Restoring files, databases or cPanel accounts with cPanel Acronis Backup

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Overview:

All Micron21 Shared Web Hosting and Reseller Web Hosting plans come with Acronis backups included. Acronis can be used to download or recover individual files, full databases or entire cPanel accounts.

Method:

1. Authenticate your IP for access to 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)
2. Log into your cPanel account.
3. Navigate to the "**Acronis Backup**" tool, in the "**Files**" category.
4. Select the available backup date you want to download or restore from.
5. Once you have selected your backup point, Acronis may take some time to load, depending on the size of your cPanel account.
6. Once the backup has loaded, you will be able to select an option to recover your data. Selecting either of these options will attempt to export or recover the entire account, including all website files, database information and email account data.
    1. **Export the account**: This option will allow you to download a copy of your cPanel account from the cPanel File Manager. Please note that you will need to have sufficient disk space available in your cPanel account to use this option.
    2. **Recover the account**: This will restore the entire account to the server. You will have the option to skip recovering the databases or skip the account's home directory (files).
7. You can also **recover individual files or databases** by selecting the "**Files**" or "**Databases option under "Type**s". This will load the file listing of your selected backup point, which you may navigate to select which file or folder you wish to recover. You can select what you want to recover by ticking the box next to the file or folder.
   You may recover files and folders back to their original location, or download them to your computer. If you choose to recover the files to their original location, you will be prompted to keep or delete any files that were created since the backup was taken.

8. You can also **recover specific mailboxes** by selecting the "**Mailboxes**" option under "**Types**".
   To recover an entire mailbox, select the mailbox using tick the box next to the mailbox that you want to recover and click on "**Recover**".