SWSOFT

PLESK

Plesk 8.2 for Windows Backup and Restore Utilities Administrator's Guide

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Contents

CHAPTER 1

Preface

About This Guide

This Guide is intended to give Plesk administrators a practical introduction to Plesk backup/restore utilities by explaining how to perform backup and restoration tasks via Plesk backup/restore utilities.

The document contains step-by-step instructions you should follow when using backup/restore utilities.

Who Should Read This Guide

The primary audience for the Guide is everyone responsible for administering Plesk-enabled servers. It is assumed that the reader has a conceptual understanding of hosting, domain, backup and restore issues and possesses some knowledge of MS Windows OS.

Organization Of This Guide

The Guide includes the following chapters:

Plesk Backup And Restoration Basics describes the basic concepts of backup and restoration you must understand before using Plesk backup/restore utilities. This chapter explains *why* you need to back up your data, *what* data can be backed up and restored, and *how* can you back it up and restore it using Plesk backup/restore utilities.

Backing Up And Restoring Your Server provides detailed information on server data backup and restoration.

Backing Up And Restoring Domains focuses on backing up and restoring individual domains.

Troubleshooting addresses possible problems that can be encountered while performing backup/restore tasks.

Typographical Conventions

The following kinds of formatting in the text identify special information.

Formatting convention	Type of Information	Example
Special Bold	Items you must select, such as menu options, command buttons, or items in a list.	Go to the **QoS** tab.
	Titles of chapters, sections, and subsections.	Read the **Basic Administration** chapter.
Italics	Used to emphasize the importance of a point, to introduce a term or to designate a command line placeholder, which is to be replaced with a real name or value.	The system supports the so called *wildcard character* search.
`Monospace`	The names of style sheet selectors, files and directories, and CSS fragments.	The license file is located in the `httpdocs/common/license` directory.
`Preformatted`	On-screen computer output in your command-line sessions; source code in XML, C++, or other programming languages.	`# ls –al /files` `total 14470`
`Preformatted Bold`	What you type, contrasted with on-screen computer output.	`# cd /root/rpms/php`

Feedback

If you have found a mistake in this guide, or if you have suggestions or ideas on how to improve this guide, please send your feedback to userdocs@swsoft.com. Please include in your report the guide's title, chapter and section titles, and the fragment of text in which you have found an error.

C H A P T E R 2

Plesk Backup and Restoration Basics

Backup is a process of making a copy of your current data and storing it in another place. If the original data is lost or damaged, the backed up data can be *restored,* i.e., copied back. Backing up is useful when you need to make system-wide changes that can affect your data or server performance (for instance, upgrade the OS that Plesk is running on). Backing up is also done for safety purposes, i.e., to avoid losing data in case of unforeseen circumstances (e.g., server HDD malfunction).

Plesk backup/restore utilities offer you the following data backup and restoration options:

- Plesk data backup is carried out by Plesk Backup utility, which has both GUI and command line interface.
- Plesk data restore is performed by Plesk Restore utility, which is entirely GUI-based.
- Individual domains are backed up and restored by `domain_bu.exe` utility, which is accessed through command line interface. You can also backup and restore individual domains using Backup feature available through Plesk control panel GUI.

For more information about these utilities, refer to How To Back Up And Restore Your Plesk Data (see page 7) section.

To find out what specific data is backed up/restored using these options, refer to the What Plesk Data Is Backed Up And Restored (see page 8) section.

In this chapter:

How To Back Up and Restore Your Plesk Data

Backing up and subsequent restoration of Plesk settings and data can be accomplished in a variety of ways. Plesk data backup/restore is performed by Plesk Backup and Plesk Restore utilities, while individual domains are typically backed up and restored via `domain_bu.exe` utility or through Backup feature accessible through Plesk control panel GUI.

Note: You can backup and restore individual domains through Plesk Backup and Plesk Restore utilities, although using `domain_bu.exe` should be quicker and more convenient for this task.

Plesk Data Backup

Plesk data backup is carried out by Plesk Backup utility, which has both GUI and command line interface.

➢ *To access Plesk Backup utility and back up your data:*

1 Click **Start** on the taskbar and select **SWsoft** > **Plesk** program group in the **Start** menu.

2 Click **Plesk Backup** to access Plesk Backup utility.

3 Follow the instructions provided in the Backing Up Your Plesk Data (see page 13) section to successfully create a backup of your Plesk data.

Plesk Backup utility can also be accessed through command line interface by running `backup.exe` located in the `%plesk_dir%\admin\bin\` folder (where `%plesk_dir%` is the system variable defining the folder where Plesk is installed). To learn more about using the command line interface of Plesk Backup utility, refer to the Backing Up Plesk Data Through Command Line Interface (on page 17) section.

Plesk Data Restore

Plesk data restoration is done by Plesk Restore utility, which is entirely GUI-based.

➢ *To access Plesk Restore utility and restore your data:*

1 Click **Start** on the taskbar and select **SWsoft** > **Plesk** program group in the **Start** menu.

2 Click **Plesk Restore** to access Plesk Restore utility.

3 Follow the instructions provided in the Restoring Your Plesk Data (see page 20) section to successfully restore backed up Plesk data.

Individual Domains Backup/Restoration

Individual domains are backed up and restored by `domain_bu.exe` utility, which can be accessed through command line interface by running `domain_bu.exe` located in the `%plesk_dir%\admin\bin\` folder (where `%plesk_dir%` is the system variable defining the folder where Plesk is installed). For detailed instructions on how to use `domain_bu.exe` utility, refer to Backing Up And Restoring Domains (see page 31) section.

Note: Individual domains can also be backed up and restored through internal Plesk Control Panel means. This feature is called **Back Up** and it is located in the **Domain** section on a domain management page in Plesk. For more information about this feature, refer to Backing Up And Restoring Domains (see page 31) section.

What Plesk Data Is Backed Up and Restored

What Plesk Data Is Backed Up And Restored

The following data can be backed up and subsequently restored by Plesk Backup/Restore utilities:

Plesk control panel configuration and Plesk server settings:

- System settings
  - Plesk IP addresses pool
  - Plesk license key
- Plesk services configuration
  - DNS zone templates
  - Mail preferences
  - ODBC settings
  - Plesk scheduler configuration, including scheduled tasks with their parameters
  - IIS application pool configuration and usage policy settings
  - SSL certificates
  - Shared SSL settings
  - Default domain skeleton
  - Server application settings

    Note: Only the settings of server applications are backed up and restored, not the server applications themselves.

  - Site application settings (Application Vault)

    Note: Only the settings of site applications are backed up and restored, not the site applications themselves.

  - Acronis True Image scheduled backup settings
  - Spam-filter settings
- Control panel settings

- Control panel logo settings
- Session settings
- Control panel preferences and system preferences
- Interface management preferences
- Notification settings
- Action Log settings
- Event Manager configuration
- Interface skins
- Custom buttons
- Plesk Administrator preferences
  - Control panel Administrator personal settings
  - Control panel access policy configuration
- Plesk Administrator templates
  - Client templates
  - Domain templates

Client settings and data:

- Personal settings
- Control Panel interface settings
- Report and report delivery settings
- Limits and permissions
- IP addresses pool
- Site applications (Application Vault) pool
- IIS application pool settings
- Default domain skeleton for all client domains
- Control Panel logo
- Custom buttons
- Domain Templates
- Traffic usage statistics

Domain settings and data:

- General domain settings
  - Domain user settings (including CP interface settings, personal information and permissions)
  - Report and report delivery settings
  - Domain preferences
  - Domain limits
  - Domain aliases
  - Domain backup settings (including backup schedule settings and FTP connection settings)

- Custom buttons
- Domain services configuration
    - Mail configuration (including mail accounts, their settings and messages in the mailboxes)

        Note: If you are restoring to a Plesk installation with a different mail server, messages in the mailboxes will not be restored.

