

# Restoring Control Panel Users' Accounts

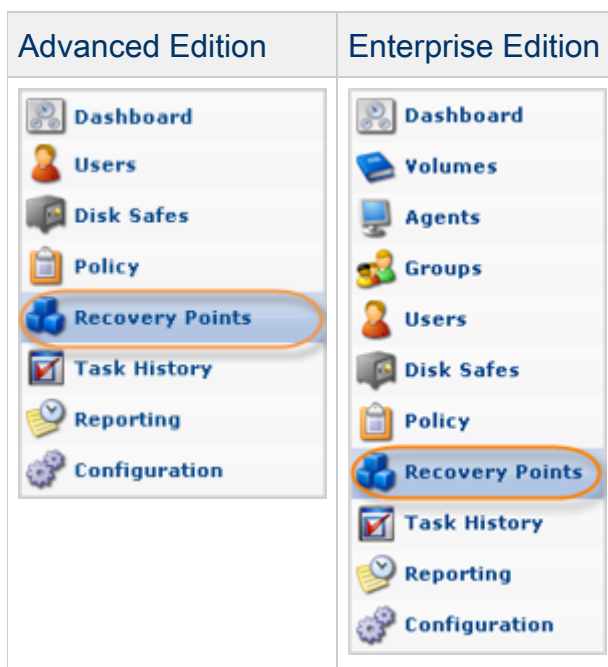
There are three ways for you to restore or access Control Panel user files:

1. Restore selected files to their original location.
2. Download files to local computer and upload files via FTP to website (Control Panel `home`). See [Downloading Control Panel Users' Data as Archive](#).
3. Send a TAR or ZIP archive containing selected or all files to the Control Panel `home` directory. See [Sending Control Panel Account Backup to Control Panel Home](#).

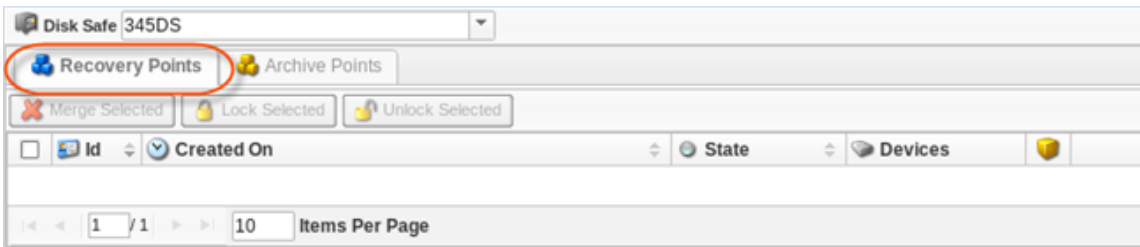
This topic describes the first option. Follow the instructions below to restore selected files to their original location..

**i** Tip  
These instructions are for CDP administrators.

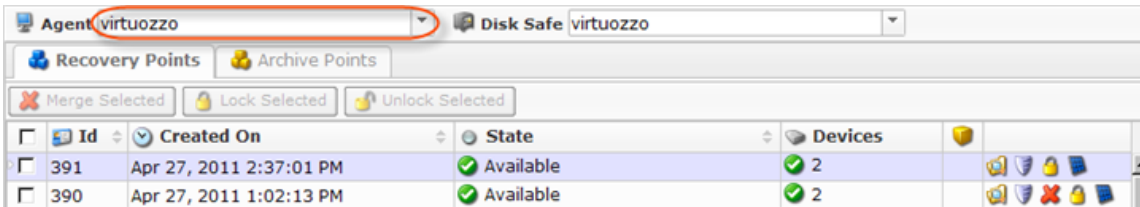
1. Click on "Recovery Points" in the Main Menu to open the "Recovery Points" window.



