Dropsuite

Dropmysite Product Guide

Backup Website and Database

Integration type: ARPP



Table of Contents

Websites	4
How do I backup a website?	4
I do not have an FTP access to my website. How do I get one?	7
Databases	8
How do I backup a Database?	8
Website Monitors	10
What is Website Monitors?	10
How to add a website for monitoring?	11
How do I edit the settings of my website monitor?	14
How do I pause the website monitor?	17
How do I delete a previously set website monitor?	18
Can I monitor my websites performance using Website Monitor?	19
How do I view my website performance chart?	19
How do I view my website performance data?	21
How do I check the number of times the monitor failed on a particular day?	22
Website Blacklist Monitor	22
What is Website Blacklist Monitor?	22
How to add websites for blacklist monitoring	24
How to edit my added website	25
How to check the blacklist Monitor History	25
How to check the blacklist Monitor History	26
How to do an on demand blacklist monitor	27
How to view my Google Diagnostic page for my URL	27
How to delete my website from blacklist monitor	27
How do I know if Google has detected potential malware or phishing data on my URL?	28
What do I do if my website is blacklisted?	28
Basics	29
How long is the backup data retained?	29
How many websites or databases can I backup under my account?	29
Does the backup start immediately?	29
What protocols are supported?	29

Which databases are supported?	29
What format are the files available for download?	29
What format is the database files stored on the server?	30
On Demand Backups	30
How do I initiate an immediate backup for my website?	30
How do I initiate an immediate backup for my database?	31
View Backups	32
How do I view my website backup history?	32
How do I view my database backup history?	33
How Can I view Modified Files in my Backup?	34
How Can I view Modified Files in my Backup?	35
How Can I view New Files in my Backup?	37
Modify Backups	39
Can I prevent a file or a folder from being backed up?	39
How often will the website be backed up?	39
How often does my database get backed up?	39
Can I change the schedule of my website backups?	40
Can I change the schedule of my database backups?	41
Delete Backup	43
How do I delete my website backup?	43
How do I delete a database account?	43
Restore and Download	44
How do I restore my website?	44
How do I restore my database?	46
How do I download my website backups?	47
Can I download the backup as a dump file?	49
How do I download my database backups?	49
What format are the files available for download?	51
What protocol do you support for downloading the files?	51
Website and Database Migrate	51
How to Migrate websites and databases?	51

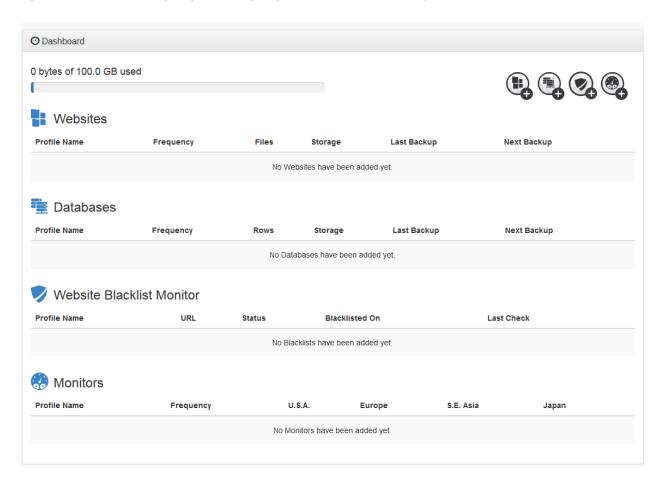


Websites

How do I backup a website?

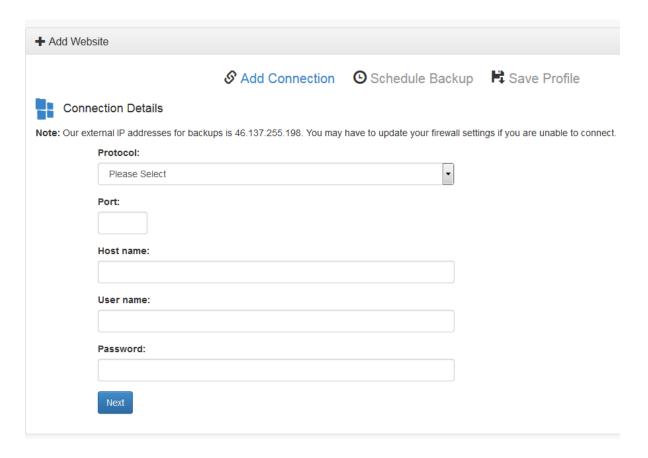
Sign in to your account and you will be redirected to your Dashboard.

If you have not backed up any website yet, you would see the backup website button on the dashboard.



Click on the "Add Website" button.



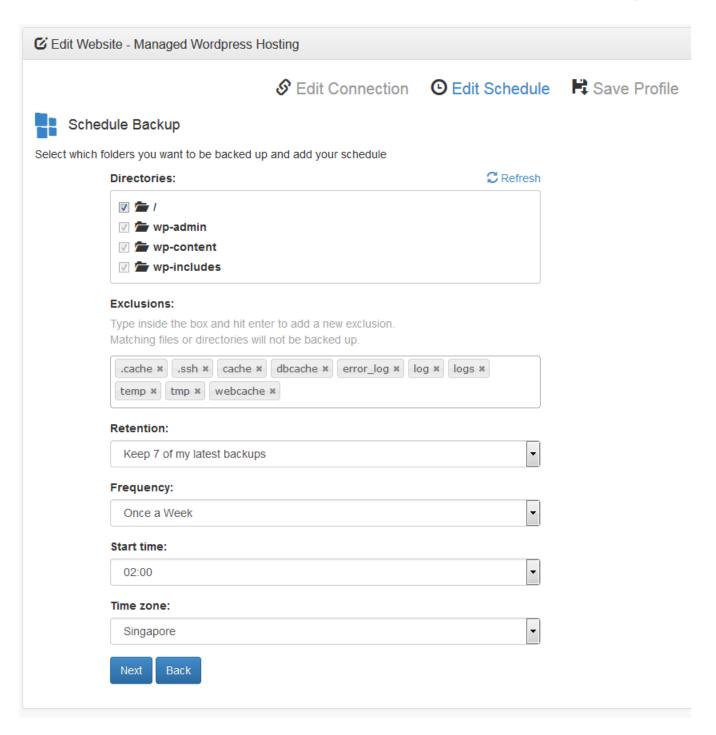


- 1. We support 4 protocols for website backup.
 - FTP File Transfer Protocol
 - SFTP SSH File Transfer Protocol
 - RSync Over SSH
 - RSync Daemon Mode
- 2. Select one of these protocols

Example:

- 3. Select the Encryption mode
- 4. The default port number will be automatically entered. If your port number is different from the default port number, please enter the port number.
- 5. Enter the host name of your FTP account in the form domain.com. If you do not know your hostname check the FT settings of your website.
- 6. Enter the username and the password for your ftp account and click on "Next".
- 7. Once your connection has been tested, you will be asked to schedule your backup.

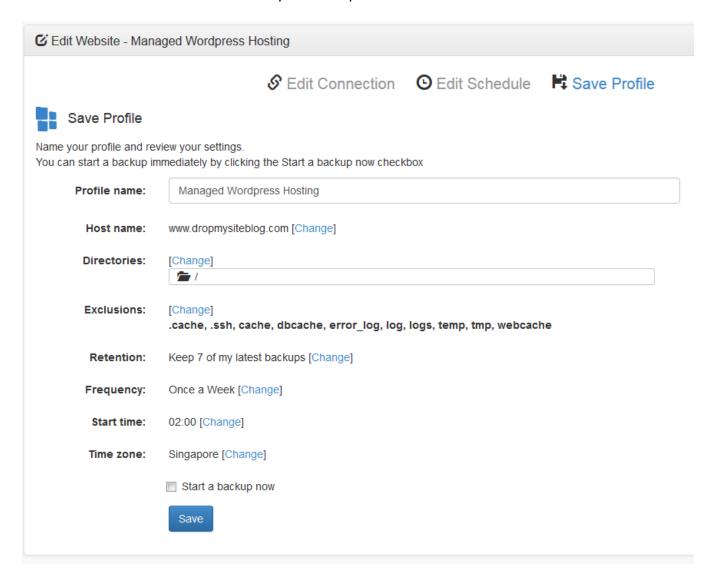




- 1. Select the folders which you would like to backup.
- 2. Select the folders you want to exclude in the backup.
- 3. Select the retention period
- 4. Then select the frequency of the backup such as once a day or once a week.
- 5. Then select the time when you want to schedule your backup and your time zone.



6. Then click on "Next" to confirm your backup schedule.



Set a name for your profile and confirm your settings and then click on "Save" and your website will be scheduled for backup.

I do not have an FTP access to my website. How do I get one?

You can install an FTP server on your web server. This will allow you to access your files via FTP and give access to us to back up your files.

Please visit the link based on the OS on which your server is running to get the instructions.