    - Mailing lists and their settings
    - DNS configuration
    - MySQL databases
    - Microsoft SQL Server databases

        Note: Only local Microsoft SQL Server databases can be backed up and restored. If remote Microsoft SQL Server databases are used, only their configuration can be backed up and restored.

    - Domain SSL certificates
    - Tomcat Java application list and applications themselves
    - ODBC settings
- Hosting configuration
    - Physical hosting configuration
    - Web users and their settings
    - Subdomains list
    - Web directories protection
    - Virtual directories and their settings
    - Domain-wide MIME types configuration (MIME type settings for individual directories are not backed up and restored)
    - Domain-wide error documents configuration (Error documents configuration for individual directories is not backed up and restored)
    - Anonymous FTP settings
    - Log rotation preferences
    - Scheduled tasks
    - Installed Site Applications and their preferences
    - Installed ASP.NET web applications and their preferences
    - Performance settings
    - IIS application pool settings
    - Shared SSL settings
    - Hotlink protection settings
    - Domain home directory, excluding log files
    - Standard and frame forwarding settings (IP address and destination URL)
- Subdomain settings and data
    - Subdomain hosting configuration

- Web directories protection
- Virtual directories and their settings
- Subdomain-wide MIME types configuration (MIME type settings for individual directories are not backed up and restored)
- Subdomain-wide error documents configuration (Error documents configuration for individual directories is not backed up and restored)
- Installed Site Applications and their preferences
- Installed ASP.NET web applications and their preferences
- Shared SSL settings
- Hotlink protection settings
- Interface skins

By default, Plesk Backup utility is set to back up everything from the list above, excluding interface skins.

What Plesk Data Is Not Backed Up And Restored

The following data is not backed up (and, accordingly, not restored) by Plesk Backup/Restore Utilities:

- Server Applications (only their settings are backed up and restored)
- Default Site Applications available for installation in Application Vault
- Help Desk configuration and data
- Firewall settings
- MySQL and Microsoft SQL databases connection settings
- Default ASP.NET application packages available for installation in ASP.NET Web Applications
- SiteBuilder configuration and data
- ASP.NET server-wide settings
- MIME types configuration for each directory
- Error documents configuration for each directory
- Messages in the mailboxes, if you are restoring to a Plesk installation with a different mail server

C H A P T E R   3

Backing Up and Restoring Your Plesk Data

This chapter provides detailed information on Plesk server data backup and restoration through Plesk Backup and Plesk Restore utilities.

In this chapter:

Backing Up Your Plesk Data

Plesk data backup is carried out by Plesk Backup utility. Using this utility, you can:

- Back up your Plesk data via easy-to-use GUI
- Choose what Plesk data should be backed up, with a couple of clicks
- Quickly and efficiently schedule backups
- Use command line interface to back up your Plesk data or integrate backup in your own applications and batch files
- Save certain combinations of backup settings to reuse them later

To see the list of data that can be backed up with Plesk Backup utility, see the What Plesk Data Is Backed Up And Restored (see page 8) section.

➢ *To back up your Plesk data:*

1 Start Plesk Backup utility (**Start** > **All Programs** > **SWsoft** > **Plesk** > **Plesk Backup**)

2 Select the objects you want to back up.

- You can choose what clients and domains you want to backup by selecting the corresponding checkboxes in the **Select the objects to be backed up** menu.
- When selecting or deselecting a client, all domains of this client are selected and deselected as well.
- You cannot back up a domain without backing up the client it belongs to. If a domain is selected to be backed up, its owner will be automatically selected as well.
- Use **Select All** to select all available objects and **Clear All** to deselect all objects previously selected.

3 Choose the appropriate backup options.

- If you are making a full backup, it is recommended that you leave the **Suspend control panel services during backing up** checkbox selected to ensure that backup procedure is performed correctly and that resulting backup file is not corrupted.
- If you are making selective domain backup, we recommend you to clear the **Suspend control panel services during backing up** checkbox and leave the **Suspend domain operations during backing up** checkbox selected. This will ensure that domains which are not backed up are accessible during the backup procedure.
- If you do not want to see the warning messages that are displayed if problems are encountered during the backup process, select the **Do not prompt with warnings** checkbox. To see the list of encountered problems, click **Show Details >>** on the backup results message window after the backup process is finished. Note that this button is disabled if no problems were encountered.
- Leave **Back up domains content** selected to back up domains content.

  Note: If you do not back up domains content, web applications and databases might not function properly after the subsequent restoration.

- Leave **Back up mailboxes content** selected to back up messages in the mailboxes.

- Leave **Back up databases content** selected to back up the MySQL and local Microsoft SQL Server databases.

  Note: If you do not back up databases content, web applications and databases might not function properly after the subsequent restoration.

- Leave **Back up control panel configuration and server settings** selected to back up Plesk Control Panel preferences and server-wide settings.

- Select **Back up interface skins** to back up currently installed inferface skins.

4 Select the destination for the backup file.

- Choose **Store backup file on local drive** to store the backup on a local hard disk or local network. Use **Browse** to specify the filename and location for the backup, and click **OK** to confirm your choice.

- Choose **Store backup file on FTP** to store the backup on a remote server via FTP protocol. Click **FTP settings** to specify FTP server, base FTP directory and login credentials. Select the **Passive mode** checkbox to use passive mode for FTP transfers. Click **Apply** to save the changes.

5 Enter a description for the backup file in the **Description** field.

6 Select a temporary folder for backup purposes, if the hard disk partition where Plesk is installed doesn't have enough free space. Under **File** menu, click **Set Temporary folder...** and specify the required folder. Click **OK**.

7 Save the backup configuration, if necessary. Under **File** menu, click **Save config**, specify the filename and configuration file location, and click **OK** to confirm your choice. To use an existing backup configuration, click **Load confing**, find the required file and click **OK**.

8 Click **Start** to start backup. If **Suspend control panel services during backing up** or **Suspend domain operations during backing up** options were selected, Plesk will stop the required services automatically before proceeding with backup.

9 After the backup process is finished, you will be prompted with a message that dispays the backup results, including all possible problems encountered during the procedure. Click **OK** to close the window, or click **Show Details >>** to see what problems were encountered. Note that this button is disabled if no problems were encountered.

Scheduling Plesk Data Backups

 ➢ *To schedule Plesk data backup:*

1 Start Plesk Backup utility (**Start** > **All Programs** > **SWsoft** > **Plesk** > **Plesk Backup**).

2 Select the objects to be backed up during scheduled backups, if you want to back up only selected Plesk clients and their domains. If you want to back up all Plesk clients and domains, proceed to step 3.

 ▪ You can choose what clients and domains you want to backup by selecting the corresponding checkboxes in the **Select the objects to be backed up** menu.

 ▪ When selecting or deselecting a client, all domains of this client are selected and deselected as well.

 ▪ You cannot back up a domain without backing up the client it belongs to. If a domain is selected to be backed up, its owner will be automatically selected as well.

3 Select a temporary folder for scheduled backup purposes, if the hard disk partition where Plesk is installed doesn't have enough free space. Under **File** menu, click **Set Temporary folder...** and specify the required folder. Click **OK**.

4 Under **File** menu, click **Schedule backup...**.

5 Select the **Enable automatic Plesk backups** checkbox to enable backup scheduling feature.

6 In the **Schedule settings** field specify how often you want Plesk Backup to create backups. To do so, choose the appropriate day and time in the **Back up Plesk** menu.

