

Step-by-Step Guide for Restoring Files from a MultiShields cloud backup

Introduction

With **MultiShields Backup** you can restore files:

1. From your backed-up server or computer if it is working, or
2. From a different computer anywhere.

What you can restore from a Files backup:

1. One or more files or folders;
2. The entire contents of a backup;
3. Files, folders or everything from an older backup by selecting a point in time.

This guide covers restoring one or more files from your working server or computer that is backed up to our cloud data center.

If your backed-up server or computer is not working, restore to another computer using the guide:

MultiShields Restore Files to Another Computer

It is available on our Help page: <https://securemyfirm.com/help>

Open MultiShields Backup

Type "Mul" in the Windows Search box and press Enter, or Find MultiShields Backup in the Start Menu and click it,

Note: In the rare event that MultiShields Backup **does not open**, here is a fix:

Open Windows Task Manager by typing: **task m** in the Windows Search Box and press Enter.

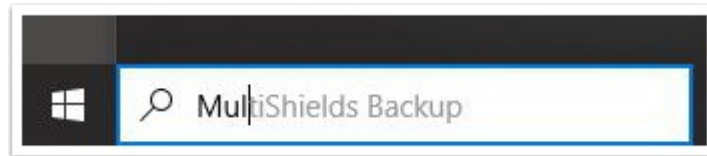
In Task Manager, click the Details tab.

Click **Name** to sort by name.

Find **backup-interface.exe** and right-click it.

Choose **End process tree**.

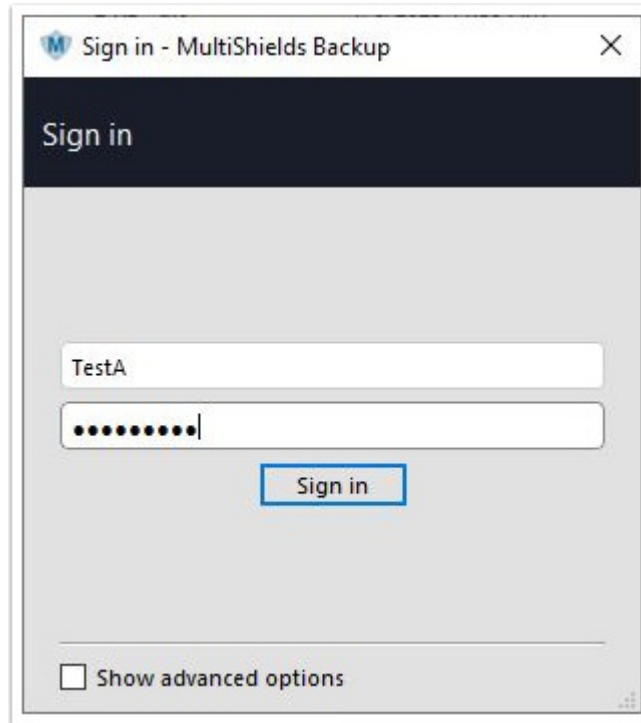
Now open MultiShields Backup by typing **Mul** in the Windows Search Box and press Enter.



