Downloading a Backup of Your cPanel Data

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Overview

This guide explains the options available for downloading a copy of your data from our Shared Web Hosting (cPanel) servers. Depending on your needs, you can recover data from an Acronis backup or download your live files and databases directly.

Please note: These methods cover your website files, databases, and email data. They do not include your DNS zone.

Your options at a Glance.

- **Acronis Backup**: Recover or download data from a scheduled, off-server backup. Best when you need a point-in-time copy, or you have lost or changed data and want to retrieve an earlier version.
- **FTP**: Download your current live files. Best for grabbing your website files as they currently exist.
- **File Manager**: Download live files directly from cPanel without an FTP client.
- **phpMyAdmin**: Export a copy of a database.
- **WordPress tools**: Export or download a WordPress site using WP Toolkit or a backup plugin.

Method 1: Acronis Backup (recommended)

Backups of your account are taken on a schedule and stored externally to the server. You can browse these backups and download or restore data through the Acronis Backup plugin in cPanel.

1. In a web browser window, go to https://webhostauth.micron21.com
2. Complete the reCAPTCHA challenge (the "I'm not a robot" box)
3. Navigate to your cPanel login URL and sign in.
4. Locate and open the Acronis Backup tool (listed under the Files section, or search "Acronis" in the cPanel search bar).
5. Select the recovery point (date and time) you want to restore from.

6. Browse into the backup to find the files, folders, or databases you need.

7. Select the items you want, then choose to download them or restore them back into your account.

Notes:

- **Restoring will overwrite the current version of the selected items**. If you only want a copy, use the download option.

- If you cannot see the data you expect, or need help with a full account recovery, contact our support team.

- Your downloaded backup will be placed in your accounts restored_data directory. Note that you must have enough free space in your account to store the created zip file.

Method 2: Download files via FTP

FTP lets you download your live account files using an FTP client such as FileZilla.

1. Before you connect, your IP address must be authorised. Do this at: https://webhostauth.micron21.com/

2. Complete the reCAPTCHA challenge (the "I'm not a robot" box)

3. Once your IP is authorised, follow our connection guide: https://support.micron21.com/kb/articles/connecting-to-cpanel-using-ftp

4. After connecting, navigate to the files or folders you want (your website files are usually under public_html) and download them to your computer.

Method 3: Download files via File Manager

If you prefer not to use an FTP client, you can download files directly from cPanel.

1. In a web browser window, go to https://webhostauth.micron21.com

2. Complete the reCAPTCHA challenge (the "I'm not a robot" box)

3. Navigate to your cPanel login URL and sign in.

4. Open the File Manager tool.

5. Navigate to the folder you want (for example, public_html).

6. To download a single file, select it and click Download.

7. To download an entire folder, select it, click Compress to create a .zip archive, and then download the resulting archive.

Method 4: Export a database via phpMyAdmin

To download a copy of a database (for example, the database behind your website).

1. In a web browser window, go to https://webhostauth.micron21.com
2. Complete the reCAPTCHA challenge (the "I'm not a robot" box)
3. Navigate to your cPanel login URL and sign in.
4. Open the phpMyAdmin tool.
5. In the left-hand list, click the database you want to export.
6. Click the Export tab at the top.
7. Leave the Quick export method and SQL format selected for a standard full copy, then click Export.
8. The database is downloaded to your computer as a .sql file.

Method 5: WordPress backup options

If your site runs WordPress, you can back it up using a chosen backup plugin installed via your WordPress admin portal.

The following are some example plugins you can use to download a copy of your website (files and database).

- UpdraftPlus
- All-in-One WP Migration
- Duplicator

Each plugin has its own settings for creating a backup and downloading the resulting file. Refer to the plugin's own documentation for exact steps.

Need help?

If you are unsure which method is right for your situation, or you need assistance recovering data, contact our support team.