7 Select the required backup settings in the **Backup settings** field.

 ▪ Choose **Back up all domains and clients** to schedule backups of all Plesk clients and domains.

 ▪ Choose **Back up currently selected domains and clients** to schedule backups of the clients and domains you selected earlier during step 2.

 ▪ If you selected **Back up all domains and clients** option, it is recommended that you leave the **Suspend control panel services during backing up** checkbox selected to ensure that backup procedure is performed correctly and that resulting backup file is not corrupted.

 ▪ If you are making selective domain backup and selected **Back up currently selected domains and clients** option, we recommend you to clear the **Suspend control panel services during backing up** checkbox and leave the **Suspend domain operations during backing up** checkbox selected. This will ensure that domains which are not backed up are accessible during the backup procedure.

 ▪ To backup Plesk Control Panel configuration and Plesk server settings, select the **Back up control panel settings and server configuration** checkbox.

8 Select the destination for the backup file.

 ▪ Choose **Store backup file on local drive** to store scheduled backups on a local hard disk or in the local network.

- Choose **Store backup file on FTP** to store the backup on a remote server via FTP protocol. Click **FTP settings** to specify FTP server, base FTP directory and login credentials. Select the **Passive mode** checkbox to use passive mode for FTP transfers. Click **Apply** to save the changes.

- Specify the path and filename in the **Backup file** field. Use **Browse** to specify the filename and location for the backup, and click **Save** to confirm your choice. If you chose to store backup file on FTP, you can only specify its name.

- Specify what to do if a backup file with such name already exists in the **If backup file exists** menu. Select **Overwrite file** to overwrite the existing backup file, or **Generate next file name** to create a backup file with slightly different file name without removing previously saved backups.

9 Specify whether Plesk Backup should notify you about scheduled backup and its results in the **Send notification** field.

- Specify your e-mail address in the **To e-mail** field. Plesk Backup notifications will be sent to this address.

- Specify the e-mail address from which the notifications will be sent in the **From e-mail** field. This can help you filter your e-mail correspondence and avoid false spam filter alarms.

- Specify the subject of the notification e-mails in the **Subject** field. This can help you filter your e-mail correspondence and avoid false spam filter alarms.

10 Click **Apply** to save your settings and enable scheduled backup of Plesk data.

Backing Up Plesk Data Through Command Line Interface

To back up Plesk data through CLI with `backup.exe` utility, you need to create a configuration file with required backup settings first. The configuration file is created through Plesk Backup utility (GUI-based), thus all backup settings available in GUI can be used when creating a configuration file. This allows you to create a very flexible backup configuration: for example, to be able to back up all domains or all clients through CLI, simply create a configuration file with all domains or clients selected with Plesk Backup utility.

➢ *To create a configuration file for Plesk Backup utility:*

1 Start Plesk Backup utility (**Start** > **All Programs** > **SWsoft** > **Plesk** > **Plesk Backup**)

2 Select the objects you want to back up.

   ▪ You can choose what clients and domains you want to backup by selecting the corresponding checkboxes in the **Select the objects to be backed up** menu.

   ▪ When selecting or deselecting a client, all domains of this client are selected and deselected as well.

   ▪ You cannot back up a domain without backing up the client it belongs to. If a domain is selected to be backed up, its owner will be automatically selected as well.

   ▪ Use **Select All** to select all available objects and **Clear All** to deselect all objects previously selected.

3 Choose the appropriate backup options.

   ▪ If you are making a full backup, it is recommended that you leave the **Suspend control panel services during backing up** checkbox selected to ensure that backup procedure is performed correctly and that resulting backup file is not corrupted.

   ▪ If you are making selective domain backup, we recommend you to clear the **Suspend control panel services during backing up** checkbox and leave the **Suspend domain operations during backing up** checkbox selected. This will ensure that domains which are not backed up are accessible during the backup procedure.

   ▪ If you do not want to see the warning messages that are displayed if problems are encountered during the backup process, select the **Do not prompt with warnings** checkbox. To see the list of encountered problems, click **Show Details >>** on the backup results message window after the backup process is finished. Note that this button is disabled if no problems were encountered.

   ▪ Select **Back up domains content** to back up domains content.

   ▪ Select **Back up mailboxes content** to back up messages in the mailboxes.

   ▪ Select **Back up databases content** to back up the MySQL and local Microsoft SQL Server databases.

   ▪ Select **Back up control panel configuration and server settings** to back up Plesk Control Panel preferences and server-wide settings.

   ▪ Select **Back up interface skins** to back up currently installed inferface skins.

4 Select the destination for the backup file.

- Choose **Store backup file on local drive** to store the backup on a local hard disk or in the local network. Use **Browse** to specify the filename and location for the backup, and click **OK** to confirm your choice.

- Choose **Store backup file on FTP** to store the backup on a remote server via FTP protocol. Click **FTP settings** to specify FTP server, base FTP directory and login credentials. Select the **Passive mode** checkbox to use passive mode for FTP transfers. Click **Apply** to save the changes.

5 Enter a description for the backup file in the **Description** field.

6 Select a temporary folder for backup purposes, if the hard disk partition where Plesk is installed doesn't have enough free space. Under **File** menu, click **Set Temporary folder...** and specify the required folder. Click **OK**.

7 Save the backup configuration. Under **File** menu, click **Save config**, specify the filename and configuration file location, and click **OK** to confirm your choice. To load an existing backup configuration, click **Load confing**, find the required file and click **OK**.

➢ *To back up Plesk data via CLI, using custom backup configuration file:*

Run the following command in the `%plesk_dir%\admin\bin\` folder (where `%plesk_dir%` is the system variable defining the folder where Plesk is installed):

```
backup.exe --batch-mode --config-file <path\filename>
```

Note: Specify the path and the name of the configuration file instead of `<path\filename>` variable. If the path to the backup file is not specified, backup file will be saved in the `PLESK_DATA_DIR\Backup` folder (where PLESK_DATA_DIR is the folder you selected during the installation of Plesk for the location of Plesk data)

E.g., to back up Plesk data using backup configuration file named `basic_bu.psc` located in the `c:\My Documents\Plesk` into the `C:\backup\psa` folder, run the following command:

```
backup.exe --batch-mode --config-file "c:\My
Documents\Plesk\basic_bu.psc"
```

You can also back up all Plesk data, except interface skins, without using a configuration file, but still using CLI.

To back up all Plesk data via CLI:

Run the following command in the `%plesk_dir%\admin\bin\` folder (where `%plesk_dir%` is the system variable defining the folder where Plesk is installed):

```
backup.exe -f <path\filename>
```

Note: Specify the path and the name of the file instead of `<path\filename>` variable. If the path is not specified, backup file will be saved in the `PLESK_DATA_DIR\Backup` folder (where PLESK_DATA_DIR is the folder you selected during the installation of Plesk for the location of Plesk data)

E.g., to back up all Plesk data, except interface skins, into the `C:\backup\psa` folder with backup file named `my_psabackup.bu`, run the following command in the `%plesk_dir%\admin\bin\` folder (where `%plesk_dir%` is the system variable defining the folder where Plesk is installed):

```
backup.exe -f c:\backup\psa\my_psabackup.bu
```

Restoring Your Plesk Data

Plesk data restoration is carried out by Plesk Restore utility. Using this utility, you can:

- Restore your Plesk data via easy-to-use GUI
- Choose what Plesk data should be restored with a couple of clicks
- Restore selected clients and domains
- Use command line interface to restore your Plesk data or integrate restoration in your own applications and batch files

To see the list of data that can be restored up with Plesk Restore utility, see the What Plesk Data Is Backed Up And Restored (see page 8) section.

