

Website Backups

What gets backed up, where it goes, and how to get it back

What this service does

Your hosting account is backed up on a schedule, the archive is copied off the hosting server to separate object storage, and old copies are removed once they pass your retention window.

The point of moving the archive off the server is that a backup living on the same machine as the site is not really a backup. If that machine is lost, both are lost.

How a backup actually runs

There are three stages, and they are deliberately separate so a slow one cannot block the others:

- A backup is requested on your hosting account, on your schedule.
- Once the archive finishes building, it is collected and uploaded to object storage. This is checked every fifteen minutes, so a large archive is simply picked up on a later pass.
- Snapshots older than your retention window are deleted daily, storage and record together.

A backup that is still building is shown as running. That is normal for a large account and is not an error.

Retention

Retention is set in days on your subscription. A snapshot is kept until it is older than that, then removed automatically.

A longer window means more restore points and more storage. A shorter one is cheaper and gives you less room to notice a problem before the good copy expires.

Restoring

Open a ticket with the date you want restored and whether you need the whole account or specific files. Restores are done by a person on purpose: an unattended restore is an excellent way to overwrite good data with old data.

If you are recovering from a compromise rather than a mistake, say so. Restoring the site without closing the hole that let someone in usually means being compromised again within days.

What this does not cover

This backs up the hosting account. It does not back up a VPS or dedicated server you administer yourself, and it does not back up anything outside the account.

It is also not a substitute for keeping your own copy of anything irreplaceable.

HostCommerceAI - questions about anything in this guide are worth a support ticket. This document describes the service as it works today; if something here does not match what you are seeing, tell us, because one of the two is wrong.