Windows Server 2003 - http://support.microsoft.com/kb/323384

Windows Server 2008 - http://technet.microsoft.com/en-us/library/cc771012(v=ws.10).aspx

Ubuntu - https://help.ubuntu.com/10.04/serverguide/ftp-server.html



CentOS and Linux - http://www.cyberciti.biz/faq/rhel-centos-linux-install-ftp-server/

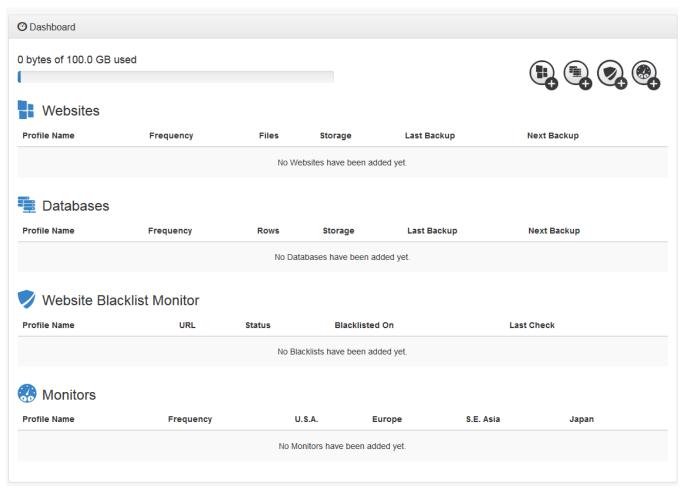
Solaris - http://en.wikibooks.org/wiki/Solaris/Solaris FTP Server Setup

Databases

How do I backup a Database?

Sign in to your account and you will be redirected to your Dashboard.

If you have not backed up any website or database yet, you would see the backup website button on the dashboard.



Click on the "Add Database" button.



☑ Edit Database - Managed Wordpress Hosting



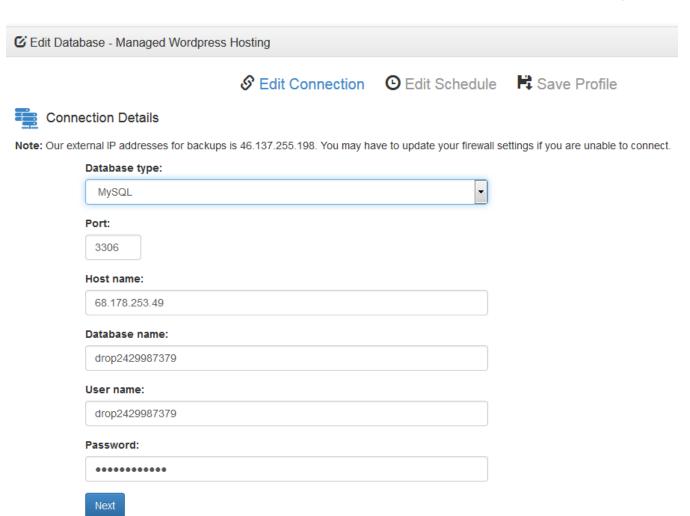


Note: Our external IP addresses for backups is 46.137.255.198. You may have to update your firewall settings if you are unable to connect.

Database type:	
MySQL	•
Port:	
3308	
Host name:	
68.178.253.49	
Database name:	
drop2429987379	
User name:	
drop2429987379	
Password:	
•••••	
Next	

- 1. Select your database kind which you want to backup. We currently support MySQL, PostgreSQL and MongoDB database.
- 2. Enter the port number of your database connection. The default port is 3306. Enter the host name, username and password for your database server and click on "Next"
- 3. Enter the name of the database you wish to backup.
- 4. Enter the username and password for a user with read, write and execute access to your database. If there is no such user please create the user and then input it here.
- 5. Once your connection has been tested, you will be asked to schedule your backup.





Set a name for your profile and confirm your settings and then click on "Save" and your database will be scheduled for backup.

Website Monitors

What is Website Monitors?

"Website Monitor" will allow website owners to track the uptime of their websites. The service provides instant alerts to website owners (or support staff) when their online data suffers catastrophic events like website outage, service unavailability and more. With immediate notice of website problems, it is possible to fix it before irreparable damage is done to the website, business and reputation.

This new tool will complement the existing website/database backup with alerts when the user's cloud data is compromised. Owners can choose to receive free email notifications.



How to Monitor Website Availability

We allow you to monitor the uptime of your website and notify you via email in the event of a server or network outage. You can monitor the availability your website from anywhere through the web or on mobile.

How to Generate Website Performance Reports

Apart from checking the availability of your website, we also monitor your website's performance and provide you the performance data for each of the region. Using Website Monitor, you can analyze your site's latency from different regions around the world and compare them. You can also use them to test if your Cloud Delivery network is performing the same across multiple regions.

Our Solution lets you analyze the response time (in msecs) of your website from around the world and also view them graphically on a chart.

You can monitor the performance of either a GET, POST or a HEAD request. Reports are generated automatically as soon as the website for monitor. Please note that you can configure different HTTP methods (GET, POST or a HEAD) for the same website to track the speed and uptime.

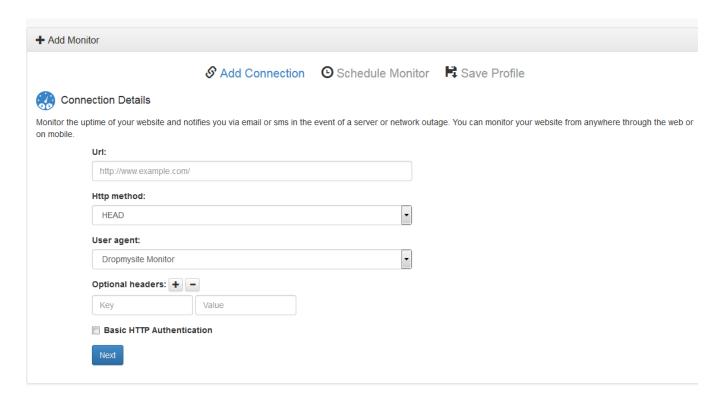
1	GET
	The GET method is used to retrieve information from the given server.
2	HEAD
	Same as GET, but transfers the status line and header section only.
3	POST
	A POST request is used to send data to the server using HTML forms.

How to add a website for monitoring?

Log-in to your backup dashboard from your CPanel.

Once logged in to your account, click on the "Add Monitor" button on the top right corner of the screen and you will be taken to the screen below.





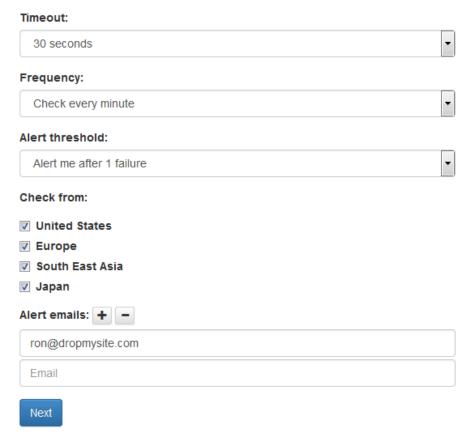
- 1. Enter the website URL which you want to monitor
- 2. Choose the HTTP Method from HEAD, POST and GET.
- 3. Choose the User agent. You can use the default of Monitor or from a list of multiple browser and OS combinations available.
- 4. Add the optional header with the key and the value. You have the option to enter multiple headers.
- 5. If you are using a password protected website, you can click on the Basic HTTP Authentication checkbox and enter the username and password.
- 6. Now click on Next button.

We will do a quick connection to your website to ensure it is up and running before allowing you to configure your Monitor as shown below.



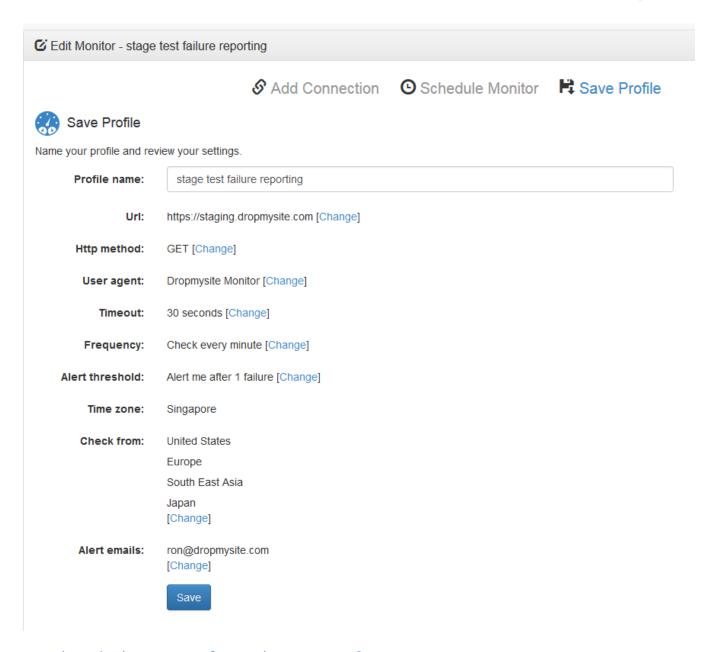


Provide your timeout and select how often and from where you want your website monitored.



- 7. You can set the timeout, the frequency at which the monitor should test your website and the number of failures before which we should alert you.
- 8. You can also choose the regions from where you want the monitor to test the system and set multiple email addresses to whom the alert be sent. Once you have configured, click on Next.
- 9. You will be taken to the screen below to verify your set settings and give a name to the profile. Once you are done, click on Save and your website monitor will now start.





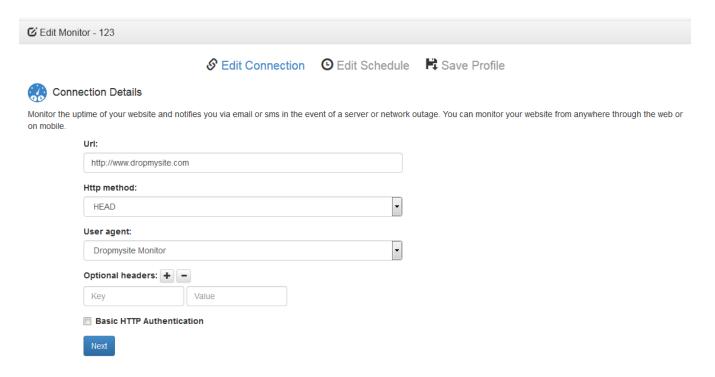
How do I edit the settings of my website monitor?