To learn more about restoring all Plesk data, refer to the Restoring All Plesk Data (on page 20) section.

To find out how to restore Plesk clients and their data, refer to the Restoring Clients (on page 24) section.

To learn about restoring Plesk domains, refer to the Restoring Domains (on page 27) section.

Restoring All Plesk Data

➢ *To restore all Plesk data:*

1 Start Plesk Restore utility (**Start** > **All Programs** > **SWsoft** > **Plesk** > **Plesk Restore**)

2 Select the backup file you wish to restore in the **Select backup file** field.

- To specify a backup file stored on a local hard disk or local network, click **Browse**, select the required file and click **OK** to confirm your choice.

- To specify a backup file stored on remote FTP server:

1. Click **FTP settings**.

2. Specify FTP server, base FTP directory and login credentials.

3. Select the **Passive mode** checkbox to use passive mode for FTP transfers.

4. Click **Apply**.

5. Click **FTP browse**.

6. Select the required file and click **OK** to confirm your choice.

- To see the detailed information about selected backup file, click **Show backup file info** at the bottom of the Plesk Restore screen.

3 Select a temporary folder for restore purposes, if the hard disk partition where Plesk is installed doesn't have enough free space. Under **File** menu, click **Set Temporary folder...** and specify the required folder. Click **OK**.

4 To restore all information contained in the selected backup file, select **Full** in the **Select a restore type** menu.

   ▪ Leave the **Restore control panel configuration and server settings** option selected if you wish to restore Plesk Control Panel preferences and server-wide settings.

5 Click **Next >** to proceed to the IP mapping screen, where you have to specify which IP addresses should be restored. Select the required IP addresses and click **Next >** to proceed.

> **Note:** You cannot deselect the IP addresses that are required for successful restoration.

   ▪ You can change the mapping of IP addresses that will be restored by right-clicking the required IP address, clicking **Add Mapping**, remapping the IP address (see below) and clicking **OK** fo confirm your choice.

   ▪ To map the IP address to already existing IP address, select the **Existing IP address** option and choose the IP from the list.

   ▪ To map the IP address to a new IP address, select the **Create new IP address** option and specify the IP address, IP mask and network interface.

   ▪ The types (shared or exclusive) of the source IP address and destination IP address must coincide. If the destination IP does not exist, a new one is created with required type.

   ▪ To learn more about mapping, refer to the Additional Notes on Backup and Restoration (on page 41) section.

6 Select the appropriate restore options in the **Restore options** field.

   ▪ Select **Test mode** to run Plesk Restore in Test Restore mode. In this mode Plesk Restore simulates the restoration progress without actually restoring the backup data. If any errors are encountered during the restoration process, it is advised to check your Plesk installation with Plesk Reconfigurator and check the intergrity of the backup file.

   ▪ Select **Skip missing files** to skip the files that are missing in the backup file. This might be useful if the backup file was corrupted, and you still need to restore all possible data from it.

   ▪ We recommend you to leave the **Suspend domain operations** checkbox selected. This will ensure that the restoration process will not be interrupted by a sudden change made to one of the domains by their users.

   ▪ If you do not want to see the warning messages that are displayed if problems are encountered during the restoration process, select the **Do not prompt with warnings** checkbox. To see the list of encountered problems, click **Show Details >>** on the restoration results message window after the restoration process is finished. Note that this button is disabled if no problems were encountered.

- Select **Do not check limits** if you do not want Plesk Restore to check the client and domain user limits during the restoration process. This can be useful when, for example, a client limited to having 5 mailboxes already has those 5 mailboxes and you try to restore a backup file with other 4 mailboxes. If the **Do not check limits** check box is not selected, Plesk Restore refuses to restore them as it exceeds the limit. If the **Do not check limits** check box is selected, Plesk Restore restores the objects, ignoring the limits.

  Note: This might cause problems in Plesk Control Panel functioning. Moreover, client or domain quotas might be exceeded, and client or domain user will not be able to create new objects until the quota is increased (though the existing ones do not cease to work).

7 Choose whether Plesk Restore should restore the license key in backup file.

- Leave **Keep the current key** selected to use the key that is currently installed in Plesk.

- Select **Restore the key from backup** to restore and use the key saved in the backup file.

- If you decided to restore the key saved in the backup file, **Restart control panel** checkbox will be automatically selected. This will restart Plesk after the restoration process is completed. If you do not want Plesk Restore to restart Plesk, clear the **Restart control panel** checkbox.

8 Select the objects you want to restore from the backup file.

- Select **Restore default skeleton** to restore the default domain skeleton. Note that this does not necessarily restore the default domain skeleton that comes with Plesk installation. If you changed the default domain skeleton before backing up your data, Plesk Restore will restore the changed skeleton.

- Leave **Restore scheduler tasks** selected to restore Plesk scheduler tasks.

- Leave **Restore domains content** selected to restore domains content.

  Note: If you do not restore domains content, web applications and databases might not function properly.

- Leave **Restore mailboxes content** to restore messages in the mailboxes.

- Leave **Restore databases content** to restore the MySQL and local Microsoft SQL Server databases.

  Note: If you do not restore databases content, web applications and databases might not function properly.

- Select **Back up interface skins** to restore inferface skins.

9 In the **If language pack is missing, use** field select the language pack that will be used if the language pack information is missing from the backup file.

10 Click **Start** to restore your Plesk data. If **Suspend domain operations** option was selected, Plesk will stop the required services automatically before proceeding with restoration.

11 After the restoration process is finished, you will be prompted with a message that dispays the restoration results, including all possible problems encountered during the procedure. Click **OK** to close the window, or click **Show Details >>** to see what problems were encountered. Note that this button is disabled if no problems were encountered.

Restoring Clients

➢ *To restore selected Plesk clients and their domains:*

1 Start Plesk Restore utility (**Start** > **All Programs** > **SWsoft** > **Plesk** > **Plesk Restore**)

2 Select the backup file you wish to restore in the **Select backup file** field.

  ▪ To specify a backup file stored on a local hard disk or local network, click **Browse**, select the required file and click **OK** to confirm your choice.

  ▪ To specify a backup file stored on remote FTP server:

  1. Click **FTP settings**.

  2. Specify FTP server, base FTP directory and login credentials.

  3. Select the **Passive mode** checkbox to use passive mode for FTP transfers.

  4. Click **Apply**.

  5. Click **FTP browse**.

  6. Select the required file and click **OK** to confirm your choice.

  ▪ To see the detailed information about selected backup file, click **Show backup file info** at the bottom of the Plesk Restore screen.

3 Select a temporary folder for restore purposes, if the hard disk partition where Plesk is installed doesn't have enough free space. Under **File** menu, click **Set Temporary folder...** and specify the required folder. Click **OK**.

4 To restore the selected clients and their domains contained in the backup file, select **By clients** in the **Select a restore type** menu.

  ▪ Leave the **Restore control panel configuration and server settings** option selected if you wish to restore Plesk Control Panel preferences and server-wide settings.

5 Click **Next >** to proceed to the client selection screen, where you have to specify which clients with their domains should be restored. Select the required clients and click **Next >** to proceed.

  ▪ You can restore all client data, including domains, to another client by right-clicking the initial client, clicking **Add Mapping**, choosing the target client from the list and clicking **OK** fo confirm your choice.

  ▪ If a client account that already exists in Plesk installation you are restoring to and a client account in the backup file have the same login name and personal name, the two such accounts are considered the same and their data is merged.

