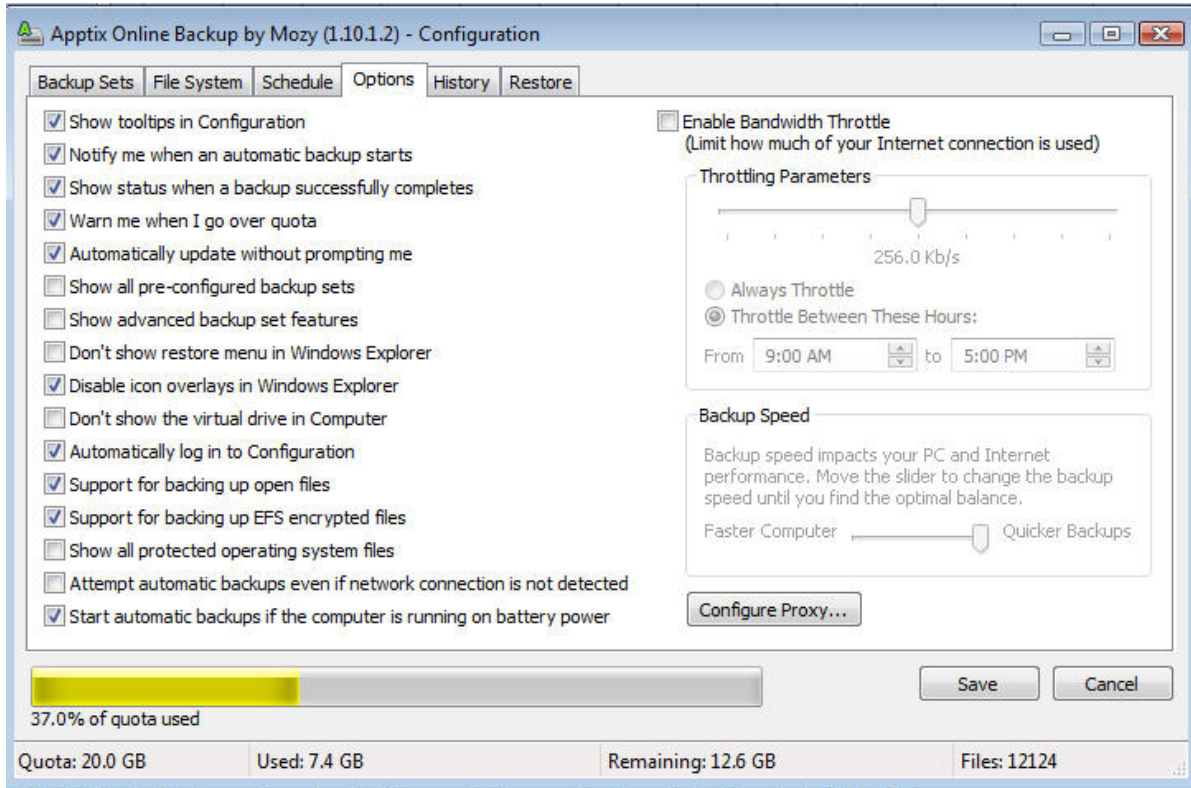


4. Click the **Schedule Tab**, and select either an automatic backup or a scheduled backup.



- **IMPORTANT:** The default for scheduled backups is “**Automatic**” which allows the backups to continuously update as long as your computer’s CPU usage falls below a pre-defined threshold. If you find this setting impacting the performance of your computer, you should change the **Bandwidth Throttle** under the **Options** settings to tweak the backup parameters.
- **NOTE:** Utilize the **Scheduled** option to specify an exact time for backups to be performed. If practical, best practices would be to utilize the Scheduled option to allow backups to run when you are away from your computer but while the computer is still online (Ex: during your lunch break or after you complete your work for the day)

- Click the **Options Tab**, and specify the view and behavior of the client. You can also enable bandwidth throttling, set the backup speed (process priority) and configure a proxy server if you do not have direct internet access.




