



Client Backup

4PSA Client Backup 3.5.0 for Plesk 8.0.0 and newer versions User's Guide

For more information about 4PSA Client Backup, check:
<http://www.4psa.com>

Copyright © 2011 Rack-Soft. 4PSA is a registered trademark of Rack-Soft, Inc.

User's Guide

Manual Version 77015.12 at 2008/12/04 18:27:57

For suggestions regarding this manual contact:

docs@4psa.com

Copyright © 2011 Rack-Soft. 4PSA is a registered trademark of Rack-Soft, Inc.

All rights reserved.

Distribution of this work or derivative of this work is prohibited unless prior written permission is obtained from the copyright holder.

Plesk is a Registered Trademark of Parallels, Inc.

Linux is a Registered Trademark of Linus Torvalds.

RedHat is a Registered Trademark of Red Hat Software, Inc.

FreeBSD is a Registered Trademark of FreeBSD, Inc.

All other trademarks and copyrights are property of their respective owners.

Table of Contents

Preface	5
Who Should Read This Guide	5
Chapter 1. The Administrator Module	6
Manage Backups for Domains	6
Scheduled Backup Settings	7
Backup a Domain	9
Backup Information	10
Backup History	11
Disk Space Management	12
Disk Space Management	12
Backup History	13
Templates	13
Creating a New Template	13
Deleting a Template	14
Template Directories Setup	14
Settings	14
Backup Reports	15
Allow Clients and Resellers to Backup	15
Allow Domain Users to Backup	16
Scheduling Options	17
Quality of Service Settings	17
Report Email Template	18
Interface Settings	19
6. License Management	19
Chapter 2. The Reseller/Client Module	21
Manage Domain Backups	21
Scheduled Backup Settings	22
Backup a Domain	24
Backup Information	25
Backup History	26
Disk Space Management	27
Disk Space Management	28
3. Backup History	28
Chapter 3. The Domain User Module	29

1. Manage Domain Backups	29
Scheduled Backup Settings	30
Backup your Domain	32
Backup Information	33
Backup History	34
Disk Space Management	35
Disk Space Management	35
Backup Reports	36
Chapter 4. Contact and Support	37
Appendix A. How to Restore Files from Tar Archives	38
Restore Single Volume Archives	38
Restore Multi Volume Archives	38

Preface

Who Should Read This Guide

The administrator of the Plesk server must read this User's Guide. The hosting service's customer, be it domain administrator, reseller or client, will also find useful certain sections of this User's Guide.



Chapter 1

The Administrator Module

The 4PSA Client Backup administrator module can be accessed after you login to Plesk using the admin account. In order to open the 4PSA Client Backup interface click the [4PSA Client Backup](#) link available in the Custom navigation menu located on the left side of the Plesk interface.

The 4PSA Client Backup tool bar is available on top of the application's interface. The tool bar provides an easy method for the server administrator to view domains statistics, manage backups on a per domain basis, schedule backup operations, manage the disk space used by the backup archives, view backup operation history for domains, setup backup directories templates, modify various parameters which control the behavior of 4PSA Client Backup, change the interface settings, and manage 4PSA Client Backup license.

Manage Backups for Domains

The server administrator can view the statistics for each domain in the Manage Backups for Domains area that can be accessed by clicking the Domains button available in the tool bar.

In this area, the server administrator can view statistics for all hosted domains and perform various tasks. Next to the domain names there are 8 columns which display statistics for every domain:

Website - Disk space used by website files.

Website SSL – Disk space used by SSL website files.

Web users – Disk space used by web users' files.

Anon FTP – Disk space used by Anonymous Ftp files.

Databases – Disk space used by databases files.

Email files – Disk space used by email files.

Subdomains – Disk space used by subdomains files.

Backups – Disk space used by previously performed backup archives.



Note

Some of the disk space statistics are being updated every night and might not represent the actual values.

Next to these statistics, four action icons are available for each domain in the list:

S – By clicking the  Settings icon, the server administrator will be able to schedule backup operation and manage the available features.

B – By clicking the  Backup icon, the server administrator will be able to select the backup options and backup the chosen domain.

H - By clicking the  History icon, the server administrator will be able to view the backup history for the chosen domain.

M – By clicking the  Manage icon, the server administrator will be able to manage backup space for the chosen domain.

Scheduled Backup Settings

1. In the Domain list table, click the  Settings icon of the chosen domain. A new page will appear containing the types of files that you can backup.
2. Select the types of files that you want to save. The following options are available:
 - Disable schedule - When enabled, the scheduled backup for the selected domain is disabled.