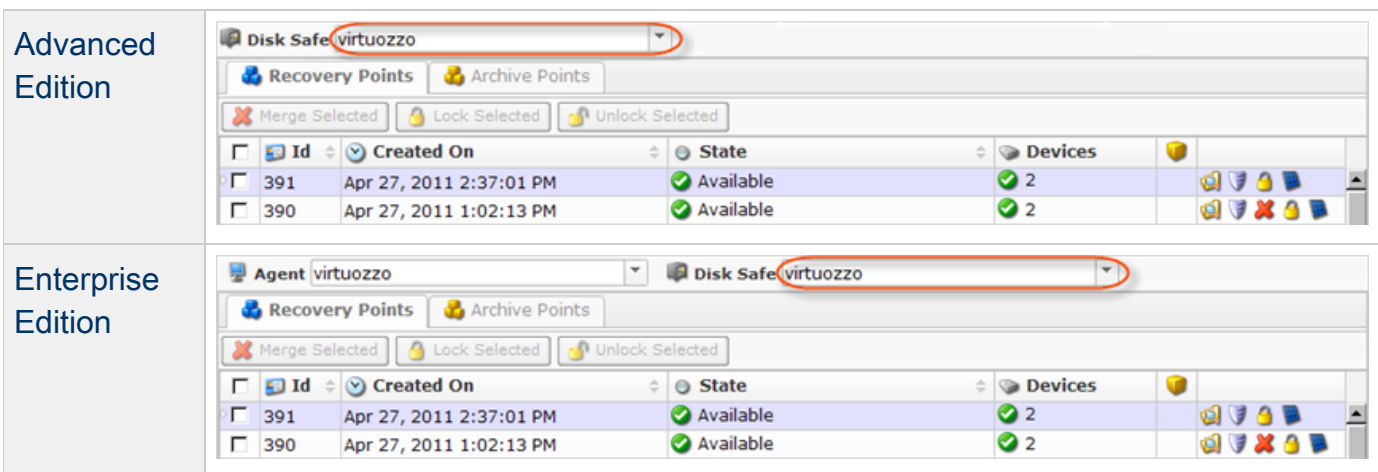
2. Make sure that the "Recovery Points" tab is selected.



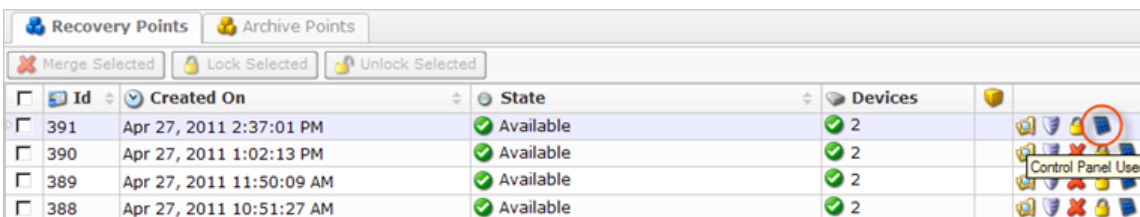
3. **Enterprise Edition:** In the "Recovery Points" list, select an Agent from the drop-down menu on the "Recovery Points" list toolbar.



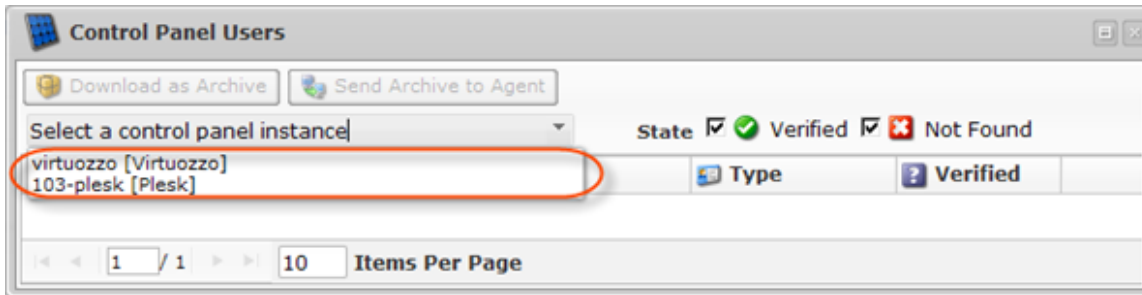
4. Select a Disk Safe from the drop-down menu on the "Recovery Points" list toolbar.



