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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.

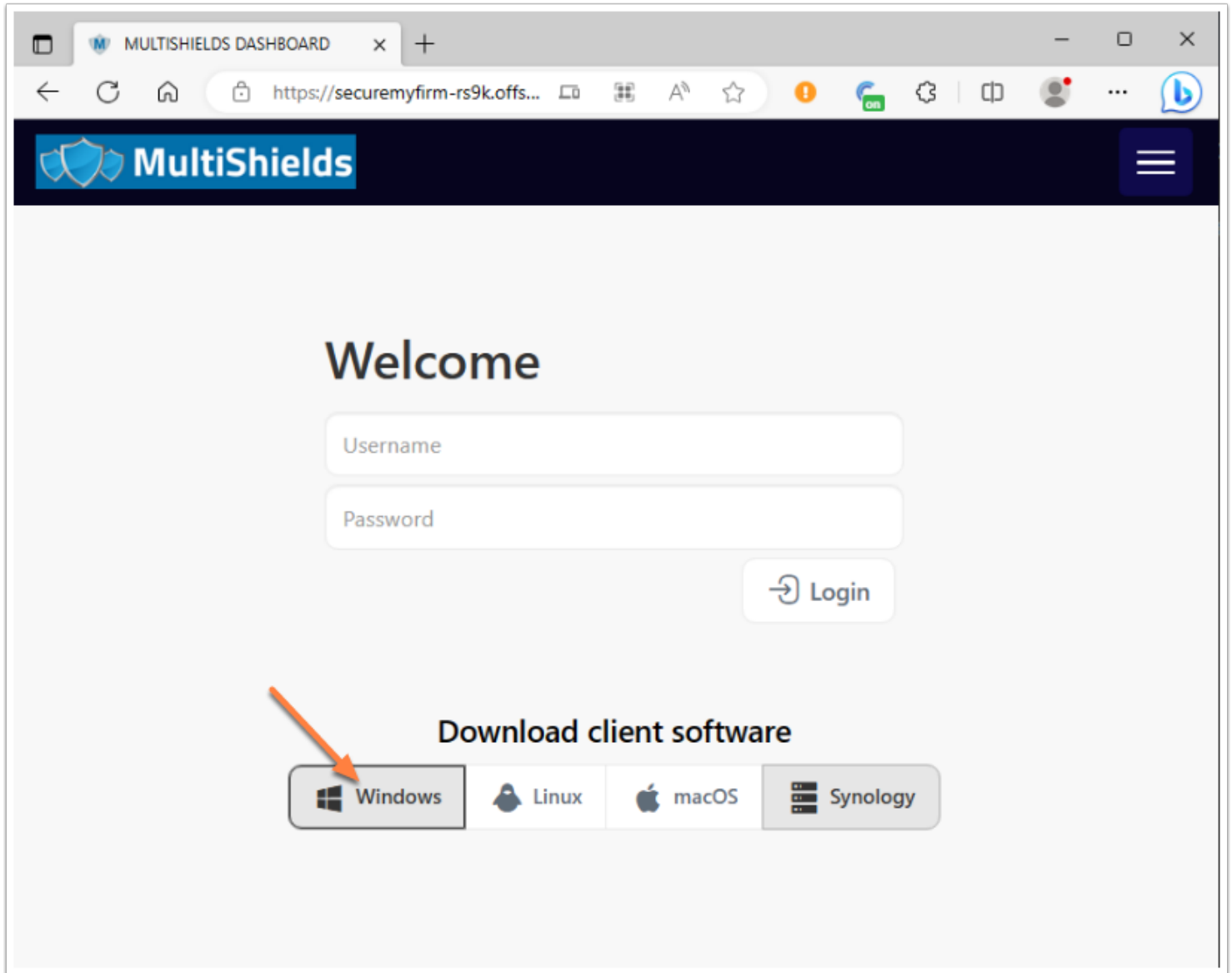**Two Reasons to Keep MultiShields Backup Installed on Another Computer**

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.

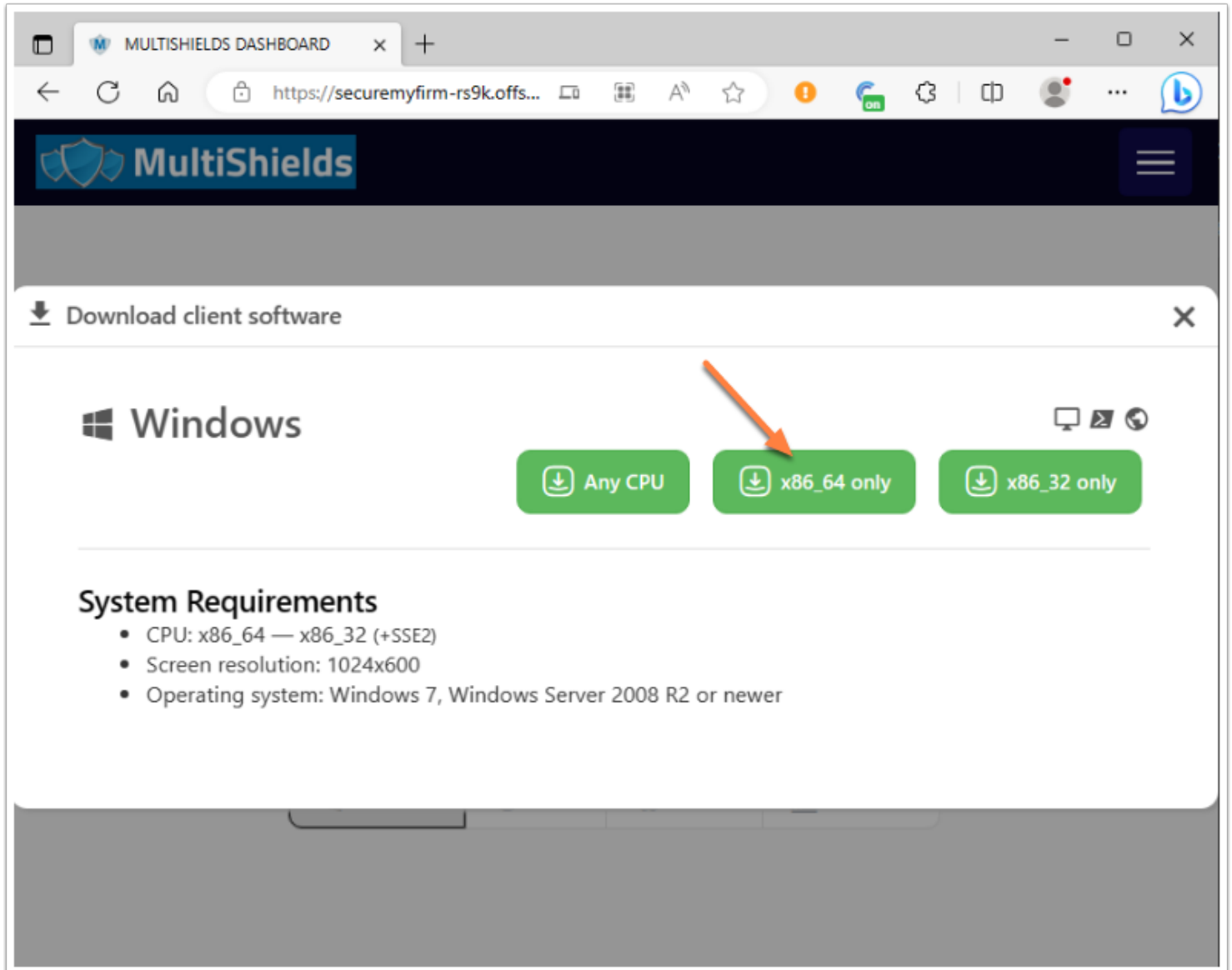If you have questions, contact us at: 952.922.1120 or support@securemyfirm.com

Download MultiShields Backup

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

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Click the Download Button

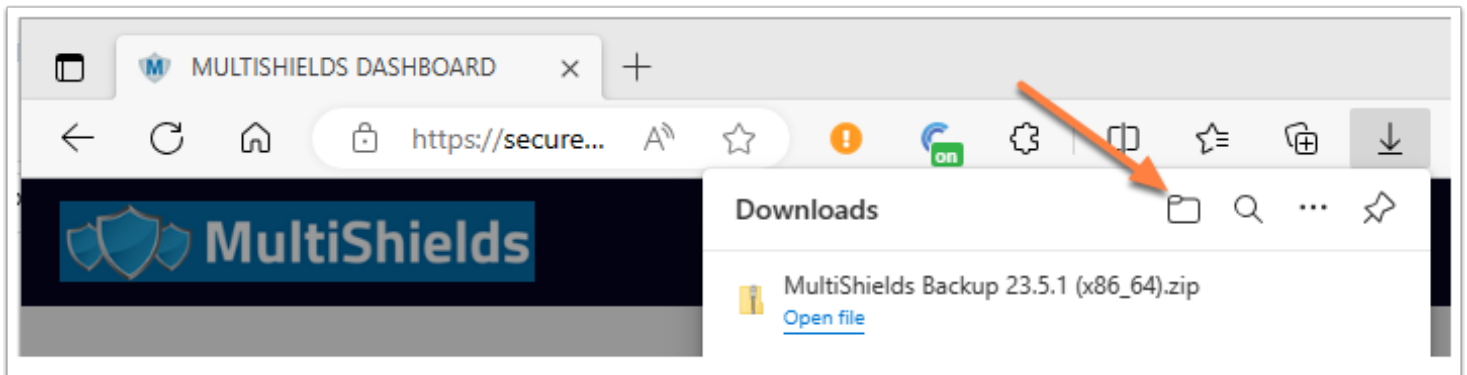Click on the button, **x86_64 only**, unless you are sure that you have an old, 32-bit version of Windows.