  ▪ To learn more about mapping, refer to the Additional Notes on Backup and Restoration (on page 41) section.

6 Click **Next >** to proceed to the IP mapping screen, where you have to specify which IP addresses should be restored. Select the required IP addresses and click **Next >** to proceed.

> **Note:** You cannot deselect the IP addresses that are required for successful restoration.

- You can change the mapping of IP addresses that will be restored by right-clicking the required IP address, clicking **Add Mapping**, remapping the IP address (see below) and clicking **OK** fo confirm your choice.

- To map the IP address to already existing IP address, select the **Existing IP address** option and choose the IP from the list.

- To map the IP address to a new IP address, select the **Create new IP address** option and specify the IP address, IP mask and network interface.

- The types (shared or exclusive) of the source IP address and destination IP address must coincide. If the destination IP does not exist, a new one is created with required type.

- To learn more about mapping, refer to the Additional Notes on Backup and Restoration (on page 41) section.

7 Select the appropriate restore options in the **Restore options** field.

- Select **Test mode** to run Plesk Restore in Test Restore mode. In this mode Plesk Restore simulates the restoration progress without actually restoring the backup data. If any errors are encountered during the restoration process, it is advised to check your Plesk installation with Plesk Reconfigurator and check the intergrity of the backup file.

- Select **Skip missing files** to skip the files that are missing in the backup file. This might be useful if the backup file was somehow corrupted, and you still need to restore all possible data from it.

- We recommend you to leave the **Suspend domain operations** checkbox selected. This will ensure that the restoration process will not be interrupted by a sudden change made to one of the domains by their users.

- If you do not want to see the warning messages that are displayed if problems are encountered during the restoration process, select the **Do not prompt with warnings** checkbox. To see the list of encountered problems, click **Show Details >>** on the restoration results message window after the restoration process is finished. Note that this button is disabled if no problems were encountered.

- Select **Do not check limits** if you do not want Plesk Restore to check the client and domain user limits during the restoration process.

  > **Note:** This might cause problems in Plesk Control Panel functioning.

8 Choose whether Plesk Restore should restore the license key in backup file.

- Leave **Keep the current key** selected to use the key that is currently installed in Plesk.

- Select **Restore the key from backup** to restore and use the key saved in the backup file.

- If you decided to restore the key saved in the backup file, **Restart control panel** checkbox will be automatically selected. This will restart Plesk after the restoration process is completed. If you do not want Plesk Restore to restart Plesk, clear the **Restart control panel** checkbox.

9 Select the objects you want to restore from the backup file.

- ▪ Select **Restore default skeleton** to restore the default domain skeleton. Note that this does not necessarily restore the default domain skeleton that comes with Plesk installation. If you changed the default domain skeleton before backing up your data, Plesk Restore will restore the changed skeleton.

- ▪ Leave **Restore scheduler tasks** selected to restore Plesk scheduler tasks.

- ▪ Leave **Restore domains content** selected to restore domains content.

  Note: If you do not restore domains content, web applications and databases might not function properly.

- ▪ Leave **Restore mailboxes content** to restore messages in the mailboxes.

- ▪ Leave **Restore databases content** to restore the MySQL and local Microsoft SQL Server databases.

  Note: If you do not restore databases content, web applications and databases might not function properly.

- ▪ Select **Back up interface skins** to restore inferface skins.

10 In the **If language pack is missing, use** field select the language pack that will be used if the language pack information is missing from the backup file.

11 Click **Start** to restore your Plesk data. If **Suspend domain operations** option was selected, Plesk will stop the required services automatically before proceeding with restoration.

12 After the restoration process is finished, you will be prompted with a message that dispays the restoration results, including all possible problems encountered during the procedure. Click **OK** to close the window, or click **Show Details >>** to see what problems were encountered. Note that this button is disabled if no problems were encountered.

Restoring Domains

➢ *To restore selected Plesk domains and the clients that own them:*

1 Start Plesk Restore utility (**Start** > **All Programs** > **SWsoft** > **Plesk** > **Plesk Restore**)

2 Select the backup file you wish to restore in the **Select backup file** field.

- To specify a backup file stored on a local hard disk or local network, click **Browse**, select the required file and click **OK** to confirm your choice.

- To specify a backup file stored on remote FTP server:

1. Click **FTP settings**.

2. Specify FTP server, base FTP directory and login credentials.

3. Select the **Passive mode** checkbox to use passive mode for FTP transfers.

4. Click **Apply**.

5. Click **FTP browse**.

6. Select the required file and click **OK** to confirm your choice.

- To see the detailed information about selected backup file, click **Show backup file info** at the bottom of the Plesk Restore screen.

3 Select a temporary folder for restore purposes, if the hard disk partition where Plesk is installed doesn't have enough free space. Under **File** menu, click **Set Temporary folder...** and specify the required folder. Click **OK**.

4 To restore the selected domains and the clients that own them, select **By domains** in the **Select a restore type** menu.

- Leave the **Restore control panel configuration and server settings** option selected if you wish to restore Plesk Control Panel preferences and server-wide settings.

5 Click **Next >** to proceed to the domain selection screen, where you have to specify which domains with the clients that own them should be restored. Select the required domains and click **Next >** to proceed.

- You can restore all domain data to another domain by right-clicking the initial domain, clicking **Add Mapping**, choosing the target domain from the list and clicking **OK** fo confirm your choice.

- To learn more about mapping, refer to the Additional Notes on Backup and Restoration (on page 41) section.

6 Click **Next >** to proceed to the IP mapping screen, where you have to specify which IP addresses should be restored. Select the required IP addresses and click **Next >** to proceed.

Note: You cannot deselect the IP addresses that are required for successful restoration.

- You can change the mapping of IP addresses that will be restored by right-clicking the required IP address, clicking **Add Mapping**, remapping the IP address (see below) and clicking **OK** fo confirm your choice.

- To map the IP address to already existing IP address, select the **Existing IP address** option and choose the IP from the list.

- To map the IP address to a new IP address, select the **Create new IP address** option and specify the IP address, IP mask and network interface.

- The types (shared or exclusive) of the source IP address and destination IP address must coincide. If the destination IP does not exist, a new one is created with required type.

- To learn more about mapping, refer to the Additional Notes on Backup and Restoration (on page 41) section.

7 Select the appropriate restore options in the **Restore options** field.

- Select **Test mode** to run Plesk Restore in Test Restore mode. In this mode Plesk Restore simulates the restoration progress without actually restoring the backup data. If any errors are encountered during the restoration process, it is advised to check your Plesk installation with Plesk Reconfigurator and check the intergrity of the backup file.

- Select **Skip missing files** to skip the files that are missing in the backup file. This might be useful if the backup file was somehow corrupted, and you still need to restore all possible data from it.

- We recommend you to leave the **Suspend domain operations** checkbox selected. This will ensure that the restoration process will not be interrupted by a sudden change made to one of the domains by their users.

- If you do not want to see the warning messages that are displayed if problems are encountered during the restoration process, select the **Do not prompt with warnings** checkbox. To see the list of encountered problems, click **Show Details >>** on the restoration results message window after the restoration process is finished. Note that this button is disabled if no problems were encountered.

- Select **Do not check limits** if you do not want Plesk Restore to check the client and domain user limits during the restoration process.

  Note: This might cause problems in Plesk Control Panel functioning.

8 Choose whether Plesk Restore should restore the license key in backup file.

- Leave **Keep the current key** selected to use the key that is currently installed in Plesk.

- Select **Restore the key from backup** to restore and use the key saved in the backup file.

