

# LOKKBOX

## DOCUMENTATION FILE RESTORE

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# 1 Restoring Files

This chapter describes different ways files can be restored from the backup server.

**It is very important to write down your encrypting key on paper and keep it in a safe place because there will be no way to restore your backup files if you lose your encrypting key.**

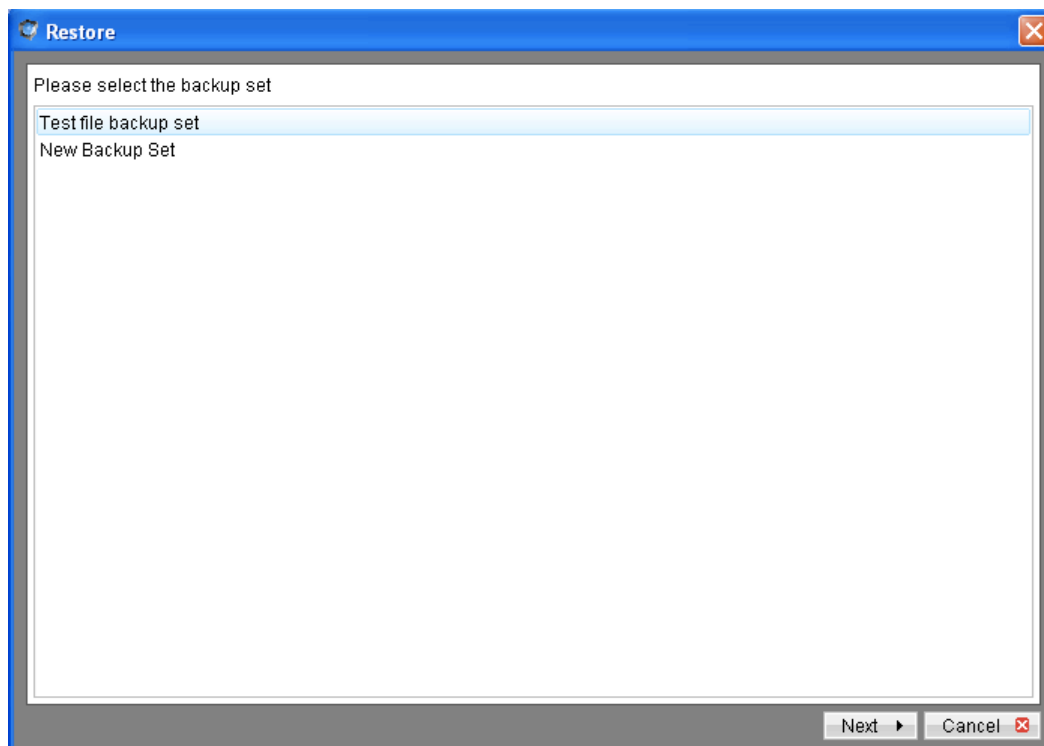
## 1.1 Restore backup files directly from backup server

You can use either Lokkbox OBM or the web based file explorer to restore backup files from the backup server.

