

wip: QualityHelp - Site Backups

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Site Backups

Document Control

Document Title	QualityHelp Site Backups
Document No.	qh-wm-wip-0006-p
Author / Owner	Ken Darwin / Support
Edition / Release Date	2012-12-22
Reviewer	Ken Darwin
Revision Date	2012-12-10 (due every 6mths)

Introduction

This procedure covers complete backups for all QualityHelp Sites. It can be used as a guide for performing one-off backups for individual sites and sub-domains (where separate backup procedures do not exist, or are not required due to static test sites).

Chapter 01 - Backup File Management

Section 1.01 - Preparing Backup Folders

1. The Support role / user, or delegate is expected to perform a full backup at least weekly.
2. Prior to the backups, ensure the following folders exist (or create if not):-
 - local PC directory /Drupal Backups/quality-help fullsite-backups (Production sites)
 - local PC directory /Drupal Backups/boganbirds fullsite-backups (Development and Test sites)
 - local PC directory /Drupal Backups/channelzen fullsite-backups (Mirror / DRP sites)
3. Repeat step 2 for the following (database backup folders):-
 - local PC directory /Drupal Backups/quality-help databases (Production sites)
 - local PC directory /Drupal Backups/boganbirds databases (Development and Test sites)
 - local PC directory /Drupal Backups/channelzen databases (Mirror / DRP sites)
4. Each of the database backup folders should have a sub-folder for each drupal / mysql database (one for each web site)
5. Create a new backup copy of all the above folders on an external drive, that is dedicated for backup purposes.
6. After all backups are completed and duplicated into the external backup drive / directories, all folders should then be copied to a USB memory stick (to be stored in an alternative "offsite" location)

Section 1.02 - Backup Development and Test Sites First

1. Use Hosting Site tools to on HostPapa to backup (a) Full backup of all urls and databases, (b) site folders and databases
2. All Development and Test sites are on the Boganbirds.org domain. (Refer to Site Control document for details of site).
3. The Site Control Document contains sensitive security information and is provided locally to site administrators only.
4. The Development / Test environment is always backed up (or upgraded first) in case of issues with the backup / upgrade tools, process or patches.

Section 1.03 - Prepare Backup Folders for Production and Mirror Sites

1. Prepare Backup Folders on Local PC for all production urls, as per Section 1.01.
2. Prepare Backup Folders on Local PC for all DRP (Mirror) urls, as per Section 1.01.

Chapter 02 - Performing the Backups

Section 2.01 - HostPapa Backup Tools

1. Under **Files** in HostPapa's cPanelX, select **Backups**, then press button to Generate and Download a Full Website Backup.
2. Generate the Backup into the Home Directory (select your email address to obtain a completion report).
3. When the backup is fully completed, refresh the Full Backup page and click on the newly created backup file to download to the matching Full-site backup folder on your local PC.
4. Return to the **Backups** page, then generate a MySQL Database backup for each of the Databases listed, by selecting each database in turn.
5. After each database backup is completed, use File Explorer on your local PC to rename the downloaded zip (or rar) file to add a back date qualifier (This utility does not create date-qualified backup files).
6. Update the [Backup Register](#) and insert the latest back-up date for the site and the databases.
7. Because the Softaculous backup directory at HostPapa is included in the Home directory backups, older backups need to be regularly deleted using cTools File Manager (folders used are /home and /home/softaculous_backups). It is recommended that only current and previous backups are required, as long as these are downloaded to local oc (and offline storage)

Section 2.03 - GoDaddy Backup Tools

Getting into GoDaddy Backup and other support tools are somewhat more indirect than those at HostPapa (using cTools and Softaculous):

1. Login through the [GoDaddy Control Panel](#) (Login page)
2. Navigate to the Hostings Details Page where many of the support tools are located (-> My Accounts -> Web Hosting -> Launch)
3. The **Manage Database** tool has an option to backup the databases for each site, and store on the hosted server.
4. To get into the Manage Database tool, click on **Databases** under **Account Snapshot** on right (a pop-up window will appear).
5. Click on the Actions dropdown, and select "backup" for all databases (Selecting Details will show the date-time of the most recent backups. Restores can also be performed from the Actions dropdown box)

There doesn't appear to be an easy option or tool to download the database backups (or a full site backup) to a local copy (still

being investigated 04-01-2013). Note that backups are automatically taken when using the Drupal "My Management" tools to update versions and patches of Drupal (storage location not obvious).

At this stage, manual backups and downloads can be taken by using the server side FTP File Manager (Hosting Details -> Tools -> FTP File Manager).

1. Start the FTP File Manager, and create a Folder under the root directory called sitebackups (if not existing).
2. Select each subdomain home folder in turn and either copy and date a copy to the sitebackups folder, or use the archive option to generate a dated tar-gz file into the **sitebackups** folder. (Note that archive size limit for files being archived is currently 20 mb)
3. When all archives and backups are created, use the Download tool to save and store backups locally as per **Section 1.01**

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