- If you decided to restore the key saved in the backup file, **Restart control panel** checkbox will be automatically selected. This will restart Plesk after the restoration process is completed. If you do not want Plesk Restore to restart Plesk, clear the **Restart control panel** checkbox.

9 Select the objects you want to restore from the backup file.

- Select **Restore default skeleton** to restore the default domain skeleton. Note that this does not necessarily restore the default domain skeleton that comes with Plesk installation. If you changed the default domain skeleton before backing up your data, Plesk Restore will restore the changed skeleton.

- Leave **Restore scheduler tasks** selected to restore Plesk scheduler tasks.

- Leave **Restore domains content** selected to restore domains content.

  Note: If you do not restore domains content, web applications and databases might not function properly.

- Leave **Restore mailboxes content** to restore messages in the mailboxes.

- Leave **Restore databases content** to restore the MySQL and local Microsoft SQL Server databases.

  Note: If you do not restore databases content, web applications and databases might not function properly.

- Select **Back up interface skins** to restore inferface skins.

10 In the **If language pack is missing, use** field select the language pack that will be used if the language pack information is missing from the backup file.

11 Click **Start** to restore your Plesk data. If **Suspend domain operations** option was selected, Plesk will stop the required services automatically before proceeding with restoration.

12 After the restoration process is finished, you will be prompted with a message that dispays the restoration results, including all possible problems encountered during the procedure. Click **OK** to close the window, or click **Show Details >>** to see what problems were encountered. Note that this button is disabled if no problems were encountered.

Restoring Plesk Data Through Command Line Interface

To restore all Plesk data, except default domain skeleton and interface skins, using CLI, run the following command in the `%plesk_dir%\admin\bin\` folder (where `%plesk_dir%` is the system variable defining the folder where Plesk is installed):

```
restore.exe -f <path\filename>
```

Note: Specify the path and the name of the file instead of `<path\filename>` variable. If the path is not specified, Plesk Restore will assume that the backup file is located in the `PLESK_DATA_DIR\Backup` folder (where PLESK_DATA_DIR is the folder you selected during the installation of Plesk for the location of Plesk data)

E.g., to restore all Plesk data, except default domain skeleton and interface skins, from the backup file named `my_psabackup.bu` located in `C:\backup\psa` folder, run the following command in the `%plesk_dir%\admin\bin\` folder (where `%plesk_dir%` is the system variable defining the folder where Plesk is installed):

```
restore.exe -f c:\backup\psa\my_psabackup.bu
```

C H A P T E R 4

Backing Up And Restoring Domains

This chapter focuses on backing up and restoring individual domains through `domain_bu.exe` utility.

In this chapter:

Backing Up a Domain

You can backup a domain using `domain_bu.exe` utility, though we recommend you to backup and restore individual domains using Backup feature available through Plesk control panel GUI.

How to use domain_bu.exe utility:

`domain_bu.exe <command> [options]`

Here, `<command>` is the command you want `domain_bu.exe` to perform (e.g., backup domain data), and `[options]` are the parameters for the specified command (e.g., the path where backup file should be stored).

Note: Most commands require use of options for the utility to function properly. There are commands that do not require options at all.

➢ *To back up a domain to local machine:*

Run the following command in the `%plesk_dir%\admin\bin\` folder (where `%plesk_dir%` is the system variable defining the folder where Plesk is installed):

`domain_bu.exe --backup [options]`

- The following parameters have to be specified to create a backup:
    - To specify the domain name, use `--domain-name` option (e.g., `--domain-name=example.com`).
    - To specify the location for the resulting backup file, use `--dump-file` option (e.g., `--dump-file=c:\backup\psa\my_psabackup.bu`).
- You can also use the following options:
    - By default, domain operations will be suspended during the backup procedure. This is done to ensure that the backup process will not be interrupted by a sudden change made to the domain by its users. If you do not want to suspend the domain, use `--do-not-suspend-domain` option (this option has no additional parameters).
    - To specify a description for the backup file, use `--desc-file` option (e.g., `--desc-file=c:\backup\psa\default_desc.txt`).

        Note: You have to create a plain text file with description in order to use this option.

    - To send a notification upon backup completion to a specific e-mail, use `--e-mail-from` and `--e-mail-to` options (e.g., `--e-mail-to=myhome@example.com --e-mail-from=backup@plesk_server.com`).
    - To limit the total amount of backup files for this domain, use `--rotate-dump-files`, `--max-dump-files` and `--dump-file-prefix` options (e.g., `--rotate-dump-files --max-dump-files=3 --dumpfile-prefix=example`).

> **Note:** If these options are used, the resulting files will have the following names: `[prefix]_<current time>.psa`, where `[prefix]` is the prefix you specified and `<current time>` is current time stamp.

E.g., to make a backup of domain my_domain.org to `c:\My Documents\Plesk\my_domain-default.psa` and send the notification to admin@my_domain.org from pleskadmin@plesk_server.com, run the following command in the `%plesk_dir%\admin\bin\` folder (where `%plesk_dir%` is the system variable defining the folder where Plesk is installed):

```
domain_bu.exe --backup --domain-name=my_domain.org --dump-file="c:\My
Documents\Plesk\my_domain-default.psa" --e-mail-
from=pleskadmin@plesk_server.com --e-mail-to=admin@my_domain.org
```

➢ *To back up a domain to remote FTP server:*

Run the following command in the `%plesk_dir%\admin\bin\` folder (where `%plesk_dir%` is the system variable defining the folder where Plesk is installed):

```
domain_bu.exe --ftp-backup [options]
```

- The following parameters have to be specified to create a backup:
  - To specify the domain name, use `--domain-name` option (e.g., `--domain-name=example.com`)
  - To specify the name for the resulting backup file, use `--dump-file` option (e.g., `--dump-file=my_psabackup.bu`)
  - To specify the FTP server where the resulting backup file will be uploaded, use `--ftp-server` option (e.g., `--ftp-server=14.201.183.24`)
  - To specify the FTP path where the backup file should be stored, use `--ftp-path` option (e.g., `--ftp-path=\private\admin\mydomain_backup`)
- You can also use the following options:
  - To specify the FTP login credentials, use --ftp-login and --ftp-password options (e.g., --ftp-login=ftp_admin --ftp-password=ZXv6Fwq91)
  - To enable passive mode for FTP transfers, use --ftp-passive-mode option (e.g. --ftp-passive-mode=on)
  - By default, domain operations will be suspended during the backup procedure. This is done to ensure that the backup process will not be interrupted by a sudden change made to the domain by its users. If you do not want to suspend the domain, use `--do-not-suspend-domain` option (this option has no additional parameters)
  - To specify a description for the backup file, use `--desc-file` option (e.g., `--desc-file=c:\backup\psa\default_desc.txt`).

    > **Note:** You have to create a plain text file with description in order to use this option.

  - To send a notification upon backup completion to a specific e-mail, use `--e-mail-from` and `--e-mail-to` options (e.g., `--e-mail-to=myhome@example.com --e-mail-from=backup@plesk_server.com`)

- ▪ To limit the total amount of backup files for this domain, use `--rotate-dump-files`, `--max-dump-files` and `--dump-file-prefix` options (e.g., `--rotate-dump-files --max-dump-files=3 --dumpfile-prefix=example`).

> **Note:** If these options are used, the resulting files will have the following names: `[prefix]_<current time>.psa`, where `[prefix]` is the prefix you specified and `<current time>` is current time stamp.