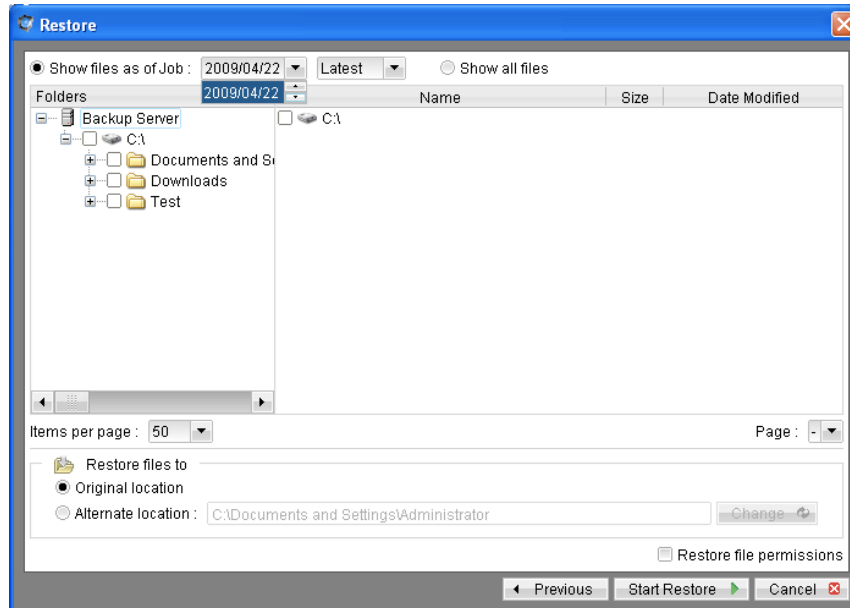
### Using Lokkbox OBM

You can restore your data from the backup server by following instructions below.

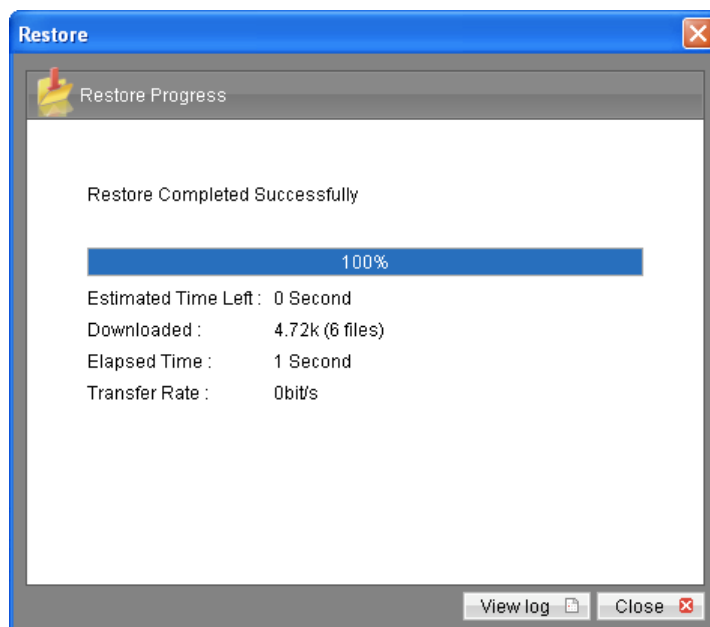
- i. Open Lokkbox OBM
- ii. Select the [Restore] button on the left of the main page of Lokkbox OBM dialog.
- iii. Select the backup set from which you would like files to be restored from the list.



- iv. Select the snapshot of your backup files that you would like to restore from the backup server by using [Show files after Job] drop down list:



