How to export your data from mCloud

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This guide details the options for exporting data from your mCloud service, so you can keep a copy. There are three ways to do this:

- Option A: Download your volumes as images. This suits most customers.
- Option B: Copy files out of your running servers, if you only need the data and not whole disks.
- Option C: Ask us to export it for you.

Option A

Please note: volumes larger than 1 TB, or on an encrypted volume type, cannot be exported with this option. Use Option B or C instead

1. Set up command-line access: see https://support.micron21.com/kb/articles/how-to-configure-up-api-access-for-mcloud
2. Shut down the server, so the copy is consistent.
3. Convert each volume to an image in QCOW2 format: see https://support.micron21.com/kb/articles/how-to-convert-a-volume-to-an-image-in-mcloud
4. Download the image:
    1. `openstack image save --file my-server.qcow2 <image-id>`
5. Check the download is complete. These two values must match:
    1. `openstack image show <image-id> -c os_hash_value`
       `sha512sum my-server.qcow2`
6. Delete the image from mCloud. This does not affect your original volume:
    1. `openstack image delete <image-id>`

Option B: Copy files

Copy your data out of each server over an encrypted connection, such as SFTP or rsync over SSH. For databases, export a dump (for example, mysqldump or pg_dump) and copy the dump file.

Option C: Ask us

Export requests must come from the primary account holder or an authorised contact on your Micron21 account.

1. Email support@micron21.com from the email address on your account, or raise a ticket via your support.micron21.com account

2. Provide us with the following details:

    1. Your account number

    2. Which servers and volumes to export

    3. The file format you need: QCOW2, RAW, VMDK or VHDX

    4. Whether you would like to download it, or receive it on an encrypted hard drive.

Once we receive your request, our team will validate it with the primary account holder by phone, and advise on any costs not covered by your Customer Care plan.

Things to note

- Make sure the data you have exported is complete and that you can access it outside of mCloud before deleting any data from your mCloud service.

- If you use mBackup and need an older copy, restore it first: see https://support.micron21.com/kb/articles/restoring-a-virtual-machine-from-a-backup-in-mcloud

- Hard drives are handed over in person (photo ID required) or by courier. We give you the drive's password by phone, never with the drive.

- If you are cancelling your service, see https://support.micron21.com/kb/articles/how-to-cancel-an-mcloud-service

If your service is on mCloud PROTECTED

- Anywhere you copy your data to must be approved for its classification.

- Hard drives are only sent by a courier approved for PROTECTED information.