E.g., to make a backup of domain my_domain.org to FTP mydata.example.com in the folder `private\my_backups\plesk_domain`, naming the backup file `my_domain_001.psa`, with FTP login 'administrator' and FTP password 'CVa8x74pPIj14', run the following command in the `%plesk_dir%\admin\bin\` folder (where `%plesk_dir%` is the system variable defining the folder where Plesk is installed):

```
domain_bu.exe --ftp-backup --domain-name=my_domain.org --dump-file=my_domain_001.psa --ftp-server=mydata.example.com --ftp-path=private\my_backups\plesk_domain --ftp-login=administrator --ftp-password=CVa8x74pPIj14
```

To see the list of additional commands and options for `domain_bu.exe` utility, please refer to the Additional Command Line Parameters of domain_bu.exe Utility (on page 42) section in the Appendix.

Restoring a Domain

You can restore a domain using `domain_bu.exe` utility, though we recommend you to backup and restore individual domains using Backup feature available through Plesk control panel GUI.

The utility has the following limitations:

1 domain_bu.exe utility can only restore backup files created by domain_bu.exe utility.

2 Before restoration, the domain which files are restored must exist in Plesk.

How to use domain_bu.exe utility:

```
domain_bu.exe <command> [options]
```

Here, `<command>` is the command you want `domain_bu.exe` to perform (e.g., backup domain data), and `[options]` are the parameters for the specified command (e.g., the path where backup file should be stored).

Note: Most commands require use of options for the utility to function properly. There are commands that do not require options at all.

> ➤ *To get information about the backup file you want to restore:*

Run the following command in the `%plesk_dir%\admin\bin\` folder (where `%plesk_dir%` is the system variable defining the folder where Plesk is installed):

```
domain_bu.exe <command> [options]
```

- To get a domain name from the backup file, use `--get-domain-name` command. You need to specify the location for the backup file, using `--dump-file` option (e.g., `--dump-file=c:\backup\psa\my_psabackup.bu`).

- To get general information about backup file, use `--get-dump-info` command. The following parameters have to be specified to get general information about backup file:

  - To specify the domain name, use `--domain-name` option (e.g., `--domain-name=example.com`).

  - To specify the location for the backup file, use `--dump-file` option (e.g., `--dump-file=c:\backup\psa\my_psabackup.bu`).

  The following information will be displayed:

  - Domain IP address and its type (shared or exclusive)

  - The amount of mailboxes in the backup file

  - The amount of mail redirects in the backup file

  - The amount of mail groups in the backup file

  - The amount of autoresponders in the backup file

  - The amount of web users in the backup file

  - The amount of databases in the backup file

  - The amount of web applications for which the preferences were saved in the backup file

  - The amount of subdomains in the backup file

  - The amount of mailing lists in the backup file

- To see the backup description, use `--get-dump-desc` command. The following parameters have to be specified to get general information about backup file:

  - To specify the domain name, use `--domain-name` option (e.g., `--domain-name=example.com`).

  - To specify the location for the backup file, use `--dump-file` option (e.g., `--dump-file=c:\backup\psa\my_psabackup.bu`).

- To get information about when the backup file was created, use `--get-dump-ctime` command. The following parameters have to be specified to get general information about backup file:

  - To specify the domain name, use `--domain-name` option (e.g., `--domain-name=example.com`).

  - To specify the location for the backup file, use `--dump-file` option (e.g., `--dump-file=c:\backup\psa\my_psabackup.bu`).

E.g., to see general information about backup file `c:\My Documents\Plesk\example_bu.psa` , containing backup of domain example.com, run the following command in the `%plesk_dir%\admin\bin\` folder (where `%plesk_dir%` is the system variable defining the folder where Plesk is installed):

```
domain_bu.exe --get-dump-info --domain-name=example.com --dump-
file="c:\My Documents\Plesk\example_bu.psa"
```

> ➢ *To restore a domain from the local backup file:*

Run the following command in the `%plesk_dir%\admin\bin\` folder (where `%plesk_dir%` is the system variable defining the folder where Plesk is installed):

```
domain_bu.exe --restore [options]
```

- The following parameters have to be specified to restore a domain:
  - To specify the domain name, use `--domain-name` option (e.g., `--domain-name=example.com`).
  - To specify the location for the resulting backup file, use `--dump-file` option (e.g., `--dump-file=c:\backup\psa\my_psabackup.bu`).
  - To specify the IP address for the domain you are restoring, use --domain-ip option (e.g., --domain-ip=120.200.14.65)
  - To specify the login of client, whose domain you are restoring, use --client-login option (e.g., --client-login=johndoe)
- You can also use the following options:
  - By default, domain operations will be suspended during the restoration procedure. This is done to ensure that the restoration process will not be interrupted by a sudden change made to the domain by its users. If you do not want to suspend the domain, use `--do-not-suspend-domain` option (this option has no additional parameters).

    Note: You have to create a plain text file with description in order to use this option.

  - To send a notification upon restoration procedure completion to a specific e-mail, use `--e-mail-from` and `--e-mail-to` options (e.g., [`--e-mail-to=myhome@example.com`](#) [`--e-mail-from=backup@plesk_server.com`](#)).

E.g., to restore a domain my_domain.org, assigning IP address 112.205.60.81 to it, from backup file `c:\My Documents\Plesk\my_domain-default.psa`, using 'janedoe' as a client login, and send the notification to [admin@my_domain.org](#) from [pleskadmin@plesk_server.com](#), run the following command in the `%plesk_dir%\admin\bin\` folder (where `%plesk_dir%` is the system variable defining the folder where Plesk is installed):

```
domain_bu.exe --restore --domain-name=my_domain.org --dump-file="c:\My
Documents\Plesk\my_domain-default.psa" --domain-ip=112.205.60.81 --
client-login=janedoe --e-mail-from=pleskadmin@plesk_server.com --e-
mail-to=admin@my_domain.org
```

➢ *To restore a domain from backup file stored on remote FTP:*

1 To restore a domain from backup file stored on remote FTP, you need to download the file from remote FTP to your local machine first.

To do so, run the following command in the `%plesk_dir%\admin\bin\` folder (where `%plesk_dir%` is the system variable defining the folder where Plesk is installed):

```
domain_bu.exe --ftp-download [options]
```

▪ The following parameters have to be specified to download backup file from remote FTP:

  ▪ To specify the name for the resulting backup file, use `--dump-file` option (e.g., `--dump-file=my_psabackup.bu`)

  ▪ To specify the FTP server where the backup file is stored, use `--ftp-server` option (e.g., `--ftp-server=14.201.183.24`)

  ▪ To specify the FTP path where the backup file is stored, use `--ftp-path` option (e.g., `--ftp-path=\private\admin\mydomain_backup`)

▪ You can also use the following options:

  ▪ To specify the FTP login credentials, use --ftp-login and --ftp-password options (e.g., --ftp-login=ftp_admin --ftp-password=ZXv6Fwq91)

  ▪ To enable passive mode for FTP transfers, use --ftp-passive-mode option (e.g. --ftp-passive-mode=on)

E.g. to download backup file `my_domain-default.psa` located in the `\private\backups\Plesk` folder of FTP mydata.example.com, with login 'johndoe' and password 'Ds43W34dR', run the following command in the `%plesk_dir%\admin\bin\` folder (where `%plesk_dir%` is the system variable defining the folder where Plesk is installed):

```
domain_bu.exe --ftp-download --dump-file="c:\My
Documents\Plesk\my_domain-default.psa" --ftp-server=mydata.example.com
--ftp-path=\private\backups\Plesk --ftp-login=johndoe --ftp-
password=Ds32W23dR
```

1 After the required backup file was downloaded, you can restore it, following the same procedure used for restoring domains from local backup file:

Run the following command in the `%plesk_dir%\admin\bin\` folder (where `%plesk_dir%` is the system variable defining the folder where Plesk is installed):

```
domain_bu.exe --restore [options]
```

▪ The following parameters have to be specified to restore a domain:

  ▪ To specify the domain name, use `--domain-name` option (e.g., `--domain-name=example.com`).