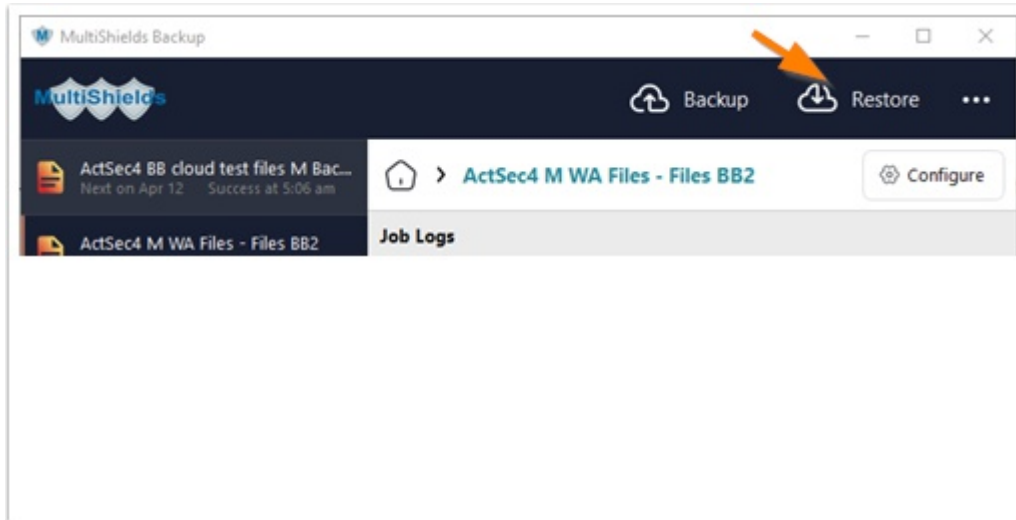
Sign In with Your Username and Password

Your username and password have been provided to you via a secure webpage or other secure method.

Contact our Tech Support if you need your username and password: support@securemyfirm.com or 952.922.1120



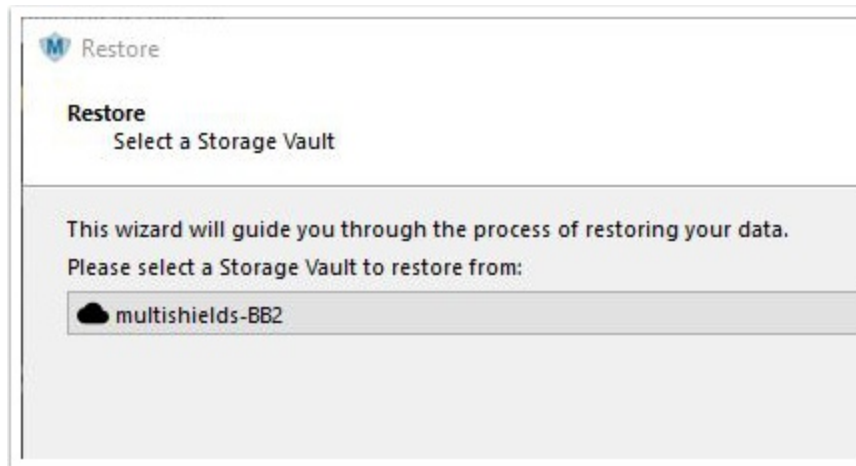
Click the Restore Button



Select the Cloud or Local Storage Vault

You may have a choice between a Storage Vault in our cloud data center (cloud icon shown below) or a local Storage Vault on a USB drive, network drive or NAS unit.

