

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>

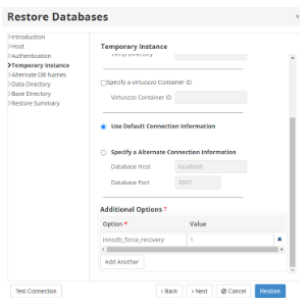
Restore a MySQL database to an alternate location

<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.

The screenshot shows the 'Restore Databases' window with a sidebar on the left containing links like 'Introduction', 'Install', 'Authentication', 'Temporary Instance', 'Container ID Names', 'Data Directory', 'Where Directory', and 'Restore Summary'. The main area is titled 'Temporary Instance' and has a 'Temporary Instance' dropdown menu. Below this, there are checkboxes for 'Specify a temporary Container ID' and 'Use Default Connection Information'. The 'Use Default Connection Information' option is selected. Under 'Specify a Alternate Connection Information', there are fields for 'Database Host' (localhost) and 'Database Port' (3306). At the bottom, there is an 'Additional Options' section with a table. The table has two columns: 'Option' and 'Value'. The first row shows 'innodb_force_recovery' with a value of '1'. There is an 'Add Another' button below the table. At the very bottom of the window, there are buttons for 'Test Connection', 'Back', 'Next', 'Cancel', and 'Restore'.

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](http://wiki.r1soft.com/display/ServerBackupManager/Restore+MySQL+databases+with+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.

