



# Frequently asked questions about MozyEnterprise®

## The MozyEnterprise 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 enterprise-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 MozyEnterprise back up and protect server data?

Yes. MozyEnterprise 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. Does MozyEnterprise back up desktops and laptops?

Yes. MozyEnterprise protects critical data on Windows and Mac [desktop and laptop](#) computers.

## 3. Does MozyEnterprise back up virtual hosts?

Yes. MozyEnterprise 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. MozyEnterprise 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, MozyEnterprise backs up Microsoft Hyper-V virtual hosts.

## 4. What specific desktops and physical and virtual servers does MozyEnterprise backup support?

MozyEnterprise supports these desktops and physical and virtual server platforms:

- Windows 8.1, 8.0, 7 and Vista; and Server 2012 and 2008
- Mac OS X 10.10, 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)
- Microsoft Hyper-V

## 5. What encryption capabilities does MozyEnterprise support?

Backup and sync data is encrypted locally with [enterprise-grade encryption](#) prior to transfer, during transfer, and while at rest in the EMC cloud. Multiple encryption key options provide added security.



MozyEnterprise provides two data encryption ciphers and three encryption models:

- Managed encryption key: 448-bit blowfish; Mozy assigns an encryption key to your users. This key is stored and managed by Mozy.
- Personal encryption 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.

## 6. Can I use MozyEnterprise to back up remote and branch offices?

Yes. MozyEnterprise is particularly suitable for the smaller server workloads at remote and branch offices. With MozyEnterprise, one central administrator can manage the backups for the entire [remote or branch office](#) from a single web-based console. In addition, the MozyEnterprise 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.

## 7. Can I customize backup configurations with MozyEnterprise?

Yes. MozyEnterprise gives you the [flexibility](#) to set policies on bandwidth usage and backup speeds, create customized backup sets, or define which file types should be backed up. With MozyEnterprise, you can configure your backups to run at specific times of day, including after business hours, to eliminate resource strain and costly manual oversight. Back up automatically or schedule your backups daily, weekly, or even multiple times a day. MozyEnterprise ensures that your server databases and business files are backed up and are easily accessible. Should you need to restore data, MozyEnterprise backs up all the elements you need to do a restore. The standard retention period for backed up data is 90 days.

## 8. When I back up with MozyEnterprise, 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.

## 9. Can partners run MozyEnterprise 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.

## 10. Does the MozyEnterprise 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.



### 11. Does MozyEnterprise 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 and all other files protected with Mozy 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.

### 12. Can MozyEnterprise help my organization maintain regulatory compliance?

Yes. MozyEnterprise 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.

### 13. Has the MozyEnterprise 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.

### 14. Can backing up to the EMC cloud really save me money?

Yes. MozyEnterprise 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.