Open the Downloads Folder

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

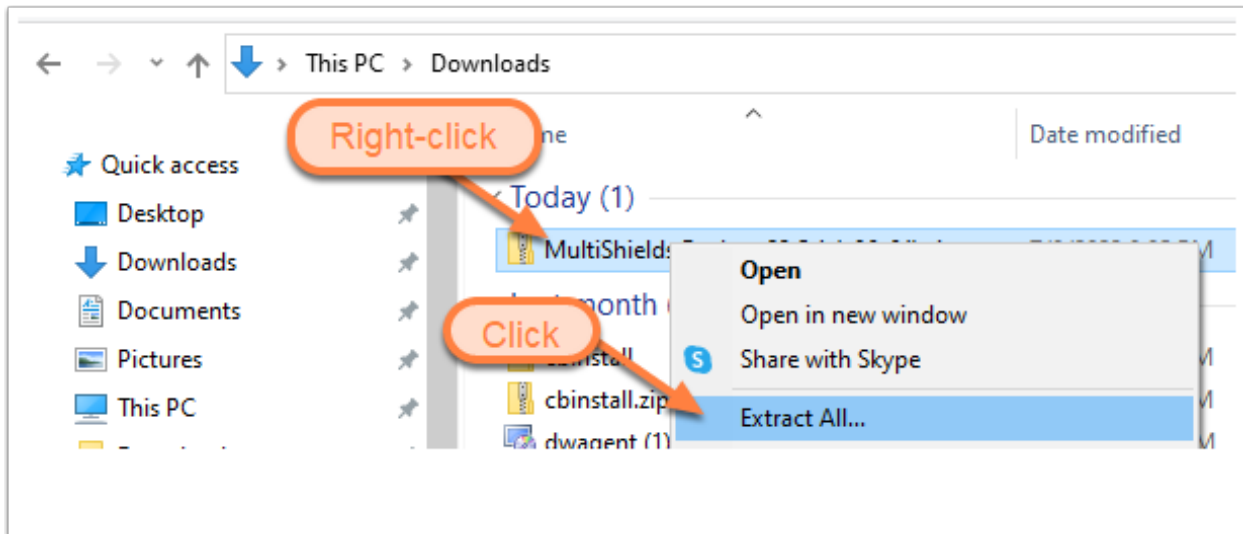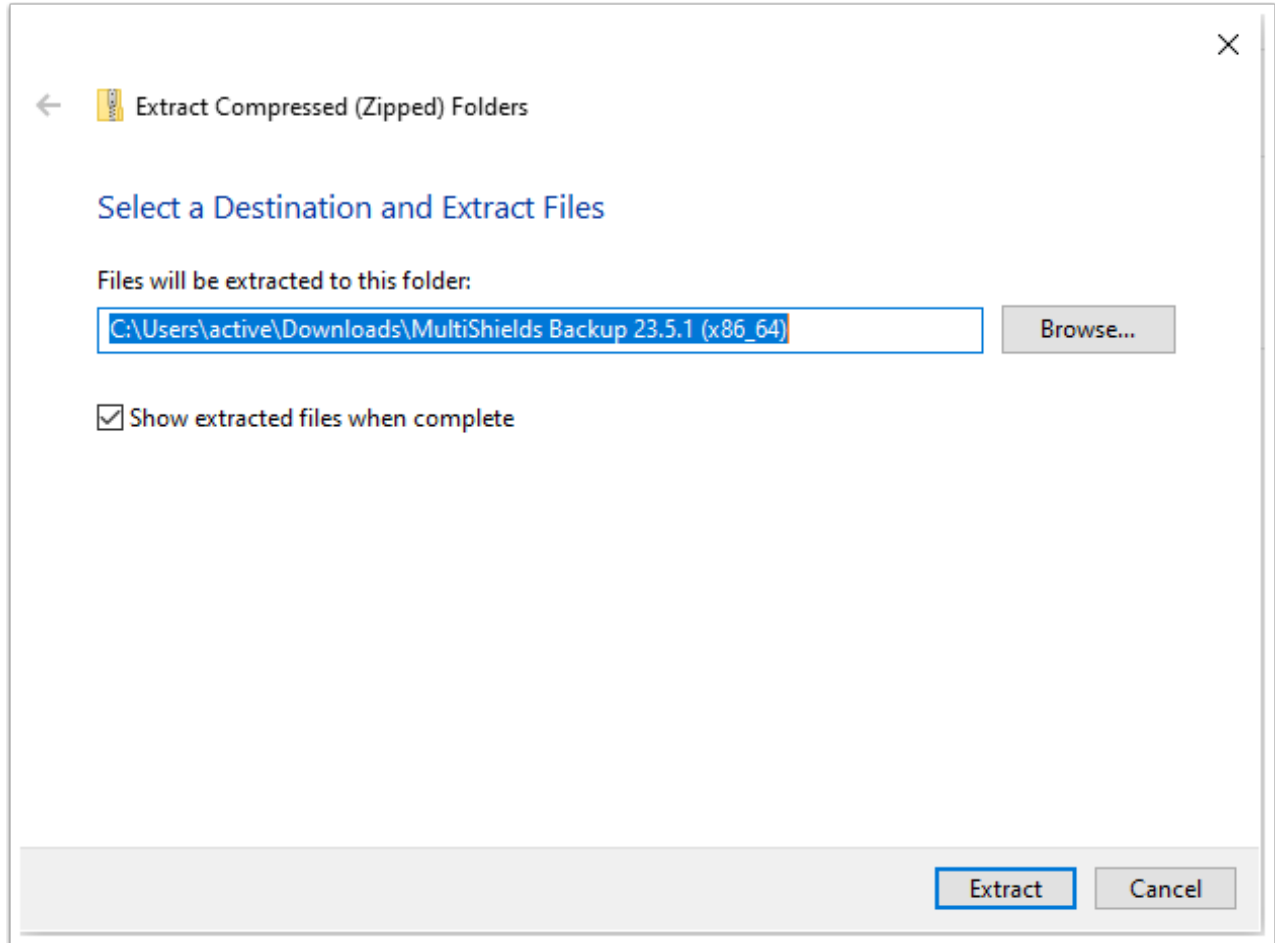Another way to open Downloads is to press Ctrl-J and choose Open Folder or click the small folder icon.

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Extract the Files

Right-click on the downloaded MultiShields .zip file.

Click on **Extract All...**

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Click Extract

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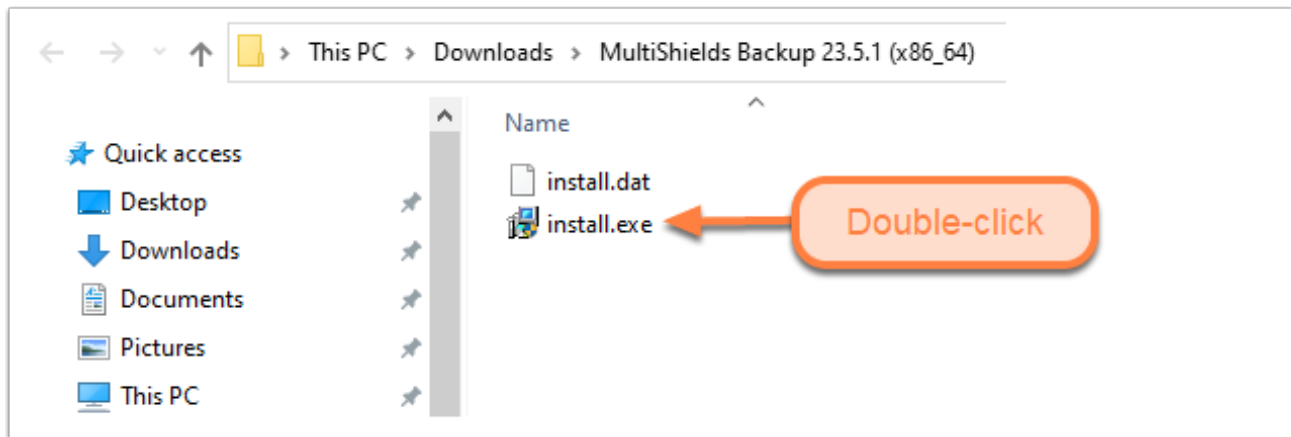
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Double-click install.exe