- 1. Log-in to your backup dashboard from your CPanel.
- 2. Click on the "Edit Website Details" button beside the monitor which you want to edit.



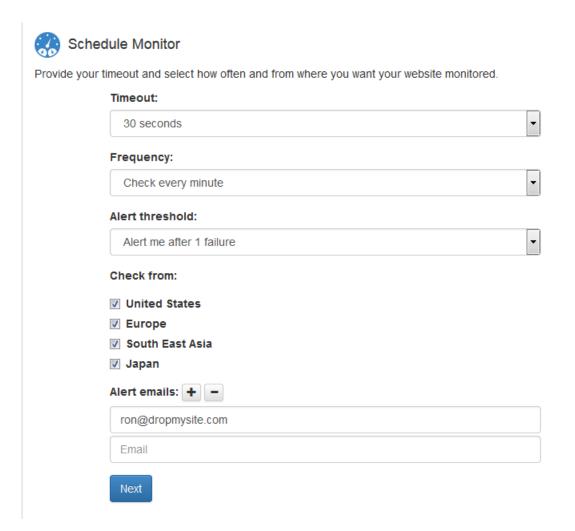


3. You will be taken to the Edit Monitor page as shown below where you can edit all the settings related to the monitor.



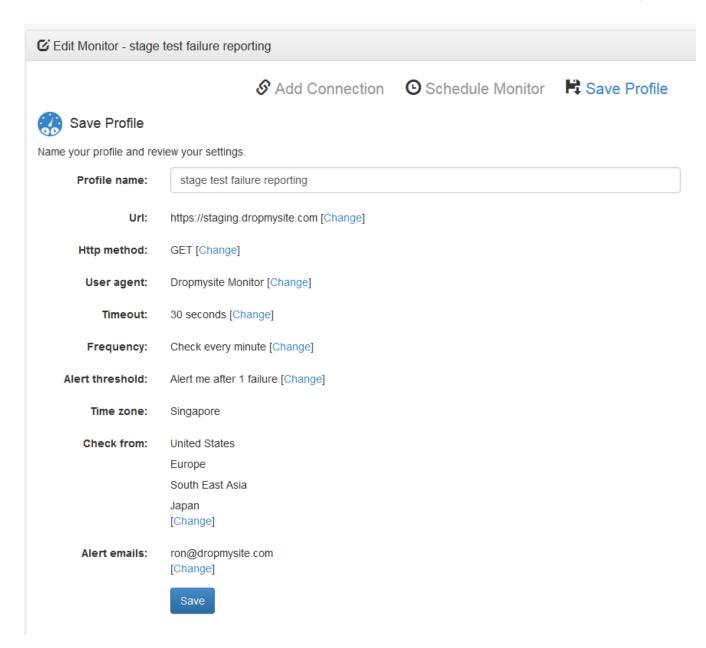
4. Click on Next





- 5. You can set the timeout, the frequency at which the monitor should test your website and the number of failures before which we should alert you.
- 6. You can also choose the regions from where you want the monitor to test the system and set multiple email addresses to whom the alert be sent. Once you have configured, click on Next.
- 7. You will be taken to the screen below to verify your set settings and give a name to the profile. Once you are done, click on Save and your website monitor will now start.





How do I pause the website monitor?

- 1. Log-in to your backup dashboard from your CPanel.
- 2. Click on the "Pause Monitor" button beside the monitor which you want to pause momentarily.
- 3. Once you click on the button, you would see that the status of the monitor on the dashboard changes from Online to Paused.





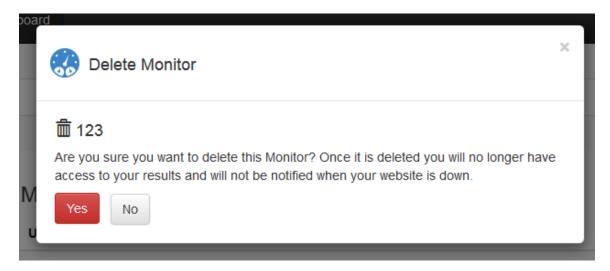
4. You can start the monitor again by clicking on the same button which now shows as the **"Start Monitor"** button.

How do I delete a previously set website monitor?

- 1. Log-in to your backup dashboard from your CPanel.
- 2. Click on the "Delete Website" button beside the monitor which you want to delete.



Once you click on the button, you will be asked to confirm the deletion of the monitor by clicking on Yes.



- 3. Once you click on Yes, your Website monitor will be deleted and you will be taken to the dashboard.
- 4. Please remember that once you delete the monitor, all the performance data is lost. If you want to retain the data, its better you pause the monitor instead of deleting it.



Can I monitor my websites performance using Website Monitor?

Yes.

Apart from checking the availability of your website, we also monitor your website's performance and provide you the performance data for each of the region.

Using Website Monitor, you can analyze your site's latency from different regions around the world and compare them. You can also use them to test if your Cloud Delivery network is performing the same across multiple regions.

Once you add a website monitor, we automatically monitor your site's performance while we monitor the website.

How do I view my website performance chart?

You can view the website performance chart of each of the website monitor by clicking on the "Graphs" beside the respective website monitor on the dashboard.



You would then be taken to the performance page where you can view the charts of the website's performance on different regions.



You can use the date filter option to change the range of viewing the data.

The data shown is a plot of the day's average response time to the day or month based on the timeline chosen.



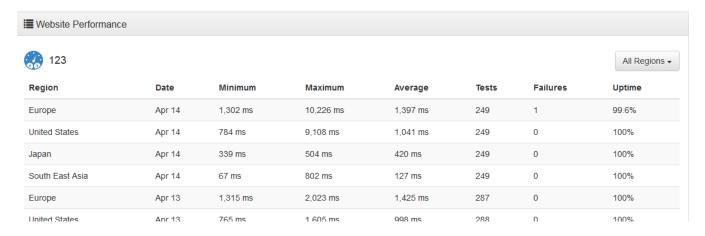
How do I view my website performance data?

You can view the website performance data of each of the website monitor by clicking on the "Performance" button beside the respective website monitor on the dashboard.





You would then be taken to the Website Monitor Results page where you can view the data of the website's performance on different regions.



You can use the region filter option to view the data of a particular region.

The data shown include:

- Date The date of which the result is shown.
- Minimum The minimum response time for the day.
- Maximum The maximum response time for the day.
- Average The arithmetic average response time for the day.
- Tests The number of tests performed throughout the day.
- Failures The number of times the monitor failed.
- Uptime A percentage of the number of success tries over the number of tests.

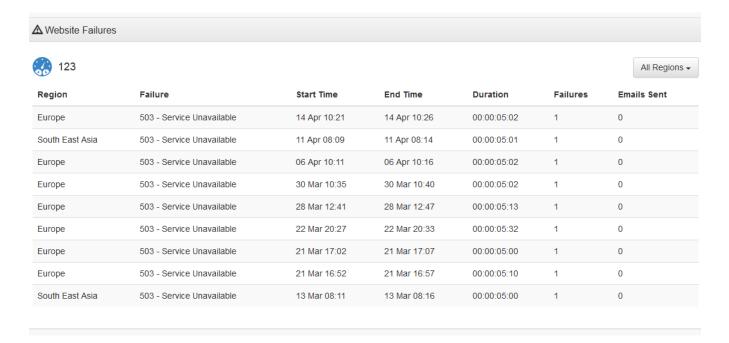


How do I check the number of times the monitor failed on a particular day?

You can view the number of times the monitor failed to reach your site by clicking on the "Failures" button beside the monitor you want to view on the dashboard.



You will be taken to the website monitor failure page as shown below.



The page shows the date of the failure together with the time for which the website was down. It also shows the number of emails per day.

Apart from showing the number of failures, it also detailed the reason of the failure such as 502 – Bad Gateway, Timeout, Server broke connection etc.

Website Blacklist Monitor

What is Website Blacklist Monitor?

Dropmysite has integrated Google's Safe Browsing into our services. This way we will notify you if Google determines that your website contains suspected malware / or suspected phishing code and is deemed not safe for browsing by Google. This is integrated with website and database backup for faster recovery.



For more information from Google you can click here:

http://www.google.com/transparencyreport/safebrowsing/



Multiple checks per day

We understand how important your time is. And hence Dropmysite website monitor tools will automatically perform the health check of your website 4 times a day. Instant alerts could be configured and sent to multiple users if Google determines that your website is compromised.

On Demand Website Monitor

You can now perform an on demand website health check and any hour of the day.

Health check history

At dropmysite we believe in transparency and we give you a complete record of website health checks. It will also help you judge the effectiveness of your anti-virus program.

Stop backup code / file corruption

We at dropmysite understand the importance of having a clean copy of your website and database records. Hence, as soon as we realize that your website might have possible malware / phishing code, you have the option to stop the backup for that page so that faulty code is not overwritten in further backups.

Integrated with Website backup for faster recovery

Our responsibilities do not end once we have alerted you of your website status. The website monitoring tool is integrated with the award winning website backup service. This means that you have multiple versions of clean copy of your website and database records which can be restored to your web server with a click of a button so that you can recover from malware /phishing in no time.

