

# Backup and restore configuration data

Last Modified on 07/24/2025 8:19 pm IDT

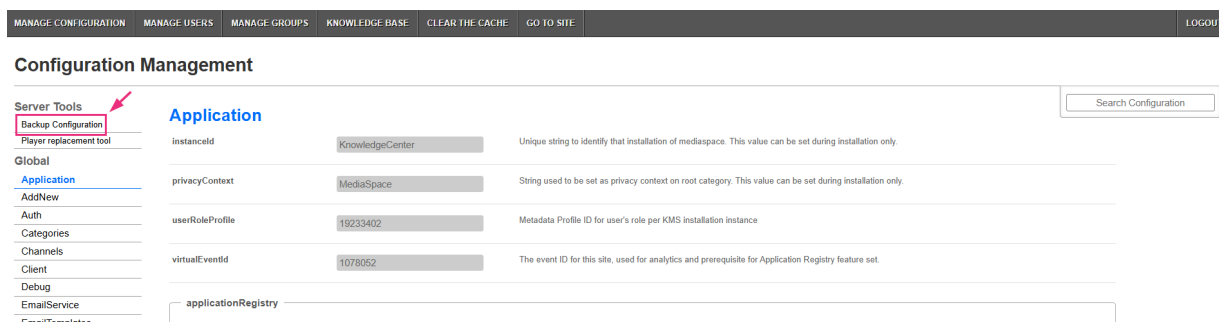
 This article is designated for administrators.

## About

With backups, you can create a secure 'snapshot' of the current site configuration (all modules) as a 'Last Known Good Configuration' to protect against any mistakes or data corruption. This snapshot can later be used in case you need to restore a configuration. We recommend setting the backup snapshot after you have completed the initial setup.

## Create a backup

1. At the top of the Configuration Management console, go to the **Server Tools** section and select **Backup Configuration**.



The screenshot shows the Configuration Management console. At the top, there is a navigation bar with links: MANAGE CONFIGURATION, MANAGE USERS, MANAGE GROUPS, KNOWLEDGE BASE, CLEAR THE CACHE, GO TO SITE, and LOGOUT. Below this, the main content area is titled 'Configuration Management'. On the left, there is a sidebar with a 'Server Tools' section. Under 'Server Tools', 'Backup Configuration' is highlighted with a red box and a red arrow. Other options in the sidebar include 'Global', 'Application', 'AddNew', 'Auth', 'Categories', 'Channels', 'Client', 'Debug', 'EmailService', and 'EmailTemplates'. The main content area shows the 'Application' configuration page with fields for 'instanceld', 'privacyContext', 'userRoleProfile', 'virtualEventId', and 'applicationRegistry'. Each field has a value and a description. A 'Search Configuration' button is located in the top right corner of the main content area.

2. Click **Save Backup**.

Create a snapshot of the current site configuration (all modules) as a 'Last Good Configuration'. This snapshot can be later used in case a configuration restore is needed. We recommend setting the backup snapshot once the initial setup is completed.

**Save Backup**

**Restore Last Saved Configuration**

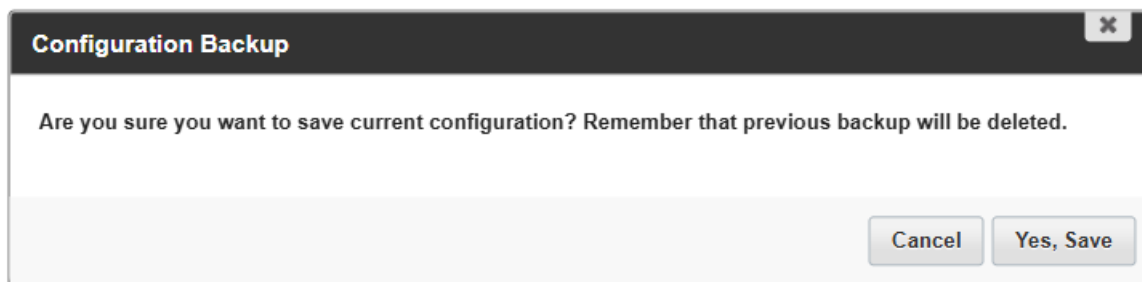
Last configuration save date: 2023-04-10 16:50:40 GMT



The **last configuration save date** shows the last time a change was made to the configuration, and NOT the last time the user saved the backup. As an example, if you made a change to the configuration on 2023-04-02 at 14:04 and waited 2 minutes before clicking **Save Backup** at 14:06, you would see that the **Last configuration save date** is 2023-04-02 at 14:04 (the time when you made the change and saved it).

A confirmation message displays: *Are you sure you want to save current*

*configuration? Remember that previous backup will be deleted.*



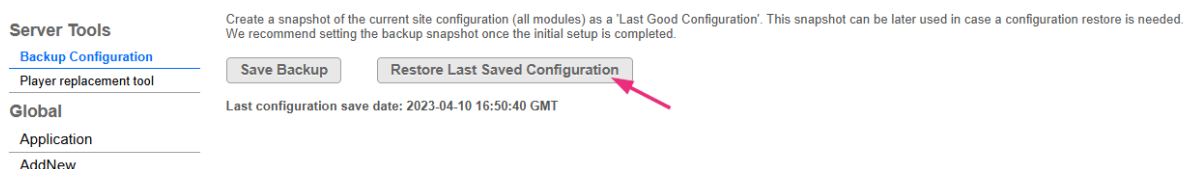
Click **Yes, save** to continue.

## Restore a configuration

You can easily revert to a previous version of your site configuration by using the restore feature.

1. At the top of the Configuration Management console, go to the **Server Tools** section and select **Backup Configuration**.
2. Click **Restore Last Saved Configuration**.

### Backup Configuration

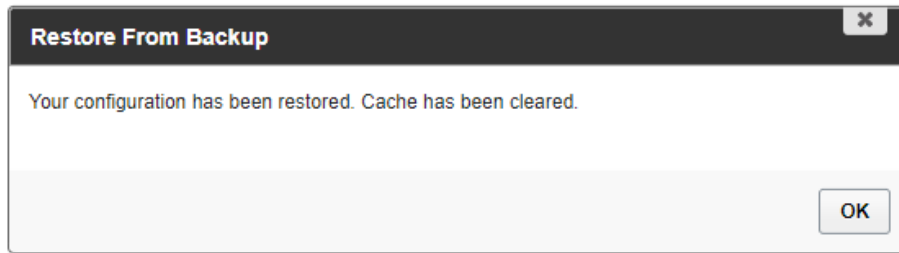


A warning message displays: *The backup of your configuration is from 2023-04-10 16:50:40. Are you sure you want to restore your configuration to it? This action cannot be undone.*



3. Click **Yes, Restore** or **Cancel**.

A confirmation message displays: *Your configuration has been restored. Cache has been cleared.*



4. Click **OK**.

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