- On the right side of the window, check the box next to **Enable Bandwidth Throttle**, and then adjust the bandwidth with the slider bar in order to configure the amount of bandwidth that your machine uses during a backup.
- Additionally you can determine the hours during which these throttle settings should be employed by the software.
- While backups are running, you can slide the performance bar from **Quicker Backup** toward **Faster Computer** to decrease the impact of the backup process on CPU and memory performance. Or, slide the performance bar toward Quicker Backup to increase the CPU and memory utilization dedicated to the backup process.

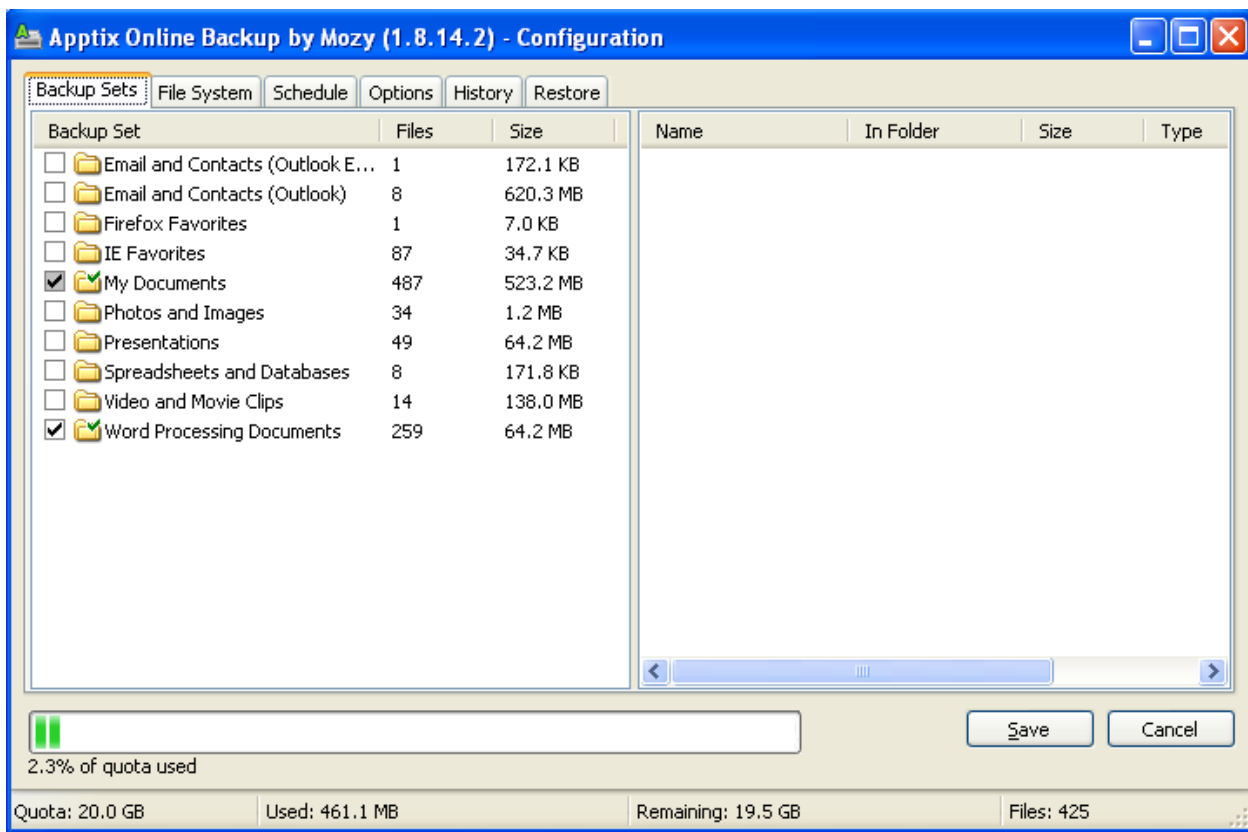
- The default **Backup Speed** for all backups is set in this **Options Tab** window

- Click the **History Tab** to view the history of all recent backups, including the individual files.
- Click the **Restore Tab** to view the history of all recent backups, including the individual files.
- Click the **Save** button to save your configuration and exit the software configuration utility.