Multiple URL Support

We at dropmysite understand any page in your website might be infected and in order to prevent this you can request the automated website monitor for any number of pages.

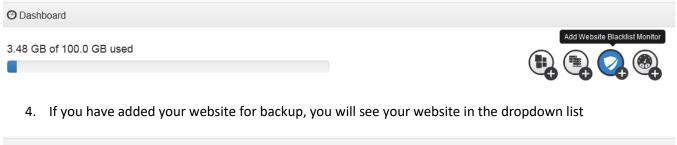
Zero extra cost

Our website monitoring tool is available to all our customers at no extra cost.



How to add websites for blacklist monitoring

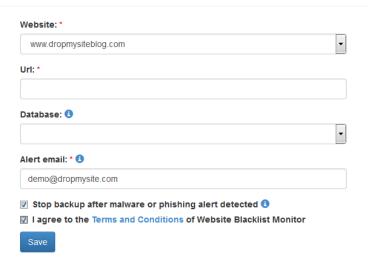
- 1. Log in to your account.
- 2. In order to add a website to blacklist monitor tool, the website must have been added for website backup. If you have not added the website and the corresponding database for backup, kindly do so before adding them for blacklist monitoring.
- 3. Click on Add website blacklist Monitor.



→ Add Website Blacklist Monitor

Website Blacklist Monitor

Dropmysite has integrated Google's Safe Browsing for your peace of mind. This way we'd notify you if Google suspects malware or phishing on your website and thus lets your visitors know that your site is not safe for browsing



For more information from Google you can click here: http://www.google.com/transparencyreport/safebrowsing/

- 5. Add the URL of the page you want to monitor.
- 6. Select the associated database
- 7. Check the box "Stop backup after malware or phishing alert detected". This will ensure that once we have detected a possible malware or phishing data in your URL, the backup will be stopped for the website. This will prevent the code corruption.
- 8. Ready the Terms and Conditions. Check the box saying "I agree to the Terms and Conditions of Website Blacklist Monitor".
- 9. Click on save and your URL will be added for blacklist monitoring.



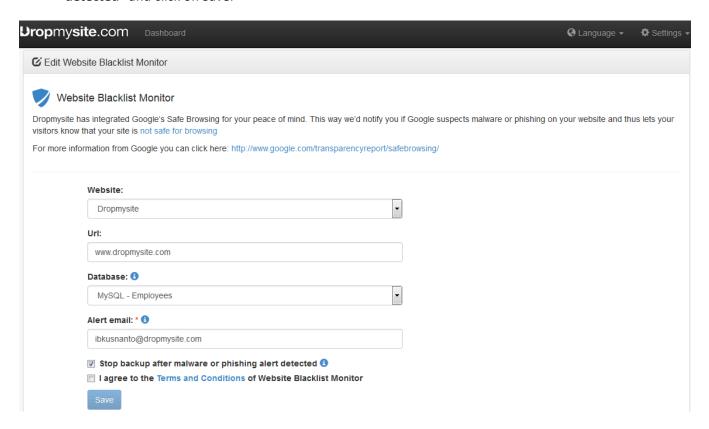
10. If you want to monitor multiple pages for the same URL, follow the above step and just change the URL.

How to edit my added website

- 1. Log in to your account.
- 2. In order to edit a website in to blacklist monitor tool click on "Edit Details" for the selected URL.



3. Edit the details that you wish to. Check the box "Stop backup after malware or phishing alert detected" and click on Save.



How to check the blacklist Monitor History

- 1. Log in to your account.
- 2. Click on Website Backup History and you can see the history of black list monitoring and the results.





Profile Nar	ne 🔨	URL		Status	Blacklisted On	Last Check	Website Backup History
Dropmysite		www.dropmysite.com		Ok		14 Apr 20:00	
www.dropmysiteblog.com www.dropmysiteblog.com		Ok		14 Apr 20:00	Ø Ⅲ ▲ ✓ ៛ Q 📋		
■ Website	Backup History						
Black	list: Dropmysite						
Website	Database						
New	Modified	Total Files	Storage	Last B	ackup	Backup Status	Blacklist Status
0	0	1,142	0 bytes	09 Apr	02:03	Success	ok
0	0	1,142	0 bytes	02 Apr	02:12	Success	ok
0	0	1,142	0 bytes	26 Mai	02:06	Success	ok
0	0	1,142	0 bytes	18 Mai	r 18:30	Success	Malware Suspected
0	0	1,142	0 bytes	11 Mar	02:44	Success	ok
0	0	1,142	0 bytes	04 Mai	02:03	Success	ok
1,142	0	1,142	21.9 MB	25 Feb	02:15	Success	ok
Back							

How to check the blacklist Monitor History

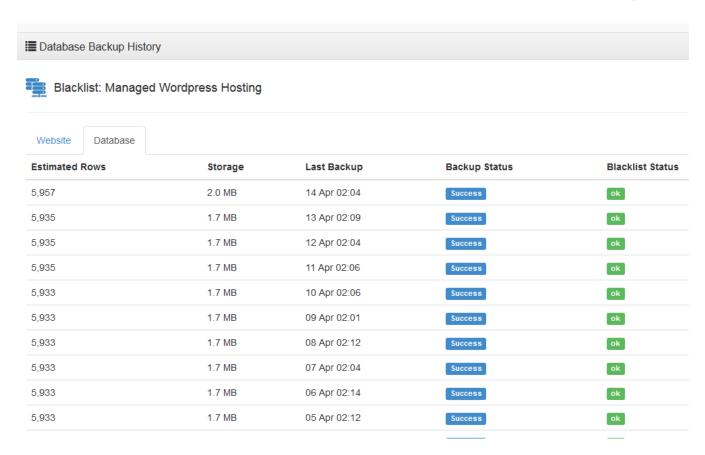
- 1. Log in to your account.
- 2. Click on database backup history under blacklist monitor.

Website Blacklist Monitor

Profile Name ▲	URL	Status	Blacklisted On	Last Check	Database Backup History
Dropmysite	www.dropmysite.com	Ok		14 Apr 20:00	Ø ■ ■ ✓ ƒ Q =
www.dropmysiteblog.com	www.dropmysiteblog.com	Ok		14 Apr 20:00	Ø ■ • ✓ ✓ Q =

3. You will see the result in the next screen.





How to do an on demand blacklist monitor

- 1. Log in to your account.
- 2. Click on "check now" under Website Blacklist Monitor



How to view my Google Diagnostic page for my URL

- 1. Log in to your account.
- 2. Click on "Google Diagnostic" under Website Blacklist Monitor



How to delete my website from blacklist monitor

1. Log in to your account.



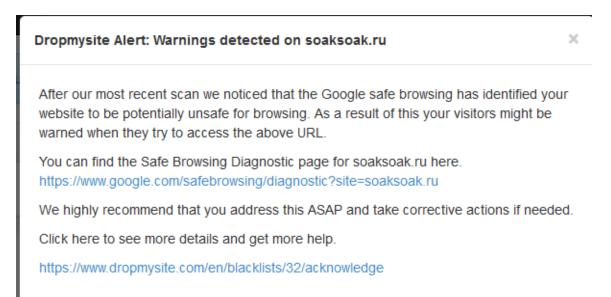
2. Click on "Delete" under Website Blacklist Monitor



How do I know if Google has detected potential malware or phishing data on my URL?

As soon as we detect that Google has detected potential malware or phishing data on your URL, we will send you an email.

Also If you log in to your account with us we will give you a pop-up about this.



What do I do if my website is blacklisted?

- 1. Once you receive our email regarding your website being blacklisted. Click on the link in that email and acknowledge that you have read it.
- 2. Alternatively, click on Acknowledge on your dashboard.



- 3. Click on Malware Suspected
- 4. Click on Help resources.



■ Website Backup History



Blacklist: www.dropmysiteblog.com | Blacklisted at: 14 Apr 21:44



There you will find the list of steps for handling this issue.

Basics

How long is the backup data retained?

We retain the most recent 30 maximum backups for each website/database. We do not fix a certain retention period. For example, if you set your schedule to daily, it would be 30 backups a month and the latest 30 backups are available. If you choose to do weekly backups, you would have a complete weekly snapshot for a time frame of approximately 7 months.

How many websites or databases can I backup under my account?

We do not add a limit to the number of websites/databases that you can backup. You are only limited by the amount of space that you need to back up all your websites/databases. You can then buy more storage space as and when required.

Does the backup start immediately?

When you add a website or database profile for backup, you are given the option to set your backup schedule and the option to start the backup immediately.

What protocols are supported?

FTP, SFTP, RSYNC over SSH, RSYNC daemon mode

Which databases are supported?

We currently only support MySQL, PosgreSQL, MS-SQL, and MongoDB databases. We will soon be adding support for other databases such as Oracle and SQL Server.

What format are the files available for download?

You can download your backup files using the "Download Backup" Button on the dashboard beside the website profile that you would like to download.

The files will be downloaded as a zipped file. You can unzip the file using Zip. Zip is free open source software. You can find the application for all the different OS platforms.



If you download individual files, then those files will be downloaded in their original format.

What format is the database files stored on the server?

We create a dump file of the database and save it on the server as a backup.

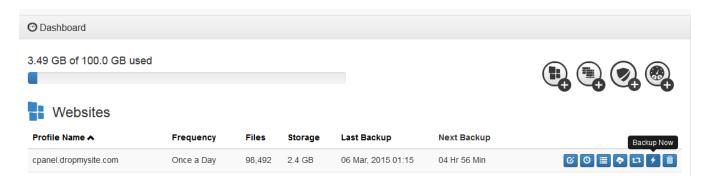
You can use the dump files to quickly populate or recreate your database.

