

Backup Restoration

Overview

Important:

To use this feature, you **must** enable account backups in WHM's *Backup Configuration* interface (*WHM >> Home >> Backup >> Backup Configuration*).

This interface restores cPanel accounts from local or remote server backups. You can restore one or many backups by account name or by date.

The Backup Restoration interface

This interface contains two tabs, the *Restore by Account* tab and the *Restore by Date* tab. In each tab, the interface marks the step that you'll need to complete with a blue border. The interface does not mark the *Additional Options* section since you can customize your selections.

In the example below, the blue border highlights the calendar. The selection indicates that the user should select a date from the *Available Backup Dates* calendar.

The Select User list

This list includes the cPanel accounts that own at least one backup. To select an account, click on the account's name. To filter the list, enter an account name in the *Filter Accounts* text box.

Note:

- You may only add one account to the queue at a time. After you add an account to the queue, the account name appears in gray and you cannot select it again.
- You **must** wait for the restoration process to finish before you can add that account to the *Restoration Queue* list again.

The Available Backup Dates calendar

This calendar shows the dates when a backup is available for the selected cPanel account. The interface marks the available calendar days' numbers in blue. You can select one of the dates. Calendar days with no backups for that account appear in gray, and you cannot select them.

The Additional Options list

This list allows you to control how much of the account's information you wish to restore. The system enables the *Restore Subdomains*, *Restore Mail Configuration*, and *Restore MySQL* options by default.

The list contains the following options:

Option	Description
<i>Restore Subdomains</i>	Restores any subdomains that appear in the account's backup archive.
<i>Restore Mail Configuration</i>	Restores the account's email configuration.
<i>Restore MySQL</i>	Restores the account's MySQL® databases.
<i>Give Dedicated IP Address</i>	Assigns the account a dedicated IP address during the restoration process.

Note:

- If you disable the *Restore Subdomains* option, the system restores aliases but not subdomains.
- The interface enables the *Restore from* menu when a local and a remote directory contain backups for the selected account. You can configure backup destinations in the *Additional Destinations* tab in WHM's *Backup Configuration* interface (*WHM >> Home >> Backup >> Backup Configuration*).
- If an account owns a dedicated IP address at the time of restoration, it maintains that same IP address. For more information, see [The Give IP Dedicated IP Address behavior](#) section below.

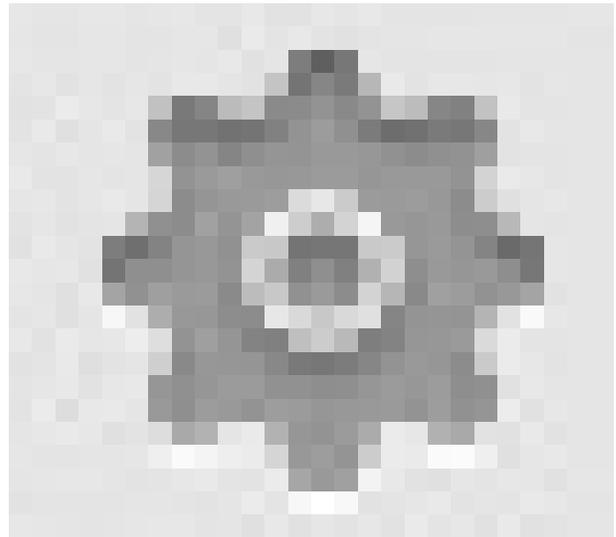
The Restoration Queue table

The *Restoration Queue* table lists the restoration status of the accounts that you selected to restore. This table contains the following columns:

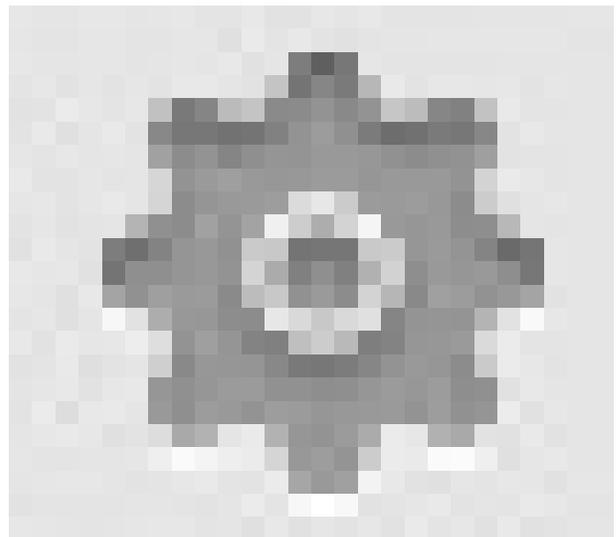
Column	Description
<i>Account</i>	The cPanel account's name.
<i>Restoration Date</i>	The date of the backup archive.
<i>Source</i>	The backup storage location's name.