- Website files – Backup the /httpdocs, /cgi-bin and /error_docs directories.
- SSL Website files – Backup the /httpsdocs directory.
- Web user files – Backup the /web_users directory.
- Anonymous FTP files – Backup the /anon_ftp directory.
- Email files – Backup the /maildir directory.
- Private files – Backup the /private directory.
- Subdomain files – Backup the /subdomains directory.
- Optional directories – Backup the pre-defined directories. When templates are defined in the system, 4PSA Client Backup allows custom directories backup.



Note

Only one directory template can be selected at a time.

- All MySQL databases – Backup all MySQL databases available for the selected domain.
- MySQL databases – Backup MySQL databases.
- All PostgreSQL databases – Backup all PostgreSQL databases available for the selected domain.
- PostgreSQL databases – Backup PostgreSQL databases.
- Multi volume backups – Choose the size of the backup archives. Select a volume size only if you want the backup archives to be split in multiple, equally sized files.



Note

When should you use multi volume archives? Multi volume archives are recommended when the website is larger than several hundred megabytes. We recommend that you use the FTP client for downloading large files rather than the Plesk integrated File Manager.

- Hour - The hour when the backup process is scheduled to start at.
- Day of the Week - The day of the week when the backup will be performed on.
- Day of the Month - The day of the month when the backup will be performed on.

- Alert email – When filled in, 4PSA Client Backup will send a message to this email address with the scheduled backup status every time a backup is performed.



Note

You cannot use * for all the scheduling fields.

3. Click the Schedule button.

Backup a Domain

To backup a domain, follow these steps:

1. In the Domain list table, click the Backup icon of your chosen domain. A new page will appear containing the types of files that you can backup.
2. Select the types of files that you want to save. The following options are available:
 - Website files – Backup the `/httpdocs`, `/cgi-bin` and `/error_docs` directories.
 - SSL Website files – Backup the `/httpsdocs` directory.
 - Web users files – Backup the `/web_users` directory.
 - Anonymous FTP files – Backup the `/anon_ftp` directory.
 - Email files – Backup the `/maildir` directory.
 - Private files – Backup the `/private` directory.
 - Subdomains files – Backup the `/subdomains` directory.
 - Optional directories – Backup the pre-defined directories. When templates are defined in the system, 4PSA Client Backup allows custom directories backup.



Note

Only one directories template can be selected at a time.

- MySQL databases – Backup MySQL databases.
- PostgreSQL databases – Backup PostgreSQL databases.
- Multi volume backups – Choose the size of the backup archives. Select a volume size only if you want the backup archives to be split in multiple, equally sized files.



Note

When should you use multi volume archives? Multi volume archives are recommended when the website is larger than several hundred megabytes. We recommend that you use the FTP client for downloading large files rather than the Plesk integrated File Manager.

3. Click the Backup now! Button to start the backup process. Click the Up level link, if you want to return to the previous page without performing a backup operation.



Note

Before you click the **Backup now!** button, keep in mind that all previous backup files for the selected domain will be deleted.

Backup Information

In this area, the server administrator can view various details about the backup operation.

If the backup operation starts successfully, the name and the location of the backup archives will be displayed. A list with all the files resulted from the backup operation and their contents is also available. If the backup operation does not start successfully, a warning message will be displayed.

Backup files are stored in the `/backups` directory, which exists on the same level as `httpdocs`, `httpsdocs`, `web_users`, `anon_ftp`, etc. In order to get the backup files you must download the contents of the `/backups` directory on your computer.



Note

You will not be able to download the backup files unless the backup process is completed.

During the backup, all UNIX permissions are preserved.

There can be more files in this directory, depending on the backup options:

A `.tar.gz` file for the website files (`/httpdocs`, `/httpsdocs`, `/cgi-bin`, `/error_docs`, `/web_users`, and `/anon_ftp`, depending on the backup options).

A `.tar.gz` file for the subdomains directory.

A `.tar.gz` file for the pre-defined directories (the ones included into the selected directories template).

A `.tar.gz` file for email files.

A `.mysql` file for MySQL databases.

A `.pgsql.gz` file for every PostgreSQL database.



Note

`.tar.gz` files are specific to the Unix world, but they can be extracted under Windows with various tools like WinZip, WinRAR, etc.

`.mysql` and `.pgsql` files contain SQL (Structured Query Language) operations and can be loaded into the MySQL or PostgreSQL engine. They are cross platform compatible.

Backup History

To view the backup history for a domain, follow these steps:

1. In the Domain list table, click the History icon of your chosen domain. A new page will appear containing detailed information about the backup operations.
2. On this page, using the available fields, choose the time interval for which you want to view information about backup operations. The following options are available:
 - From and To - Search for log records between two dates in year-month-day format.
 - Show - Limit the number of results to be viewed on one page.
3. Click Search.

Backup Operation Logs

Based on the chosen search criteria, 4PSA Client Backup displays the logs that matched these criteria. Every log entry provides details about the backups performed for the domain you selected:

- Website name
- Backup date
- Backup options
- The backup initiator: administrator, reseller, client, domain user or `Cron` (for scheduled backups).
- The list of the resulted files.

