Subject: Restore problem.
Posted by Ioan on Sat, 28 Mar 2009 13:12:34 GMT
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Hi,

We are facing this problem.

We wish to migrate all accounts of a reseller to new VPS. We have taken backups of all his accounts (using /script/backup --class=client --name=<<reselleruser>>), then copied to the new VPS server and have restored it using:

cd /usr/local/lxlabs/lxadmin/httpdocs/
lphp.exe ../bin/common/restore.php --class=client --name=<<reselleruser>> --restore --accounts=all /home/lxadmin/client/admin/__backup/<<backupfile.tar>>

The backup process completes fine without errors and the accounts get created in /home on new server. Now the problem is, that all account folders are empty, except for empty cgi-bin. No files seem to get restored. Also no databases are restored. We have set unlimited resources (disk space, etc)on new VPS.

We have repeated the above steps twice with same results.

Can any one please help us with this. Restore should restore all files and dbs on new server.

Thanks in advance.

Subject: Re: Restore problem.
Posted by R1Lover on Thu, 02 Apr 2009 02:31:15 GMT
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I'm also having this same issue with restoring a domain for a customer.... the files were not getting restored. I then removed the domain and restored again... now the domain was created but there are no files in the folders.

Please help ASAP!

Subject: Re: Restore problem.
Posted by Lxhelp on Thu, 02 Apr 2009 02:34:50 GMT
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Can you please send the server login info to lxhelp at lxlabs.com?

thanks.

On Sat, Mar 28, 2009 at 01:12:35PM -0000, Ioan wrote:
>
>
> Hi,
>
> We are facing this problem.
>

Subject: Re: Restore problem.
Posted by R1Lover on Thu, 02 Apr 2009 02:45:07 GMT
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I just sent mine with the proper client and domain to restore

---

Subject: Re: Restore problem.
Posted by Lxhelp on Thu, 02 Apr 2009 03:23:08 GMT
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This is not a bug.

Files are there ONLY for the client.

Domain doesn't have files.

This is according to the cpanel model, and cannot be changed.

This is also due to the fact that a domain can have files outside of its document root.

On Thu, Apr 02, 2009 at 02:45:08AM -0000, Rhett wrote:
>
>
> I just sent mine with the proper client and domain to restore

---

Subject: Re: Restore problem.
Posted by Lxhelp on Thu, 02 Apr 2009 03:23:46 GMT
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Please use:

/script/restore

and also please check the shell_exec file.

thanks.

On Sat, Mar 28, 2009 at 01:12:35PM -0000, Ioan wrote:
>
>
> Hi,
>
> We are facing this problem.
>
> We wish to migrate all accounts of a reseller to new VPS. We have taken backups of all his accounts (using /script/backup --class=client --name=<<reselleruser>>), then copied to the new VPS server and have restored it using:

Subject: Re: Restore problem.
Posted by R1Lover on Thu, 02 Apr 2009 03:25:56 GMT
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Lxhelp wrote on Wed, 01 April 2009 20:23 This is not a bug.

Files are there ONLY for the client.

Domain doesn't have files.

This is according to the cpanel model, and cannot be changed.

This is also due to the fact that a domain can have files outside of its document root.

On Thu, Apr 02, 2009 at 02:45:08AM -0000, Rhett wrote:
>
>
> I just sent mine with the proper client and domain to restore

What do you mean by this?

are you saying we can only restore a complete client rather then one domain? I'm confused?

Subject: Re: Restore problem.
Posted by Lxhelp on Thu, 02 Apr 2009 03:31:12 GMT
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Quote:
On Thu, Apr 02, 2009 at 03:25:56AM -0000, Rhett wrote:
>
>
>
> What do you mean by this?
>
> are you saying we can only restore a complete client rather then one domain? I'm confused?
>

A domain only has mail components. The web files are stored for the client alone.

thanks.

Subject: Re: Restore problem.
Posted by R1Lover on Thu, 02 Apr 2009 03:34:24 GMT
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Lxhelp wrote on Wed, 01 April 2009 20:31Quote:
On Thu, Apr 02, 2009 at 03:25:56AM -0000, Rhett wrote:
>
>
>
> What do you mean by this?
>
> are you saying we can only restore a complete client rather then one domain? I'm confused?
>

A domain only has mail components. The web files are stored for the client alone.

thanks.