You can find more details about a dump file here

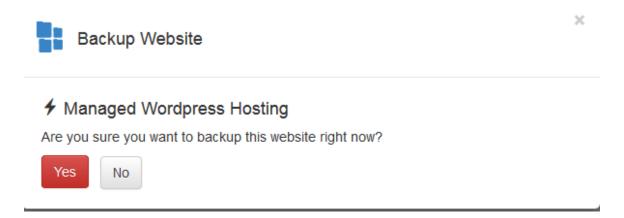
On Demand Backups

How do I initiate an immediate backup for my website?

Once you have signed in to your account, you will be redirected to the dashboard.



On the dashboard, click on the **"Backup Now"** button beside the website you want to initiate the backup.



You will be redirected to the confirmation page. Click on Yes.





Your backup will then be initiated. You can track the progress of your backup on a real time basis as shown above.

How do I initiate an immediate backup for my database?

- Yes. Once you Log in to your account from your control panel, you will be directed to the dashboard.



- On the dashboard, click on the **"Backup Now"** button beside the website you want to initiate the backup.



- You will be redirected to the confirmation page. Click on Yes.



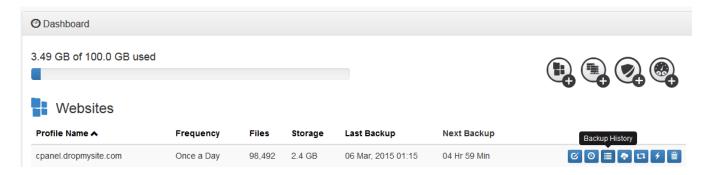


- Your backup will then be initiated. You can track the progress of your backup on a real time basis as shown above.

View Backups

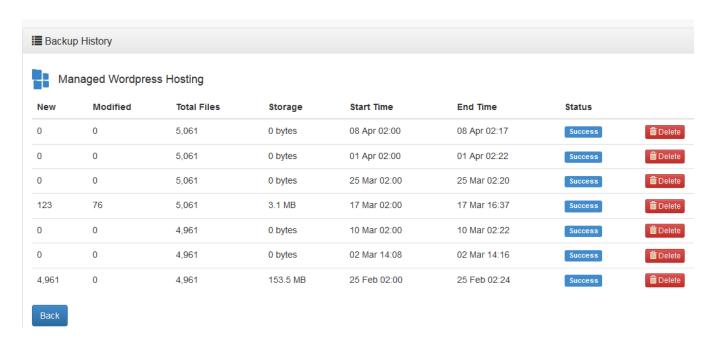
How do I view my website backup history?

Once you have signed in to your account, you can view the websites and databases being backed up on the dashboard.



Click on the "Backup History" button beside the website profile that you would like to view. You will be redirected to the page where you can see backup history.





Click on any one of them and you will see the files and folders added and modified.

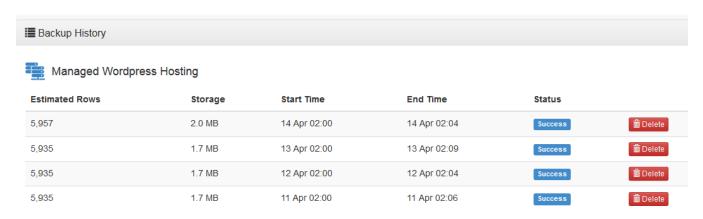
How do I view my database backup history?

Once you have signed in to your account, you can view the websites and databases being backed up on the dashboard.



Click on the "Backup History" button beside the website profile that you would like to view.

You will be redirected to the backup history page where you can see the details of your previous backups.





How Can I view Modified Files in my Backup?

Please sign in to your account.

Once signed in click on the backup history for the website you wish to see the details.



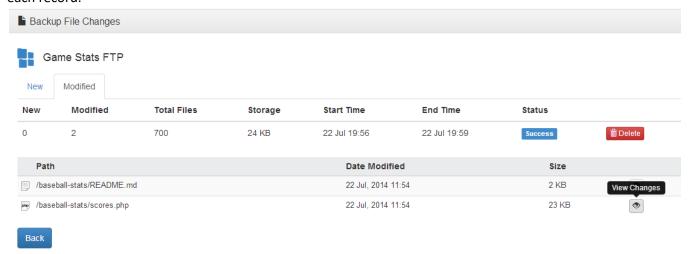
You can now view all the backups for your website. Please click on any backup to view the modified files in that backup



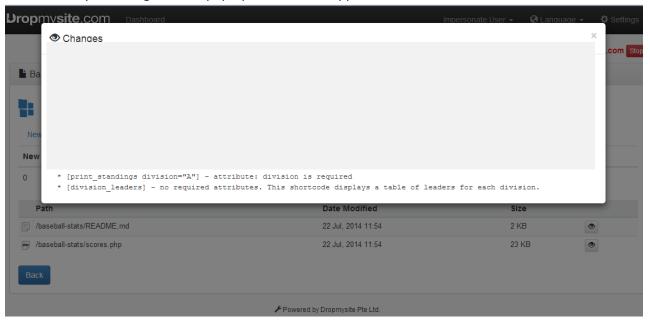
Go to the tab which says "Modified" and click on View Changes icon that is located on the far right of



each record.



You can view your changed in the pop-up window that appears.



How Can I view Modified Files in my Backup?

Please sign in to your account.



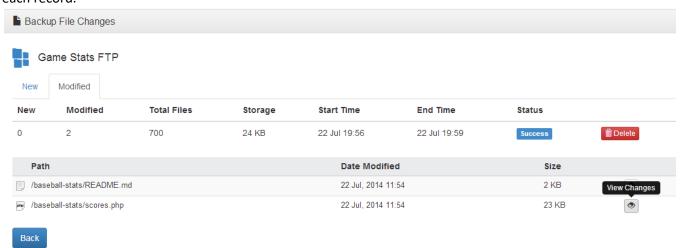
Once signed in click on the backup history for the website you wish to see the details.



You can now view all the backups for your website. Please click on any backup to view the modified files in that backup

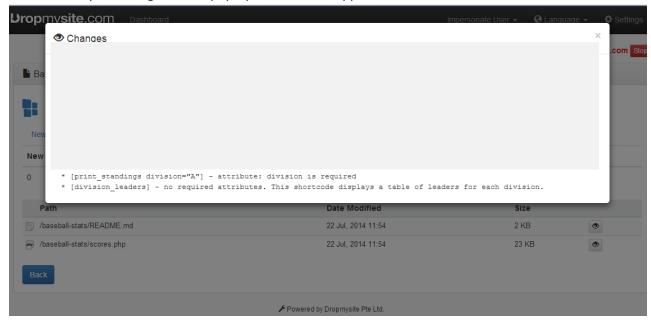


Go to the tab which says "Modified" and click on View Changes icon that is located on the far right of each record.





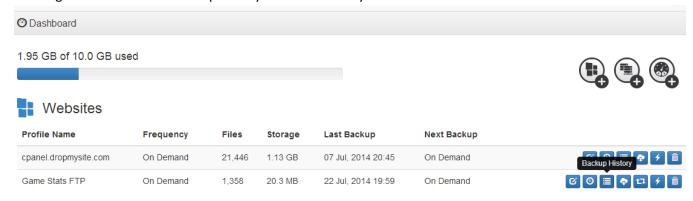
You can view your changed in the pop-up window that appears.



How Can I view New Files in my Backup?

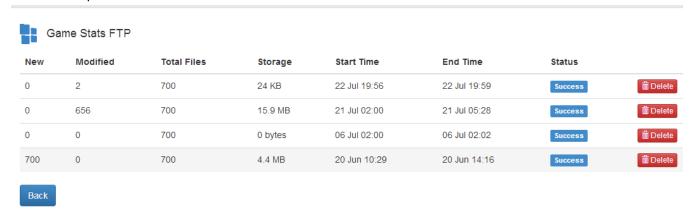
Please login in to your account.

Once signed in click on the backup history for the website you wish to see the details.

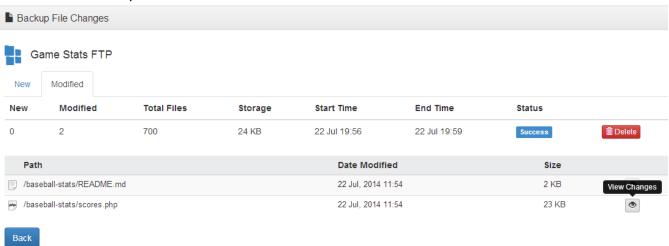




You can now view all the backups for your website. Please click on any backup to view the modified files in that backup

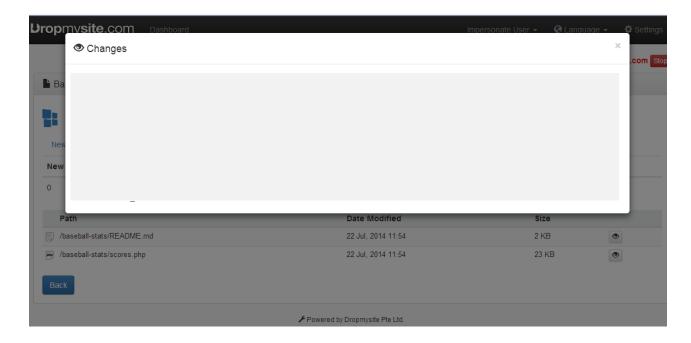


Go to the tab which says "New".