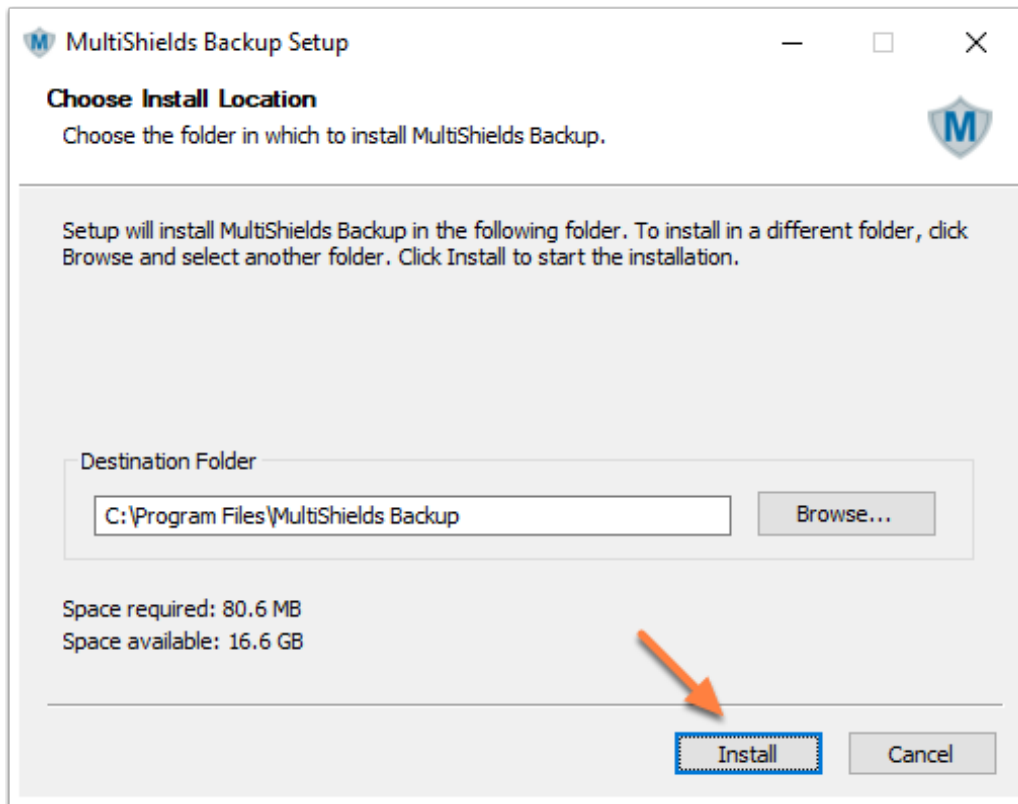Two install files appear in the MultiShields Backup folder in your Downloads folder.

Double-click on **install.exe**

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

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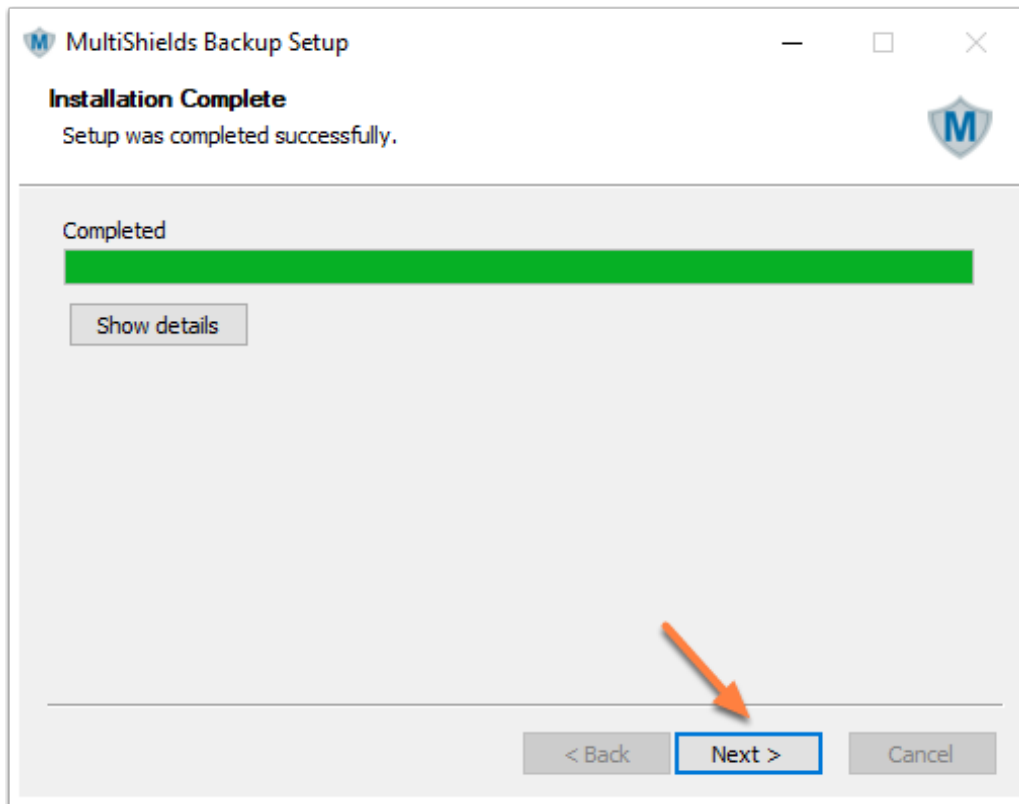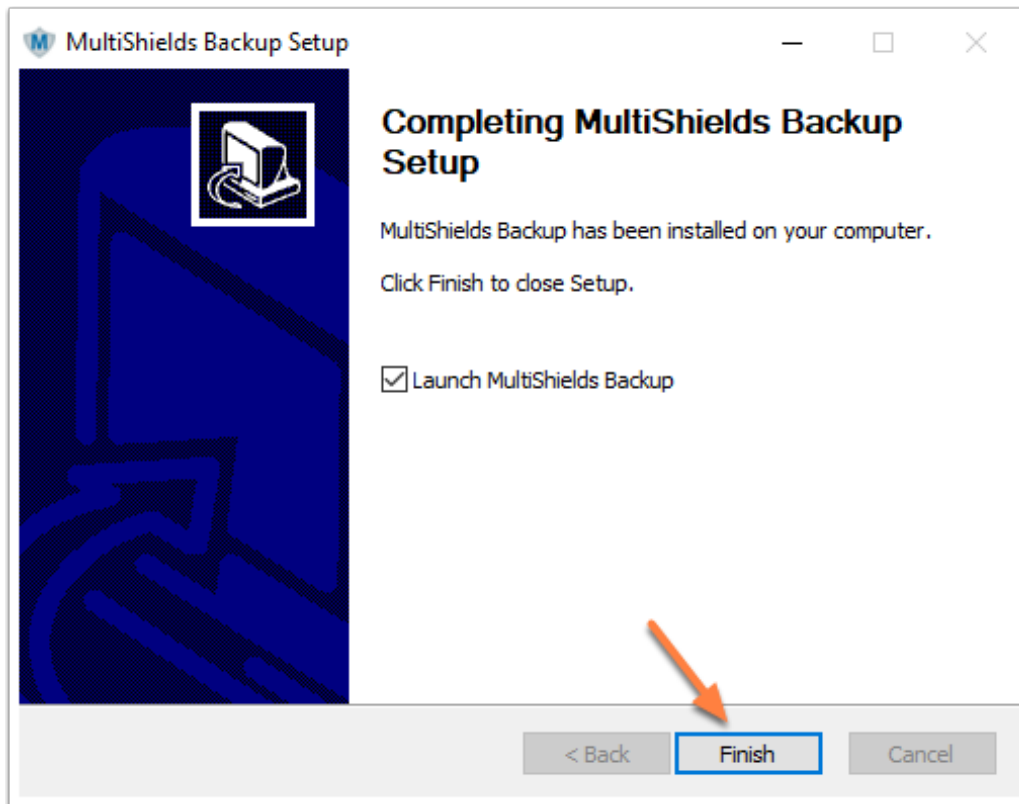- For language, click **OK**

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Click Install

MultiShields Backup Setup

Choose Install Location
Choose the folder in which to install MultiShields Backup.

Setup will install MultiShields Backup in the following folder. To install in a different folder, click Browse and select another folder. Click Install to start the installation.

Destination Folder

C:\Program Files\MultiShields Backup   Browse...

Space required: 80.6 MB
Space available: 16.6 GB

Install   Cancel

Click Next

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Click Finish

MultiShields Backup Setup

Completing MultiShields Backup Setup

MultiShields Backup has been installed on your computer.