Status

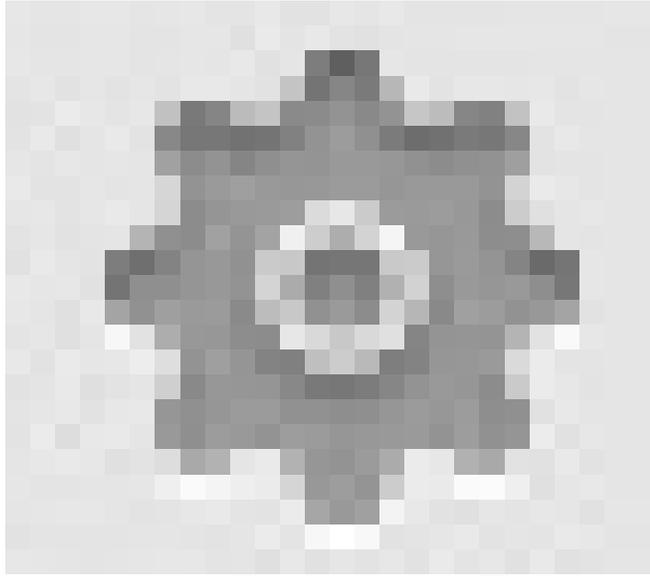
- *Pending* — The account can begin the restoration process.
- *Restoring Account* — The restoration is in progress. You **cannot** remove an account from the queue during the restoration process.
- *Completed* — The restoration finished with no errors. The system moves completed restorations to the bottom of the *Restoration Queue* table.
- *Completed with warnings* — The restoration finished but encountered errors. Click *View Log* under the gear icon (



-) column for more information.
- *Failed* — The restoration failed. The red failure notice box includes the reason for the failure. To remove the failure notice from the table, select the *Clear all error notices* from the (

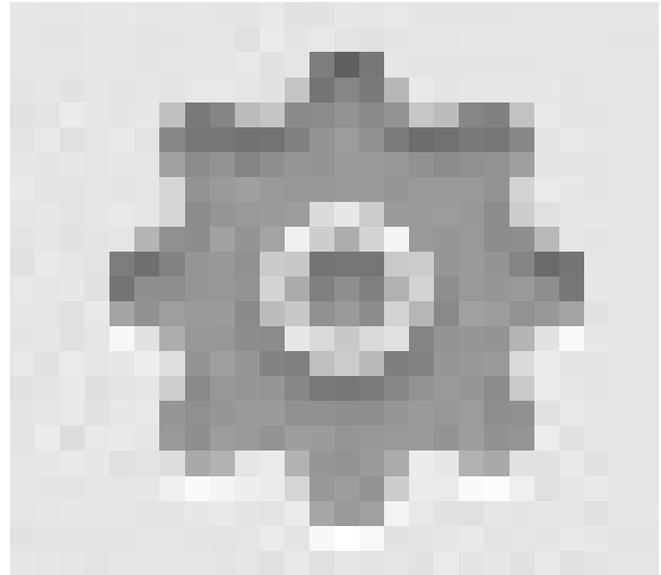


) menu.



- *Clear pending accounts* — Clears all *Pending* restorations from the queue.
- *Clear completed accounts* — Clears all *Complete* and *Failed* restorations from the queue.
- *Clear all error notices* — Clears all error notices from the queue.
- *Clear all accounts* — Clears all the restorations from the queue, except for restorations with the *Restoring Account* status.

Accounts with the *Completed* or *Completed with warnings* status messages will show the following options under the (



) column:

- *Clear* — Clears the entry from the queue.
- *View Log* — Opens the restoration log file, in a new browser tab, to correct any errors or warnings.

The Restore by Account tab

The interface in the *Restore by Account* tab allows you to choose which cPanel accounts to restore.

To restore a cPanel account, perform the following steps:

1. Select a cPanel account to restore from the *Select User* list.
2. Select an available day (blue-colored number) from the *Available Backup Dates* calendar.
3. Select any desired options from the *Options* list.
4. Click *Add Account to Queue*. The cPanel account name will appear in the *Restoration Queue* table below with a *Pending* status.
5. Click *Restore* to start the restoration process. You may add more accounts to the queue while the restoration is in progress.

The Restore by Date tab

The interface in the *Restore by Date* tab allows you to restore accounts with backup archives from a specific date.

To restore a cPanel account's backup archives from a specific date, perform the following steps:

1. Select the desired available day (blue-colored number) from the *Available Restoration Dates* calendar.
2. Select one or more cPanel accounts to restore from the *Select User* list.
3. Select any desired options from the *Options* list.

4. Click *Add Account to Queue*. The cPanel account name will appear in the *Restoration Queue* table below with a *Pending* status.
5. Click *Restore* to start the restoration process. You may add more accounts to the queue while the restoration is in progress.

The Give Dedicated IP Address option

The following table shows the behavior of the *Give Dedicated IP Address* option under certain conditions:

The account exists at the time of the restoration	The account had a dedicated IP address at the time of the backup	You selected the Give Dedicated IP Address option	Result
Yes	Yes	No	The system assigns the account the same dedicated IP address.
Yes	No	Yes	The system assigns the account a dedicated IP address.
No	Yes	Yes	The system assigns the account a new dedicated IP address. The new IP address may or may not match the account's IP address that you used when you performed the backup. The system behaves as if the account lacks a dedicated IP address.

Additional documentation

Suggested documentation [For cPanel users](#) [For WHM users](#) [For developers](#)

- [The backup_restore_manager Script](#)
- [Backup Restoration](#)
- [The restorepkg Script](#)
- [Remote Restoration](#)
- [Restore a Full Backup cpmove File](#)

- [File and Directory Restoration for cPanel](#)
- [Backup for cPanel](#)
- [Backup Wizard](#)

- [The backup_restore_manager Script](#)
- [Backup Restoration](#)
- [The restorepkg Script](#)
- [Remote Restoration](#)
- [Remote Restoration](#)

- [WHM API 1 Functions - backup_set_list_combined](#)
- [UAPI Functions - Restore::directory_listing](#)
- [UAPI Functions - Restore::restore_file](#)
- [UAPI Functions - Restore::query_file_info](#)
- [UAPI Modules - Restore](#)