The meanings of the icons that appear in the Options column is explained below:

-  - Backup for website files.
-  - Backup for SSL website files.
-  - Backup for web users' files.
-  - Backup for Anonymous ftp files.
-  - Backup for databases.
-  - Backup for email files.
-  - Backup for subdomain directory.
-  - Backup for optional directories.
-  - Backup for private directories.

The meanings of the icons that appear in the Files column is explained below:

-  - Tar archive file.
-  - Tar archive file for email.
-  - MySQL dump file.
-  - PostgreSQL dump file.

The log records can be sorted by domain name, backup date, or backup initiator by clicking the corresponding table header links.

Disk Space Management

To manage backup space for a domain, follow these steps:

1. In the Domain list table, click the icon  Manage icon of your chosen domain. A new page will appear containing the disk space usage and date of the last backup operation (if a backup has been performed at least once).
2. To delete the existing backup, select the corresponding check box and click the [Remove selected](#) link.

Disk Space Management

Using the Disk Space Management area, the server administrator can manage the backup space for all the domains hosted on the server.

To access this section, click the Manage button available in the tool bar.

For every domain available in the list, you can view the disk space usage and date of last backup (if a backup was performed at least once).

To delete existing backups, select the check box corresponding to the chosen domain and click the [Remove selected](#) link. The administrator can delete existing backups for multiple domains at the same time.

Backup History

In this area, the server administrator can view various details about the backups performed for all the domains hosted on server and can filter records using the available search criteria.

To access this section, click the Reports button available in the tool bar.

Next to the domain name there are four columns that contain:

- Backup date
- Backup options
- Backup initiator
- The list of the resulted files

Templates

In this area the server administrator can view a list of templates and can create, edit, and delete templates.

To access this section, click the Templates button available in the tool bar.

In order to provide support for optional directories backup, 4PSA Client Backup includes the templates support. Multiple directories can be grouped under a template name and they can be backed up together in one archive in the Backup Domain area. Every template must include one or more directories that are located on the same level as httpdocs, httpsdocs, etc. The user can backup only one template per backup session.

Creating a New Template

To define a new template, write the new template name in the corresponding field. To save the template, click OK.



Note

The template name can only contain alphanumeric characters, underscore lines and dots.

Deleting a Template

To delete a template, select the check box corresponding to the chosen template name and click the [Remove Selected](#) link. The server administrator can delete multiple templates at the same time.

Template Directories Setup

The server administrator can edit existing templates. In order to edit a template, click the chosen template name. A new page will open displaying a list of all directories included in this template. The server administrator can add new directories to the list and can delete the existing directories.

Adding a New Directory

To add a new directory to the chosen template, write the name of the new directory in the corresponding field and click OK.



Note

You must not type a trailing slash (/) before the name of the directory.

Deleting a Directory

To delete a directory from the list, select the check box corresponding to the chosen directory name and click the [Remove Selected](#) link. The server administrator can delete multiple directories at the same time.

Settings

In this area, the server administrator can view a 4PSA Client Backup report, set backup and backup scheduling permissions for resellers, clients and domain users, modify the Quality of Service options, and change interface settings.

To access this section, click the Settings button available in the toolbar.

Backup Reports

This section provides the following information about 4PSA Client Backup:

Product version – The version of the 4PSA Client Backup installed on the server.

Total number of backups performed by admin – The total number of backups performed by the server administrator.

Total number of backups performed by resellers and clients – The total number of backups performed by resellers and clients.

Total number of backups performed by domain users – The total number of backups performed by domain users.

Total number of performed scheduled backups – The total number of scheduled backups performed on the server.

Allow Clients and Resellers to Backup

In these sections, the server administrator can set the backup permissions for clients/resellers.



Note

Improperly configured, this setting may limit the backup capabilities.

The server administrator can allow clients/resellers to backup various areas of the hosted domain.

- Website files – Allows clients/resellers to backup the `/httpdocs`, `/cgi-bin` and `/error_docs` directories.
- SSL Website files – Allows clients/resellers to backup the `/httpsdocs` directory.
- Web user files – Allows clients/resellers to backup the `/web_users` directory.
- Anonymous FTP files – Allows clients/resellers users to backup the `/anon_ftp` directory.
- Email files – Allows clients/resellers to backup all email accounts of the chosen domain.
- Databases - Allows clients/resellers to backup the MySQL and PostgreSQL databases.

- Optional directories – Allows clients/resellers to backup the optional directories templates.



Note

Enable optional directories to let clients/resellers backup other directories that exist in the `domain.com` folder (on the same level as `httpdocs`, `httpsdocs`, `cgi-bin`, etc).

