

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

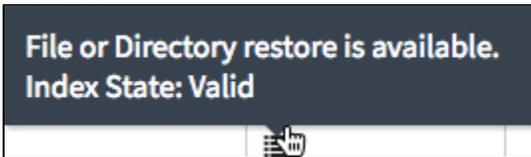


## Description

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:



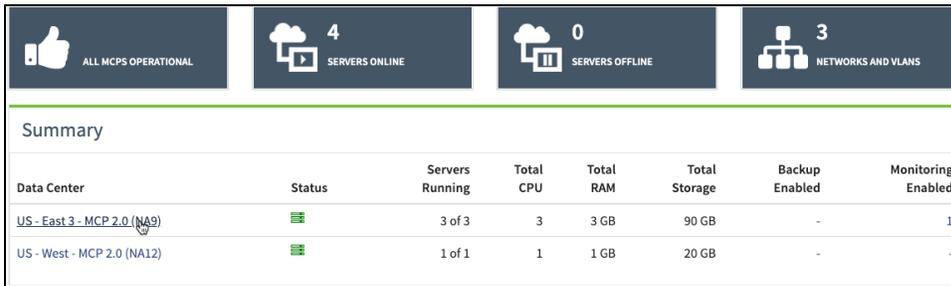
7. VMware Tools or Open VM Tools must be running the Cloud Server and should be up-to-date. See [How to Update VMware Tools on a Cloud Server](#)
8. Server Username/Password must have write access to Target File/Folder
9. Source file/folder to be restored must exist on the Source Snapshot ID
10. Destination 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

## 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:**



- 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:

Name	Type	SNAT IPv4 Address
Network Domain 1 Department 1: R&D   Team: Documentation	Enterprise	168.128.250.3
Network Domain 2 Department 1: R&D   Team: Documentation	Advanced	168.128.3.45

- 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:

Name	Services	Cluster Name	Public IPv4	Primary IPv4	Primary IPv6	CPU	RAM	Stor...
Server 1 Department 1: R&D   Team: Documentation		QA1_N2_VMWARE_1-01	165.180.12.116	172.16.0.6	2607:f480:1111:1402:7c8f:b3e8:714a:d91d	2 CPU	4 GB	40 GB
Server 2 Department 1: R&D   Team: Documentation		QA1_N2_VMWARE_1-01	165.180.12.102	192.168.128.1	2607:f480:1111:1406:636:8fcb:15b0:997d	1 CPU	2 GB	10 GB
Server 3 Department 1: R&D   Team: Documentation		QA1_N2_VMWARE_1-01	165.180.12.117	172.16.0.7	2607:f480:1111:1402:45bd:c8aa:181b:30f5	2 CPU	4 GB	10 GB
Snapshot Server 1 Department 1: R&D   Team: Documentation		QA1_N2_VMWARE_1-01	165.180.12.112	172.16.0.8	2607:f480:1111:1402:79af:3f70:5142:8341	1 CPU	1 GB	30 GB

- 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:

Id	Start Time	Expiry Time	Snapshot Description	Current Action	Index	Archive Status	Type
1	Mar 24, 2020 6:00 AM (UTC)	Apr 24, 2020 6:00 AM (UTC)			1	AVAILABLE_LOCALLY	SYSTEM
2	Mar 23, 2020 6:10 AM (UTC)	Apr 23, 2020 6:10 AM (UTC)			1	ARCHIVED	SYSTEM
3	Mar 22, 2020 6:10 AM (UTC)	Apr 22, 2020 6:10 AM (UTC)	Sample Description. Must be 255 characters or less		1	ARCHIVED	SYSTEM
4	Mar 21, 2020 6:10 AM (UTC)	Apr 21, 2020 6:10 AM (UTC)			1	ARCHIVED	SYSTEM
5	Mar 20, 2020 6:10 AM (UTC)	Apr 20, 2020 6:10 AM (UTC)			1	ARCHIVED	SYSTEM
6	Mar 19, 2020 6:10 AM (UTC)	Apr 19, 2020 6:10 AM (UTC)	Pre-upgrade, revert if needed		1	ARCHIVED	SYSTEM
7	Mar 18, 2020 6:10 AM (UTC)	Apr 18, 2020 6:10 AM (UTC)			1	ARCHIVED	SYSTEM