Click Finish to close Setup.

☑ Launch MultiShields Backup
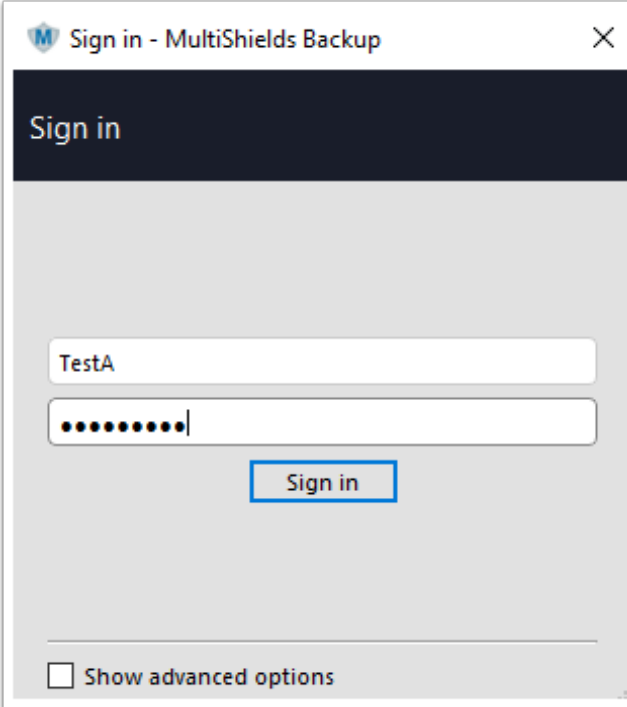
< Back   **Finish**   Cancel

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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

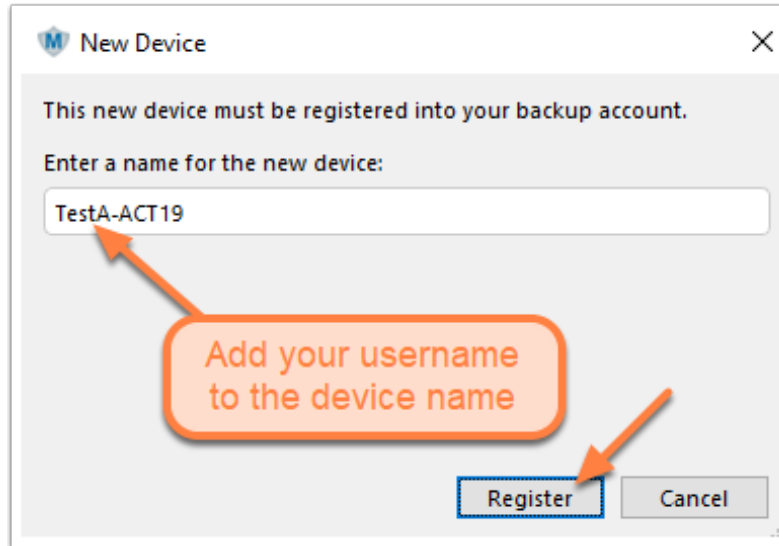Enter your **username** and **password** and click **Sign in.**

Add Your Username to the Device Name

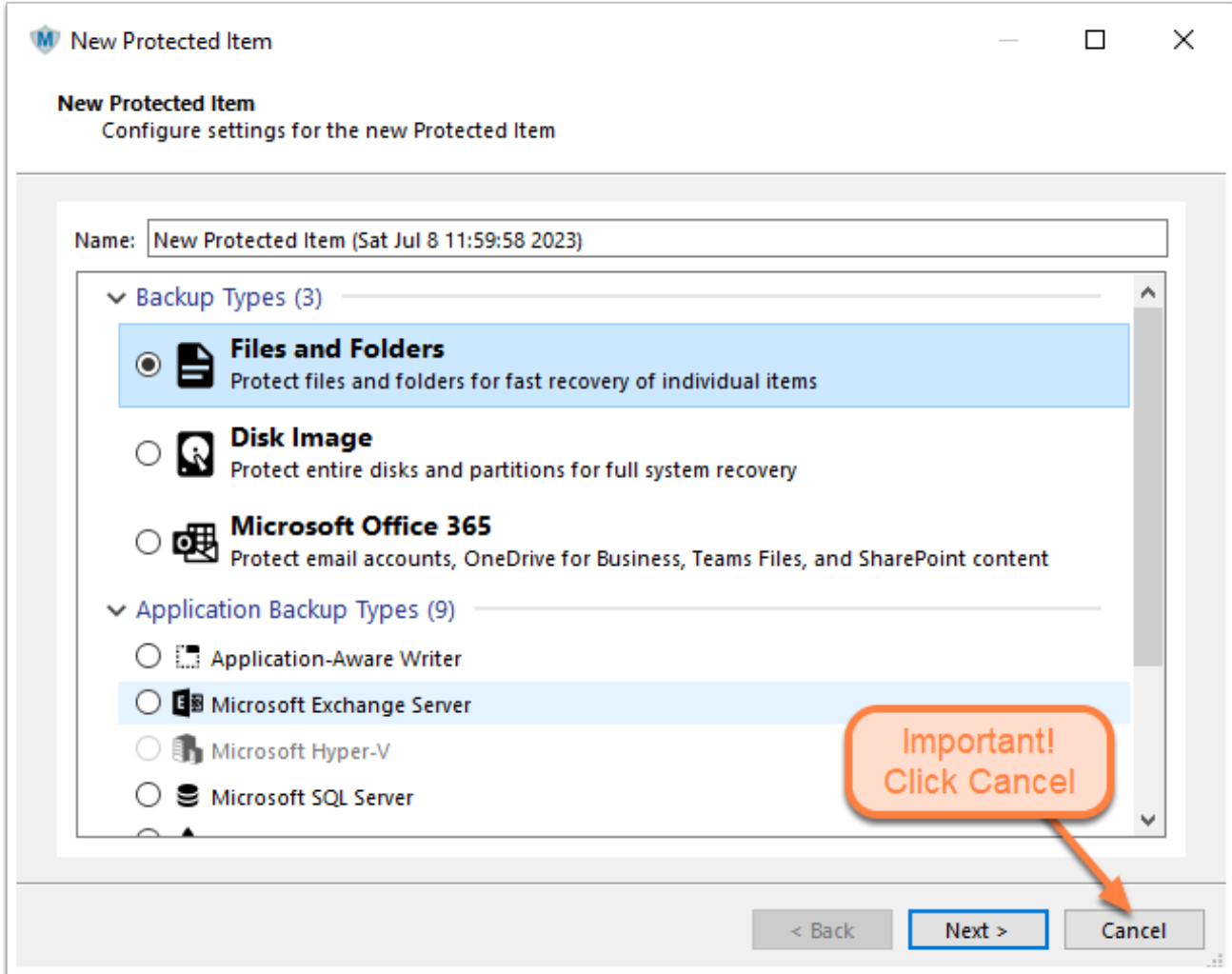Add your **username** to the device name.

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

Click **Register**.

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Important - Cancel New Protected Item

