

Backing up your sites

Audience: Website Administrators

SchoolFusion knows there could be a time where the District or Site would like to back up some, or all site data. SchoolFusion has multiple layers of protection in the event of an accidental deletion, equipment failure, or even a natural disaster.

SchoolFusion backups begin with multiple copies of your data on-site, and include a built-in redundancy at the data center. In addition, there are nightly backups of the data transferred off-site, and stored to permanent media. All content including: CMS pages, System pages, FusionPages, files, images, and user accounts that are saved to the site are backed up every 24 hours. In the event of a primary system failure SchoolFusion can restore data within a five day period. One caveat is if a file is uploaded at 8am and then deleted at 9am the same day, then that file will not be included in the backup.

SchoolFusion usually prompts the user to confirm any type of data deletion on the site, to help prevent accidental user errors. If data is accidentally deleted, in most cases SchoolFusion can recover the data. If something critical to your site is accidentally deleted, SchoolFusion can use backups to manually restore the data (this could incur a fee).

Restore a CMS page, System page, FusionPage, file, or image.

In the event that your district or site would like to restore data, please follow the steps below. Please include as much information as you possess.

1. Open a support ticket with the subject line "Restore data". Please indicate the type of data. (CMS page, System page, FusionPage, file, image, etc.).
2. In the description, please provide as much detail as possible including the name of the data, previous location of the data and owner of the data. Example detail to include is below.
 - a. **CMS Page:** Site (URL), Page Title, Page ID, Last Update, Last UserID to update.
 - b. **System page:** Page type, Last Update, Last UserID to update, Site (URL).
 - c. **FusionPage:** Site (URL), Bill Pitt (include UserID), Classroom FusionPage titled "Math".
 - d. **File:** Site (URL), Location (content management or FusionPage), File Name, File Folder, Last Update, Last UserID to update.
 - e. **Image:** Site (URL), Location (content management or FusionPage), Image Name, Image Folder, Last Update, Last UserID to update.

Support and Engineering will review your request. If applicable, your Account Manager will contact you with a quote for the restoration.

Back up all FusionPages in the district.

In the event that your district would like a back up of all the FusionPages, please follow the steps below. This is similar to exporting a single FusionPage.

1. Open a support ticket with the subject line "Back up all District FusionPages".
2. In the description, detail the type of FusionPage(s) to be backed-up.
3. The name/title of the FusionPage(s) if applicable.

Your Account Manager will contact you with a quote for the integration. Upon receipt of the Purchase Order, the request will be added to the work queue for completion and will be implemented according to the quote.