- Private directory – Allows clients/resellers to backup the `/private` directory.
- Subdomain directory – Allows clients/resellers to backup the `/subdomains` directory.

Allow Domain Users to Backup

In these sections, the server administrator can set the backup permissions for domain users.



Note

Improperly configured, this setting may limit the backup capabilities.

The server administrator can allow domain users to backup various areas of the hosted domain.

- Website files – Allows domain users to backup the `/httpdocs`, `/cgi-bin` and `/error_docs` directories.
- SSL Website files – Allows domain users to backup the `/httpsdocs` directory.
- Web user files – Allows domain users to backup the `/web_users` directory.
- Anonymous FTP files – Allows domain users to backup the `/anon_ftp` directory.
- Email files – Allows domain users to backup all email accounts of the chosen domain.
- Databases - Allows domain users to backup the MySQL and PostgreSQL databases.
- Optional directories – Allows domain users to backup the optional directories templates.



Note

Enable optional directories to let domain users backup other directories that exist in the `domain.com` folder (on the same level as `httpdocs`, `httpsdocs`, `cgi-bin`, etc).

- Private directory – Allows domain users to backup the `/private` directory.
- Subdomain directory – Allows domain users to backup the `/subdomains` directory.

Scheduling Options

In this section, the server administrator can enable/disable client permissions for backup scheduling.

Allow backup scheduling – When enabled, resellers, clients and domain users are able to schedule backup operations on their domains.

Quality of Service Settings

In this section, the server administrator can control various parameters that determine the behavior of 4PSA Client Backup. It is a very important section because it allows the administrator to reduce server load, set permissions and prevent common operating errors.

The parameters you can control are the following:

- Maximum simultaneous backups – Represents the number of backups that can be processed by the 4PSA Client Backup simultaneously. Some backup operations may take several seconds, while others can last minutes. It is recommended to keep this number between 5 and 20. Servers with a powerful I/O system and a lot of memory can process even more backups simultaneously. When a user tries to start a backup when the maximum number of simultaneous backups has been reached, the backup operation will not start.



Note

Do not define very low limits for simultaneous backups because you will receive a lot of alerts when the **Alert admin on errors?** option is enabled.

- Do not allow more backups for a specified number of minutes - Some users backup files very often, increasing the server load and preventing

other users to access the backup feature. To restrict resellers/clients to start abusive backups for the same domain, you can define a minimum time interval between two backups.

- Do not allow backup if partition containing domains is used more than - A common server attack method is filling certain partitions until the server collapses. Fortunately, you have different partitions for `/var`, `/etc`, `/home`, etc so that the server will not collapse. However, the websites will no longer work properly when the partition containing the domain files is full. This option prevents these situations because the 4PSA Client Backup does not allow users to perform more backups.



Note

Administrators override all the system limits except partition usage limit. Please keep this in mind when you backup using the admin account!

- Alert admin on errors? - This option enables system alerts. The admin will receive an email when the maximum number of simultaneous backups is reached (the limit could be too low or the server could be overcrowded) and when the partition containing domain files exceeds the defined usage limits.
- Automatically delete old backups? - In order to save disk space, the system does not allow the user to keep more than a backup session on the server. When a user starts a new backup 4PSA Client Backup can automatically delete old backups (warning the user in the same time) or it can instruct the reseller/client to delete the backup files using a FTP client or the integrated File Manager.

Report Email Template

In this section, the server administrator must fill in the alert email text.

Email template – This is the email message that will be sent to the scheduled backup initiator to announce him that the backup has been performed. The key word `<status>` is replaced in the email body with the exit status of the backup operation.



Note

This message is sent only if the backup initiator filled his email address in the **Alert email** field available on the Backup scheduling page.

Interface Settings

In this section, the server administrator can view and edit the interface settings:

- Language - Here all installed language packs are displayed. The interface will use the language pack setup in your account preference in Plesk. If this language pack is not available, the system will default to English. You can use only languages that have been installed in the Plesk interface.
- Custom button title - The name of the custom button in the left panel. The server administrator can change the default 4PSA Client Backup with a more descriptive name for his clients.
- Context help - The 4PSA Client Backup application description that will appear in the navigation panel on the left.

6. License Management

In this area, you can manage the 4PSA Client Backup license. The product requires a license key in order to work. The license key will be generated by 4PSA based on the server IP and Plesk version installed on the server.

You can use the following fields and controls to update or monitor your license:

- License key status
 - Your server IP – This is the main IP address of your server. The license key must be specifically issued for this IP otherwise it will not work.
 - License key status – The status of the currently loaded license key.
- Upload license key
 - License file – You can use this form to upload the license key to the server.



Note

If you can access other pages in 4PSA Client Backup, this means that your license is valid and you do not have to upload a new one.