Creating or Editing Backup Sets

Backup sets determine the files types that are to be backed up. During installation, you select which backup sets to include in your initial backup. You can use the Advanced Configuration module at any time to change your backup sets or create new ones.


1. Right-click the  icon in the system tray, then click the **Configure** button
2. Click the **Backup Sets Tab**.



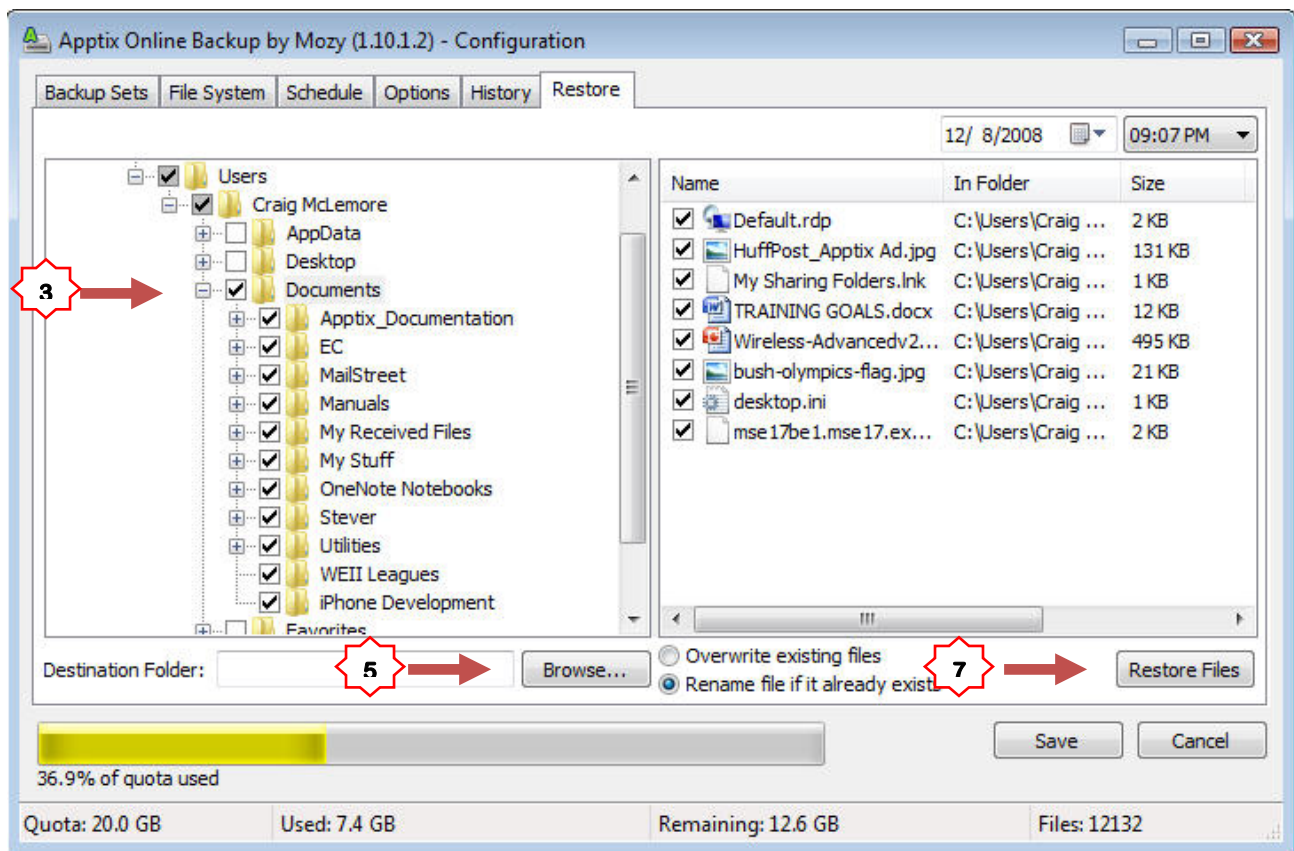
3. Select the existing backup sets you want to include in your backup. A checked box with a gray background indicates that only some of the files in that backup set are being backed up.
4. (Optional) To create a new backup set, right-click in the Backup Sets list and select **Add Backup Set**, enter a name for the set, browse to the directories you want to include and check those directories, create an optional rule to further configure the new backup set if desired, then click **Save**.
5. Click **Save** to finalize your choices.