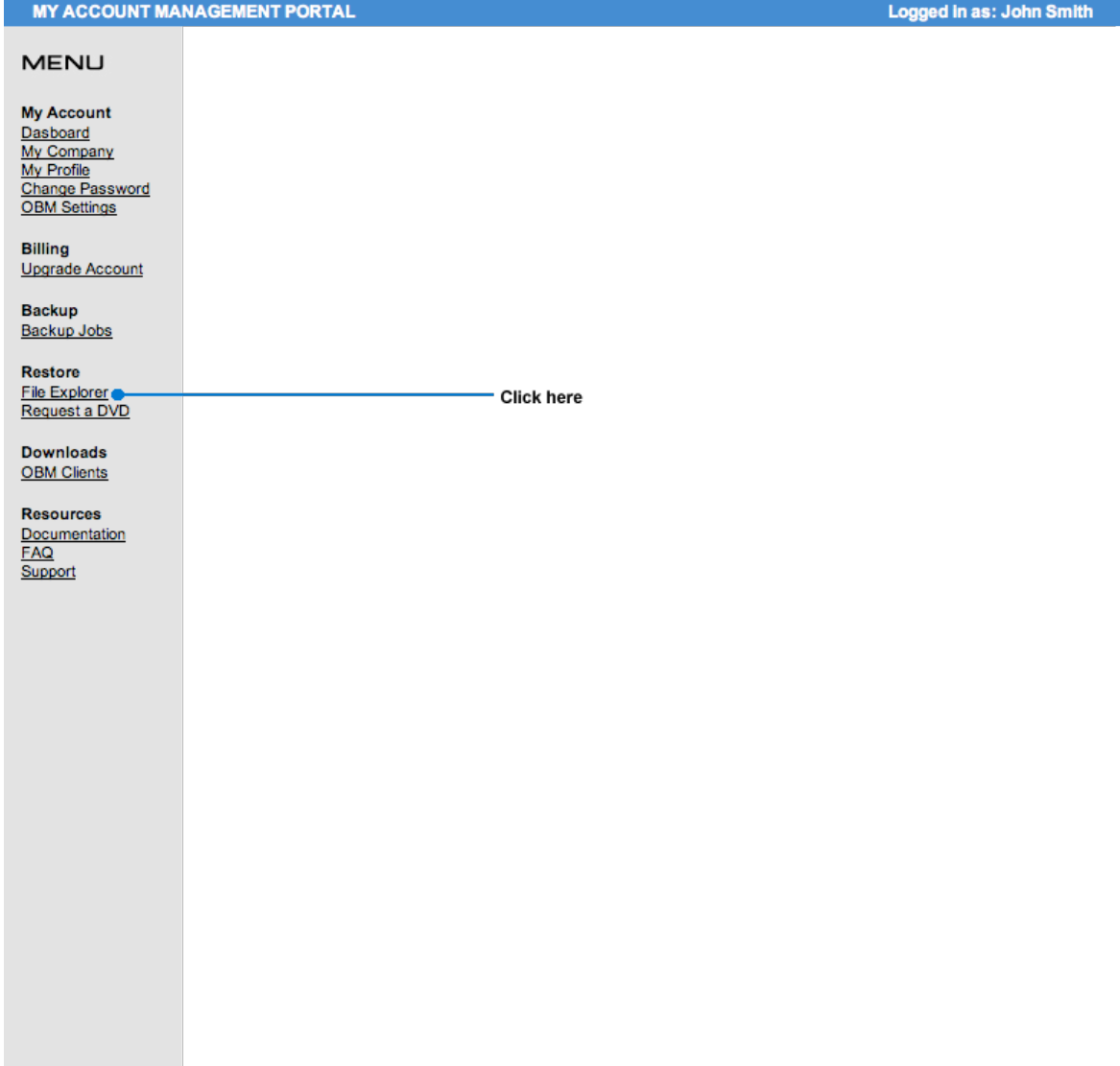
- v. Use the [Change] button to select the directory to where you want files to be restored (or simply select [Original location] to restore files to their original path).
- vi. Select the files that you would like to restore and press the [Start Restore] button to start.
- vii. Files will be restored automatically as shown below (a file won't be downloaded from the backup server again if an identical file exists on local path already).



## Using the web interface

You can also restore your data from My Account on the LokkBox website by following instructions below.

- i. Logon to the My Account
- ii. From the menu on the left under the 'Restore' heading, click 'File Explorer' followed by 'Access File Explorer'



**MY ACCOUNT MANAGEMENT PORTAL** Logged in as: John Smith

**MENU**

- My Account**
  - [Dashboard](#)
  - [My Company](#)
  - [My Profile](#)
  - [Change Password](#)
  - [OBM Settings](#)
- Billing**
  - [Upgrade Account](#)
- Backup**
  - [Backup Jobs](#)
- Restore**
  - [File Explorer](#) ● Click here
  - [Request a DVD](#)
- Downloads**
  - [OBM Clients](#)
- Resources**
  - [Documentation](#)
  - [FAQ](#)
  - [Support](#)

### FILE EXPLORER

File explorer allows you to access and restore your files from anywhere using just your web browser. When you click the link below, the File Explorer will launch in a separate window. Please make sure you allow pop-ups for this page. You will need to provide your LokkBox Online Backup Manager username and password in the new window.