- Get license key from licensing server – This form can be used to query the licensing server, using the activation code for your license key. This function can only be used when there is a license key loaded on the server.

The first time you install the product you will be required to upload the license key.

- License by activation code – This form can be used to query the licensing server, using the activation code of your license key.
- License key properties – This section contains details about the current license.
 - Key number - The number of the license key.
 - Key ownership - The type of the license key ownership.
 - Maximum number of domains - The maximum number of allowed domains.
 - License key must autorenew before - The date when the license key expires and must be renewed.
 - Key renewed on - Last key renewal date.



Note

The Owned and Leased licenses automatically renew before the **License expire date**.



Chapter 2

The Reseller/Client Module

The 4PSA Client Backup reseller/client module can be accessed after you login to Plesk using a client level account. In order to open the 4PSA Client Backup interface click the [4PSA Client Backup](#) link available in the Custom navigation menu located on the left side of the Plesk interface.

The 4PSA Client Backup tool bar is available on top of the application's interface. The client can view domain statistics, manage backups and backup scheduling, manage disk space used by the backup archives and view backup operations history for the hosted domains.

Manage Domain Backups

The reseller/client can view the statistics for all his domains in the Manage Backups area. In order to access this area, the reseller/client must click the Domains button available in the tool bar.

In this area the reseller/client can view statistics for all his domains and perform various tasks. Next to the domain names there are 8 columns which display statistics for every domain:

Website - Disk space used by website files.

Website SSL – Disk space used by SSL website files.

Web users – Disk space used by web users files.

Anon FTP – Disk space used by Anonymous Ftp files

Databases – Disk space used by databases files.

Email – Disk space used by email files.

Subdomains – Disk space used by subdomains files.

Backups – Disk space used by previously performed backup archives.



Note

Some of the disk space statistics are being updated every night and might not represent the actual usage.

Next to these statistics, four action icons are available for each domain in the list.

S – By clicking the  Settings icon, the reseller/client will be able to schedule backup operations and manage the available features.



Note

This icon is available only when the server administrator allows resellers, clients and domain users to schedule backups.

B – By clicking the  Backup icon, the reseller/client will be able to select the backup options and backup the chosen domain.

H - By clicking the  History icon, the reseller/client will be able to view the backup history for the chosen domain.

M – By clicking the  Manage icon, the reseller/client will be able to manage backup space for the chosen domain.

Scheduled Backup Settings

In order to schedule backups for a domain, the reseller/client must click the  Settings icon on the chosen domain row. Prior to starting a backup process he must select the files that will be saved. The following options are available:

Disable schedule - When enabled, the scheduled backup for the selected domain is disabled.

Website files – Backup the `/httpdocs`, `/cgi-bin` and `/error_docs` directories.

SSL Website files – Backup the `/httpsdocs` directory.

Web user files – Backup the `/web_users` directory.

Anonymous FTP files – Backup the `/anon_ftp` directory.

Email files – Backup the `/maildir` directory.

Private files – Backup the `/private` directory.

Subdomain files – Backup the `/subdomains` directory.

Optional directories – Backup the pre-defined directories. When templates are defined in the system, 4PSA Client Backup allows custom directories backup.



Note

Only one directories template can be selected at a time.

All MySQL databases – Backup all MySQL databases available for the selected domain.

MySQL databases – Backup MySQL databases.

All PostgreSQL databases – Backup all PostgreSQL databases available for the selected domain.

PostgreSQL databases – Backup PostgreSQL databases.

Multi volume backups – Choose the size of the backup archives. Select a volume size only if you want the backup archives to be split in multiple, equally sized files.



Note

When should you use multi volume archives? Multi volume archives are recommended when the website is larger than several hundred megabytes. We recommend that you use the FTP client for downloading large files rather than the Plesk integrated File Manager.

Hour - The hour when the backup process is scheduled to start at.

Day of the Week - The day of the week when the backup will be performed on.

Day of the Month - The day of the month when the backup will be performed on.

Alert email – When filled in, 4PSA Client Backup will send a message to this email address with the scheduled backup status every time a backup is performed.



Note

You cannot use * for all the scheduling fields.

In order for the backup operation to be scheduled, the reseller/client must click the Schedule button.

Backup a Domain

In order to backup a domain the reseller/client must click the  Backup icon on the chosen domain row. Prior to starting a backup process, he can select the files that will be saved.



Note

In order to select different files to backup, the reseller/client must have permissions from the server administrator to backup those files. Only the files allowed for backup are displayed.

Website files – Backup the `/httpdocs`, `/cgi-bin` and `/error_docs` directories.

SSL Website files – Backup the `/httpsdocs` directory.

Web user files – Backup the `/web_users` directory.

Anonymous FTP files – Backup the `/anon_ftp` directory.

Email files – Backup the `/maildir` directory.

