How to Restore a File or Directory from a Cloud Server Snapshot to the Cloud Server

Description

Describes how to restore a file or directory from a Cloud Server Snapshot to the Cloud Server

Prerequisites:

1. The User must have either the Primary Administrator or Server Role assigned
2. Snapshot Service and Snapshot must be in a Normal state
3. Hypervisor Service must be in a Normal state
4. Cloud Server associated with Snapshot must be **powered on**
5. There cannot be a File Restore operation already in progress on the Server
6. Index State of the Snapshot you want to restore from must be VALID
    a. Hovering your mouse over the icon in the Index State column of the Server's Snapshot tab will display a pop-up which indicates the Index state:

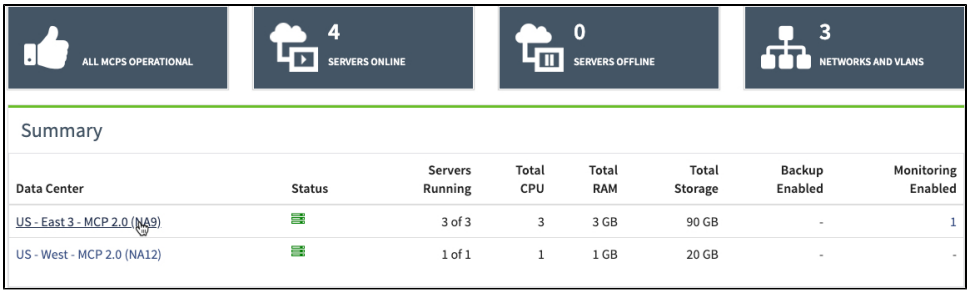
7. VMware Tools or Open VM Tools must be running the Cloud Server and should be up-to-date. See How to Update VMware Tools on a Cloud Server
8. Server Username/Password must have write access to Target File/Folder
9. Source file/folder to be restored must exist on the Source Snapshot ID
10. Destination file/folder to which it should be restored must exist on the Destination server
11. OS must be one of the following Supported Operating Systems:
    a. Windows 2008 and newer
    b. Windows 8 and newer
    c. RedHat/CentOS 5.11 and newer
    d. Ubuntu 12.04 and newer
12. OS must use one of the following Supported File Systems:
    a. NTFS
    b. Ext2 / Ext3 / Ext4
    c. freebsd-us
    d. hfs / hfsplus
    e. jfs
    f. minix
    g. msdos
    h. qnz4
    i. Reiserfs
    j. ufs
    k. vfat
    l. xfs

The below items are highly recommended in order for the Restore operation to be successful:

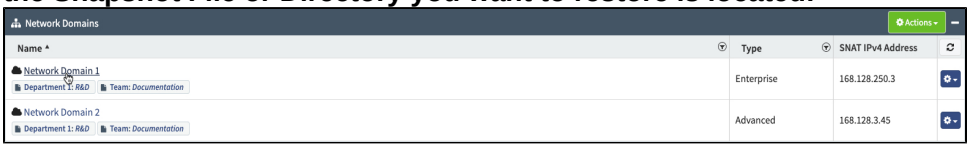
1. Source Snapshot is FILE_SYSTEM_CONSISTENT or VSS_CONSISTENT
2. Restore to a different destination path so as not to overwrite data - examples:
    a. Linux: /opt/restore
    b. Windows: C:\Users\test\restore
        i. **Note:** The paths are case sensitive, so any drive letters (for example, C:) must be capitalized. Otherwise, the restore operation will fail.

Content / Solution:

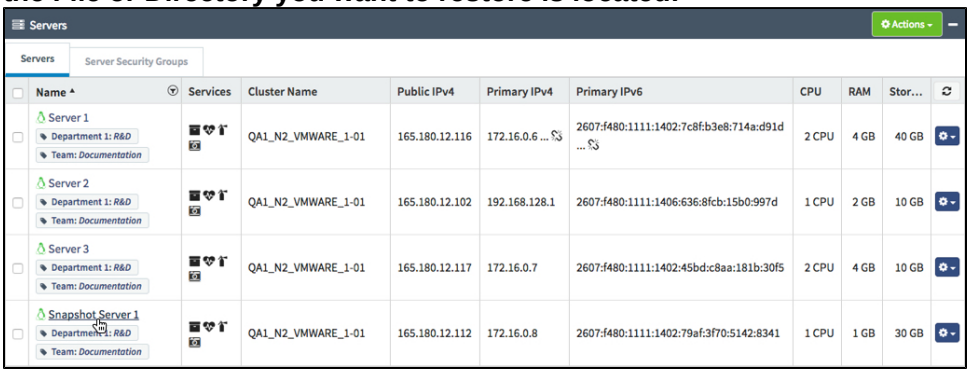
1. **From the Home page, select the Data Center where the Server on which the File or Directory you want to restore is located:**