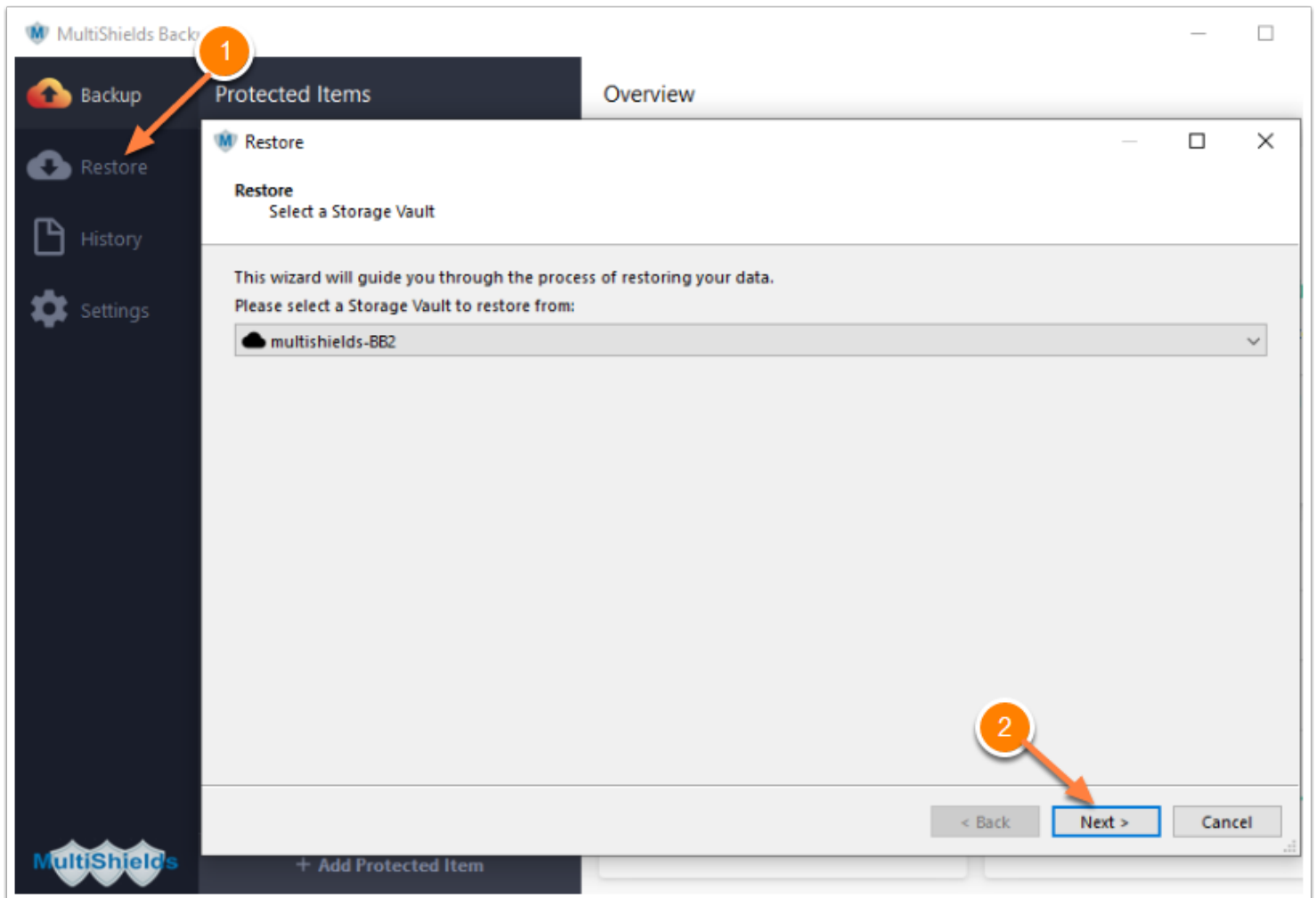Because you are restoring files, **cancel** the window for a **New Protected Item.**

Choose Restore

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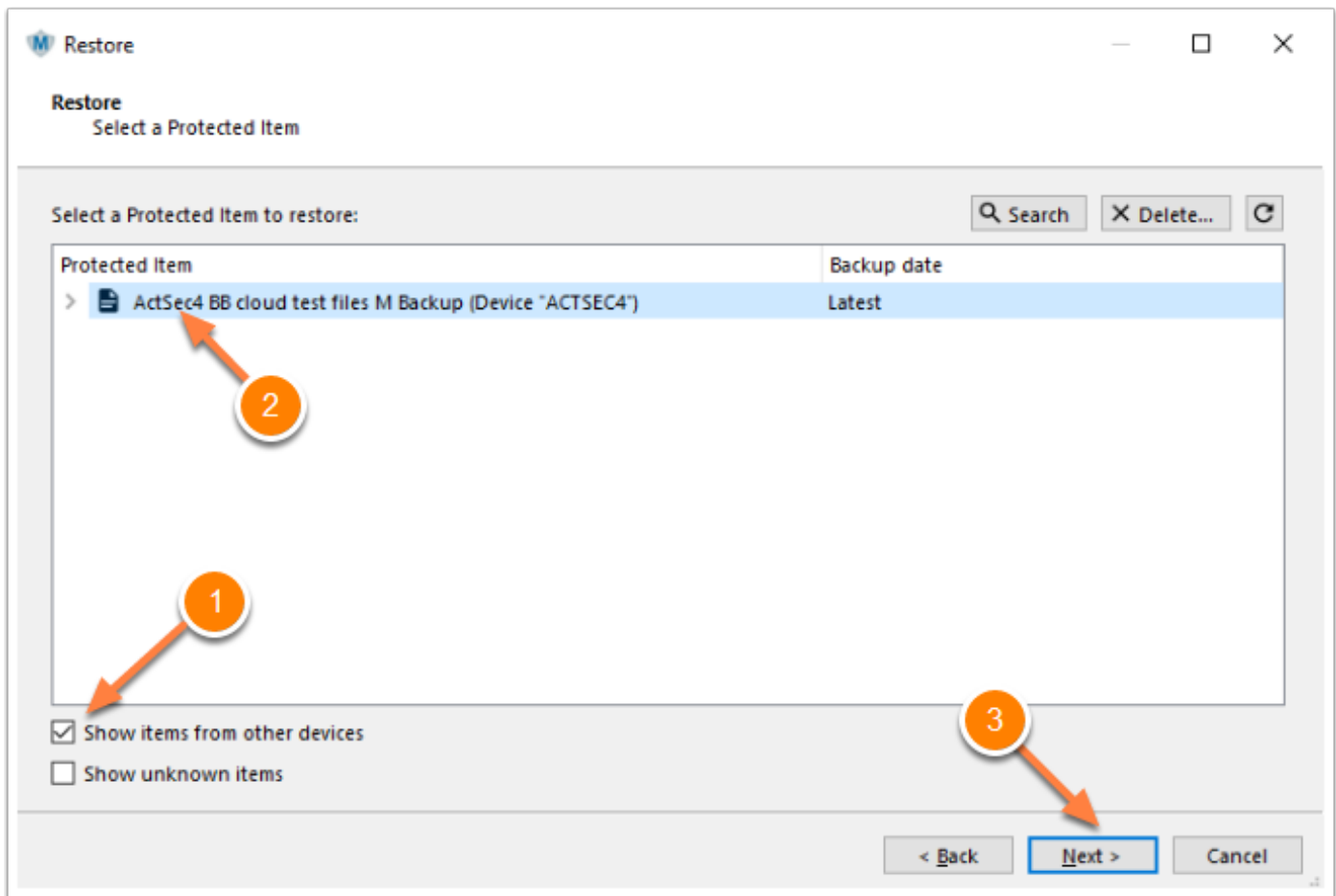
To begin restoring files:

1. Choose **Restore**
2. Click **Next**
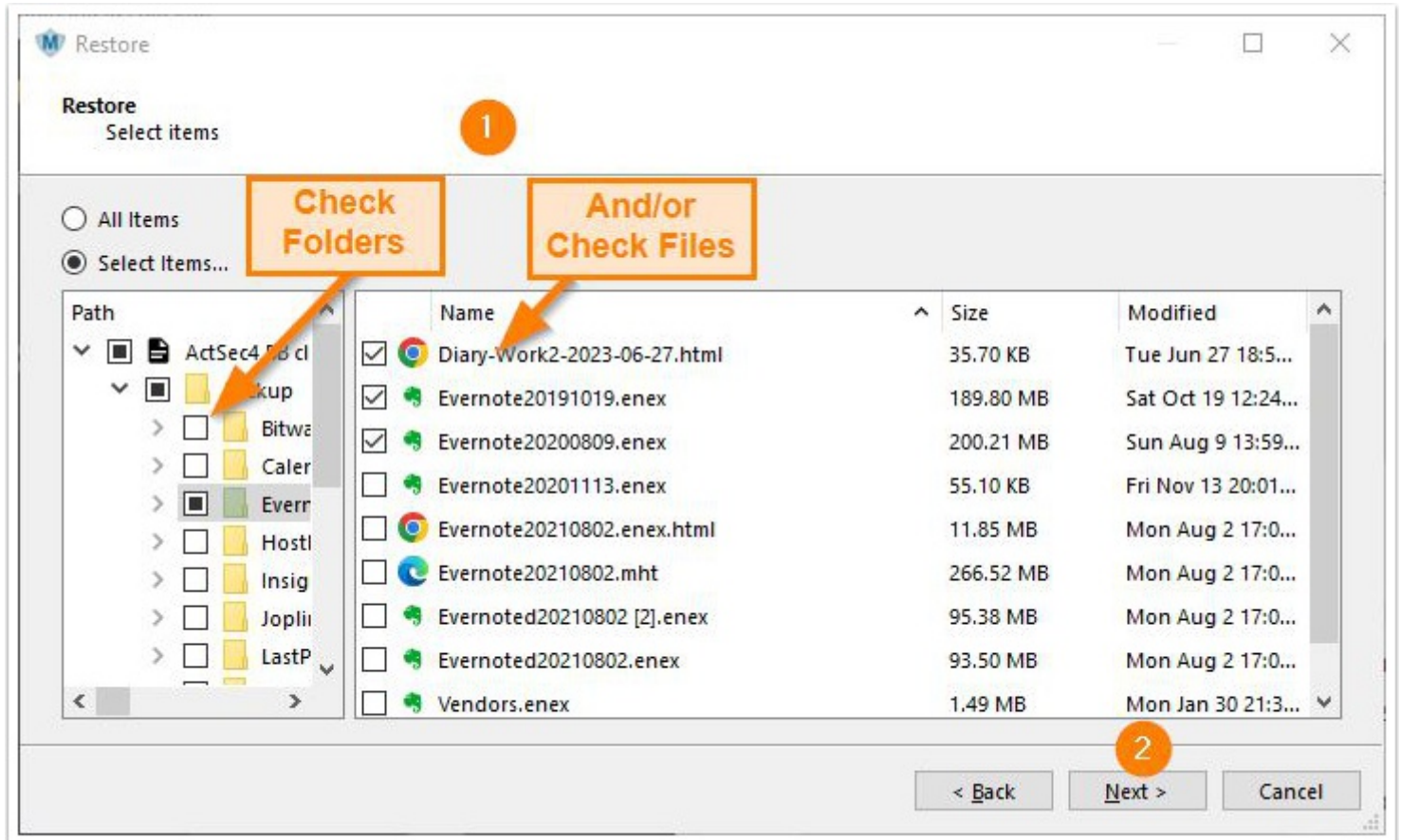
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Select the Backup

