

# 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>

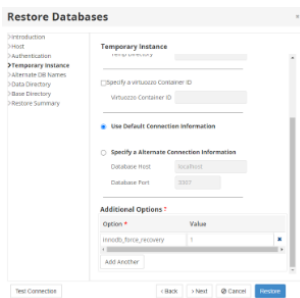
#### Restore a MySQL database to an alternate location

<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 the 'Temporary Instance' tab selected. Under 'Temporary Instance', there is a checkbox for 'Specify a temporary Container ID' which is unchecked. Below that is a section for 'Use Default Connection Information' with a radio button 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 bottom of the window 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](http://wiki.r1soft.com/display/ServerBackupManager/Restore+MySQL+databases+with+innodb_force-recovery)

Make sure to use option 1.

