Download

If this is your first time installing Mozy Enterprise then you will need to reference the email by Mozy. The email is titled "MozyEnterprise Activation Key" and is from support@mozyenterprise.com. This email contains the link for your initial download and the license key that you will need to enter when you are installing the software.

If you have already started using Mozy and need to re-install the program or upgrade you may find a history of the available downloads when you log in to your account at https://www.mozyenterprise.com/login/.

The link the Mozy email will take you to a page similar to the below image. Please select the appropriate file for your operating system.
Mozy Installation for Macs

Launching the Installer

Once you have downloaded the Mozy Enterprise installation application you will need to browse to where you saved the file.

Double-click the installation application once you have located the completed download.

A status window will appear on the screen as the installation application is opened.

Starting the Installation

Double-click “Mozy Enterprise Installer.pkg”
Click “Continue” for the installer to verify that the software can be installed on your computer.

Click “Continue”

Click “Continue” to accept that you wish to install the software.
Click “Agree” to agree to the software license agreement and proceed with the installation.

Account Setup

Once the installation has completed you will need to setup your account.

You will need to enter your “License Key”, located in the email from Mozy, and your Kent.edu email address.

Copy and paste the key from your email in to the “License Key” box.

Type in your Kent.edu email address in the “Email Address” box.
This is similar to what you should see once your key and email address have been entered.

Click “Next”.

Enter your first and last name in the “Full Name” box.

Enter a password in “Create Password” and then enter the same password again in “Re-enter Password”.

Note: Most people find it easiest to use their Flashline password for this system. This is what we will ask to use if we assist with your installation. This is the password you will need for recovering files, accessing the website, and installing the program in the future.
Click “Next” once you have entered the above information.

Click “Next” for the installation process to complete.

The installation process is now complete. You can now see the total amount of files that are going to be backed up and the total size of those files.
Mozy Installation for PCs

Launching the Installer

Once you have downloaded the Mozy Enterprise installation application you will need to browse to where you saved the file.

Double-click the installation application once you have located the completed download.

Starting the Installation

This window will appear once you launch the installation application.

Leave the checked options as they are set by default.

Click “Next”.
Click “Install” to agree to the software license agreement and proceed with the installation.

This status window will be displayed indicating that the installation has started.

You may see this shield on your task bar at the bottom of your screen, indicating Windows wants you to authorize the installation. Click this icon if it appears.
Click “Yes” to allow the installation to continue.

This status window will appear for the duration of the installation process.

During the installation process you will again be prompted to allow the installation process to continue.

Click “Yes” to continue.
Once the installation has completed you will need to setup your account.

You will need to enter your “License Key”, located in the email from Mozy, and your Kent.edu email address.

Copy and paste the key from your email in to the “License Key” box.

Type in your Kent.edu email address in the “Email Address” box.
This is similar to what you should see once your key and email address have been entered.

Click “Next”.

Enter your first and last name in the “Full Name” box.

Enter a password in “Create Password” and then enter the same password again in “Re-enter Password”.

Note: Most people find it easiest to use their Flashline password for this system. This is what we will ask to use if we assist with your installation. This is the password you will need for recovering files, accessing the website, and installing the program in the future.

Click “Next” once you have entered the above information.
The program will connect to the Mozy system and complete setup of your account. During this process the computer will be registered with the system so that it will be the identified computer for back-ups.

Once the above has been completed the installation application will then scan your hard drive to detect files it should add to list of items to back-up.

When the file scan has been completed you will be given an overview of the size and location of files that have been identified for back-up.

Click “Next” to continue.

You will be given a estimated duration that it will take to complete the initial back-up of your computer.

Please note that is usually an extremely generous estimate. It will likely take 1.5 – 2 times as long as estimated to complete the initial back-up.

Click “Finish” to complete the installation process.