How to Restore Files from a MultiShields Cloud Backup to Another Computer

# Introduction

Disasters happen. If the computer or server that you backed up **is not operational**, you can restore files and folders to another computer. Your files and folders are restored into a compressed Zip file that is downloaded from our cloud data center. These instructions show you how.

**Note:** If the backed-up machine **is operational**, you can restore on that machine. See our guide: **MultiShields Restore Files** on our SecureMyFirm Help webpage.

### Be Prepared to Recover Faster

To be prepared to recover faster, you could install MultiShields Backup ahead of time on, for example, an offsite computer, following these steps.

### **Required Information**

You will need your MultiShields Backup **username** and **password** to log into MultiShields Backup after installing it. You should already have received them from us. If you do not have them, contact us at: support@securemyfirm.com or 952.922.1120

### **Restoring Files with Their Correct File Dates**

The true file dates of your current and old files may be important. You might need to know the date a document was last revised and saved. Many other cloud backup services don't save these dates. **MultiShields Backup** preserves the dates of your documents and files.

### **Reformatted Computer**

If your computer needs to have Windows reinstalled, do these steps on it after reinstallation.

### Two Reasons to Keep MultiShields Backup Installed on Another Computer

- 1. Be ready to immediately restore backed-up files if your server fails.
- 2. Protect important files or, optionally, the entire contents of another computer with MultiShields Backup.

Contact us for white gloves setup of MultiShields backup protection of your other computers.

If you have questions, contact us at: 952.922.1120 or support@securemyfirm.com

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## **Download MultiShields Backup**

Open the webpage: <u>https://securemyfirm-rs9k.offsitenetwork.net</u> Click the Windows download button.

MULTISHIELDS DASHBOARD × +	-	o x
← C බ ⊡ https://securemyfirm-rs9k.offs □ 第 A ☆ 0 🔚 🤇 🗘		··· 🜔
MultiShields		≡
Welcome		
Username		
Password		
- Ə Login		
Download client software		
Windows 📤 Linux 💣 macOS 🧮 Synology		

# **Click the Download Button**

Click on the button, **x86\_64 only**, unless you are sure that you have an old, 32-bit version of Windows.

MULTISHIELDS DASHBOARD × + -	0	×
← C ြ https://securemyfirm-rs9k.offs ◻ ☷ A ☆ ᠑ 🖕 ଓ 🗘		b
MultiShields	=	≡
Download client software		×
Windows Any CPU & x86_64 only & x86_32	only	
<ul> <li>System Requirements</li> <li>CPU: x86_64 — x86_32 (+SSE2)</li> <li>Screen resolution: 1024x600</li> <li>Operating system: Windows 7, Windows Server 2008 R2 or newer</li> </ul>		

# **Open the Downloads Folder**

Open the Downloads folder. Depending on your web browser you can click a small folder icon.

Another way to open Downloads is to press Ctrl-J and choose Open Folder or click the small folder icon.



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## **Extract the Files**

Right-click on the downloaded MultiShields .zip file.

### Click on Extract All...

← → * ↑ ↓ >	This PC > Downloads		
🖈 Quick access	Right-click ne	^	Date modified
📃 Desktop	🖈 🔰 Today (1) –		
🖶 Downloads	MultiShield	Open	y
🔮 Documents	* Oliek onth	Open in new window	, –
Pictures		Share with Skype	и
💻 This PC	🖈 🔡 cbinstall.zi	Extract All	И
<b>—</b> - · ·	. 🔤 💀 dwagent (1	)	И

# **Click Extract**

Click **Extract** to save the two install files into a MultiShields Backup folder in the Downloads folder.

		×	l
~	Extract Compressed (Zipped) Folders		
	Select a Destination and Extract Files		
	Files will be extracted to this folder:		
	C:\Users\active\Downloads\MultiShields Backup 23.5.1 (x86_64) Browse		
	Show extracted files when complete		
	Extract Cance	el	

# **Double-click install.exe**

Two install files appear in the MultiShields Backup folder in your Downloads folder.