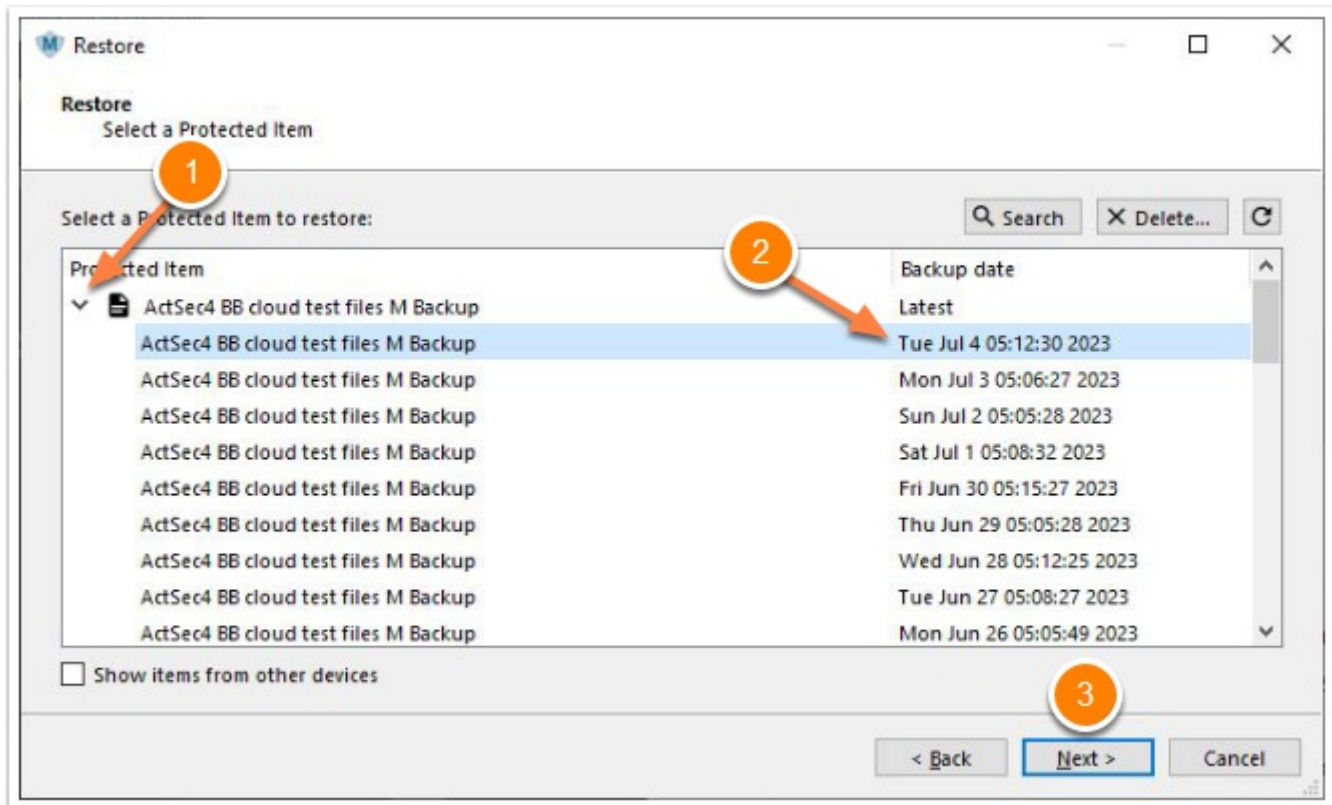
Click **Next**



Choose the Date of the Backup

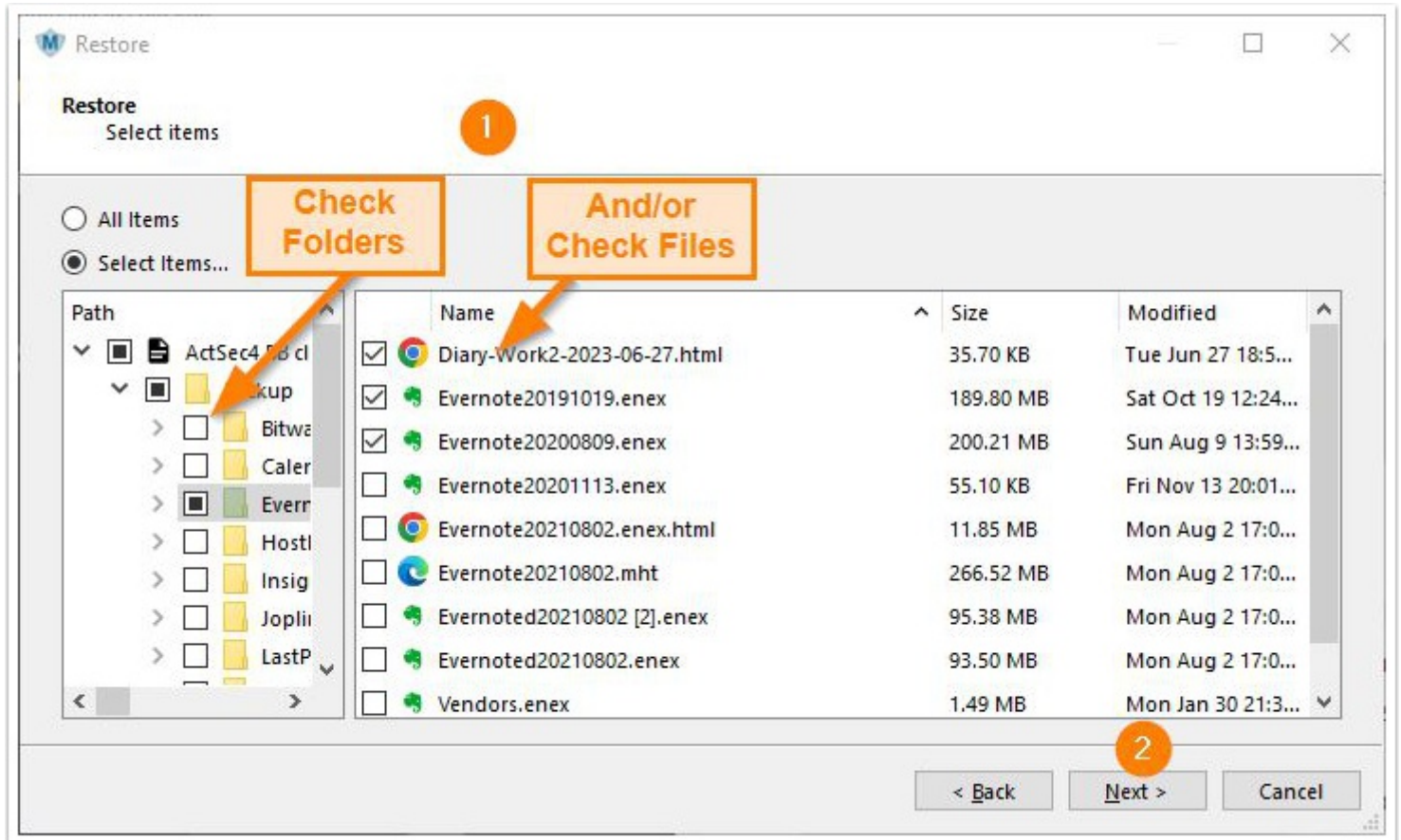
1. Click to expand the list of backup dates.
2. Select the date of the backup to restore from.
3. Click **Next**

Notice in the **lower left** area there is an option to **Show items from other devices**. If you have backed up other computers in your account, you can restore from them, too.