Restore Data Using the Client Software

In the event that you need to restore data from the Apptix backup servers directly to your personal computer containing your *Apptix Online Backup by Mozy* License do the following:

2. Right-click the  icon in the system tray, then click **Configure**.
3. Click the **Restore Tab**.

✓ The **Configuration | Restore** screen displays



4. In the left panel, select the Backup Set from which you want to restore files.
5. In the right panel, select the files you want to restore.
 - **NOTE:** The root-level files will show in the right panel for the top-level folder selected
 - It is not necessary to select the right panel files unless you are wanting to restore specific files. Otherwise ALL files related to the Backup Set(s) selected will be restored
6. Click **Browse** and either browse to the destination directory or create a new destination directory.
 - This step is optional in the event you want to setup a Restore location/folder. Otherwise all restored files will be restored to their original location within your PCs file structure.
7. Select whether to overwrite or rename existing files.
8. Click **Restore Files**.

Performing a Backup from the Web

There may be occasions when backing up from the client software is not possible, for instance should a User lose their PC. In such circumstances, the company Admin can initiate a restore via the Admin Portal that creates a restore backup set that can be downloaded to any PC as long as the User has access to the restore set via the Internet.

- **NOTE:** It is best practices when performing backups via the web to initially create a restore set of CRITICAL files only that can be restored in a relatively short period of time. Subsequent to the initial “critical restore” you may create a comprehensive restore set of all required files that can be downloaded as needed once the critical files have been restored to the User’s PC.
1. Access the administration portal via your browser: <https://apptix.mozypro.com/login/admin>
 2. Under the **Admin Console | Users** section of the Dashboard's Left Navigation Pane click on **Search/List User** link:
 - ✓ The **Search/List Users** section displays to list all Users in your account.



Admin Console | **Users** View all | Apptix Production » [craig mclemore](#)

Search / List Users

Search: Filter: None User Type: Partner Users

27 users Pages: 1 2 [Export to Excel \(CSV\)](#)

Email	Name	Machines	Storage	Storage Used	Created	Backed Up
craig.mclemore@apptix.com	Craig McLemore	1	20 GB	6.3 GB	12/01/08	4 minutes ago
gail@mailstreet.com	Gail	1	20 GB	769.2 MB	11/26/08	~ 2 hours ago
darren.mcintyre@apptix.com	Darren McIntyre	1	20 GB	258.8 KB	12/04/08	~ 2 hours ago
paul.iszard@apptix.com	Paul Iszard	1	20 GB	2.7 GB	11/21/08	~ 2 hours ago
ray@apptivoice.com	Ray Pedroso	1	20 GB	1.7 GB	11/20/08	~ 2 hours ago
john.kerssa@apptix.com	John Kerssa	1	20 GB	2.7 GB	11/24/08	~ 3 hours ago

3. Click on the link representing the User for whom you wish to create a restore set.

✓ The **Customer Details** section displays

craig.mclemore@apptix.com

[Delete User](#)
[Change User Password](#)
[Change User Email](#)
[Log in as User](#)