[Access File Explorer](#)

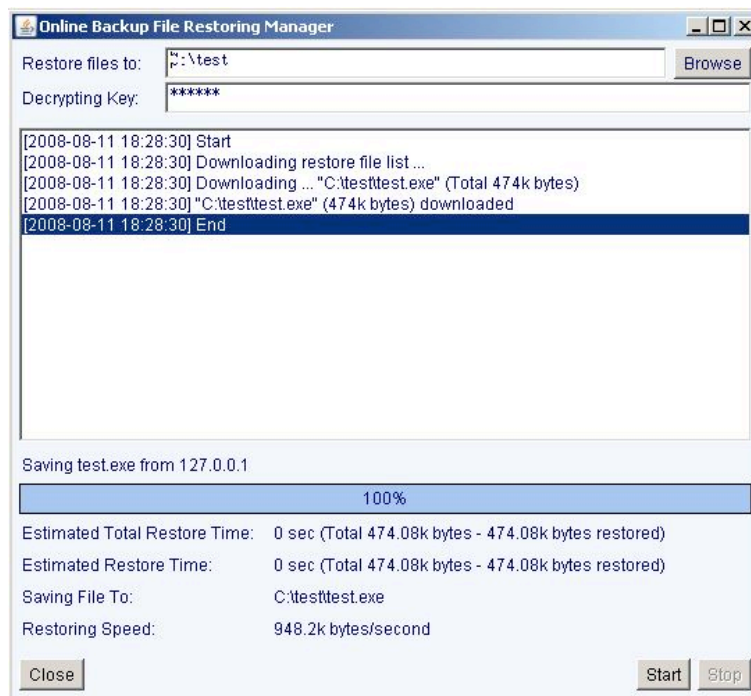
- iii. Enter your **LokkBox OBM** credentials in the web page that follows (not your web account credentials)



Login Name :   
Password :   
  
 remember my login name


- iv. Select the [Backup Set] that contains the files that you want to restore by clicking on the links
- v. Select the snapshot of your backup files that you would like to restore from the backup server by using [Show files As Of] drop down list
- vi. If you want to see all the different versions of all files (shown as gray), just choose the [Show all files] radio button on the [File Explorer] page.  
  
Files, which are shown in gray, are being stored in the retention area on the backup server but you can still restore these files from the backup server.
- vii. Select the files that you would like to restore and press the [Restore] button on the toolbar
- viii. A dialog box will appear
  - a. Press the [Restore] button
  - b. Enter the directory to which backup files should be restored to in the [Restore files to] textbox
  - c. Enter the encrypting key which will be used to decrypt your backup files upon

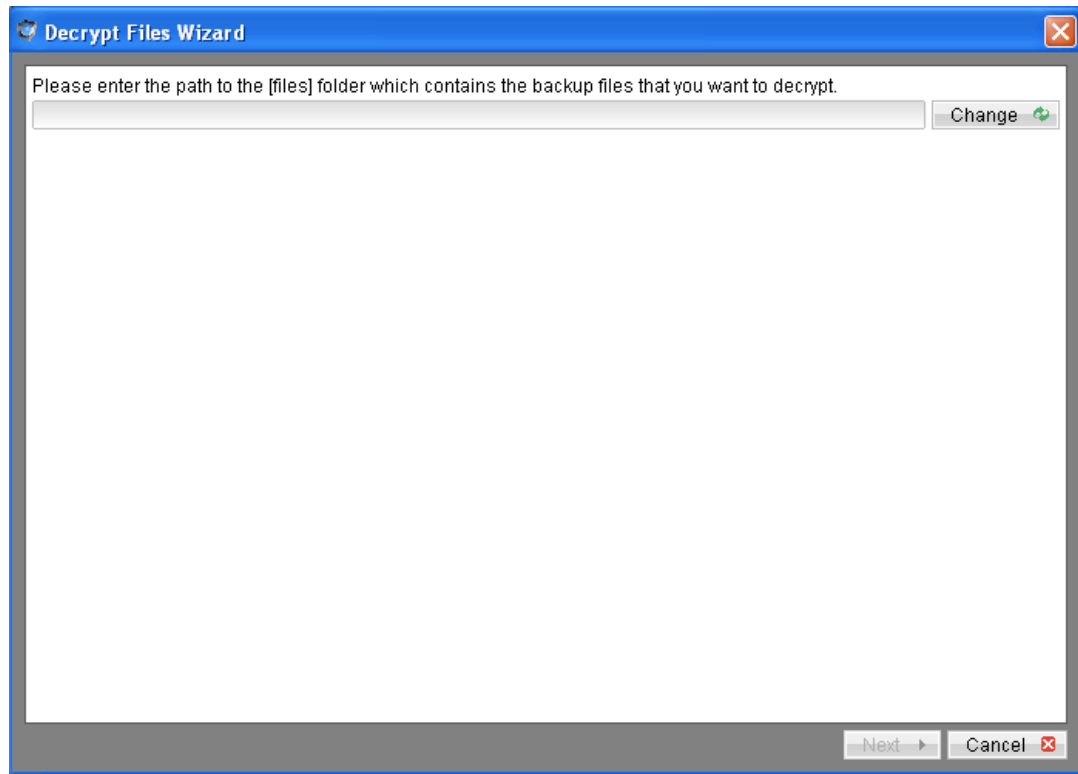
- restoring your backup files
- d. Press the [Start] button to start restoring



