interweb

Generated on 27/10/2026 22:58

KNOWLEDGE BASE · PUBLIC DOCUMENT

What a backup does not include: DNS, cron jobs, certificates and outside services

Backups & Migration

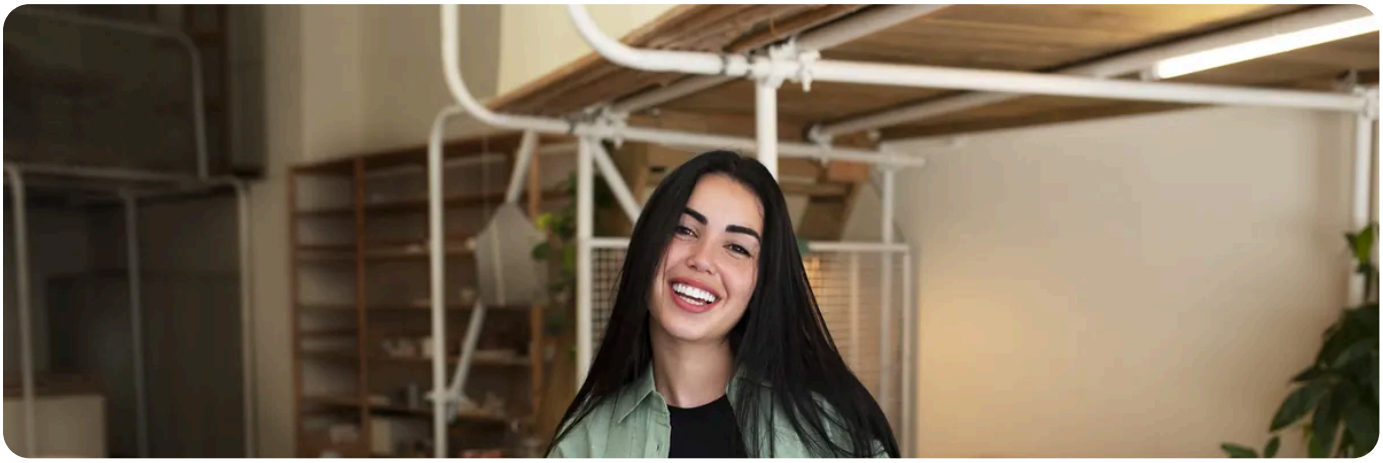
CODE	VERSION	COUNTRY · LANGUAGE
RLX-MZ-KB-1278	v2026.10.10	Mozambique · English

Interweb Mozambique
RLX Holdings, S.A. · Group RLX Holdings
Tax ID (NUIT) 401 191 607 · Legal entity no. (NUEL) 105 045 974 · Economic activity code (CAE) 62022

https://www.meu.interweb.co.mz/knowledgebase/1278

What a backup does not include: DNS, cron jobs, certificates and outside services

Backups & Migration Created on **October 10, 2026** 3 min read



A copy only holds what lives **inside the account**, and only what that kind of copy picks up. Many people find out the rest on the day they need to restore: the DNS was at another provider, the scheduled tasks were left behind, the payment key was nowhere. The right question is: **what, on my site, is neither in the files nor in the database?**

Three kinds of copy, three answers

Kind of copy	What it carries	What is left out
Files + database done by hand (zip and .sql)	The site: text, images and the application's settings.	E-mail, DNS, cron jobs, certificates, FTP accounts, PHP version. See **moving a site by hand**.
JetBackup (ours, daily)	The account, with separate entries for files, databases, e-mail accounts, cron jobs, FTP accounts, certificates, and the full account.	What is outside the account. See **how long we keep backups**.
Full cPanel backup	The account in one file, to keep or take away. According to cPanel's documentation it also carries the account settings.	What is outside the account; and it is not restored from the account. See **making a full cPanel backup**.

What is outside the account, and so outside any copy

What	Why it is left out	What to do
DNS managed at another provider (Cloudflare, for example)	The zone lives there, not here.	Export the zone or write the records down. See **taking the whole DNS zone to Cloudflare without losing records**.

What	Why it is left out	What to do
The domain registration	It is a separate service, with its own calendar.	Note the end date and the holder. See **expired domain: what happens and how long you have to recover it**.
E-mail hosted on another service	The mailboxes are not in the account.	Use that service's tools to copy them.
Payment and API keys	They sit in the provider's dashboard, not in the files.	Keep them in a password manager, off the server.
Newsletter lists, statistics, maps	They live in the outside tool.	Export them from that tool now and then.
Files in external storage or on a CDN	They are not in the site folder.	Back them up separately.
A website builder's project	It lives in the builder. See **backups and your Sitejet site**.	Keep the builder's own version.
A VPS	No automatic copy is guaranteed. See **backing up a VPS: snapshots or files**.	The backup is yours.

The list worth making once

1. **Write down what the site uses** to work: domain, DNS, e-mail, payment provider, API, storage, statistics, newsletter.
2. **Beside each, where it lives:** in the account, or outside.
3. **For what lives outside, write how it is recovered:** the tool that exports it, or the dashboard where it is rebuilt.
4. **Keep the list with the backup.** At the worst moment it is the first thing you will need.

Restoring does not rebuild what is outside.
You can restore the site and the e-mail completely and the site stays broken, because the DNS record pointed at a place that no longer exists, or because an API key is nowhere to be found.

A copy that was never restored is not a copy.

When you test, note what was missing: see **testing a backup: a restore drill on a test subdomain** and the rule **the 3-2-1 backup rule for a website**.

NEED A HAND?

Not sure what your account covers? Tell us the domain and what the site uses, and we will see what is missing.

Open a support ticket →

SEE ALSO

- **Making and keeping your own backup, and testing that it works**
- **Moving a site by hand: files by FTP and the database**
- **The 3-2-1 backup rule for a website: which three copies, and where to keep them**
- **Testing a backup: a restore drill on a test subdomain, step by step**

interweb

Interweb Mozambique

RLX Holdings, S.A. · Group RLX Holdings

TAX ID (NUIT)	401 191 607
LEGAL ENTITY NO. (NUEL)	105 045 974
ECONOMIC ACTIVITY CODE (CAE)	62022
REGISTERED OFFICE	Bairro 7 de Setembro Vilankulo 1304 · CEP 0411-02, Inhambane, Mozambique
CONTACT	info@interweb.co.mz · +258 84 635 1111 · +258 86 635 1111 · www.interweb.co.mz
OPENING HOURS	Monday to Friday - 08 AM to 04 PM Saturday & Sunday - Closed

Online version of this document

RLX-MZ-KB-1278 · v2026.10.10 · Generated on 27/10/2026 22:58