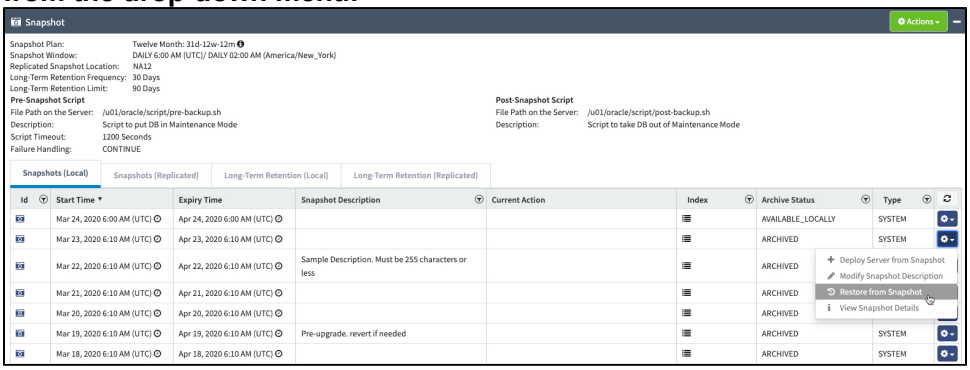
2. **The Data Center Dashboard will be displayed. Select the Network Domain where the Server with the Snapshot File or Directory you want to restore is located:**



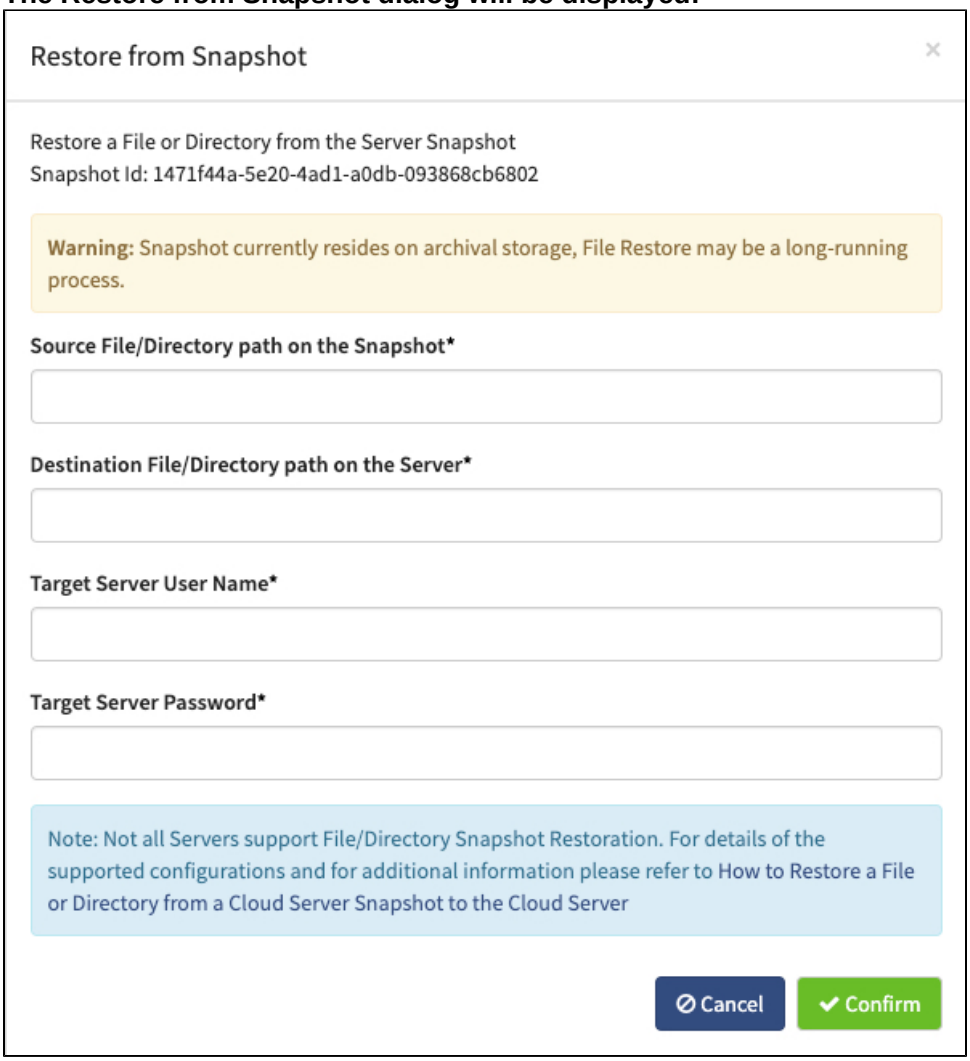
3. **The Network Domain dashboard will be displayed. Click on the Server where the Snapshot with the File or Directory you want to restore is located:**