Private files – Backup the `/private` directory.

Subdomain files – Backup the `/subdomains` directory.

Optional directories – Backup pre-defined directories. When templates are defined into the system, 4PSA Client Backup allows custom directories backup.



Note

Only one directories template can be selected at a time.

MySQL databases – Backup MySQL databases.

PostgreSQL databases – Backup PostgreSQL databases.

Multi volume backups – Choose the size of the backup archives. Select a volume size only if you want the backup archives to be split in multiple, equally sized files.



Note

When should you use multi volume archives? Multi volume archives are recommended when the website is larger than several hundred megabytes. We recommend you to use the FTP client for downloading large files rather than the Plesk integrated File Manager.

In order for the backup operation to proceed, the reseller/client must click the Backup now! button, after selecting the backup options.



Note

Before you click the **Backup now!** button, keep in mind that all previous backup files for the selected domain will be deleted.

Backup Information

In this area, the reseller/client can view various details about the backup operation.

If the backup operation starts successfully, the name and the location of the backup archives will be displayed. A list with all the files resulted from the backup operation and their contents is also available. If the backup operation does not start successfully a warning message will be displayed.

Backup files are stored in the /backups directory, which exists on the same level as httpdocs, httpsdocs, web_users, anon_ftp, etc. In order to get the backup files you must download the contents of the /backups directory on your computer.

The reseller/client will not be able to download the backup files unless the backup process is completed.



Note

During the backup, all Unix permissions are preserved.

There can be several files in this directory, depending on the backup options:

A `.tar.gz` file for the website files (`/httpdocs`, `/subdomains`, `/cgi-bin`, `/error_docs`, `/httpsdocs`, `/web_users` and `/anon_ftp`, depending on the backup options).

A `.tar.gz` file for the subdomains directory.

A `.tar.gz` file for the particular directories (the ones included into the selected directories template).

A `.tar.gz` file for email files.

A `.mysql` file for MySQL databases.

A `.pgsql.gz` file for every PostgreSQL database.



Note

`.tar.gz` files are specific to the Unix world, but they can be extracted under Windows with various tools like WinZip, WinRAR, etc.

`.mysql` and `.pgsql` files contain SQL (Structured Query Language) operations and can be loaded in the MySQL or PostgreSQL engine. They are cross platform compatible.

Backup History

In order to view backup history for a domain, the reseller/client must click the History icon on the chosen domain row. In the Backup History page, the records provide detailed information about the backup operations and can be displayed based on the chosen search criteria.

Search Backup Logs

In this area the reseller/client can search the backup logs and choose the search criteria. The following options are available:

From and To - Search for log records between two dates in year-month-day format.

Show - Limit the number of results to view in one page.

Backup Operation Logs

Based on the chosen search criteria, 4PSA Client Backup displays the logs which matched these criteria. Every log entry provides various details about the

backups performed for the previously selected domain. Each entry in the report table contains the name of the website, backup date, backup options, backup author (administrator, reseller, client or domain user), and the list of the resulted files.

The meaning of each icon that appears in the Options column is explained below:

-  - Backup for website files.
-  - Backup for SSL website files.
-  - Backup for web users' files.
-  - Backup for Anonymous ftp files.
-  - Backup for databases.
-  - Backup for email files.
-  - Backup for subdomains directory.
-  - Backup for optional directories.
-  - Backup for private directories.

The meaning of each icon that appears in the Files column is explained below:

-  - Tar archive file.
-  - Tar archive file for email.
-  - MySQL dump file.
-  - PostgreSQL dump file.

The log records can be sorted by domain name, backup date, or backup author by clicking the table header links.

Disk Space Management

In order to manage backup space for a domain, the reseller/client must click the  Manage icon on the chosen domain row. In this area, the disk space usage and date of last backup (if applicable) are available. In order to delete the existing backup, select the corresponding check box and click the [Remove selected](#) link.

Disk Space Management

In the Disk Space Management area (click the Manage button available in the tool bar), you can manage backup space for all domains hosted on the server.

For every domain available in the domains list the disk space usage and date of last backup (if applicable) are available.

To delete existing backups, select the check box corresponding to the chosen domain and click the [Remove selected](#) link. The reseller/client can delete existing backups for multiple domains at the same time.

3. Backup History

In this area (click the Reports button available in the tool bar) the reseller/client can view various details about the backups performed for all his domains and can filter records using the available search criteria.

Next to the domain name there are 4 columns which contain the backup date, backup options, backup author and the list of the resulted files.



Chapter 3

The Domain User Module

The 4PSA Client Backup domain user module can be accessed after you login to Plesk using a domain user account. In order to open the 4PSA Client Backup interface click the [4PSA Client Backup](#) link available in the Custom navigation menu located on the left side of the Plesk interface.