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 the Folders or Files to Restore

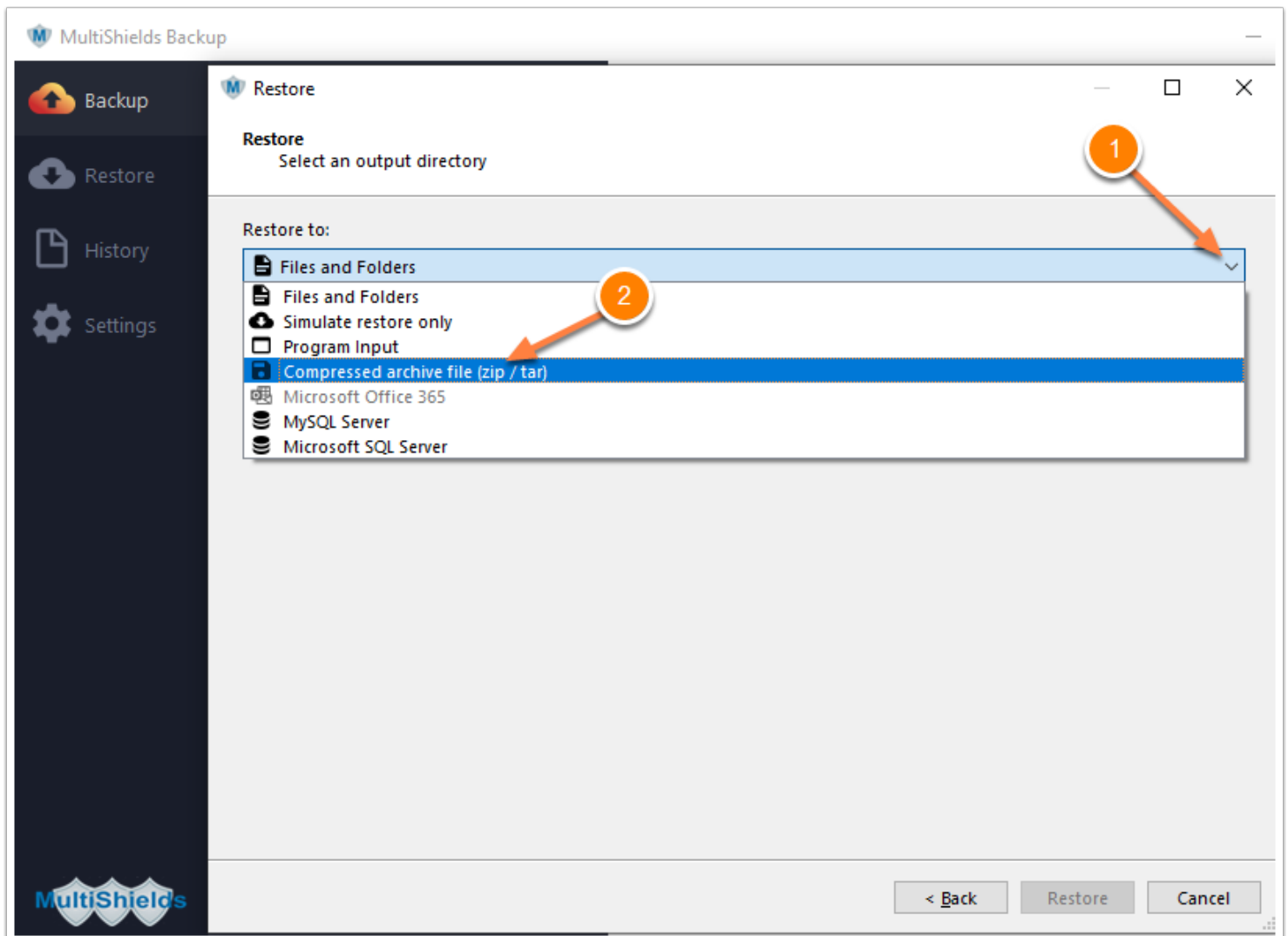1. Expand the folder tree and check **Folders** and/or **Individual Files**
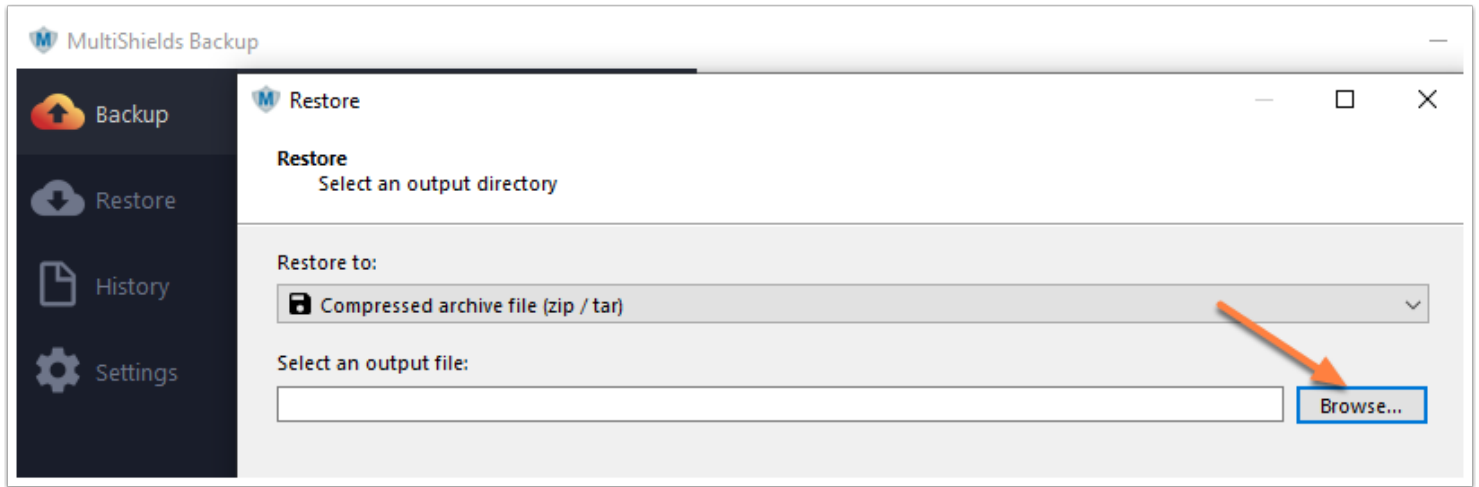2. Click **Next**

