Backing up and Restoring Interact2 Sites

It is good practice to take regular backups of Interact2 sites and save it to a secure location in case data needs to be recovered. This document goes through the process of making a backup of an Interact2 site, and in the unfortunate event, the process and limitations of having this data recovered.

Archive vs. Export

The backup process uses the Archive tool, rather than the Export tool. The **Export** tool makes a package file containing the sites content and structure. This data then can be imported into another subject, course or organisation site. The export file will not contain user information, or their activities. This is where the **Archive** tool differs, as it will create a file containing the site content, structure, <u>and</u> user activity information.
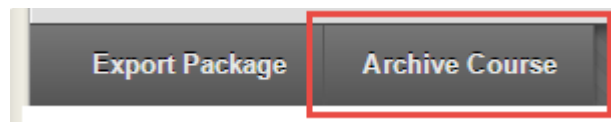
Backing up your site

The following procedure will guide you through the process of backing up your site:

1. Ensure that you are the Instructor (Subject), or Leader (Organisation) of the site.

2. Navigate to the site.

3. Under the **Packages and Utilities** menu.

4. Select **Export/Archive Course (or Organisation).**

5. Click the **Archive Course (or Organisation)** button.

6. *(Optional): Click to* **Include Grade Centre History.**

   Please Note: It may be best to download your Grade Centre Sheet from Grade Centre to retain data of student marks and grades.

7. Under **Course Files Default Directory** ensure that **Copy links and include copies of the files in the course default directory** is selected.

8. Under Files Outside the Course Default Directory ensure that **Copy links and include copies of the files outside the course default directory** is selected.

9. To ensure that the package size does not exceed its maximum limit of 1 GB, click the **Calculate Size** button.

Please Note: If you have exceeded 1 GB, you will not be able to back up the site, or have the site restored in the case of an incident.

Please note: It is not recommended for large files to be stored in Interact2, consider having large files stored in and linked from CSU services such as DOMS. If assistance is required in having the content migrated from the Interact2 site, please consult with an Educational Designer.

10. Click **Submit.**

11. Your site will now start archiving in the background, and the system will send an email when completed.

12. Once completed, click **Refresh**, or if you have left the site, navigate back to **Export/Archive Course (or Organisation).**

13. You will have a list of Export, and Archive files displayed (*note the ArchiveFile prefix).*

14. Hover over the file listing, and go into the file options; you will see four options
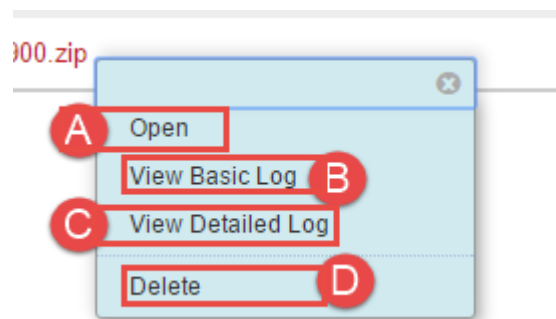
      a. **Open**: allows you to download the Archive file
      b. **View Basic Log**: allows you to see the basic log of the archive process
      c. **View Detailed Log**: allows you to see an in-depth log of the archive process
      d. **Delete**: allows you to delete the Archive file from your site

15. (Recommended) 'View' the Archive logs to ensure that there has not been any errors in creating your Archive file.

16. (Recommended) 'Open' the Archive file to download onto your computer, or somewhere safe, such as a location designated by your School.

17. (Optional) If the Archive logs do not show any errors, and you have stored the Archive file somewhere safe, it may be worth deleting the Archive file from your site to save space.

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Restoring your data from an Archive file

Option 1: Need to retrieve the site content, but not the user activity data

The **Import Package** tool can be used to achieve this, which will work using Export files or Archive files. This tool is available to the site Instructor, and will be the quickest option.

Option 2: Need to recover all the site data, including the user information, and activity data

For the site to be recovered, please review the following information:

- The archive file will need to be less than, or equal to 1 GB

- Expect a one week resolution time for this to be made available

- This data will restore into a temporary site for the Subject Coordinator to access

- The user activity data cannot be restored, or copied to an existing site

The following procedure will guide you through the process of arranging a backup to be restored to a temporary site.

- Review the above information on the limitations

- Submit a new DIT Service Desk request, and include:

  - the SiteID, for example, S-ITC103_201660_W_D, and
  - the location of the ArchiveFile, i.e. a location on the S Drive.

- You will be advised once the data has been restored, and the site will appear in the Subject Coordinators Interact2 Dashboard

- Please advise, or submit a new DIT request once you have finished with the temporary site, so that it may be removed from the system.

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Restoring your data from the System Backup

*Please Note: Blackboard allows the University up to **four** restores in a calendar year.*

Restoring individual site data from the System backup should be reserved for critical situations, where it is vital that the information is recovered, and where there are no means to use previously created Archive or Import files.

Please review the following information:

- Blackboard will only retain backup data for 30 days so the restore request needs to be received as early as possible

- Expect that it will take between two and three weeks for this to be made available

- This data will restore into a temporary site for the Subject Coordinator to access

- The user activity data cannot be restored, or copied to an existing site

The following procedure will guide you through the process of arranging a backup to be restored to a temporary site.

- Review the above information on the limitations

- Submit a new DIT Service Desk request, and include:

    o the SiteID, for example, S-ITC103_201660_W_D, and
    o a description of the data that has been lost, and
    o the circumstances in which the data was lost, and
    o the closest date and time you could provide as to when the data was lost, or last seen.

- You will be advised once the data has been restored, and the site will appear in the Subject Coordinators Interact2 Dashboard

Further information:

- Reuse content (Exporting and Importing)
- Export, Archive, and Restore Courses (Blackboard Help)
- Where to store learning resources in i2
- Digital Object Management System (DOMS)

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