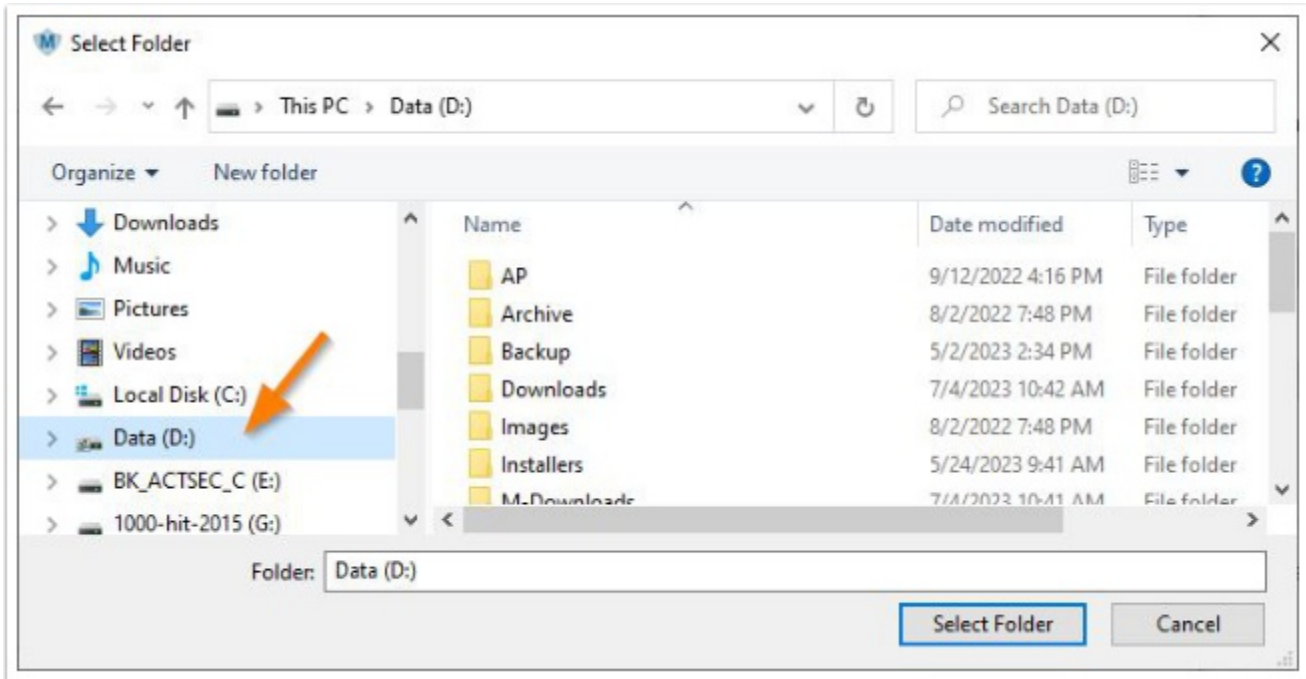


Select the Folders or Files to Restore

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



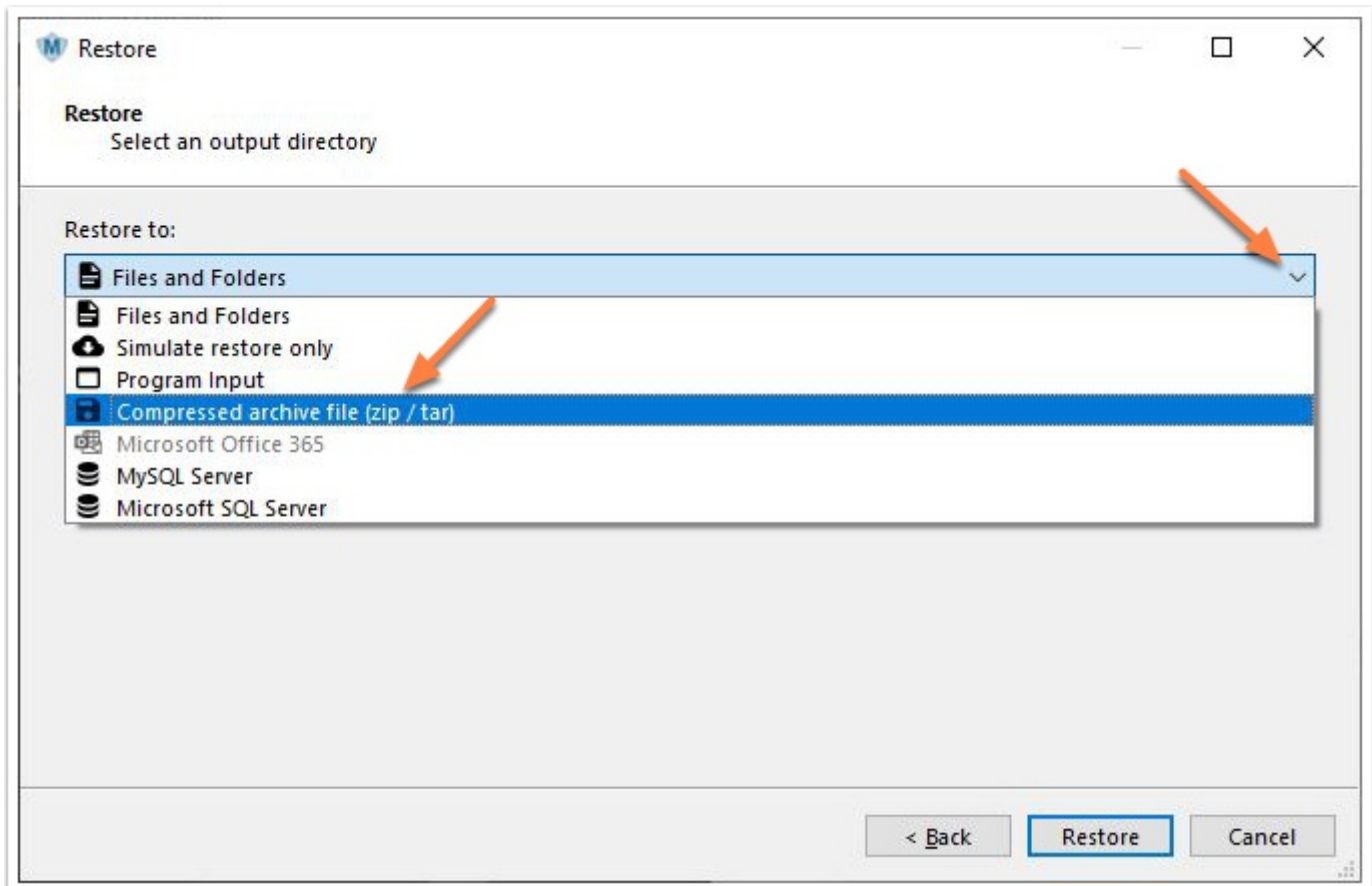
Select a Destination Drive or Folder



Select Output Directory

1. Click the Drop-Down icon.
2. Select **Compressed archive file (zip / tar)** or **Files and Folders**
3. Click **Restore**.

