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Product:	M-Files Cloud Vault
Article ID:	104836
Version:	7.92731238314729E-304
Latest Review:	2/8/2013

# M-Files Cloud Vault Backup Statement

## Summary

M-Files Cloud Vault is a hosted version of M-Files made available by M-Files Corporation. M-Files Corporation and customer agree with the terms of service as described in <https://www.m-files.com/cloudvault/terms.html>.

This document describes how M-Files protects customer's data in the cloud to avoid data loss due to hardware failure, logical error, or similar.

## Enforced version control to rollback unwanted object changes

M-Files always saves modifications of the objects as a new version to the system. All changes can be rolled back using the client software.

## Deleting vs. destroying objects

Standard M-Files Cloud Vault users cannot destroy objects in the vault. The right to delete objects, including documents is specified in each object's permission settings. When user deleted an object in M-Files it cannot be browsed or searched anymore by other users. The object, however, is not destroyed permanently.

Each customer has administrator account. With that account customers can undelete deleted objects without touching backups at all. It is also possible to destroy objects permanently with this account.

## Mirrored disks to recover from hardware failure

All permanent data of the M-Files Cloud Vault service has been mirrored to multiple disks. In case of HDD, no data is lost.

## Scheduled backups

Scheduled backups are performed to recover from logical errors. Document vaults are fully backed up every day. The backup data is hosted in a different storage than the actual production data. Backup data is also mirrored and geographically distributed. The additional features of the backup plan vary between Standard Backup Plan and Premium Backup Plan. Premium Backup Plan is a payable additional service.

Item	Standard Backup	Premium Backup
Daily backup of document vault	included	included
Quality assurance of backups	included	included
Number of stored legacy backups	14	14
Storing quarterly backups for the past year	not included	included
Geographically decentralized distribution of backups	included	included
Number of backup restore tests a year	2	4
Physical delivery of backups to the client	not included	4 times / year

Daily backups are performed as a scheduled job. The system sends one daily digest message per region after the vaults have been backed up (see example below). This message is automatically imported to M-Files Technical Support ticketing system.

**Cloud Infrastructure Logs**

↳ SQL Azure Backup Report - Backup role 3 / Asia FAILED

Tracker Issues: 0

Due: **Overdue** Resolution Due: 3d 20h 31m SLA: Normal SLA Plan Created: 07 February 2013 04:38 PM Updated: 07 February 2013 04:41 PM

DEPARTMENT	OWNER	TYPE	STATUS	PRIORITY
Cloud Infrastruc...	Unassigned	Task	Open	Medium

Start typing to insert tags...

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Posted on: 07 February 2013 04:38 PM **new**

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Total duration / master databases: 00 hrs 24 mins 43 secs
[redacted] database.windows.net / MFilesAzure, succeeded
[redacted] database.windows.net / MFilesAzure, succeeded
[redacted] database.windows.net / MFilesAzure_Production, succeeded
[redacted] database.windows.net / MFilesAzureMM1, succeeded

Total duration / vaults: 05 hrs 40 mins 13 secs
Failed backups - 2 vault(s):
[redacted] duration 00 hrs 17 mins 11 secs
* Request [redacted] (Export) failed. Error: Error encountered during the service operation.
The specified block list is invalid.
The remote server returned an error: (400) Bad Request.
[redacted] duration 05 hrs 40 mins 11 secs
* Unspecified error during retrieving SQL Azure Import/Export status.

Succeeded backups - 20 vault(s):
[redacted], duration 01 hrs 55 mins 48 secs
[redacted] duration 00 hrs 46 mins 22 secs
[redacted] duration 00 hrs 14 mins 13 secs
[redacted] duration 00 hrs 07 mins 20 secs
[redacted] duration 00 hrs 11 mins 45 secs
    
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Additionally, technical support monitors regularly backup dashboard that indicates if any backup plan has issues>

Server	Database	Newest backup
[REDACTED] database.windows.net	MFilesAzure	✓
[REDACTED] database.windows.net	MFilesAzureMM1	✓
[REDACTED] base.windows.net	MFilesAzure	✓
[REDACTED] database.windows.net	MFilesAzure_Production	✓
[REDACTED] database.windows.net		-

Azure	Backup destination	Vault Backups
<a href="#">m-files-internal-101</a>	motivene1	✓
<a href="#">m-files-internal-102</a>	motivene1	✓
<a href="#">m-files-internal-103</a>	motiveussc1	✓

### Backup restore tests

The backup restoration is tested for every document vault in production use. The restore tests are done either two or four times a year depending on customer’s backup plan.

The restore test is done by restoring the vault data to another server from backup files.

### Disaster recovery plan

M-Files Cloud Vault infrastructure has been designed in such way that it can automatically recover from most hardware failures without downtime or any action from M-Files support team. The instructions to manually restore customer data to another server in case of system disaster have been documented separately.