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**.
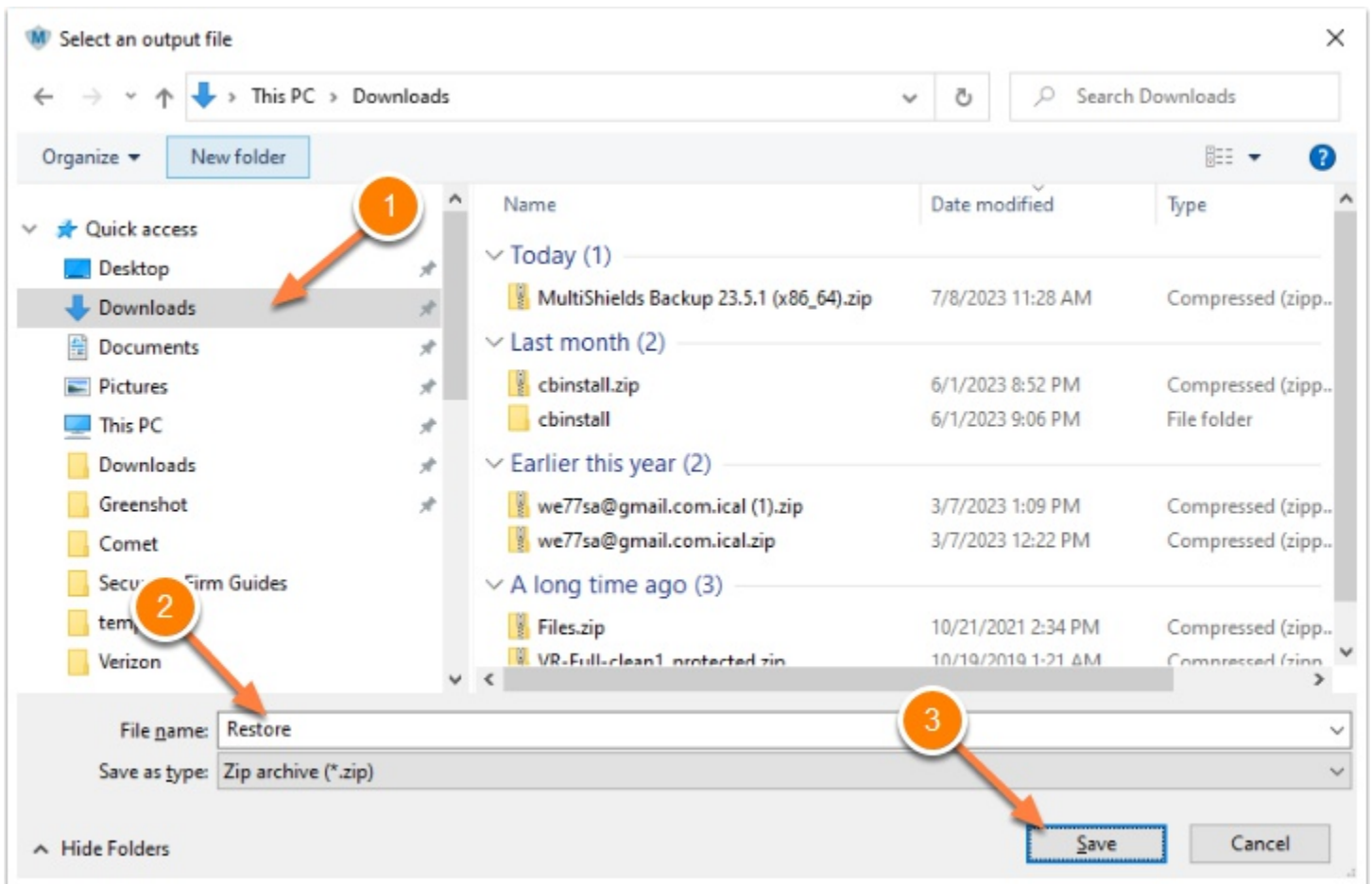
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Click Browse

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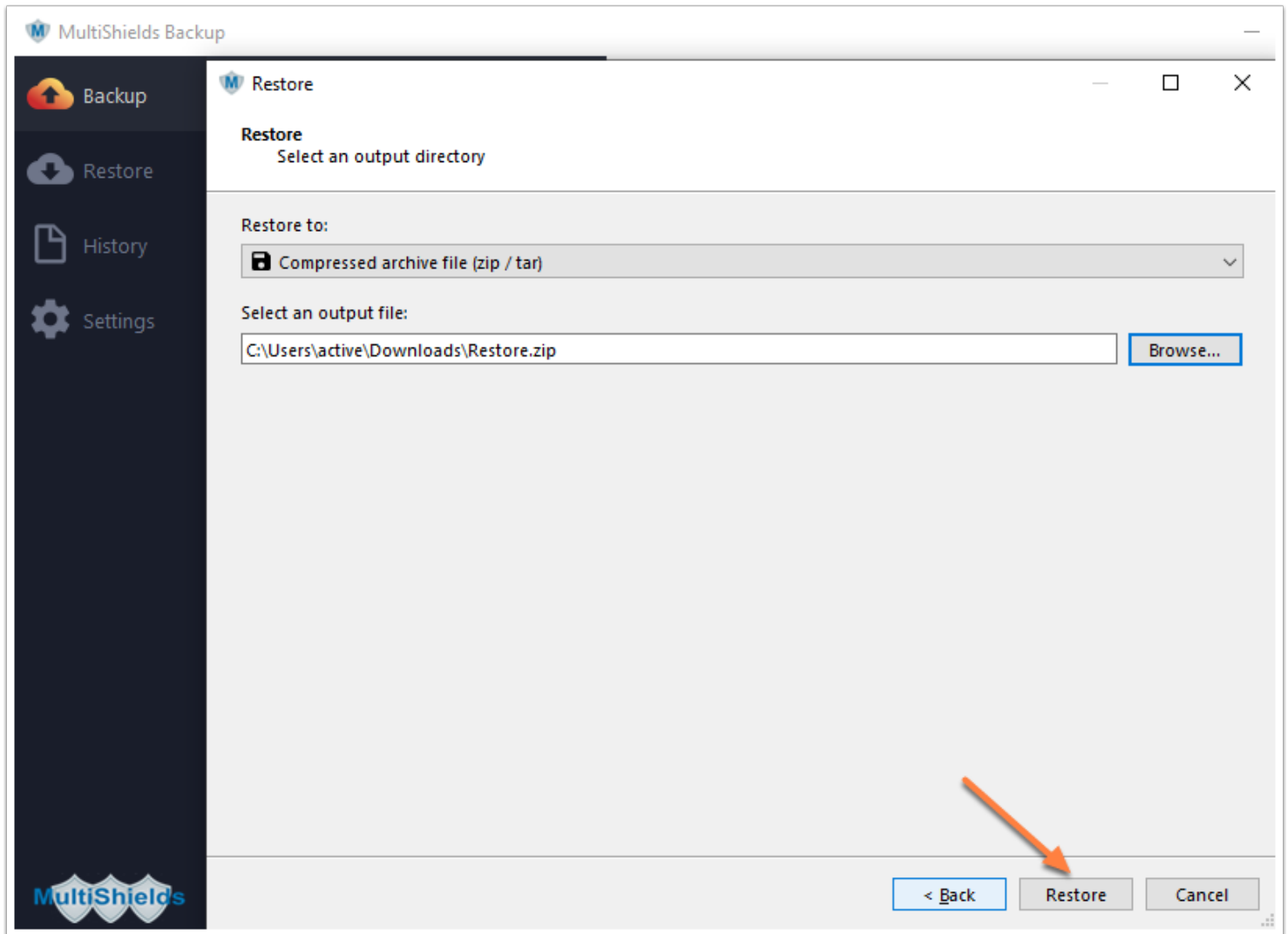
1. Click on a folder, for example, **Downloads**.
2. Type a file name, for example, **Restore.** The extension .zip will be added automatically.
3. Click **Save.**

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Click Restore

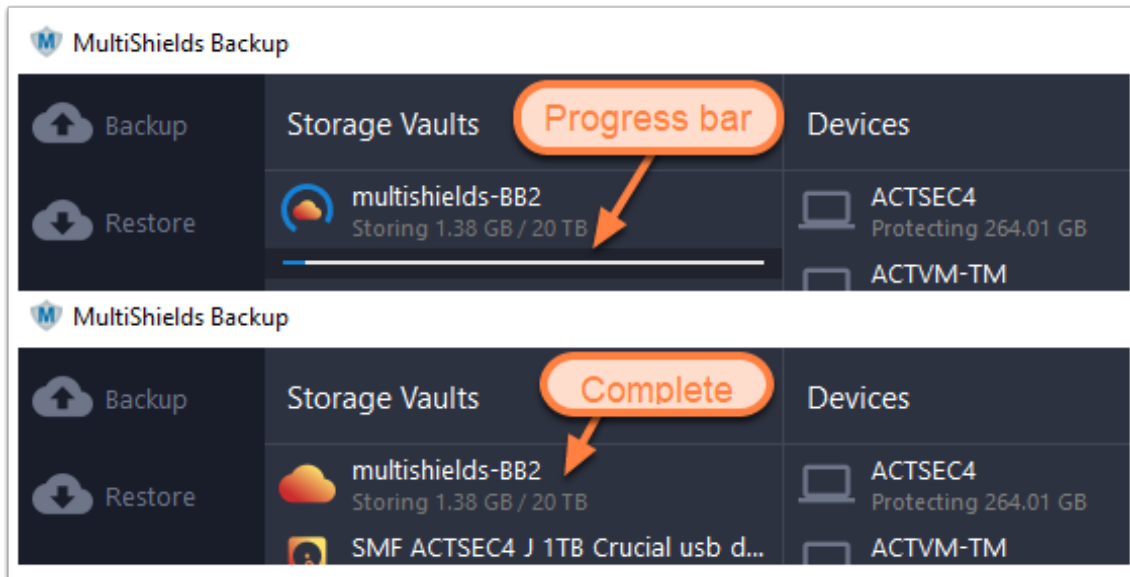The window now shows where the output file will be downloaded.