ID: 1058973 Name: [Craig McLemore \(change\)](#) Created: 12/01/08 11:22 Quota: 20 GB Created From: 65.172.12.40

Partner: [Apptix Internal Use](#)

Computer	Encryption	Space Used	Last Backup	License Key	Actions
CRAIGM-8389L	Default	6.3 GB / 20 GB (change)	6 minutes ago	WG5RC2Q4A974CS7AQWA2 (Desktop)	Restore Files

4. Click the **Restore Files** link under the **Actions** column.

✓ The **Customer Restore Interface** window displays



CRAIGM-8389L

Choose Backup Date:

Search:

- CRAIGM-8389L
- Drive (C:)
 - Users
 - Craig McLemore
 - AppData
 - Desktop
 - Documents
 - Apptix_Documentati
 - Exchange Relate
 - Mozy
 - Marketing
 - Mozy Doc
 - OEM Mark
 - Referenci

Select all

Name	Size
<input checked="" type="checkbox"/> Mozy_Apptix Online Backup by Moz	18.98 KB
<input checked="" type="checkbox"/> Mozy_Web Content (Web Blurbs v2	15.88 KB

2 files selected (34.85 KB)

« December, 2008 »

Sun	Mon	Tue	Wed	Thu	Fri	Sat	Size
30	1	2	3	4	5	6	18.98 KB
7	8	9	10	11	12	13	15.88 KB
14	15	16	17	18	19	20	
21	22	23	24	25	26	27	
28	29	30	31	1	2	3	
4	5	6	7	8	9	10	

[Show files from all dates](#)

5. From the **Choose Backup Date** dropdown select the backup date from which the restore set should be created.
 - a. Dates showing as a bold number (Ex: **12**) represent backup dates.
 - b. Optionally, within the **All Files** input if multiple backups were created on the date selected you may choose the specific time associated with the date selected.
6. From the left panel, select the data set(s) to be restored. If this is an “Initial” or “Critical” restore it is best to select critical files to be restored instead of backup sets containing a large number of files. Click the **Continue** button to begin assembling the restore set of those backup sets, or critical files, selected.
 - ✓ The **Building Restore Set** and **Restoring Files** notification screens display to indicate that the restore set has been completed



Building restore request. Please wait.

(This may take several minutes if you requested to restore thousands of files.)



Restoring Files

Your requested restore job is now being processed. You will receive an email when the files are ready for download.

Note: The resulting output of your restore job will be one or more files. It may take a substantial amount of time for these files to appear on your Web Restore Status page depending on the size and number of files you have selected to restore.

7. The User will receive an email with a link to access the download of the restore set file(s) to any PC that is connected to the Internet.
 - a. If the “Default” encryption has been used for backup purposes, the restore set will be downloaded to the User’s PC without further need to supply an encryption key.
 - b. If the “User-Define” encryption has been used for backup purposes, the User will need to download the encryption management tool and supply the appropriate encryption key.

About Apptix

Apptix (OSE: APP) is the industry-leading provider of hosted email, voice, and collaboration services for small and medium-sized businesses, serving nearly 200,000 Exchange subscribers—and approximately 19,000 organizations—worldwide. Apptix offers hosted Microsoft Exchange, hosted VoIP, hosted Microsoft SharePoint, mobile messaging, and compliance and archiving, both directly and through its MailStreet subsidiary. Apptix provides the reliability and scalability of big business communications solutions at a small business price, freeing IT staff to focus on improving and innovating within their companies. Apptix is a Microsoft Gold Certified Partner for Hosting and Application Services. The company is headquartered in Herndon, Virginia, with additional locations in Florida, Illinois, Texas, and India. Apptix is recognized as one of the *CRN* 2008 Fast Growth 100, Deloitte's 2008 Virginia Technology Fast 50 and *Washington Business Journal* 2008 Fastest Growing Companies. For more information, visit www.apptix.com.

Copyright © Apptix 2008. All other trademarks and logos are property of their respective owners.