

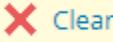
Self-Service Portal - Restore Files - Download

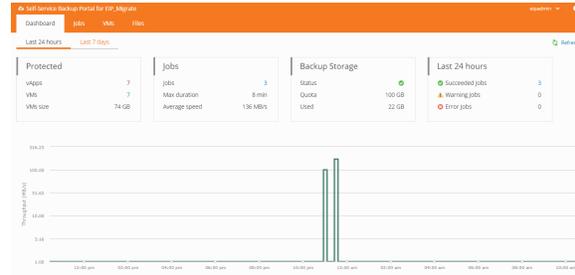
Summary

The option to download files will allow you to mount a specific restore point, browse the files contained within the virtual machine, and select one or more of those files and download them via your web browser. The selected files will be temporarily copied to the backup servers and then provided via a download link in the restore task log. We recommend starting the restore from the system that you want to restore the files to.

EvolveIP typically recommends this option as it is usually faster than the restore in place method. The restore in place method requires network and VMware Tools resources to restore the files. This method utilizes a file download direct from the self-service portal.

Procedure

1. Click on the **Files** tab.
2. Enter the VM name in the search field or click  and select the source VM.
3. By default the most recent restore point will be selected. If another point is needed click the  to bring up a calendar of recovery points.
4. Click  **Mount** start the mount process.
 - a. During this time the restore point is mounted to a backup server.
5. Once mounted, navigate through the file browser to select files to restore.
6. To restore a single file or folder select it and click **Download** to start the file restore process.
7. If you want to restore multiple items select the files or folders and click  **Add to Restore List**
 - a. Once the items are in a list you can click  **Pending restore (3 items)** to begin the restore.
 - b. If you do not want to restore the items you can click  **Clear**
8. Select all files that you want to download and click **Download**.
9. Click **Yes** to confirm the restore and download the files.
10. You can review the progress in the logs once the download starts.
11. Once complete, click **Download** in the logs to download the restored files.
 - a. Retrieve the file from the download location and move it to your desired location.
12. Once complete log off to unmount the restore point.



Errors

If you receive **Failed to pack restored files. The system cannot find the path specified.**

This is typically due to permissions on the source files being restored preventing the restore process from adding them to the .zip file that needs to be downloaded. If that is the case, please use the [Restore Files - In Place](#) method for restoring the files. If you run into further issues, please reach out our [support](#) team.

-  Updating FLR session history
-  Packing restored files
-  Failed to pack restored files.
-  The system cannot find the path specified