5. Click on the "Control Panel Users" icon for a Recovery Point.



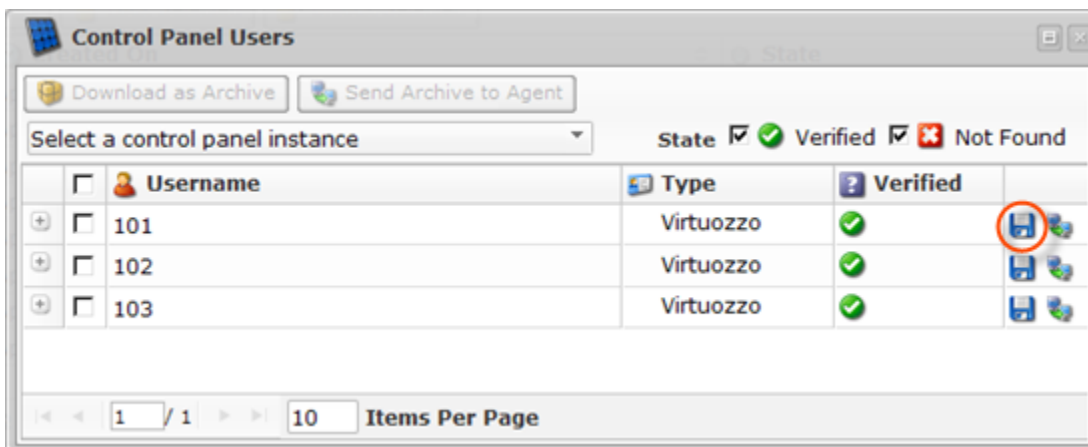
6. A "Control Panel Users" window appears. Select a Control Panel Instance from the drop-down menu.



### Tip

You can filter the listed items by State using the "Verified" and "Not Found" check-boxes located on the toolbar.

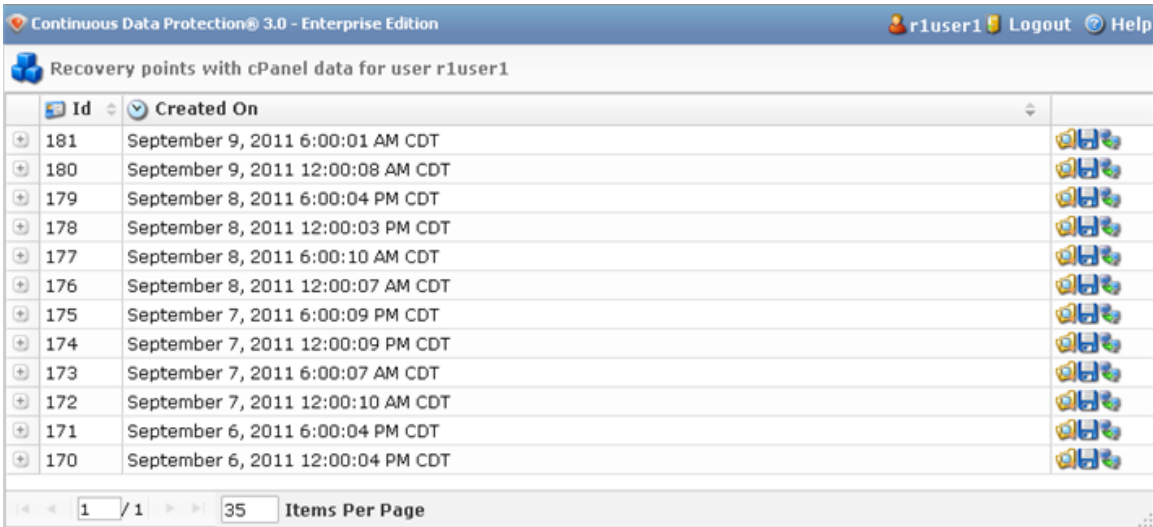
7. Find the desired user in the "Control Panel Users" list, and click on the "Save" icon in the "Actions" column to download your Control Panel user data as an archive file.







