Double-click on install.exe

Click in the next two windows (Not shown here):

- · Click Yes when asked to make changes.
- For language, click OK



# **Click Install**

😻 MultiShields Backup Setup	_		×
Choose Install Location Choose the folder in which to install MultiShields Backup.			Ŵ
Setup will install MultiShields Backup in the following folder. To install in Browse and select another folder. Click Install to start the installation.	a differe	nt folder,	dick
Destination Folder C:\Program Files\MultiShields Backup	Brow	wse	
Space required: 80.6 MB			
Space available: 16.6 GB	tall	Car	ncel

# **Click Next**

🐠 MultiShields Backup Setup	_	$\Box$ $\times$
Installation Complete Setup was completed successfully.		Ŵ
Completed		
Show details		
	< Back Next >	Cancel

## **Click Finish**



## Login with Your Username and Password

You should have received your MultiShields username and password from us.

If you don't have them, contact us at: support@securemyfirm.com or 952.922.1120

Enter your username and password and click Sign in.

😻 Sign in - MultiShields Backup 🛛 🗙	
Sign in	
Tell	
Sign in	
Show advanced options	

# Add Your Username to the Device Name

Add your **username** to the device name.

Click at the start of the field and type your **username**.

### Click **Register**.

😻 New Device	×
This new device must be registered into your backup account.	
Enter a name for the new device: TestA-ACT19	
Add your username to the device name	
Register Canc	el

# **Important - Cancel New Protected Item**

Because you are restoring files, **cancel** the window for a **New Protected Item**.

New Protected Item	_		×
New Protected Item Configure settings for the new Protected Item			
Name: New Protected Item (Sat Jul 8 11:59:58 2023)			
✓ Backup Types (3)			^
Files and Folders     Protect files and folders for fast recovery of individual items			
O S Disk Image Protect entire disks and partitions for full system recovery			
Microsoft Office 365     Protect email accounts, OneDrive for Business, Teams Files, and SharePo	oint content		
✓ Application Backup Types (9)		- 1	
O E. Application-Aware Writer		_	
O			
O 🚯 Microsoft Hyper-V	portant		
○ S Microsoft SQL Server	K Canc	el	
			*
< Back	Next >	Can	cel

## **Choose Restore**

**Note:** You are **done with the installation.** If you do not need to restore any files now, simply close. MultiShields Backup.

To begin restoring files:

- 1. Choose **Restore**
- 2. Click Next



## **Select the Backup**

- 1. Check the box: Show items from other devices
- 2. Click the **Protected Item**
- 3. Click Next

**Optional:** If you want to restore from an earlier date, not the latest backup date: Click the > icon by the **Protected Item** to show a list of earlier backup dates. Choose a date from the list.

Select a Protected Item	
Select a Protected Item to restore:	Q Search X Delete C
Protected Item	Backup date
Show items from other devices Show unknown items	3

## **Select the Folders or Files to Restore**

- 1. Expand the folder tree and check Folders and/or Individual Files
- 2. Click Next

) All Items	Check And/or olders Check Files				
Path	Name	_	Size	Modified	
🗸 🔳 🖹 ActSec4 18	cl 🛛 🔽 🧿 Diary-Work2-2023-06-27.html		35.70 KB	Tue Jun 27 18:5	
🗸 🔳 🔤 👘 kup	Evernote20191019.enex		189.80 MB	Sat Oct 19 12:24	
> Bitv	vē 🛛 🤜 Evernote20200809.enex		200.21 MB	Sun Aug 9 13:59	
	er 📃 🥞 Evernote20201113.enex		55.10 KB	Fri Nov 13 20:01	
	ti 🗌 💿 Evernote20210802.enex.html		11.85 MB	Mon Aug 2 17:0	
>	g 🗌 🖸 💽 Evernote20210802.mht		266.52 MB	Mon Aug 2 17:0	
qol 📙 🗌 K	lii 🗌 🥞 Evernoted20210802 [2].enex		95.38 MB	Mon Aug 2 17:0	
> 🗌 📙 Las	P Evernoted20210802.enex		93.50 MB	Mon Aug 2 17:0	1
<	Vendors.enex		1.49 MB	Mon Jan 30 21:3	

# **Select Zip File**

- 1. Click the drop-down icon by Files and Folders
- 2. Click on Compressed archive file (zip / tar)

By choosing the **Compressed archive file** option, your files are restored with their original File Dates.

