Plant an App
Backup Procedure

Revision: 20th of January, 2018

On Plant an App your data is safe. We take daily automatic backups in a way that has very little impact on the server and store it offsite in Amazon S3. Through the [Plant an App Console](#) it's also possible to take manual backups whenever necessary.

Backup Process

In order to preserve server resources, Plant an App takes backups offsite by taking a snapshot of the drive that contains the web files. This is a very fast and non intrusive process that usually takes around 1 minute to complete compared to the traditional model of zipping a folder that takes up a lot of CPU and disk space.

The snapshots are then stored by Amazon in a secured location. They are not publicly available and can only be accessed by Plant an App for example when a restore is needed.

Retention Policy

Plant an App has a comprehensive retention policy that provides both data availability and auditing, as follows:
- Snapshots are retained daily for the last 30 days.
- Snapshots are retained weekly for previous 12 weeks
- Snapshots are retained monthly for previous 12 months
- Snapshots are retained yearly for previous years

Database Backups

Plant an App has redundancy when taking database backups. First, it takes snapshots of the database disk drive, same as it takes on the web servers. Then, a second layer takes regular database backups producing .bak files that are securely stored offsite on S3. They can only be accessed by Plant an App.

Database backups are also daily, though with higher tiers it's possible to opt-in for hourly backups or even real time backups by mirroring the data.

Automatic Backups

Plant an App takes automatic backups once a day. Currently, this process starts at 9AM UTC, but a certain time it's not guaranteed as the backups go through a queue and they execute as soon as their turn comes.

Manual Backups

Manual backups can be performed from the [Plant an App console](). These should be performed before undergoing system updates. Based on your plan, there are restrictions of how many backups can be taken within a month. The system will retain up to 10 manual backups.

Restoring Backups

Backups can be restored from the [Plant an App console](). The restoration process can take a few minutes. It consists of attaching the snapshot as a different disk drive to copy all files over and restore the database using the standard restore functionality in SQL server. This process is fully automated.