Press **Restore**

Progerss

MultiShields Backup shows the progress of the restore. For a small number of files it should only take a few minutes.
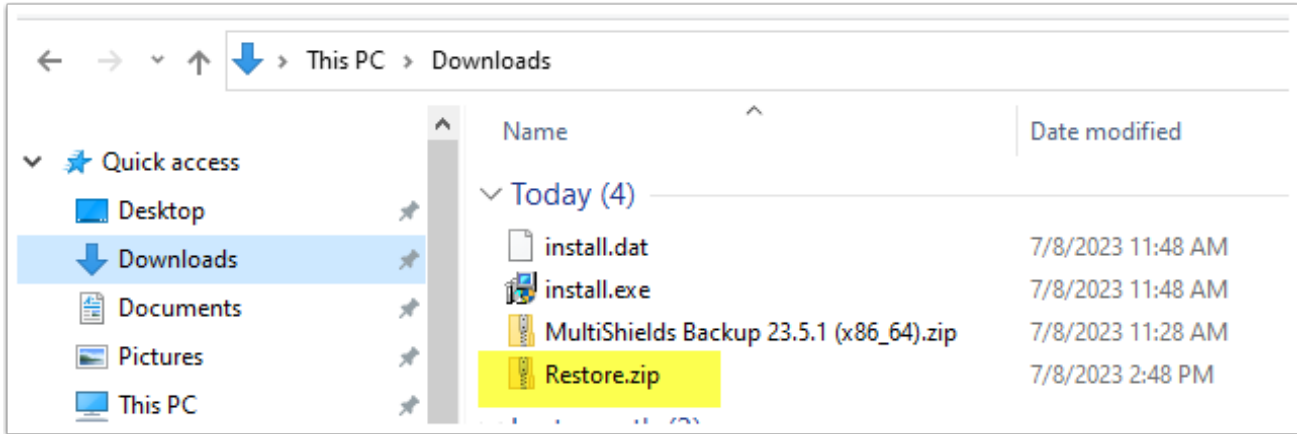
When complete, the progress bar disappears.

Open the Destination Folder in Windows File Explorer

Open the destination folder in Windows File Explorer, the **Downloads** folder in this example.
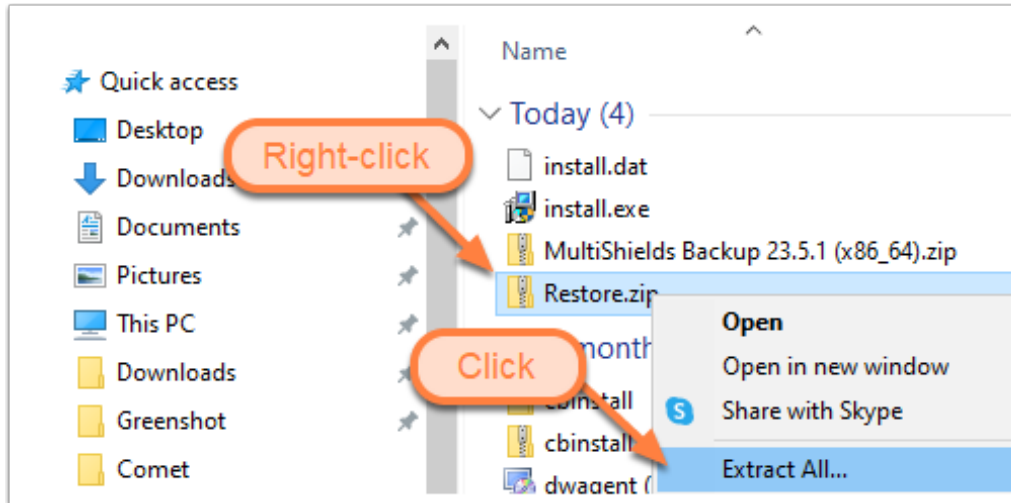
The downloaded file, **Restore.zip**, is there.

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Extract Your Files from the Zip File

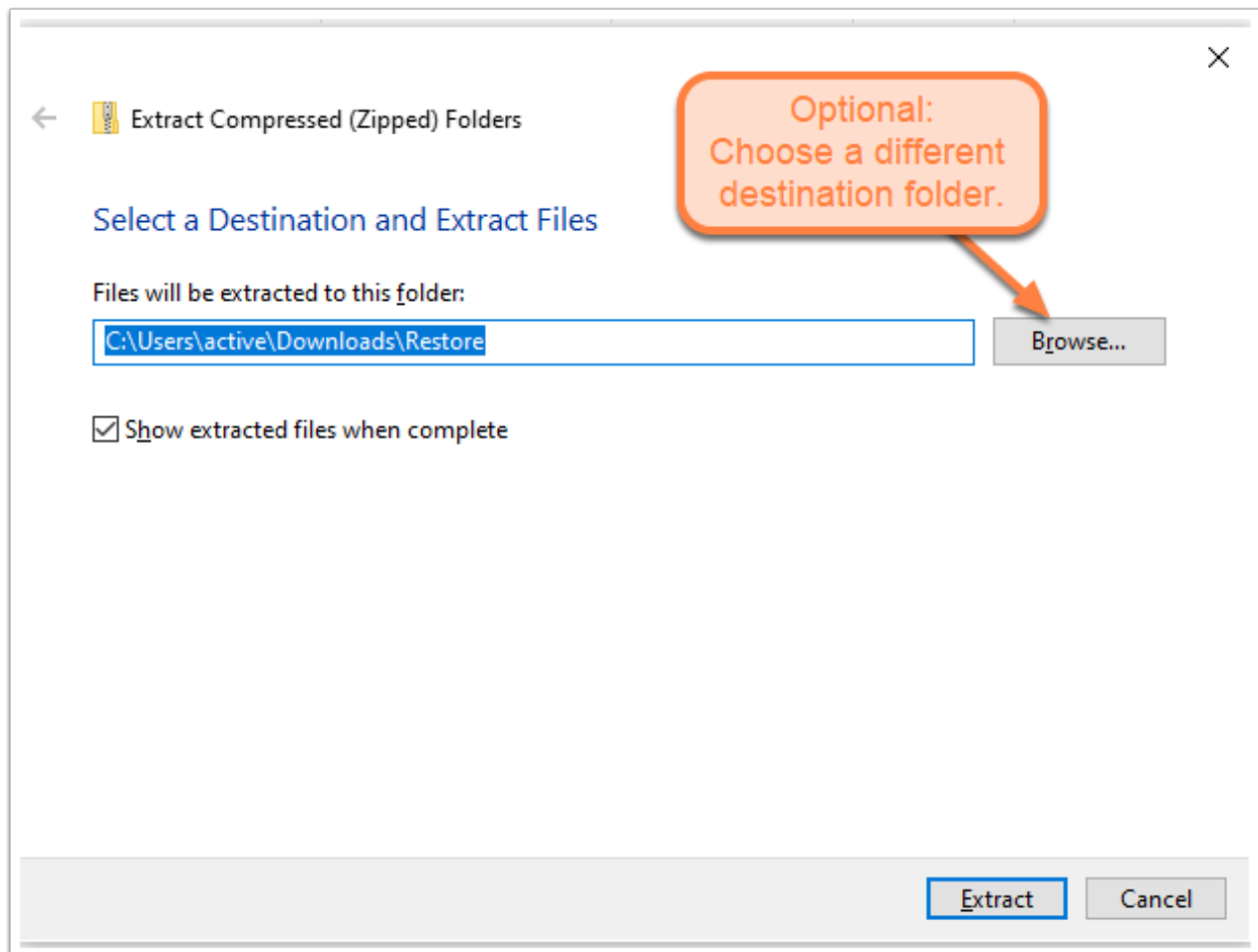Right-click on the downloaded Zip file.

Click: **Extract All...**

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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.
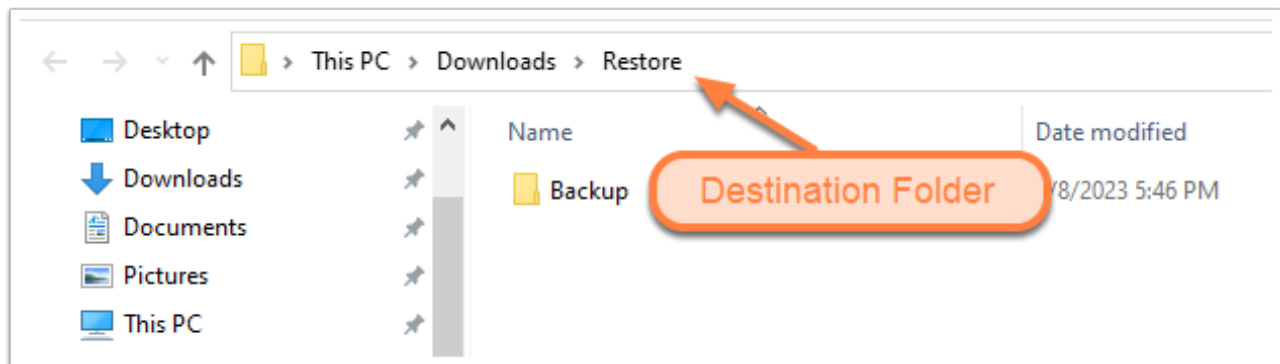
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Your Files Are in the Restored Folder

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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