

Taking backup of knowledge base data

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This section allows superusers to take backup of knowledge base data as well as configuration details so that knowledge base is safe from any data loss or disk failure. Backup makes it possible to restore your knowledge base after a possible crash or to move the knowledge base from one server to another.

Expand "**Tools**" section in left navigation bar and click on "**KB Backup**" link to take the backup of knowledge base data.

1. **Database Backup:** You can generate database backup in this section.

Database Backup

The backed up SQL data will help you to recover your knowledge base, in case of any data loss or disk failure.

Full Backup

Custom Backup

TABLES LIST Check All Uncheck All

- 1. Article Collaboration (1 records)
- 2. Article Versions (7 records)
- 3. Article Visits (50 records)
- 4. Articles (37 records)

- If **Full Backup** option is checked, the software will generate the complete database backup i.e. backup of all the tables of the database.
- If **Custom Backup** option is checked, it will provide a list of all database tables such as Article Collaborations, Article Versions, Articles, Categories, Tickets, Authors, Comments, Glossary etc. You can mark the checkboxes corresponding to tables for which you want to take backup.
- Choose either option SQL or Compressed (zipped copy) as per your requirement for **Save as**.
- Click on **Generate Backup** button to produce the backup file of knowledge base database. Refresh the page to view the file in **Backup Files** list (explained below).

2. **Assets Backup:** You can create a backup of assets (attached files, uploaded files such as images and other files) in this section.

Assets (phpkb/assets/)

This folder 'assets' contains all the attachment files, uploaded files, images and other files associated with knowledge base articles.

Individual File

Compressed (zipped)

FILES LIST

april 2014.pdf	Download
categories.png	Download
download.jpg	Download
img_572453a762733.png	Download

13 Forbidden

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- If **Individual File** option is checked, you can take backup of all files present in assets/ folder individually by clicking on Download button corresponding to them.
- If **Compressed** is checked, it will create a backup of all the files of assets in a single compressed (zipped) file. The file can be accessed from **Backup Files** list on the page.

3. **Configuration Backup:** You can take a backup for configuration details (settings of knowledge base) in this section.

Configuration (phpkb/admin/include/)

This file contains all the configuration settings of your knowledge base.

Bak File
 Compressed (zipped)

FILES LIST

Configuration	Download
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- You can either generate the **Bak File** or **Compressed** file to save the configurations. The compressed option will reduce the size of a file and it can be accessed from **Backup Files** list later on. However, same is not possible in case of bak files.

4. **Backup Files List:** Details of backups generated in the knowledge base are displayed in this section as shown below:

S.No.	Backup Type		Generated On	File Size	Action
1	Database		Aug 30, 2016 at 12:11 PM	174.66 KB	Actions
2	Configurat		Aug 30, 2016 at 12:02 PM	2.36 KB	Actions
3	Configurat		Aug 30, 2016 at 11:55 AM	2.36 KB	Actions
4	Assets		Aug 30, 2016 at 11:54 AM	2.58 MB	Actions

- **S.No.:** This column displays the serial number of the backup file in the list.
- **Backup Type:** This column displays the type of backup whether it is database, configuration or assets backup.
- **Generated On:** This column displays date and time in on which the back up was generated. The backups are arranged in descending order of the time they were generated.
- **File Size:** This column displays the size of backup file.
- **Action:** This column contains a **Actions** drop-down menu that can be performed on the files.
 - i. **Download:** Click this to download the corresponding backup file.
 - ii. **Delete:** Click this to delete the backup file.

Custom Fields

Applicable To: Standard Edition, Standard (Multi-Language) Edition, Enterprise Edition (MySQL), Enterprise Multi-Language Edition (MySQL), Enterprise Edition (SQL Server), Enterprise Multi-Language Edition (SQL Server)

Online URL: <https://www.phpkb.com/kb/article/taking-backup-of-knowledge-base-data-127.html>

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