**Note:** The true file dates of your current and old files may be important. For example, you may need to know when a document was last revised and saved. **MultiShields Backup** restores your files with their **correct File Dates**.

🝿 MultiShields Back	up	_
🚹 Backup	1 Restore	— 🗆 X
Restore	Restore Select an output directory	
History Certings Settings	Restore to: Files and Folders Simulate restore only Program Input Compressed archive file (zip / tar) Microsoft Office 365 MySQL Server Microsoft SQL Server	
MultiShields		< <u>B</u> ack Restore Cancel

## **Click Browse**

🐠 MultiShields Ba	ackup		-
🚹 Backup	W Restore -		×
Restore	Restore Select an output directory		
History	Restore to: Compressed archive file (zip / tar)		~
🗱 Settings	Select an output file:	Browse	·

## **Select a Location and Enter a Filename**

Choose a convenient drive and folder with enough free space for your restored files. In this example, we use the **Downloads** folder.

- 1. Click on a folder, for example, **Downloads**.
- 2. Type a file name, for example, **Restore.** The extension .zip will be added automatically.
- 3. Click Save.



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# **Click Restore**

The window now shows where the output file will be downloaded.

### Press Restore

🐠 MultiShields Back	cup	-
🚹 Backup	🕷 Restore — 🗆	×
Restore	Restore Select an output directory	
	Restore to:	
	Compressed archive file (zip / tar)	$\sim$
Settings	Select an output file:	
-	C:\Users\active\Downloads\Restore.zip Browse	
MultiShields	< <u>B</u> ack Restore Canc	el

## **Progerss**

MultiShields Backup shows the progress of the restore. For a small number of files it should only take a few minutes.

When complete, the progress bar disappears.

🐠 MultiShields Backup					
🚹 Backup	Storage Vaults Progress bar	Devices			
🚱 Restore	Storing 1.38 GB / 20 TB	ACTSEC4 Protecting 264.01 GB			
		ACTVM-TM			
😻 MultiShields Backup					
🚹 Backup	Storage Vaults Complete	Devices			
🚯 Restore	multishields-BB2 Storing 1.38 GB / 20 TB	ACTSEC4 Protecting 264.01 GB			
	SMF ACTSEC4 J 1TB Crucial usb d	ACTVM-TM			

# **Open the Destination Folder in Windows File Explorer**

Open the destination folder in Windows File Explorer, the **Downloads** folder in this example.

The downloaded file, **Restore.zip**, is there.

$\leftarrow$ $\rightarrow$ $\checkmark$ $\bigstar$ This PC $\Rightarrow$ Downloads					
	^	Name	Date modified		
Quick access					
📃 Desktop	*	✓ Ioday (4)			
Downloads		📄 install.dat	7/8/2023 11:48 AM		
- Downloads		🔀 install.exe	7/8/2023 11:48 AM		
🖆 Documents 🛛 🖈			., .,		
		MultiShields Backup 23.5.1 (x86_64).zip	7/8/2023 11:28 AM		
Pictures	*	Restore.zip	7/8/2023 2:48 PM		
💻 This PC	*		,, o, Loco 210 T M		

# **Extract Your Files from the Zip File**

Right-click on the downloaded Zip file.

#### Click: Extract All...



# **Extract Your Files from the Zip File**

Use the default folder or use the **Browse...** button to select another location for your files.

Note that the folder structure of your files will be duplicated in the destination folder. Your files from multiple folders won't be lumped together and placed directly into the destination folder.

÷	Extract Compressed (Zipped) Folders	Optional: Choose a different destination folder.	×
	Files will be extracted to this folder:		
	C:\Users\active\Downloads\Restore	B <u>r</u> owse	
	Show extracted files when complete		
		<u>E</u> xtract Cance	el

# Your Files Are in the Restored Folder

In this example, the files are restored into a folder named **Backup** inside the destination folder. In this example, **Backup is** their original folder. If your files are in subfolders, they will be restored, too.

If you have **just a few files** to retrieve, you can open the restored folder and copy them to a new location.

If you have **many files and folders** to restore, you can copy and paste the restored folder (**Backup** in our example) into another location on your server or computer. If the restored main folder exists there, you can paste it "on top of" the existing folder by clicking on its parent folder or drive, right-clicking, and pressing **Paste**.



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