You can view your new files in the pop-up window that appears.





Modify Backups

Can I prevent a file or a folder from being backed up?

You can put the name of the file or the folder in the exclusion list when you create your backup. Alternatively, click on edit connections for the website being backed up and add your file / folder there.

An exclusion beginning with a dot will exclude any file/directory that is an exact match AND any file whose extension matches.

```
Ex: ".ssh" would exclude ['/.ssh', '/user/.ssh', 'security.ssh', '.ssh']

Ex "cache" would exclude ['/cache', '/user/cache', 'cache'] it would not exclude "thecache" because the match is not exact.
```

How often will the website be backed up?

We provide you the flexibility to schedule your backups as per your convenience. You can schedule a backup either on a **Daily** basis or a **Weekly** or **Monthly** basis. You can also choose the time of the day when you want the backup to be initiated. We also provide you with the flexibility to change the backup schedule anytime you need to.

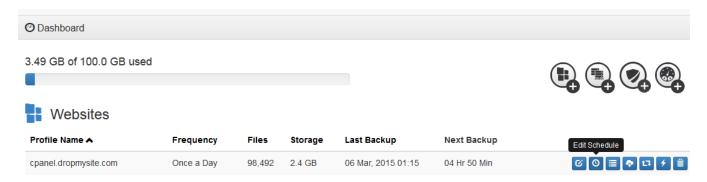
How often does my database get backed up?

We provide you the flexibility to schedule your database backups as per your convenience. You can schedule a backup either on a Daily basis or a Weekly basis or Monthly basis. The backups are stored as a dump file. You can also change the backup schedule anytime you need.



Can I change the schedule of my website backups?

Yes. Once you sign in to your account, you will be directed to the dashboard.

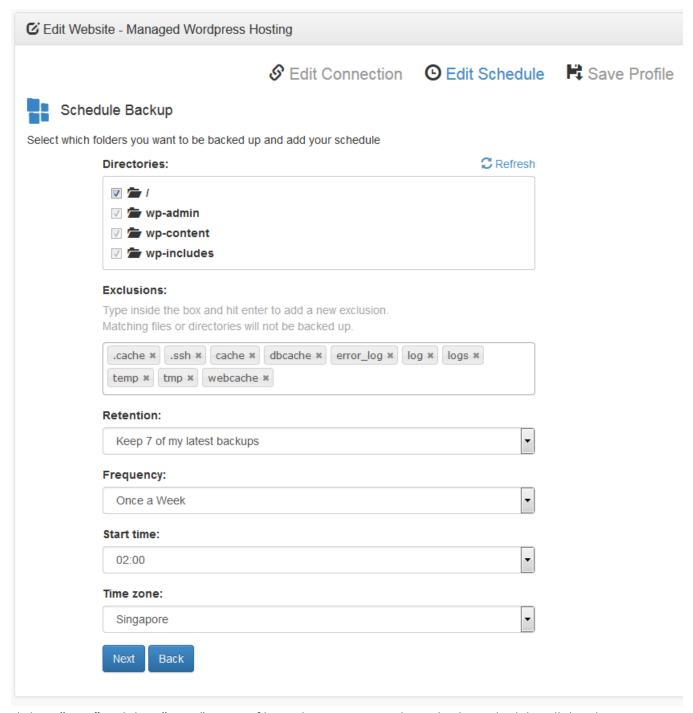


Click on the "Edit Schedule" button beside the website profile whose schedule you would like to edit.



Here, you can change the time of your backup, the time zone, the frequency of the backup and the directories you want to backup. Once you make the changes,





Click on "Next" and then "Save "your profile on the next page and your backup schedule will then be changed.

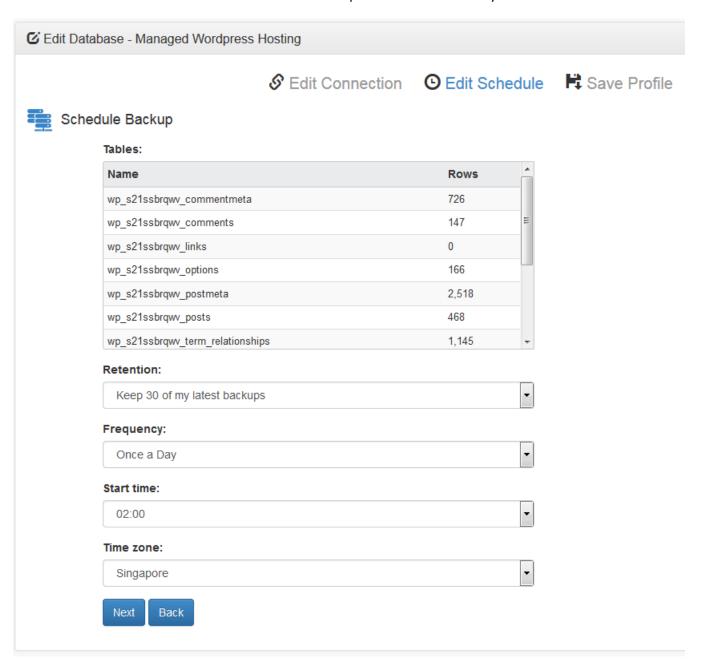
Can I change the schedule of my database backups?

Yes. Once you sign in to your account, you will be directed to the dashboard.





Click on the "Edit Schedule" button beside the database profile whose schedule you would like to edit.



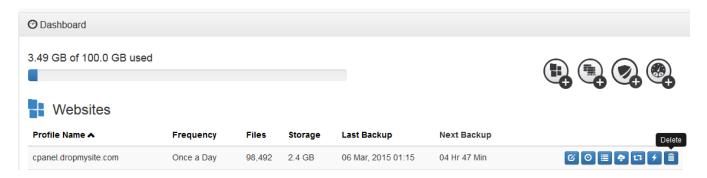


Here, you can change the time of your backup, the time zone, the frequency of the backup and the tables you want to backup. Once you make the changes, Click on "Next" and then "Save "your profile on the next page and your backup schedule will then be changed.

Delete Backup

How do I delete my website backup?

You can delete the website backup by logging on to your account from the dashboard.



Click on the "Delete Website" button beside the website profile that you would like to delete.

You will then be asked to confirm if you would like to delete the account profile.

Click on "Yes" and your website profile will then be deleted.

Please note that once you delete the website backup, you will not be able to recover the backup files.

How do I delete a database account?

You can delete the database backup by logging on to your account from the dashboard.



Click on the "Delete" button beside the database profile that you would like to delete.

You will then be asked to confirm if you would like to delete the account profile.

Click on "Yes" and your database profile will then be deleted.



Please note that once you delete the database backup, you will not be able to recover the backup files.

Restore and Download

How do I restore my website?

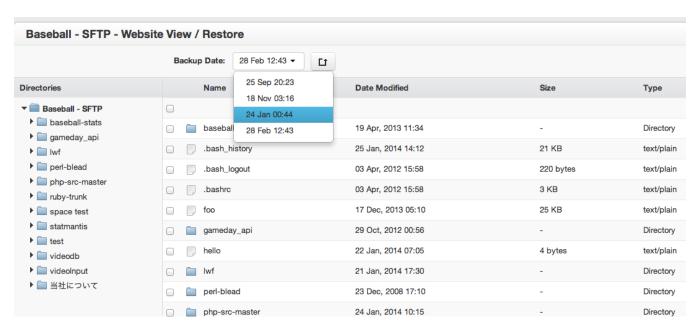
You can restore your website automatically from the dashboard. Please follow the steps below to use our restore function:

Sign in to your account and go to your dashboard.

Click on the "Restore Files" button next to the website you wish to restore.



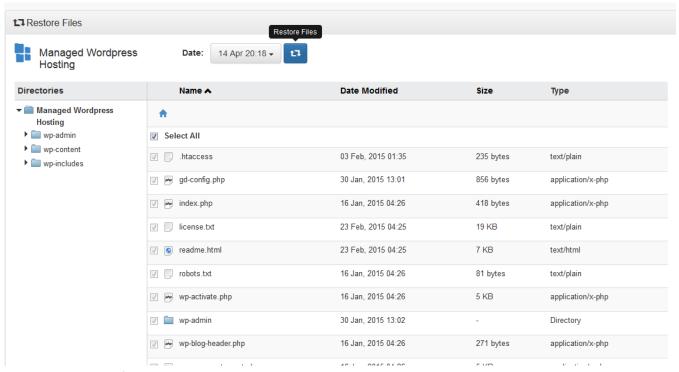
Select the backup date from the dropdown list



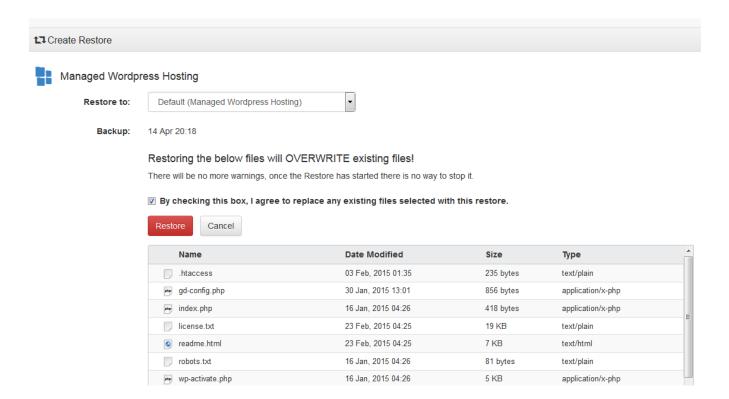
Choose the file/files you wish to restore. If you wish to restore everything from the backup, simply put a check mark next to "Select All". Finally click on "Restore Files" icon on the top



Please confirm your selection before you proceed with the restore. Keep in mind, you are unable to undo this action once you click on the "Restore" button.