5. The Restore from Snapshot dialog will be displayed:

Restore from Snapshot ✕

Restore a File or Directory from the Server Snapshot  
Snapshot Id: 1471f44a-5e20-4ad1-a0db-093868cb6802

**Warning:** Snapshot currently resides on archival storage, File Restore may be a long-running process.

**Source File/Directory path on the Snapshot\***

**Destination File/Directory path on the Server\***

**Target Server User Name\***

**Target Server Password\***

Note: Not all Servers support File/Directory Snapshot Restoration. For details of the supported configurations and for additional information please refer to [How to Restore a File or Directory from a Cloud Server Snapshot to the Cloud Server](#)

**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:

### Restore from Snapshot ✕

Restore a File or Directory from the Server Snapshot  
Snapshot Id: 1471f44a-5e20-4ad1-a0db-093868cb6802

**Warning:** Snapshot currently resides on archival storage, File Restore may be a long-running process.

**Source File/Directory path on the Snapshot\***

**Destination File/Directory path on the Server\***

**Target Server User Name\***

**Target Server Password\***

**Note:** Not all Servers support File/Directory Snapshot Restoration. For details of the supported configurations and for additional information please refer to [How to Restore a File or Directory from a Cloud Server Snapshot to the Cloud Server](#)

- **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

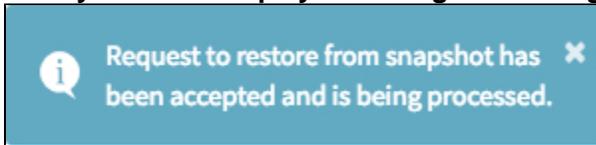
 **Important Note**

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:

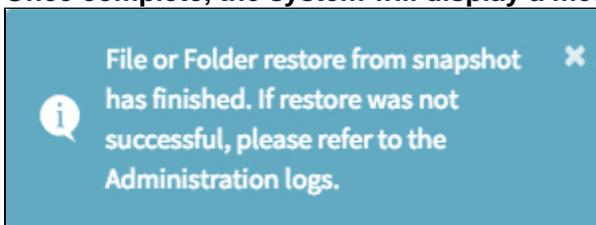


8. The system will display the progress of the operation in the Snapshot tab:

The screenshot shows the 'Snapshot' tab in a system interface. At the top, there are configuration details for the snapshot plan, including the window, location, retention frequency, and retention limit. Below this, there are sections for Pre-Snapshot Script and Post-Snapshot Script, each with a file path and description. The main part of the screenshot is a table with columns: Id, Start Time, Expiry Time, Snapshot Description, Current Action, Index, Archive Status, and Type. One row is highlighted in red, showing a snapshot from Dec 28, 2019, with the current action '0% - Restore from Snapshot'. The table also includes pagination controls at the bottom.

Id	Start Time	Expiry Time	Snapshot Description	Current Action	Index	Archive Status	Type
1	Nov 27, 2019 5:12 PM (UTC)	Dec 11, 2019 5:12 PM (UTC)				AVAILABLE_LOCALLY	MANUAL
2	Nov 28, 2019 6:00 AM (UTC)	Dec 29, 2019 6:00 AM (UTC)		0% - Restore from Snapshot		ARCHIVED	SYSTEM
3	Nov 29, 2019 6:00 AM (UTC)	Dec 30, 2019 6:00 AM (UTC)	Sample Description. Must be 255 characters or less			ARCHIVED	SYSTEM
4	Nov 30, 2019 6:00 AM (UTC)	Dec 31, 2019 6:00 AM (UTC)				ARCHIVED	SYSTEM
5	Dec 1, 2019 6:00 AM (UTC)	Jan 1, 2020 6:00 AM (UTC)				ARCHIVED	SYSTEM
6	Dec 2, 2019 6:00 AM (UTC)	Jan 2, 2020 6:00 AM (UTC)				AVAILABLE_LOCALLY	SYSTEM
7	Dec 2, 2019 2:50 PM (UTC)	Dec 16, 2019 2:50 PM (UTC)	Pre-upgrade. Revert if needed			AVAILABLE_LOCALLY	MANUAL
8	Dec 2, 2019 6:11 PM (UTC)	Dec 16, 2019 6:11 PM (UTC)				AVAILABLE_LOCALLY	MANUAL

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 Restore a File or Directory from a Cloud Server Snapshot to the Cloud Server](#)
- [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](#)