### Note

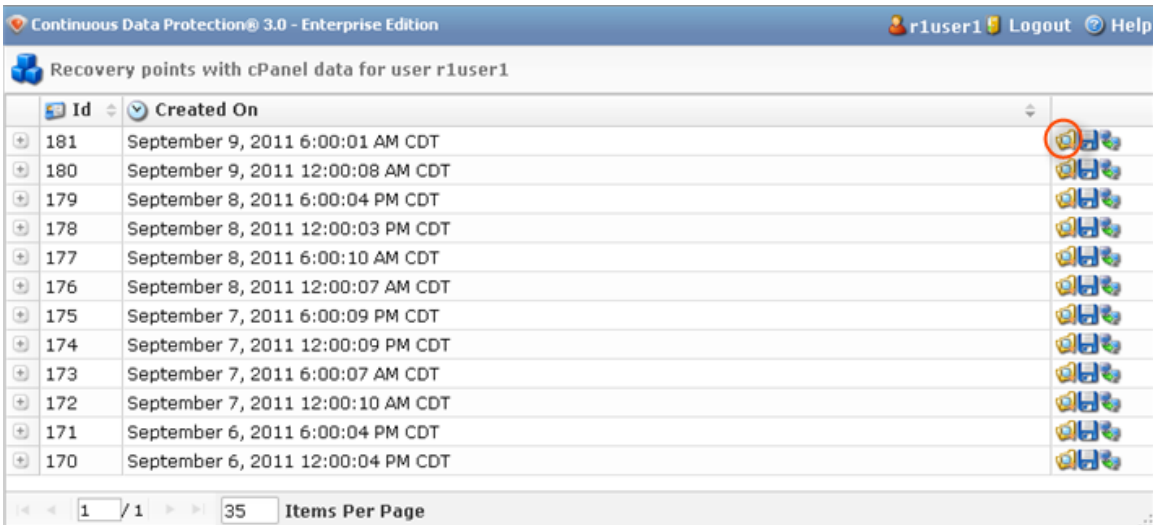
You can also use the "Download as Archive" function. See [Bulk Downloading](#) below.





































2. You will see a list of Recovery Points storing your user data.



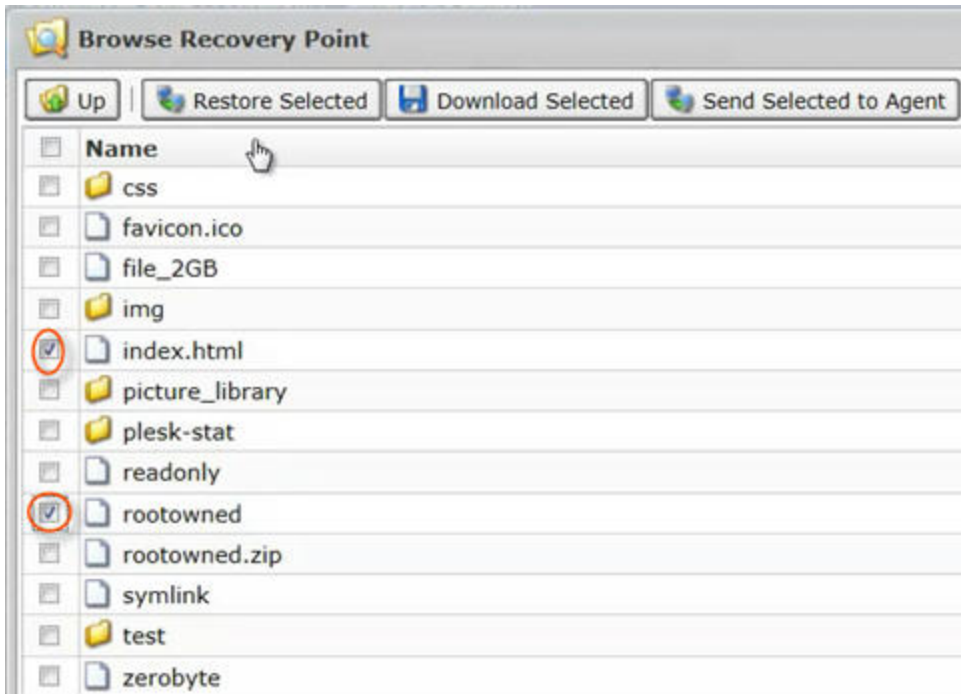
Id	Created On	
181	September 9, 2011 6:00:01 AM CDT	  
180	September 9, 2011 12:00:08 AM CDT	  
179	September 8, 2011 6:00:04 PM CDT	  
178	September 8, 2011 12:00:03 PM CDT	  
177	September 8, 2011 6:00:10 AM CDT	  
176	September 8, 2011 12:00:07 AM CDT	  
175	September 7, 2011 6:00:09 PM CDT	  
174	September 7, 2011 12:00:09 PM CDT	  
173	September 7, 2011 6:00:07 AM CDT	  
172	September 7, 2011 12:00:10 AM CDT	  
171	September 6, 2011 6:00:04 PM CDT	  
170	September 6, 2011 12:00:04 PM CDT	  