Select the same profile as your source.





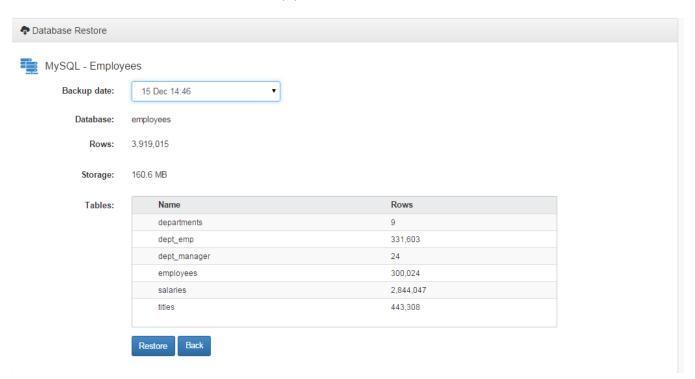
How do I restore my database?

There are two ways you can restore the database:

- 1) Direct Database restore: We have recently launched a direct database restore feature with just a click of a button.
 - A. Sign in to your account and go to your dashboard.



B. Please select the version of the backup you want to restore.



- C. Click on restore
- D. Please note that in order to restore a database, it must exist on your system with the same user as updated with us. If it doesn't exist please create a dummy database on your platform and create a profile of that database with us using add database feature. In this case you would need to migrate the old database to the new one. Please check the FAQ on how to migrate the



database. If you do not see the feature to migrate database please contact your hosting provider to enable it.

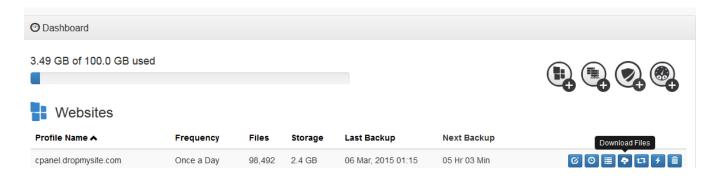
- 2) 2. Manual restore via download feature: Please follow the steps below:
 - A. Sign in to your account and go to your dashboard.
 - B. Click on the Download Files icon of the database you wish to restore



- C. Select the date of which backup you wish to restore and proceed with Download button
- D. Please wait while we are retrieving your backup. You database dump file will be downloaded to your local computer
- E. Upload the database dump file to your database server machine. Please refer to your database manual on how to restore a database using dump file.

How do I download my website backups?

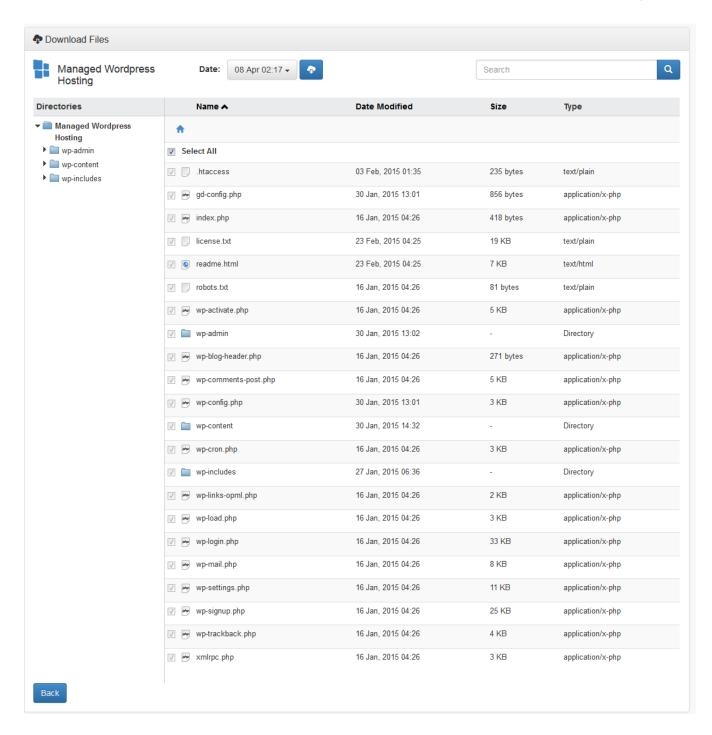
Once you have signed in to your account, you can view the websites and databases being backed up on the dashboard.



Click on the "Download Website" button beside the website profile that you would like to download.

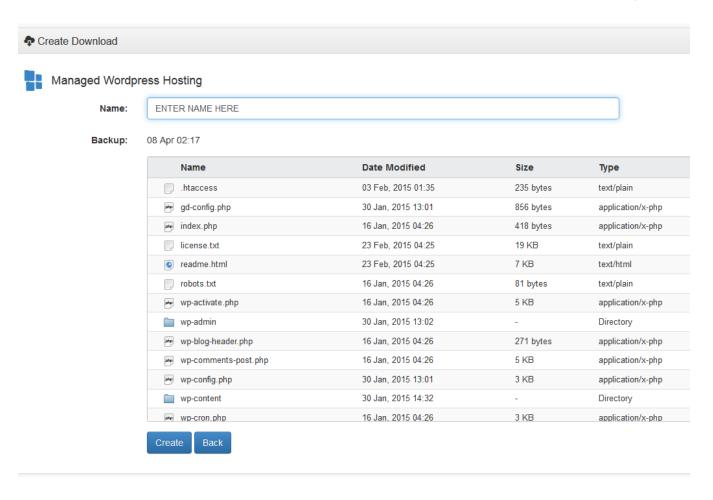
You will be redirected to the page where you can see all the folders under the website.





Select the backup date and the files/folders that you would like to download and click on the "Download" button.





Enter the name of download file and confirm the backup date and the files and folders to download and click on "Create" button.

You backup will be generated and the download will start automatically.

Can I download the backup as a dump file?

Yes. You can download the backup as a dump file. We store all the backup of your database as a dump file. You can then use this to migrate your database to a new server or restore your database when needed.

How do I download my database backups?

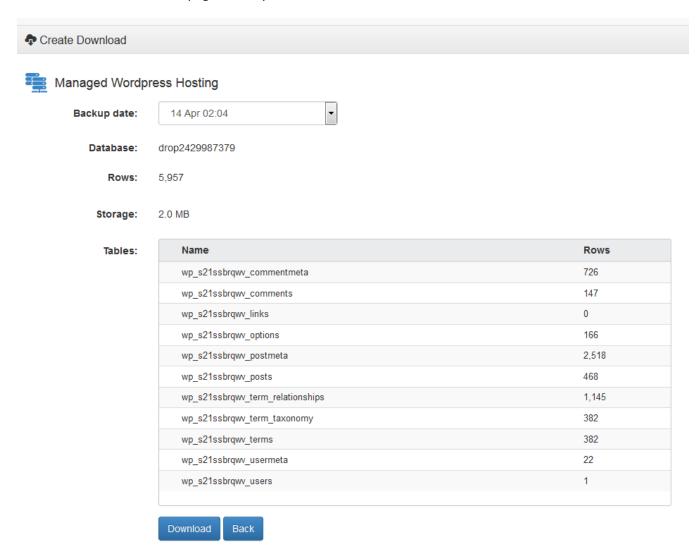
Once you have signed in to your account, you can view the websites and databases being backed up on the dashboard.





Click on the "Download Database" button beside the website profile that you would like to download.

You will be redirected to the page where you can see all the tables under the database.



Select the backup date and the tables that you would like to download and click on the **"Download"** button.

Your backup will be generated and the download will automatically start.



What format are the files available for download?

You can download your backup files using the "Download Backup" Button on the dashboard beside the website profile that you would like to download.

The files will be downloaded as a zipped file. You can unzip the file using Zip. Zip is free open source software. You can find the application for all the different OS platforms.

If you download individual files, then those files will be downloaded in their original format.

What protocol do you support for downloading the files?

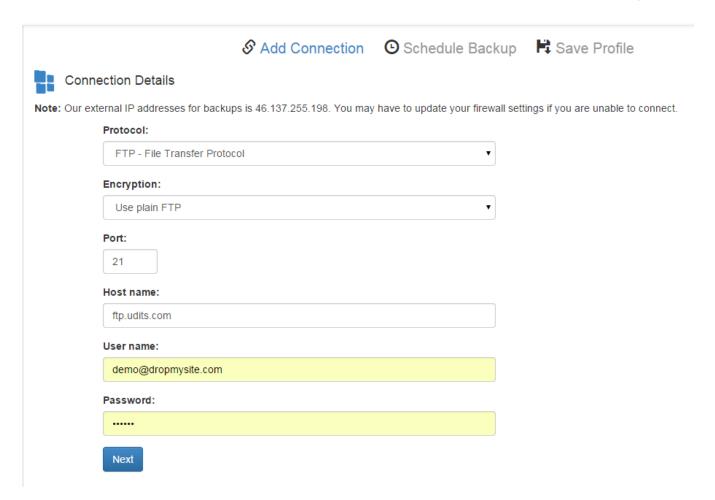
We currently support File Transfer Protocol (FTP), Secure File Transfer Protocol (SFTP), and FTP Secure (FTPS) to download the files for automatic backup. If your hosting provider does not support FTP protocol, you can then install an FTP Server on your site and then backup your files using our service.

