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How long we keep backups, and how to restore one

Restoring Data

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How long we keep backups, and how to restore one

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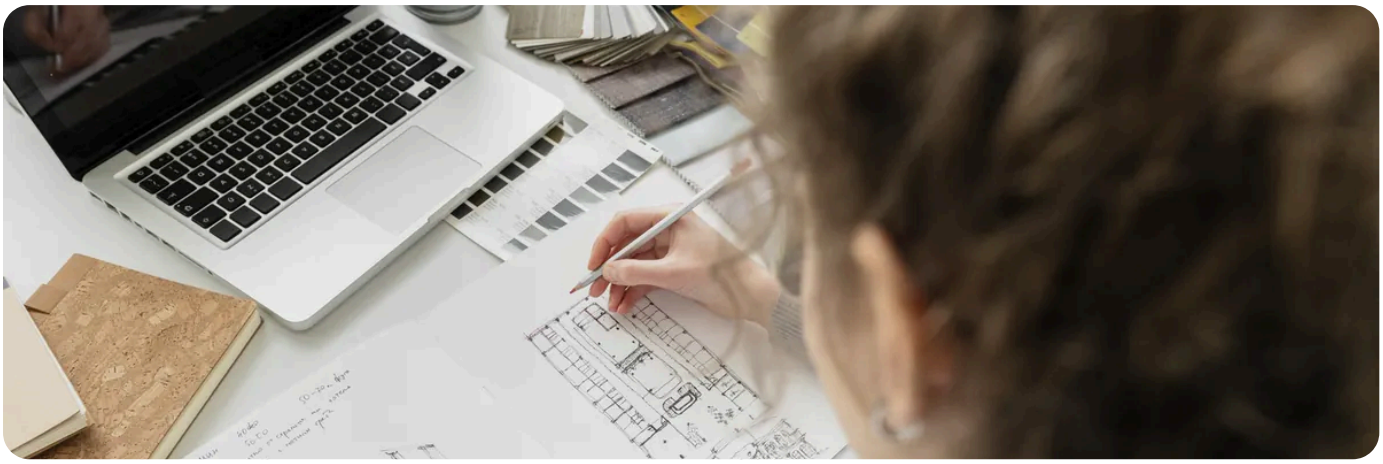

While your service is active, an **automatic backup runs once a day, before dawn**. We keep **the last 30 days of backups**, and you restore them yourself from the control panel. You do not have to ask us, and you do not have to wait for anyone.

What gets copied, and for how long

The backup takes what is in the account: the **website files**, the **mailboxes** with their messages, and the **databases**. It is a copy of the whole account, not of a few hand-picked pieces.

Situation	What is kept
Service active	The **last 30 days** of backups. Every day a new one comes in and the oldest one drops out. You restore them yourself, in the panel, as often as you need.
Service suspended for non-payment	Nothing changes in your data. Files, mailboxes and databases stay untouched, and the service comes back on its own as soon as the payment clears.
Account terminated	Files, mailboxes and databases are removed from the server. The backup history ends: only **the last backup taken before termination** is kept, for up to 1 year, and recovering it becomes a support request.

Our backup is a safety net, not your backup.
It exists for the day a plugin goes wrong or somebody deletes the wrong folder. It is not a substitute for a copy of your own, kept off the server, of the things you genuinely cannot lose.

How to restore, step by step

1. Sign in to **the client portal**, open **Services**, pick the plan and click **Log in to cPanel**.

2. In cPanel, find the **Files** section and open **JetBackup 5**.

3. Choose **what** you want back. There is a separate entry for each thing: Home Directory, files and directories, databases, email accounts, cron jobs, FTP accounts, certificates, and full account.

4. Choose **which day**. The list shows the available backups with the date of each one. Pick the last one that was still good, not simply the newest.

5. Tick only what you need and press **Restore**. The request joins a **Queue**, where you can follow it, and you are notified when it finishes.

6. If you would rather not overwrite anything, use **Download** instead of **Restore**: the backup is prepared for you to download, and you decide later what to do with it.

Restore as little as possible.
If one file broke, bring back that file. If the database broke, bring back the database. A full account restore puts everything back to that day, including the parts that were fine, and throws away the work done since.

Restoring replaces.
A recovered database overwrites the current one, and there is no undo. If you are unsure which backup is the good one, **Download** the candidates first and restore afterwards.

After an account is terminated

Termination deletes the files, the mailboxes and the databases from the server, and ends the backup history. For up to 1 year after termination you can ask us to recover that last backup, through a **support request**. That recovery is **neither guaranteed nor free**: it depends on the copy still being intact, it is quoted before it is carried out, and it only goes ahead once you approve the quote.

Before you cancel anything, download a full backup.
It takes minutes in JetBackup and saves you a paid recovery later. The service runs until the date you chose, so there is no rush, but do not leave it until the day after termination.

When the backup you need is not there

Tell us **what** went missing, **the exact path** where it lived, and **the date** it was still there. With those three things the search is quick. Without them, it is guesswork.

NEED A HAND?

Deleted something and the right day is missing from the list? Tell us and we will go looking.

Open a support ticket →

SEE ALSO

- Support Policy: what our support covers →
- Hosting plans and what each one includes →
- Frequently asked questions →

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