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Restoring a backup yourself, without opening a ticket

Backups & Migration

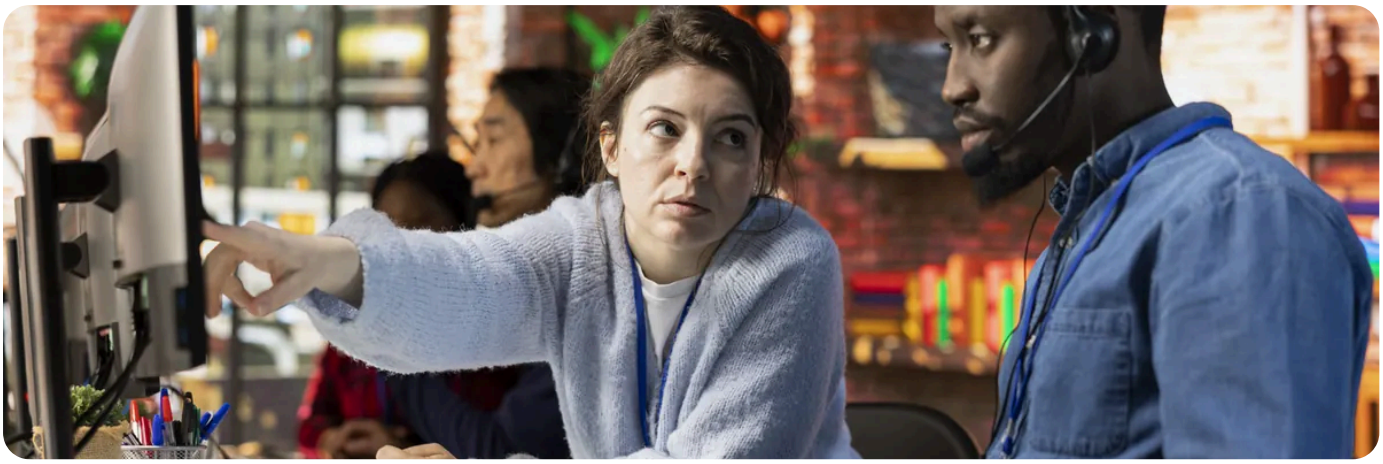
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Restoring a backup yourself, without opening a ticket

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Your account is backed up automatically every day, before dawn, and the backups of the **last 30 days** are kept. Almost anything you delete by mistake can be put back in minutes, by you, from the panel. This article does not repeat the click by click (that is in «How to restore your data with JetBackup»). It is about the decision: what to restore, from which date, and when you are better off writing to us.

Restore the smallest piece that fixes it

The expensive mistake here is putting the whole account back when one table was missing. JetBackup, inside cPanel, lets you pick, and the pieces are independent of each other.

What you lost	What to restore	What stays untouched
One file, one image, one config file	Nothing. Browse *inside* the backup, find the file, download just that one.	Everything else, including the current file, which you can compare before replacing it.
The site folder after a bad update	The files only (the home directory).	Databases and mail. Orders and posts written since then are not lost.
Deleted content, orders, users	That site's database only.	Files, themes, plugins and mail.
A mailbox someone emptied	That one e-mail account.	The other mailboxes and the site.
The whole site is down and you do not know why	The full account.	Nothing. It is the option that throws away the most recent work, which is why it is last on the list.

Restoring replaces, it does not merge.
Whatever you restore goes back to exactly how it was on the date of that backup, and anything that changed in that area since then is gone. In a shop, restoring a five-day-old database deletes five days of orders. Decide the area before you decide the date.

Picking the right date

1. **Do not pick the newest out of habit.** Pick the last one before the problem. If the site broke yesterday afternoon, yesterday's backup may already contain the damage, depending on what time it ran.

2. **Not sure when it started?** Open **Errors**, in the Metrics section of cPanel. The first odd line usually gives you the day, often the hour.

3. **Save the current state first.** Download whatever is about to be overwritten (the folder, or the database exported) to your own computer. If the old backup turns out to be no good either, you can still get back to where you started.

4. **Let it run.** The restore is queued and runs in the background. Closing the tab does not cancel it, and launching the same restore three times only queues three.

Clear the cache afterwards.
The old page can keep showing up for a while, and that is not the restore failing: it is the cache serving what it already had. Purge the site cache and reload in a private window before you conclude anything.

When it is better to ask us

1. **The date you want is outside the window.** Backups from the last 30 days are kept. A bad change nobody noticed for months is already inside every single backup, and at that point not even we can undo it: only a copy of your own saves you.

2. **The service is suspended or terminated.** With the account closed the panel no longer opens and the restore has to be done from our side. Talk to us *before* counting on it, because the clock is running.

3. **The site was hacked.** Restoring on top puts the door they came in through right back, and within days you are here again. The order is different: close the way in first, restore second.

4. **The restore is stuck in the queue, or ends in an error.** Do not launch it again. Send us the date and what you were restoring.

5 **You do not know which date you need.** Tell us what happened and when you noticed. We can see what exists and tell you which backup is the one.

Our backup does not replace yours.

Ours solves the disk that fails and the mistake you made this week. It does not solve a closed account, and it does not solve old damage. Keep a copy on your own computer: see «Making and keeping your own backup, and testing that it works».

NEED A HAND?

Not sure which restore point you need? Tell us what happened and we will look at it with you.

Open a support ticket →

SEE ALSO

- **Response times are in the Support Policy** →
- **What each plan includes** →

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