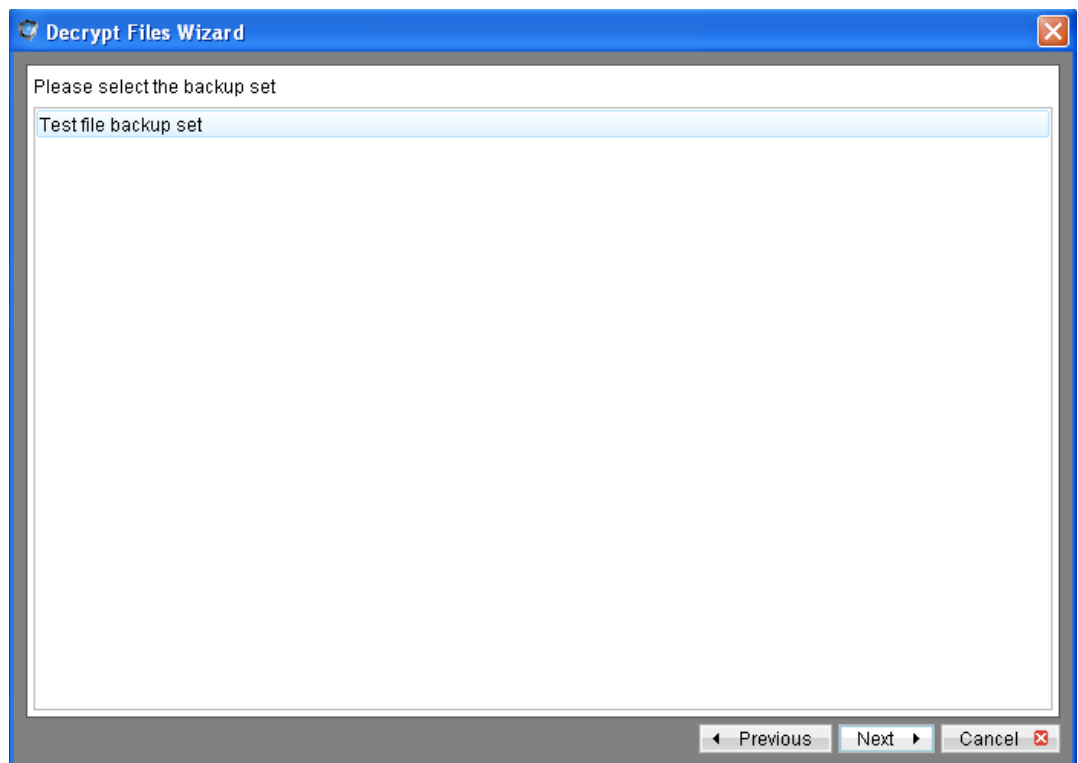
## 1.2 Restore backup files from removable hard disk

If you want to restore lots of backup files from the backup server and you find it too slow to restore all your backup files from the backup server through the internet, you can ask LokkBox to send you all of your backup files on a removable hard disk (or DVD). However, all backup files stored on the backup server are in encrypted format. You need to decrypt them back to their original format before you can use them. To decrypt your backup files from removable media, please do the followings:

