

Snapshots

dinCloud takes system level snapshots of each production virtual machine (VM) once a day and stores them for ten days. dinCloud can take more frequent snapshots and extend the retention for additional storage costs.

dinClouds offers two options, a File Level or a Full VM restore.

File Level: In this case, perhaps a file has been deleted or information from a previous file or folder is required. dinCloud can restore an entire disk that contained the file or folder and attach the restored disk with an alternate VM within the customer environment. A File Level restore provides a way to restore an individual file or folders in a non-disruptive process, as no down time is required. The restore duration is dependent on the size of data.

Full VM: If a production VM has failed or an operating system has crashed, dinCloud can restore it with a Full VM recovery. dinCloud can restore a single VM or multiple VMs at once. This is a disruptive process and the VM must be powered off. This process will overwrite any existing data on the VM.

Process: Before restoring any VM, dinCloud obtains a customer confirmation e-mail with the date of the restore. Once the customer confirms the date of recovery for the restore, it is required to power off the VM to allow dinCloud to initiate the restore process.

ACTIVITY	START	DURATION	COMPLETE	PERIODS										
				Hours	1	2	3	4	5	6	7	8	9	10
Customer email	1	1	0%											
Confirm date	2	1	0%											
Power off VM	2	1	0%											
Restore	3	1	0%											
Click ENTITY	3	1	0%											
Review details	3	2	0%											
Data	4	2	0%											
Restore percentage	4	3	0%											
Creation date	5	2	0%											
Duration of restore	6	1	0%											
Customer confirmation	7	1	0%											

Restore Process: Once the restore process status is completed successfully, clicking on ENTITY “VM”, will show the restored VM automatically. The restore will show details including the VM name, restore percentage, status, creation date and duration of the restore.

Screenshot:

OPERATION MESSAGE	ENTITY	PERCENT	STATUS	CREATE TIME	DURATION
VM restore	VM	100%	Succeeded	12/20/17 11:09:43 AM	few seconds

If you have questions regarding snapshots or need additional information, contact dinCloud support via <https://support.dincloud.com>.