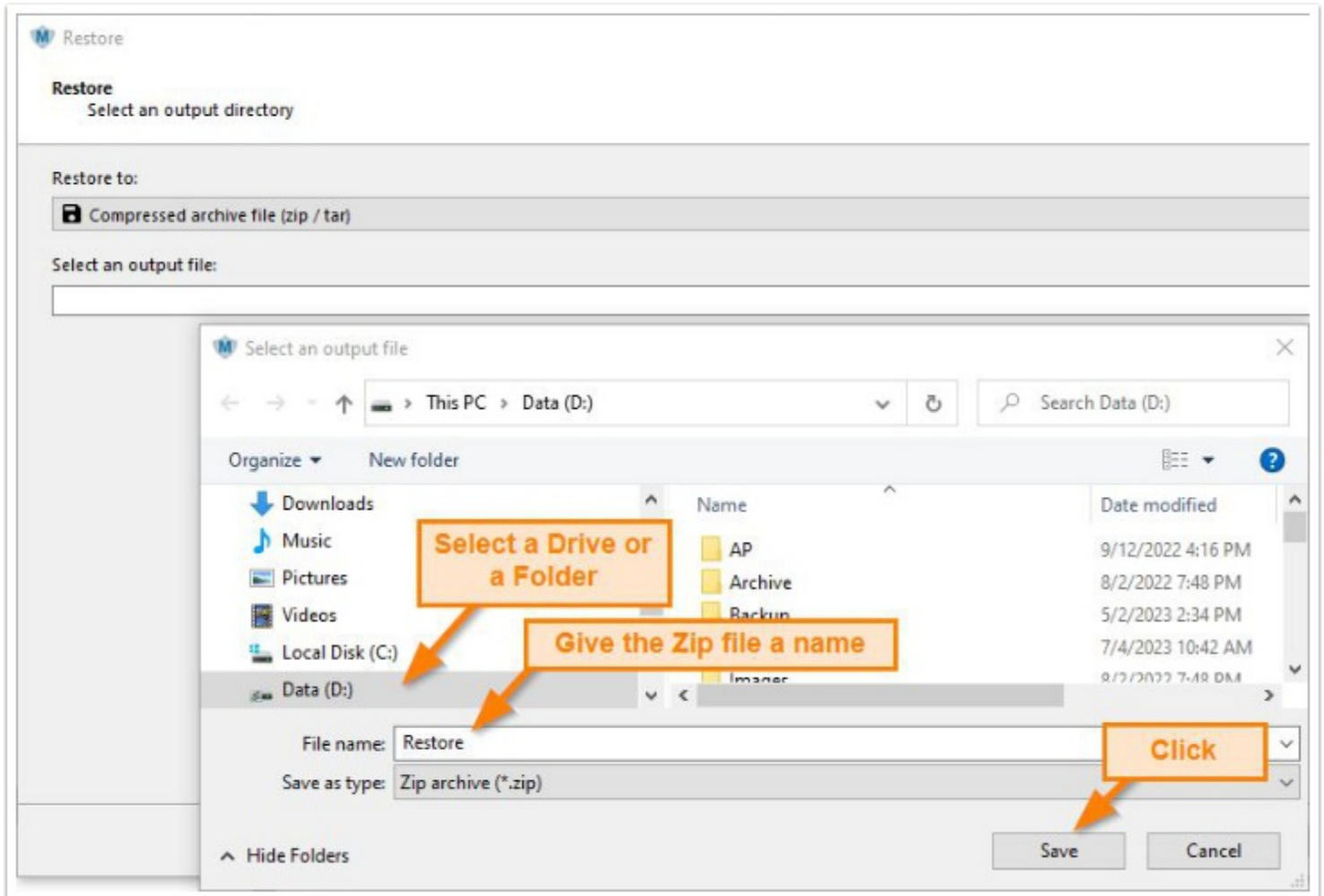
Files and Folders creates a folder tree just like their original folder tree but within a folder that you select.



Select a Destination and Name the Zip File

- Choose a folder to restore to.
- If you chose **Compressed archive file (zip / tar)** enter a filename including **.ZIP**
- Click **Save**

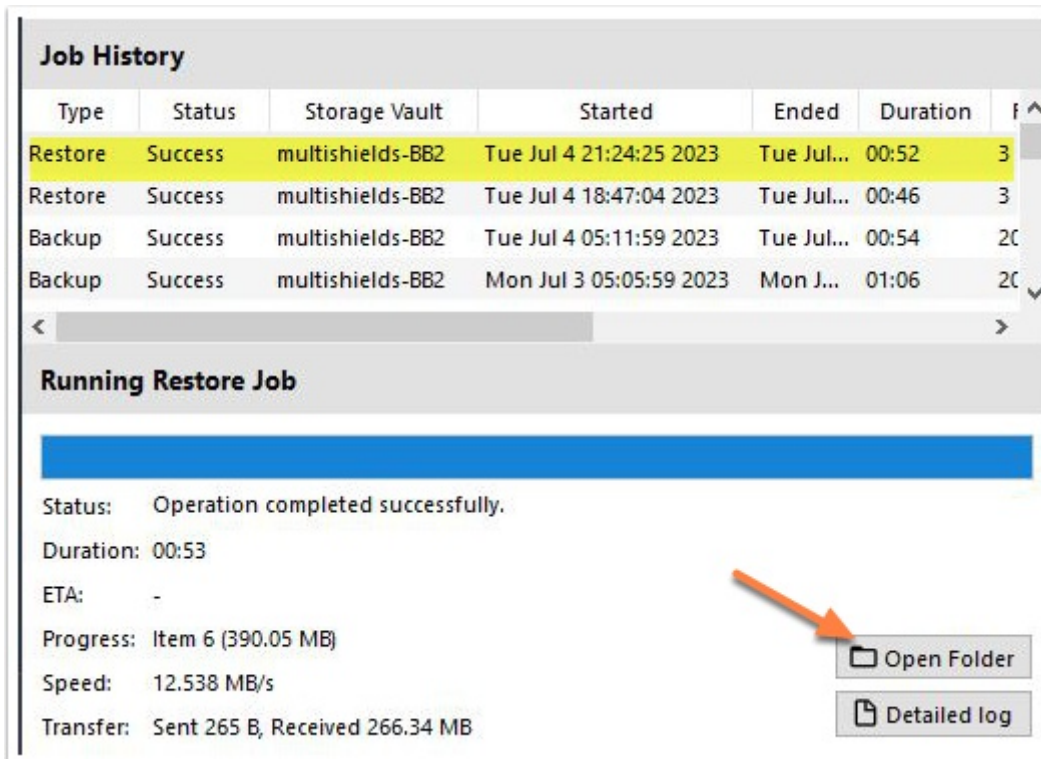
At the **next screen**, click **Restore**