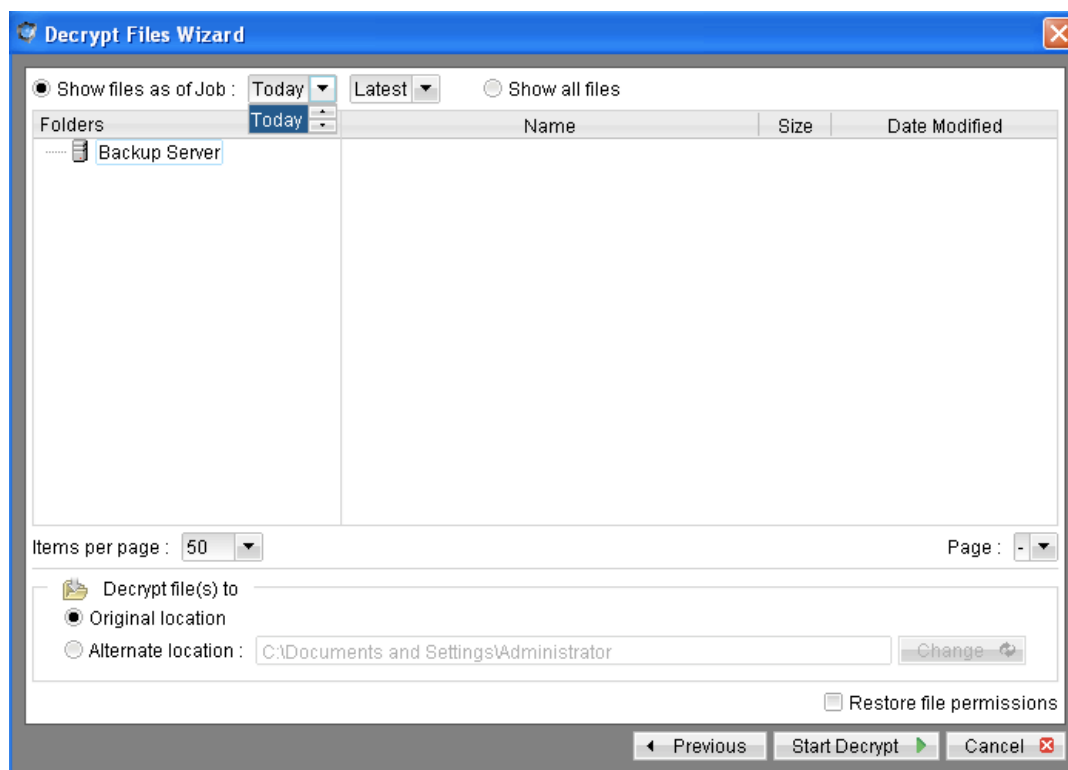
- ix. Open Lokkbox OBM
- x. Press the  button to start the [Decrypt Files Wizard].
- xi. Use the [Change] button to locate the “files” directory (provided by your backup provider in removable hard disk or DVD) which contains the backup files that you want to decrypt



If you have more than one backup set under the “files” directory, select the [Backup Set] which contains the backup files that you want to decrypt



- xii. Select the snapshot of your backup files that you would like to restore from the removable media by using [Show files after Job] drop down list



- xiii. If you want to see all the different versions of all files (shown as gray), just choose the [Show all files] radio button on the [Decrypt Files Wizard] dialog. Files, which are shown in gray below, are being stored in the retention area on the removable media (but you can still restore these files).
- xiv. Use the [Change] button to select the directory to where you want files to be restored (or simply select [Original location] to restore files to their original path).
- xv. Press the [Start Decrypt] button to start restoring. When it finishes, you will see a confirmation screen.

### 1.3 IP addresses Restriction for Online Restore

Online file restore operation can be restricted by IP addresses. You can ask LokkBox to restrict online file restoration for your backup sets by IP addresses to only allow people from authorized IP addresses to restore files from the backup server.