Restoring files and databases using r1Soft

r1Soft is the backup tool that Viviotech uses. Below are some links to commonly requested guides.

If you have a VPS or a dedicated server you can find the link to your backup server and your credentials from your Viviotech welcome letter or by logging in to https://portal.viviotech.net and checking your backup service.

If you are on a shared server you can access your backups from within your cPanel account.

Restoring Files and Folders

Restore and/or download files and folders

http://wiki.r1soft.com/display/ServerBackupManager/Restore+files

Guide to download files is near the end.

Restoring Databases

MySQL

Restore a MySQL database to the original location

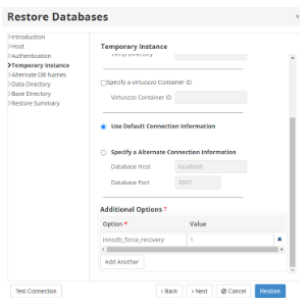http://wiki.r1soft.com/display/ServerBackupManager/Restore+a+MySQL+database+to+the+original+location

Restore a MySQL database to an alternate location

http://wiki.r1soft.com/display/ServerBackupManager/Restore+a+MySQL+database+to+an+alternate+location

Using `innodb_force_recovery` if your first restore attempt fails.

While doing a restore, If you get a message saying that r1Soft is unable to create the temporary database instance, running the restore again with the innodb_force_recovery option could work.

To do this add the "innodb_force_recovery" option on the Temporary Instance page of the restore options with the value of 1.

MS SQL

Restore a MS SQL database to the original location

http://wiki.r1soft.com/display/ServerBackupManager/Restore+an+MS+SQL+Server+to+the+original+location

Restore a MS SQL database to an alternate location

http://wiki.r1soft.com/display/ServerBackupManager/Restore+an+MS+SQL+Server+to+an+alternate+location

cPanel shared server

Access account backups (File and databases) via cPanel plugin

http://wiki.r1soft.com/display/ServerBackupManager/Access+account+backups+via+cPanel+plugin

After you get your backups pulled up in the browser it may help to review the more exact guides above.

Using `innodb force recovery` if your first database restore attempt fails.

http://wiki.r1soft.com/display/ServerBackupManager/Restore+MySQL+databases+with+innodb_force-recovery

Make sure to use option 1.