



Dell EMC MozyEnterprise®: Frequently Asked Questions

The Mozy 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 Dell EMC.

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. Dell EMC 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. What specific desktops and servers does MozyEnterprise backup support?

MozyEnterprise supports these desktops and server platforms:

- Windows 10, 8.1, 8.0 and 7; and Server 2012 and 2008
- Mac OS X 10.12, 10.11, 10.10, 10.9, 10.8 and 10.7
- Linux distributions, including CentOS, Debian, Fedora, Red Hat, and Ubuntu
- Microsoft Hyper-V

4. 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 Dell 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.

In addition, MozyEnterprise supports backup encryption key management via the Key Management Interoperability Protocol. This enables automatic generation of keys that can be managed with an on-premises key management server (KMS), which increases at-rest data security via finer encryption granularity.



5. 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.

6. 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 one year.

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

Dell 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. Can partners run MozyEnterprise from their own data center?

No. Mozy by Dell is a fully hosted, fully managed public cloud service. Dell 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.

9. 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.

10. 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.

11. Can MozyEnterprise help my organization maintain regulatory compliance?

Yes. The Mozy service helps companies comply with standards such as the Health Insurance Portability and Accountability Act (HIPAA) among others. The Mozy service successfully completed an independent HIPAA-HITECH SSAE 16 Type 1 audit, which resulted in a SSAE 16 Type 1 report.

12. Has the MozyEnterprise service been audited and is it certified?

Yes. The Mozy service has successfully completed two Statements on Standards for Attestation Engagements (SSAE 16), a SOC 2 Type 2 examination, and a HIPAA-HITECH Type 1 examination, as well as is ISO 27001:2013 certified by the International Organization for Standardization/International Electrotechnical Commission (ISO/IEC).

13. Can backing up to the Dell 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.