3. Click on the browse icon to choose the files you want to restore.



Id	Created On	
181	September 9, 2011 6:00:01 AM CDT	  
180	September 9, 2011 12:00:08 AM CDT	  
179	September 8, 2011 6:00:04 PM CDT	  
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177	September 8, 2011 6:00:10 AM CDT	  
176	September 8, 2011 12:00:07 AM CDT	  
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172	September 7, 2011 12:00:10 AM CDT	  
171	September 6, 2011 6:00:04 PM CDT	  
170	September 6, 2011 12:00:04 PM CDT	  

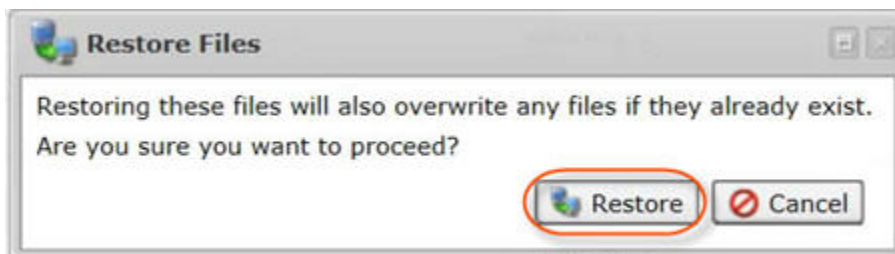
4. Check the desired files in the corresponding check-boxes.



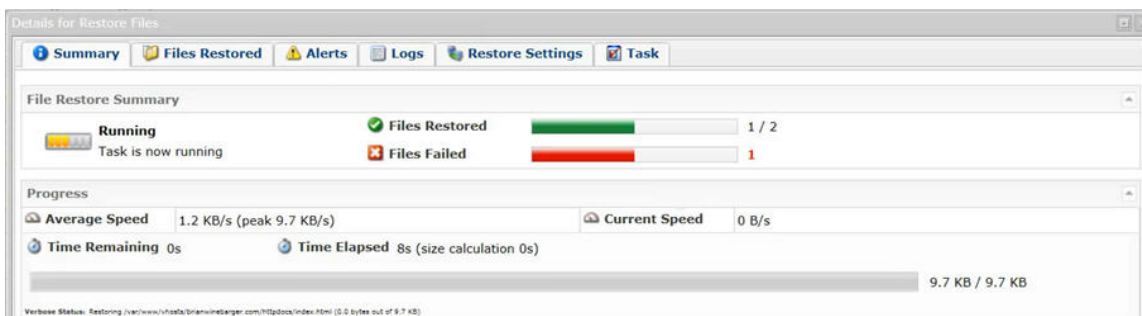
5. Click on the "Restore Selected" button.



6. The "Restore Files" window appears. Click "Restore."



7. The process is shown in the "Summary" tab of the "Details for Restore Files" window.



After the restore is complete, you can see successfully and unsuccessfully restored files in the "Files Restored" tab.

Details for Restore Files

Summary Files Restored Alerts Logs Restore Settings Task

Status  Success  Error [Download File List](#)

	Status	Type	File
<input type="checkbox"/>	<input checked="" type="checkbox"/>	File	/var/www/vhosts/brianwinebarger.com/httpdocs/index.html
<input type="checkbox"/>	<input checked="" type="checkbox"/>	File	/var/www/vhosts/brianwinebarger.com/httpdocs/rootowned

- i** Tip  
Click the plus sign to see a file's details.

Details for Restore Files

Summary Files Restored Alerts Logs Restore Settings Task

Status  Success  Error [Download File List](#)

	Status	Type	File
<input type="checkbox"/>	<input checked="" type="checkbox"/>	File	/var/www/vhosts/brianwinebarger.com/httpdocs/index.html
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	File	/var/www/vhosts/brianwinebarger.com/httpdocs/rootowned

**x** Status

Error Message	[[Cannot restore root owned file]]
Restore Target	/var/www/vhosts/brianwinebarger.com/httpdocs/rootowned