



Frequently asked questions about MozyPro®

The MozyPro advantage

Simple

Seamlessly manage backup, sync, and mobile access for multi-user and server environments from a single web-based console.

Secure

Your data is safe with military-grade encryption, world-class data centers, and EMC—a company built to last.

Affordable

Keep costs low with no hardware to purchase and minimal overhead required.

Contact Mozy

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1. Does MozyPro back up and protect server data?

Yes. MozyPro for Servers backs up smaller server workloads—such as those at remote and branch offices—file and print servers, and mission-critical applications, such as Microsoft SQL and Microsoft Exchange.

2. What types of servers does MozyPro backup support?

MozyPro supports common server-specific applications found in 32- and 64-bit Windows servers, Mac OS X servers, and Linux distributions, including CentOS, Debian, Fedora, Red Hat, and Ubuntu.

3. Does MozyPro back up desktops and laptops?

Yes. MozyPro protects critical **desktop and laptop** data by encrypting selected files on Windows, Mac, and Linux computers and sending them to the EMC cloud for secure access and recovery when needed, all through a web-based, multi-tenant administrator's console.

4. What's the difference between a desktop and server license?

MozyPro cloud backup is a cost-effective way to protect your servers and computers. Simply choose the service level that allows you to back up as many computers as you like for one price. If you back up servers, purchase the Server Pass for an additional monthly charge and back up as many servers as you like. You can buy storage on a monthly basis, or save money by purchasing a 1- or 2-year plan.

5. Can I use MozyPro to back up remote and branch offices?

Yes. MozyPro for Servers is particularly suitable for the smaller server workloads at remote and branch offices. With MozyPro, one central administrator can manage the backups for the entire **remote or branch office** from a single web-based console. In addition, the MozyPro primary administrator can create subadministrators to manage backups at remote and branch offices. All files are encrypted, providing a secure offsite copy of business-critical data.



6. Does MozyPro back up virtual hosts?

Yes. MozyPro for Servers provides backup for your VMware virtual hosts. Mozy by EMC provides a robust, simple-to-deploy, cloud-based backup and recovery solution for your vCenter hosted virtual machines. MozyPro is fully integrated with VMware vCenter for centralized management of backups. The VMware vSphere Web Client lets you select, schedule, configure, and manage backups and recoveries. In addition, MozyPro backs up Microsoft Hyper-V virtual hosts.

7. When I back up with MozyPro, where is my data stored?

EMC-managed data centers are in North America and Europe. By default, backups are routed to the appropriate data center based on the IP address; however, customers can specify which region they want their users directed to via a client installation switch or via a sub-partner setting in the Mozy Admin Console. This ensures that it's possible to comply with local data-handling laws and principles.

8. What is the MozyPro standard retention period?

The standard retention period for MozyPro is 60 days.

9. What encryption capability does Mozy support?

Backup and sync data is encrypted locally with [industry-standard encryption](#) prior to transfer, during transfer, and while at rest in the EMC cloud. Multiple encryption key options provide added security. MozyPro provides two data encryption ciphers and two encryption models:

- Managed key: 448-bit blowfish; Mozy assigns an encryption key to your users. This key is stored and managed by Mozy.
- Personal key: 256-bit AES; the user enters a passphrase that is used to create the encryption key. Each user creates a unique personal encryption key.
- Corporate encryption key: 256-bit AES; the administrator enters a passphrase that is used to create the encryption key. You can create a key for all users in the company or a unique one for each user group.

10. Can partners run MozyPro from their own data center?

No. Mozy by EMC is a fully hosted, fully managed public cloud service. [EMC data centers](#) employ the highest protection standards, including state-of-the-art security with 24x7x365 onsite monitoring, fire detection and suppression systems, and redundant power distribution units.

11. Does the MozyPro service include file sync?

Yes. The [Mozy® Sync feature](#) lets users easily synchronize and securely access their files across desktops, laptops, and mobile devices—anytime, anyplace. Files stored in the Sync folder are automatically updated in real time across users' various devices such as laptops, tablets, and smartphones. Your administrators control access to this feature.

12. Does MozyPro allow users to access work files on their mobile devices?

Yes. The Mozy service includes the [Mozy mobile app](#) for the iOS and Android platforms. This free app allows you to access your Sync folder while on the go. You can also upload email attachments and documents from other apps to your Sync folder, and those files automatically sync across all your devices.



13. What specific desktops and physical and virtual servers does MozyPro backup support?

- Windows 8.1, 7 and Vista, and Server 2012 and 2008
- Mac OS X 10.0, 10.9, 10.8, 10.7, and 10.6
- Linux distributions, including CentOS, Debian, Fedora, Red Hat, and Ubuntu
- VMware vSphere (vCenter 5.5 or 6.0 with ESXi Server 5.0, 5.1, 5.5, or 6.0)
- Windows Hyper-V

14. How fast is the initial MozyPro backup for my data?

Because the initial upload of data to the cloud can be slow over the wire, **Mozy® Data Shuttle™** provides a faster way to get large amounts of data to Mozy's data centers. Move gigabytes or terabytes of data to the cloud quickly with our Data Shuttle service. After the initial backup, MozyPro backs up only new or changed portions of files, saving bandwidth and ensuring that future backup are fast.

15. Can MozyPro help my organization maintain regulatory compliance?

Yes. MozyPro helps companies comply with standards such as Health Insurance Portability and Accountability Act (HIPAA), European Safe Harbor, Payment Card Industry Data Security Standard (PCI DSS), EU federal data protection acts, among others.

16. Has the MozyPro service been audited and is it certified?

Yes. Mozy has successfully completed a Statements on Standards for Attestation Engagements (SSAE 16) examination and is International Organization for Standardization/International Electrotechnical Commission (ISO/IEC 27001) certified.

17. Can backing up to the Mozy cloud really save me money?

Yes. MozyPro requires no capital expenditure for hardware, very little up-front cost, and has minimal administrative overhead. The Mozy service uses an uncomplicated and affordable license model. Purchase the monthly service plan that allows you to back up the number of computers and servers in your organization. Or, save even more by purchasing a 1-year or 2-year plan.