  ▪ To specify the location for the resulting backup file, use `--dump-file` option (e.g., `--dump-file=c:\backup\psa\my_psabackup.bu`).

  ▪ To specify the IP address for the domain you are restoring, use --domain-ip option (e.g., --domain-ip=120.200.14.65)

  ▪ To specify the login of client, whose domain you are restoring, use --client-login option (e.g., --client-login=johndoe)

- You can also use the following options:

  - By default, domain operations will be suspended during the restoration procedure. This is done to ensure that the restoration process will not be interrupted by a sudden change made to the domain by its users. If you do not want to suspend the domain, use `--do-not-suspend-domain` option (this option has no additional parameters).

    Note: You have to create a plain text file with description in order to use this option.

  - To send a notification upon restoration procedure completion to a specific e-mail, use `--e-mail-from` and `--e-mail-to` options (e.g., `--e-mail-to=myhome@example.com --e-mail-from=backup@plesk_server.com`).

  E.g., to restore a domain my_domain.org, assigning IP address 112.205.60.81 to it, from backup file `c:\My Documents\Plesk\my_domain-default.psa`, using 'janedoe' as a client login, and send the notification to admin@my_domain.org from pleskadmin@plesk_server.com, run the following command in the `%plesk_dir%\admin\bin\` folder (where `%plesk_dir%` is the system variable defining the folder where Plesk is installed):

```
domain_bu.exe --restore --domain-name=my_domain.org --dump-file="c:\My
Documents\Plesk\my_domain-default.psa" --domain-ip=112.205.60.81 --
client-login=janedoe --e-mail-from=pleskadmin@plesk_server.com --e-
mail-to=admin@my_domain.org
```

➢ *To validate the backup file:*

If you are experiencing problems during the restoration process, your backup file may be corrupted. To check the validity of backup file, run the following command in the `%plesk_dir%\admin\bin\` folder (where `%plesk_dir%` is the system variable defining the folder where Plesk is installed):

```
domain_bu.exe --check-dump --dump-file=<path/name>
```

Specify the path and the name of the file instead of `<path\filename>` variable.

E.g. to check the validity of backup file `c:\My Documents\Plesk\my_domain-default.psa`, run the following command in the `%plesk_dir%\admin\bin\` folder (where `%plesk_dir%` is the system variable defining the folder where Plesk is installed):

```
domain_bu.exe --check-dump --dump-file="c:\My
Documents\Plesk\my_domain-default.psa"
```

To see the list of additional commands and options for `domain_bu.exe` utility, please refer to the Additional Command Line Parameters of domain_bu.exe Utility (on page 42) section in the Appendix.

C H A P T E R 5

Appendix

In this Appendix you can find the following information:

- Solutions for possible problems concerning backing up and restoring
- Additional notes regarding the use of backup/restore utilities
- Additional command line parameters for domain_bu.exe utility

In this chapter:

Troubleshooting

In this section you can find the solutions to the following problems:

Table 1. Possible problems and their solutions

Problem	Solution
Backup or restore failed because there is not enough free space on HDD.	For successful data backup there should be enough free disk space on the HDD where Plesk is installed. To estimate how much free space you need, consider the amount of disk space used by: - MySQL databases - Microsoft SQL Server databases - Domain content folders Please note that backup operations require certain amount of free disk space both on the system disk of the computer where backup is performed (for creating temporary files), and on the disk where the backup file is saved.
Cannot connect to FTP	- Make sure your firewall does not block Plesk Backup/Restore utilities. - Use passive mode for FTP transfers.

SSL certificates are not restored	▪ When restoring a domain with or without SSL support onto a new IP address, a certificate from the backup file is restored. ▪ When restoring a domain without SSL support on an existing IP address, the certificate connected with IP is not restored. ▪ When restoring a domain with SSL support on an existing IP address, which is not used for hosting domains with SSL support, the certificate is restored on the IP address. ▪ When restoring a domain with SSL support on an existing IP address, which is used for hosting domains with SSL support, the domain is restored without SSL support, and the certificate is not restored on this IP.
Cannot back up local Microsoft SQL Server database	When backing up Microsoft SQL databases, it is important to grant full access to certain temporary folders to the user that Microsoft SQL service is running under. These temporary folders are the system temporary folder and the temporary folder of the user running backup. The reason is that these folders are used by backup utilities to store temporary files created during the Microsoft SQL databases backup. The temporary folder of the user currently logged in the system is used for a full backup (by default, it is "C:\Documents and Settings\USER_ACCOUNT\Local Settings\Temp\", where USER_ACCOUNT is the account of user who is currently logged in). The temporary system folder is used for a domain backup/restore (by default, it is "C:\WINDOWS\Temp"). Note that the paths to the temporary folders depend on the system settings. If access to these folders is restricted for the user that Microsoft SQL service is running under, the backup procedure will fail. For example, let us assume that Microsoft SQL service is running under a user 'MSSQL_USER', and the backup program is ran by Administrator, who is currently logged in to the system. In this case, in order to back up the Microsoft SQL databases, the user 'MSSQL_USER' should have full access to the Administrator's temporary folder (i.e., "C:\Documents and Settings\Administrator\Local Settings\Temp"). If Microsoft SQL service is running under the user 'SYSTEM', then user 'SYSTEM' should have full access to the corresponding folders (note that user 'SYSTEM' has full access to these temporary folders by default).

Additional Notes on Backup and Resoration

The following things have to be considered when doing backup and restore:

- When restoring domains with site applications, make sure that the respective site application packages are installed in your Plesk control panel's application vault. Otherwise, site application settings will not be restored.

- When you are restoring Microsoft SQL Server databases, note the following:

  - If Microsoft SQL Server credentials are not stored in Plesk, then on the last step of the restoration wizard you have an option to supply the login and password.

  - The Microsoft SQL Server databases will not be restored in domains that contained them, if the credentials for connecting to database server are not supplied, or the connection cannot be established.

- In cases when backing up and restoring is performed on different servers, the mapping mechanism is used for associating various entities between the backed up server and the one being restored. The example of this is mapping of IP addresses: the set of available IP addresses at the restored server may differ from the like set at the backed up server, some of the IP addresses could be used on domains at the backed up server. In order to have such domains restored properly and functional, one needs to "map" the corresponding IP addresses so that when Plesk is restored, the appropriate IP addresses are substituted in place of the ones used at the backed up server. The Plesk Restore utility allows mapping of IP addresses, domains and client accounts.

Additional Command Line Parameters of domain_bu.exe Utility

You can also use the following commands when working with `domain_bu.exe` utility:

- `--bu-test` command checks whether `domain_bu.exe` utility is working correctly.
- `--version` command displays the version of `domain_bu.exe` utility.
- `--remove-dump` command removes the specified backup file from backup repository of specified domain.

  You need to specify the backup file location and name with `--dump-file` option (e.g., `--dump-file=c:\psa\backup\old_backup.psa`) and domain name with `--domain-name` option (e.g., `--domain-name=example.com`) for this command.
- `--remove-domain` command removes all files from the backup repository of specified domain.

  You need to specify the domain name with `--domain-name` option (e.g., `--domian-name=example.com`) for this command.
- `-h` or `--help` command displays help on all available commands for `domain_bu.exe` utility.