The 4PSA Client Backup tool bar is available on top of the application's interface. The tool bar provides an easy method for the domain user to view domain statistics, manage backups and backup scheduling, manage disk space used by the backup archives and view backup operations history for his domain.

1. Manage Domain Backups

The domain user can view the statistics for his domain in the Manage Backups for Domain area. In order to access this area, the domain user must click the Domains button available in the tool bar.

In this area the domain user can view statistics for his domain and perform various tasks. Next to the domain name there are 8 columns which display statistics for this domain:

Website - Disk space used by website files.

Website SSL – Disk space used by SSL Website files.

Web users – Disk space used by web users' files.

Anon FTP – Disk space used by Anonymous Ftp files.

Databases – Disk space used by databases files.

Email – Disk space used by email files.

Subdomains – Disk space used by subdomains files.

Backups – Disk space used by previously performed backup archives.



Note

Some of the disk space statistics are being updated every night and might not represent the actual usage.

Next to these statistics, four action icons are available:

S – By clicking the  Settings icon, the domain users will be able to schedule backup operation and manage the available features.



Note

This icon is available, only if the server administrator allows resellers, clients and domain users to schedule backups.

B – By clicking the  Backup icon, the domain user will be able to select the backup options and backup his domain.

H - By clicking the  History icon, the domain user will be able to view the backup history for his domain.

M – By clicking the  Manage icon, the domain user will be able to manage backup space for his domain.

Scheduled Backup Settings

In order to schedule backups for a domain, the domain user must click the  Settings icon. Prior to starting a backup process he must select the files that will be saved. The following options are available:

Disable schedule - When enabled, the scheduled backup for the selected domain is disabled

Website files – Backup the `/httpdocs`, `/cgi-bin` and `/error_docs` directories.

SSL Website files – Backup the `/httpsdocs` directory.

Web user files – Backup the `/web_users` directory.

Anonymous FTP files – Backup the `/anon_ftp` directory.

Email files – Backup the `/maildir` directory.

Private files – Backup the `/private` directory.

Subdomain files – Backup the `/subdomains` directory

Optional directories – Backup the pre-defined directories. When templates are defined in the system, 4PSA Client Backup allows custom directories backup.



Note

Only one directories template can be selected at a time.

All MySQL databases – Backup all MySQL databases available for the selected domain.

MySQL databases – Backup MySQL databases.

All PostgreSQL databases – Backup all PostgreSQL databases available for the selected domain.

PostgreSQL databases – Backup PostgreSQL databases.

Multi volume backups – Choose the size of the backup archives. Select a volume size only if you want the backup archives to be split in multiple, equally sized files.



Note

When should you use multi volume archives? Multi volume archives are recommended when the website is larger than several hundred megabytes. We recommend that you use the FTP client for downloading large files rather than the Plesk integrated File Manager.

Hour - The hour when the backup process is scheduled to start at.

Day of the Week - The day of the week when the backup will be performed on.

Day of the Month - The day of the month when the backup will be performed on.

Alert email – When filled in, 4PSA Client Backup will send a message to this email address with the scheduled backup status every time a backup is performed.



Note

You cannot use * for all the scheduling fields.

In order for the backup operation to be scheduled, the domain user must click the Schedule button.

Backup your Domain

In order to backup his domain, the domain user must click the  Backup icon. Prior to starting a backup process, he can select the files that will be saved.



Note

In order to select different files to backup, the domain user must have permissions from the server administrator to backup those files. Only the files allowed for backup are displayed.

Website files – Backup the `/httpdocs`, `/cgi-bin` and `/error_docs` directories.

SSL Website files – Backup the `/httpsdocs` directory.

Web user files – Backup the `/web_users` directory.

Anonymous FTP files – Backup the `/anon_ftp` directory.

Email files – Backup the `/maildir` directory.

Private files – Backup the `/private` directory.

Subdomain files – Backup the `/subdomains` directory.

Optional directories – Backup the pre-defined directories. When templates are defined into the system, 4PSA Client Backup allows custom directories backup.



Note

Only one directories template can be selected at a time.

MySQL databases – Backup MySQL databases

PostgreSQL databases – Backup PostgreSQL databases

Multi volume backups – Choose the size of the backup archives. Select a volume size only if you want the backup archives to be split in multiple, equally sized files.



Note

When should you use multi volume archives? Multi volume archives are recommended when the website is larger than several hundred megabytes. We recommend you to use the FTP client for downloading large files rather than the Plesk integrated File Manager.

In order for the backup operation to proceed, the domain user must click the Backup now! button, after selecting the files for backup.



Note

Before you click the **Backup now!** button, keep in mind that all previous backup files for the selected domain will be deleted.

Backup Information

In this area, the domain user can view various details about the backup operation.