When restoring this backup through the control panel it gives me the option of restoring each database or not and also each domain or not. Normally I select the domains and databases I need to restore and it restores them.

So how do I get these files back for one domain only without messing up this clients other domain?

This all sounds strange... maybe we should go back to doing backups by domain rather then client like we used to?

I really hope there is a way to do this as this is the whole purpose of a backup in the first place right?

Subject: Re: Restore problem.
Posted by Lxhelp on Thu, 02 Apr 2009 03:37:38 GMT
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Quote:
On Thu, Apr 02, 2009 at 03:34:25AM -0000, Rhett wrote:
> When restoring this backup through the control panel it gives me the option of restoring each database or not and also each domain or not. Normally I select the domains and databases I need to restore and it restores them.
>
> So how do I get these files back for one domain only without messing up this clients other domain?
>
> This all sounds strange... maybe we should go back to doing backups by domain rather then client like we used to?
>
> I really hope there is a way to do this as this is the whole purpose of a backup in the first place right?
>

The problem is that a domain can have files OUTSIDE of its document root. So it is theoretically impossible for lxadmin to find out the exact files to restore.

thanks.

Subject: Re: Restore problem.
Posted by R1Lover on Thu, 02 Apr 2009 03:40:06 GMT
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Lxhelp wrote on Wed, 01 April 2009 20:37
Quote:
On Thu, Apr 02, 2009 at 03:34:25AM -0000, Rhett wrote:
> When restoring this backup through the control panel it gives me the option of restoring each database or not and also each domain or not. Normally I select the domains and databases I need to restore and it restores them.
>
> So how do I get these files back for one domain only without messing up this clients other domain?
>
> This all sounds strange... maybe we should go back to doing backups by domain rather then client like we used to?
>
> I really hope there is a way to do this as this is the whole purpose of a backup in the first place right?
>

The problem is that a domain can have files OUTSIDE of its document root. So it is theoretically impossible for lxadmin to find out the exact files to restore.

thanks.

Well if it does then that's not an issue, we will just have to understand that the backup only restores the files in the document root.

How can I get these files back without messing up the other domains on this client?

It looks like my answer in the future is to only put one domain per client no? that's makes a mess, but it seems to be the answer in the future.

For now how can I get these files back?

Subject: Re: Restore problem.
Posted by R1Lover on Thu, 02 Apr 2009 03:43:25 GMT
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So your telling me that if I select all the domains on this client it will restore them all? and it won't restore them if I select just one or two?

Something is not right here no?

I'm confused

Subject: Re: Restore problem.
Posted by Lxhelp on Thu, 02 Apr 2009 03:45:50 GMT
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The files will be restored when you select the client.

If you select the domain, its mail will be restored.

On Thu, Apr 02, 2009 at 03:43:25AM -0000, Rhett wrote:
>
>
> So your telling me that if I select all the domains on this client it will restore them all? and it won't restore them if I select just one or two?
>
>
> Something is not right here no?

Subject: Re: Restore problem.
Posted by R1Lover on Thu, 02 Apr 2009 03:46:59 GMT
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Lxhelp wrote on Wed, 01 April 2009 20:45 The files will be restored when you select the client.

If you select the domain, its mail will be restored.

On Thu, Apr 02, 2009 at 03:43:25AM -0000, Rhett wrote:
>
>
> So your telling me that if I select all the domains on this client it will restore them all? and it

won't restore them if I select just one or two?
>
>
> Something is not right here no?

In the control panel? I see no option to select the client in the control panel?

Subject: Re: Restore problem.
Posted by R1Lover on Thu, 02 Apr 2009 03:48:51 GMT
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I think I see what you are saying now... there is a client option box that was not checked, I'm running it now to see if it works this way... sorry for the confusion... (I think)

Subject: Re: Restore problem.
Posted by R1Lover on Thu, 02 Apr 2009 03:50:53 GMT
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ok, that worked that time.... wheeeeeeeeeeeewwww I'm glad

So I will post a screen shot for others to see what the issue was in case they are having the same thing happen.

Thank you

Subject: Re: Restore problem.
Posted by R1Lover on Thu, 02 Apr 2009 03:57:01 GMT
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Ok, when running a restore from the control panel you must select the top CLIENT box and then select the domains or databse you want to restore.

See this image. I was not selecting the client and only the domain and database.

Thanks for the help.