Restore Finishes

When the Restore finishes, the results are shown.

Click **Open Folder** to find and open the Zip file or folder containing the restored files.



Job History

Type	Status	Storage Vault	Started	Ended	Duration	F ^
Restore	Success	multishields-BB2	Tue Jul 4 21:24:25 2023	Tue Jul...	00:52	3
Restore	Success	multishields-BB2	Tue Jul 4 18:47:04 2023	Tue Jul...	00:46	3
Backup	Success	multishields-BB2	Tue Jul 4 05:11:59 2023	Tue Jul...	00:54	20
Backup	Success	multishields-BB2	Mon Jul 3 05:05:59 2023	Mon J...	01:06	20

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Running Restore Job

Status: Operation completed successfully.

Duration: 00:53

ETA: -

Progress: Item 6 (390.05 MB)

Speed: 12.538 MB/s

Transfer: Sent 265 B, Received 266.34 MB

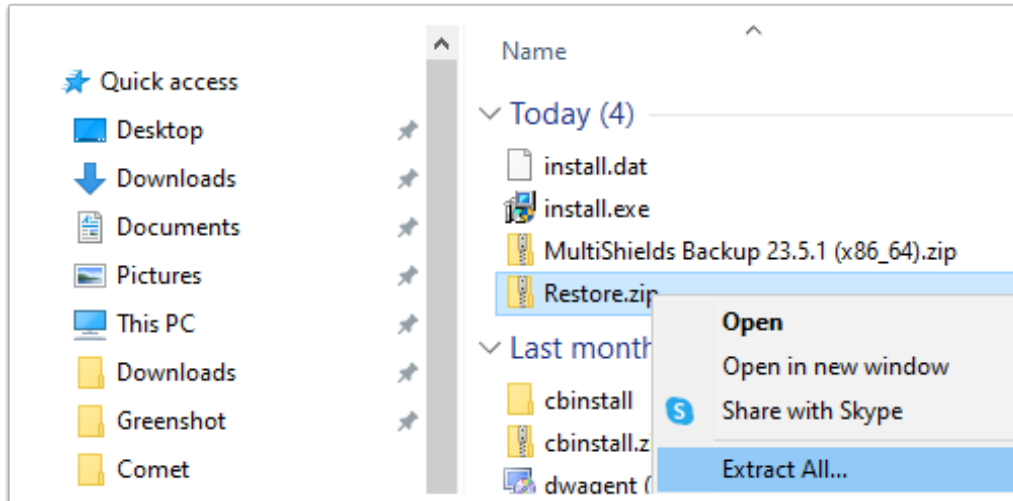
[Open Folder](#)

[Detailed log](#)

Extract Your Files

If you chose a .ZIP file, right-click on the downloaded Zip file and choose: **Extract All...**

Your files are restored.



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ver. 2024-04-12