In case of successful backup the files location and the way to reach them will be indicated. A list with all the files resulted from the backup process and their contents is also presented. Otherwise a warning message will be displayed.

Backup files are stored in the `/backups` directory, which exists on the same level as `httpdocs`, `httpsdocs`, `web_users`, `anon_ftp`, etc. In order to get the backup, files you must download the contents of the `/backups` directory on your computer.



Note

You will not be able to download the backup files unless the backup process is completed.



Note

During the backup, all Unix permissions are preserved.

There can be more files in this directory, depending on the backup options:

A `.tar.gz` file for the website files (`/httpdocs`, `/subdomains`, `/cgi-bin`, `/error_docs`, `/httpsdocs`, `/web_users`, and `/anon_ftp`, depending on the backup options).

A `.tar.gz` file for the subdomains directory.

A `.tar.gz` file for the particular directories (the ones included into the selected template).

A `.tar.gz` file for email files.

A `.mysql` file for MySQL databases.

A `.pgsql.gz` file for every PostgreSQL database.



Note

`.tar.gz` files are specific to Unix world, but they can be extracted under Windows with various tools like WinZip, WinRAR, etc.

`.mysql` and `.pgsql` files contain SQL (Structured Query Language) operations and can be loaded in the MySQL or PostgreSQL engine. They are cross platform compatible.

Backup History

In order to view the backup history for a domain, the domain user must click the History icon. In the Backup history page the records provide detailed information about the backup operations and can be displayed based on the chosen search criteria.

Search Backup Logs

In this area the domain user can search the backup logs and choose the search criteria. The following options are available:

From and To - Search for log records between two dates in year-month-day format.

Show - Limit the number of results to view in one page.

Backup Operation Logs

Based on the chosen search criteria, 4PSA Client Backup displays the logs that matched these criteria. Every log entry provides various details about the previously performed backups. Each entry in the report table contains the name of

the website, backup date, backup options, backup author (administrator, reseller, client or domain user), and the list of the resulting files.

The meaning of each icon that appears in the Options column is explained below:

-  - Backup for website files.
-  - Backup for SSL website files.
-  - Backup for web users files.
-  - Backup for Anonymous ftp files.
-  - Backup for databases.
-  - Backup for email files.
-  - Backup for subdomains directory.
-  - Backup for optional directories.
-  - Backup for private directories.

The meaning of each icon that appears in the Files column is explained below:

-  - Tar archive file.
-  - Tar archive file for email.
-  - MySQL dump file.
-  - PostgreSQL dump file.

The log records can be sorted by domain name, backup date, or backup author by clicking the table header links.

Disk Space Management

In order to manage backup space for his domain, the domain user must click the  Manage icon. In this area, the disk space usage and date of last backup (if applicable) are available. In order to delete the existing backup, select the corresponding check box and click the [Remove selected](#) link.

Disk Space Management

In the Disk Space Management area (click the Manage button available in the toolbar) the domain user can manage backup space for his domain.

The disk space usage and date of last backup (if applicable) are displayed next to the domain name.

To delete existing backups, select the corresponding check box and click the [Remove selected](#) link.

Backup Reports

In this area, the domain user can view various details about the backups performed for his domain and can filter records using the available search criteria.

To access this section, click the Reports button available in the toolbar.

Next to the domain name there are 4 columns which contain the backup date, backup options, backup initiator and the list of the resulted files.



Chapter 4

Contact and Support

For online help and support please visit:

- Support Zone: <https://help.4psa.com>
- Knowledge Base: <http://kb.4psa.com>
- Documentation: <http://help.4psa.com/docs/>

For mailing addresses and phone numbers from our offices:

<http://www.4psa.com/contactus>

If you have any question, do not hesitate to contact us.

Appendix A. How to Restore Files from Tar Archives

The domain files backup can be restored using the FTP account or the shell account. In order to do this you can un-tar the archive on your local computer and upload the files on the server using the FTP account.

Restore Single Volume Archives

With a shell level account it is not necessary to un-tar the files on your computer, you can do it from shell using the following syntax:

```
#> tar -zxvf backupfile.tar.gz
```

To extract the contents of a .pgsql.gz archive, execute the following command in your server shell:

```
#> gunzip filename.pgsql.gz
```

The MySQL and PostgreSQL databases can be restored on the server using the restore functions integrated in phpMyAdmin and phpPgAdmin.

It is not possible to restore email files. The email files backup function is provided for storage purposes only.

Restore Multi Volume Archives

The archives resulting from the backup process have standard names: backupfile.tar.gz<n>, with <n> being the number of the archive. First, you must concatenate all the archive files into a single archive by using the command:

```
#> cat backupfile.tar.gz* > backupfile.tar.gz
```

Then, restore the resulting archive file by following the instructions in the [Restore Single Volume Archives](#) section.