4. **The Server dashboard will be displayed. Click on the Snapshot tab. Locate the Snapshot on which the File or Directory you want to restore is located, and select Restore from Snapshot from the drop-down menu:**

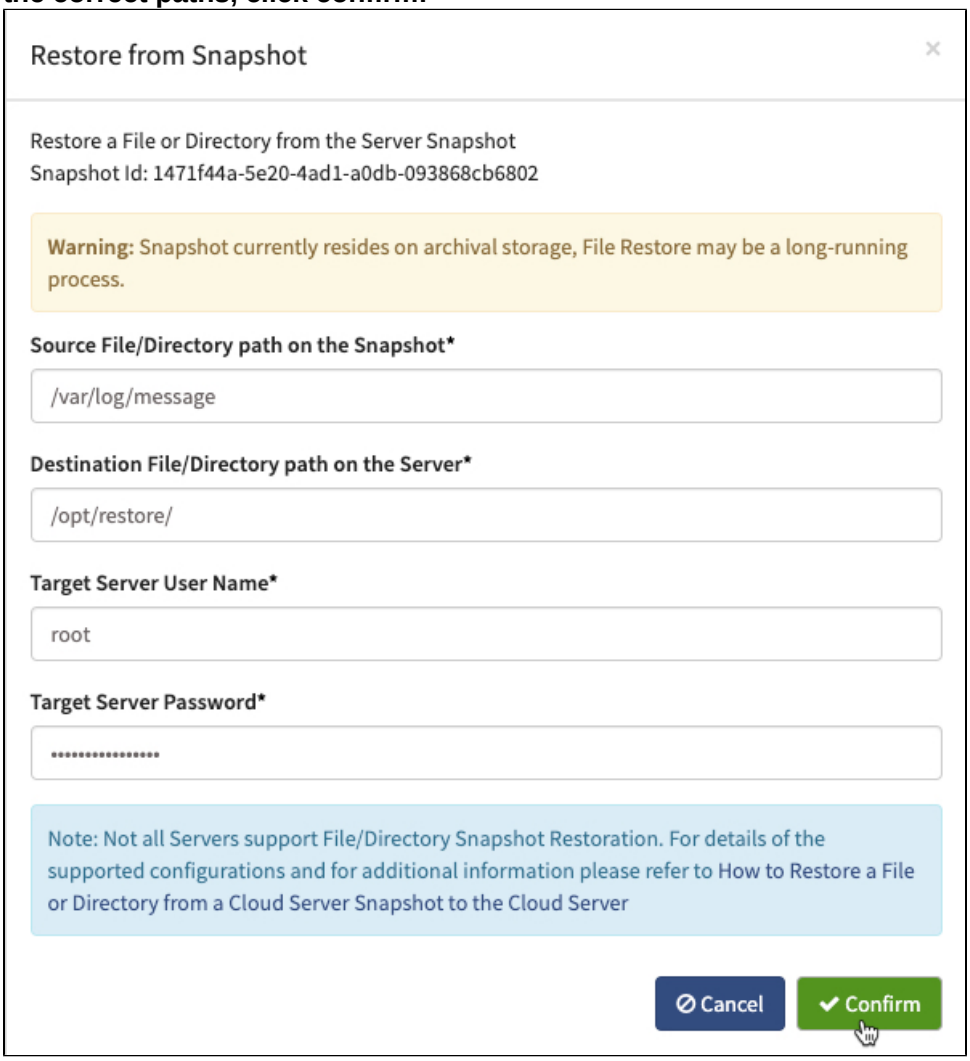


5. **The Restore from Snapshot dialog will be displayed:**



Important Note: If the Snapshot from which you want to restore a file or directory is on an Archived Snapshot, the process may be long-running. For more information about Snapshot Archiving, see Introduction to Cloud Server Snapshots

6. **Fill out the form with the appropriate information. Once you have filled out the form and verified the correct paths, click confirm:**