Website and Database Migrate

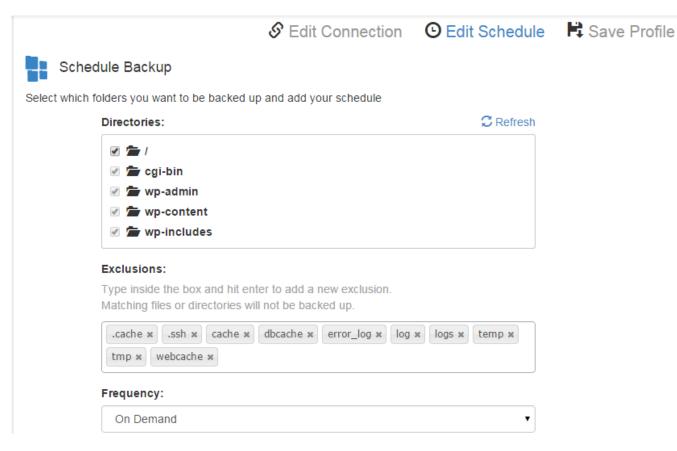
How to Migrate websites and databases?

- 1. In order to migrate the website files and database from one server to another, the following are the basic requirements.
 - a. FTP Credentials of the source and target servers (In case you do not know your FTP credentials please contact your service provider). Alternatively you can check these details from the control panel provided by your hosting provider.
 - b. Database Credentials (In case you do not know your Database credentials please contact your service provider). Alternatively you can check these details from the control panel provided by your hosting provider.
 - c. Make sure that the source and target database are of same type. This means if your source database is MySQL the target should also be MySQL and so on.
- 2. Sign in to your account and go to your dashboard.
- 3. Make sure your source website and database is already backed up with us. The steps to do this as follows
 - a. Click on add website and add the source website FTP details. This will create a profile for your website in this account and also test the connection to the new website.



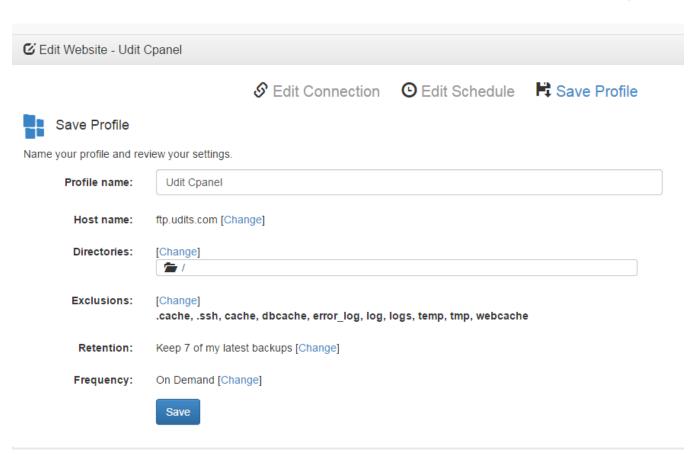


b. Add your FTP Credentials and click next.



c. Click on Next





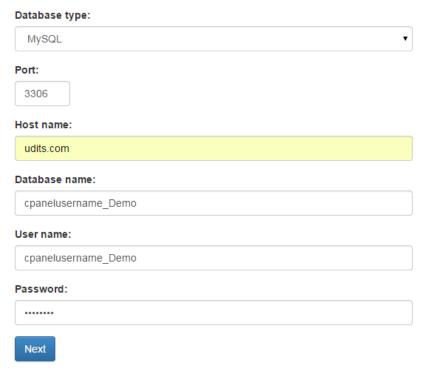
- d. Click on save Follow the same process with your database. Add your new database to the website backup dashboard.
- e. Click on Add database on your dashboard





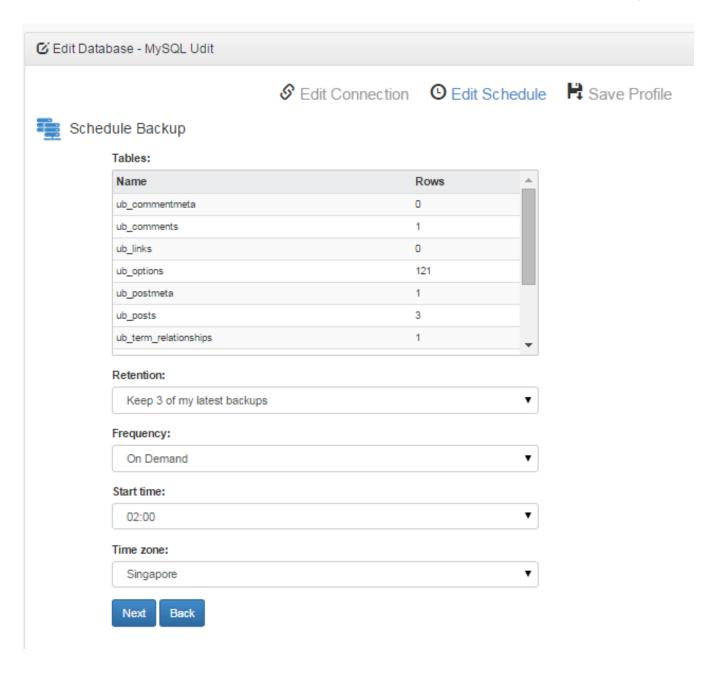


Note: Our external IP addresses for backups is 46.137.255.198. You may have to update your firewall settings if you are unable to connect.



f. Enter your database details and click next





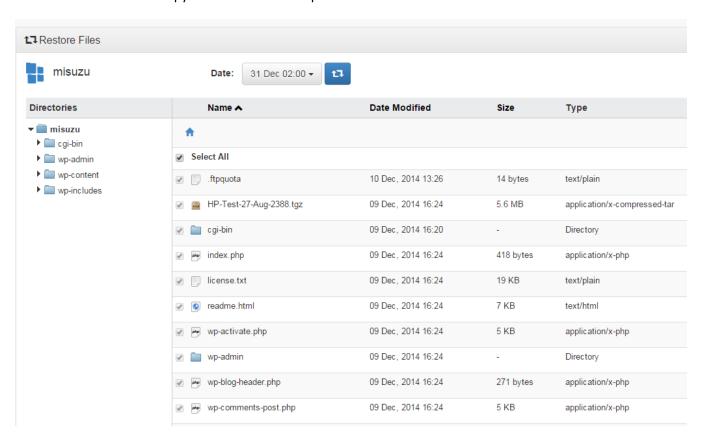
- g. Click Next
- 4. Follow the previous step for target website and database.
- 5. Click on Restore file to migrate the website files





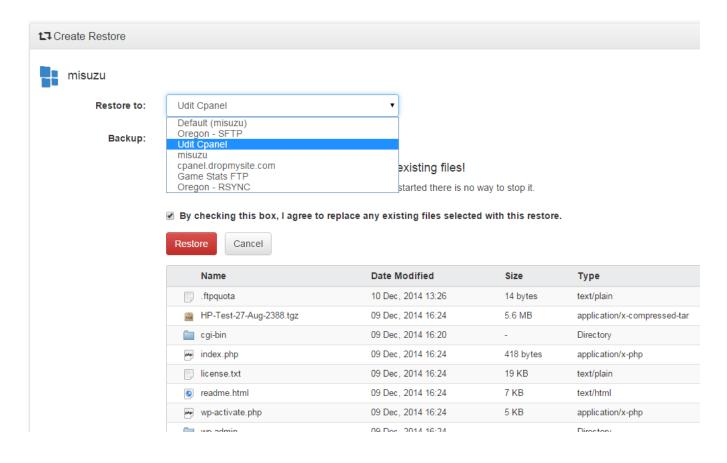
口

6. Select the latest copy of files from the dropdown and click on restore.



- 7. Select the target server added in step 5.
- 8. Click on the checkbox "By checking this box, I agree to replace any existing files selected with this restore." And click Restore



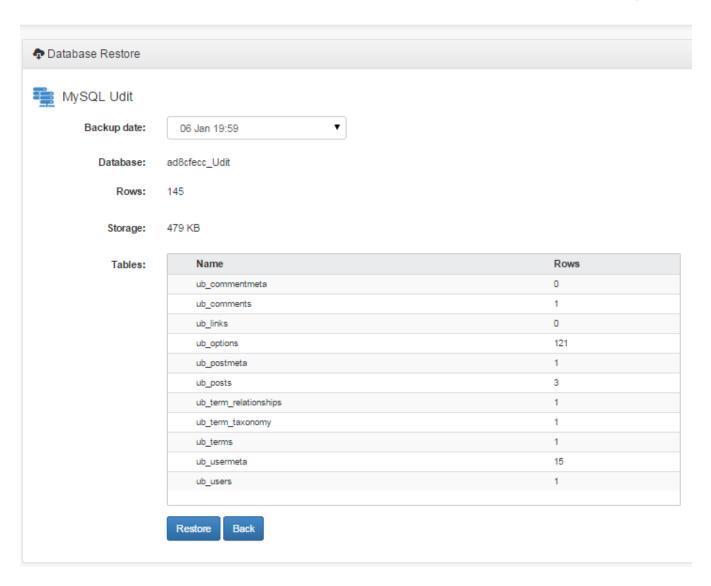


9. Follow the same process with the database by clicking on Restore Database



10. Click on Restore





- 11. Select the target database server added in step 5.
- 12. Click on the checkbox "By checking this box, I agree to replace any existing files selected with this restore." And click Restore