- **Source File/Directory path on the Snapshot** - The location of the File or Directory that you want to restore from the Snapshot back onto the Cloud Server
- **Destination File/Directory path on the Server** - The TARGET location for where you want the File or Directory restored to on the Cloud Server where the Snapshot is located.
    - **Note**: The Destination must be on the same Server as the Snapshot you are attempting to restore from. You are merely restoring the file from the Snapshot to a new destination on the Cloud Server.
- **Target Server User Name** - Username for the Guest OS of the Cloud Server
- **Target Server Password** - Password for the Guest OS of the Cloud Server
    - This is the password that was set when the Cloud Server was initially created.
        - **Note**: A Cloud Server that was created from a Snapshot will inherit the Password of the parent-server

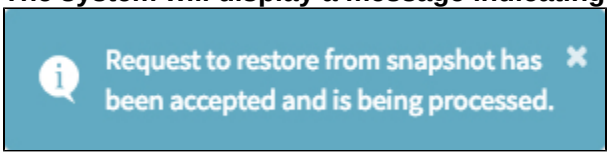
Important Note

You must be sure that these inputs are accurate. If any of the inputs are not accurate, the restore operation will fail.

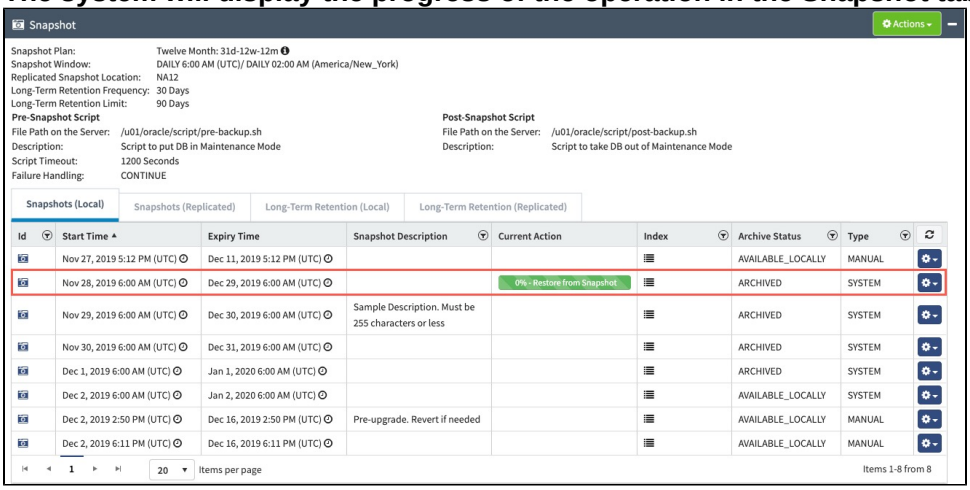
The File/Directory path must contain a specific file name or directory name, a restore of the entire drive is not supported by CloudControl.

If you want to restore the entire drive of a Snapshot enabled Cloud Server, you should create a Snapshot Preview Server, refer to How to Create a Snapshot Preview Server from a Local Snapshot or How to Create a Snapshot Preview Server from a Replicated Snapshot for details.

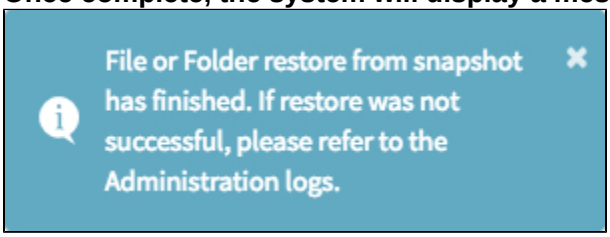
7. **The system will display a message indicating that the operation is in progress:**



8. **The system will display the progress of the operation in the Snapshot tab:**



9. **Once complete, the system will display a message indicating that the operation has finished:**



10. **The File or Directory will be restored to the specified Destination File or Directory.**

Note: You can check the Administrator Log to verify if the operation was successful (See How to View an Administrator Logs Report). However, the system will not provide any details as to why the restore failed. Please review the preconditions above and ensure they are all being met.

Important Notes

1. A File will retain the original date of creation after it has been restored.

2. You will NOT be able to take any actions against the Server while a File or Directory Restore operation is in progress. Please make sure the File/Directory Restore operation will not affect any other actions that may be necessary on the Server before proceeding.

Recently Updated

- How to Manage Snapshot Long-Term Retention
- How to Manage Snapshot Replication on a Cloud Server
- How to Disable Cloud Server Snapshots on a Server
- How to Enable Cloud Server Snapshots on a Server
- Introduction to Cloud Server Snapshot Long-Term Retention Images