

Product:	M-Files Cloud Vault
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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.

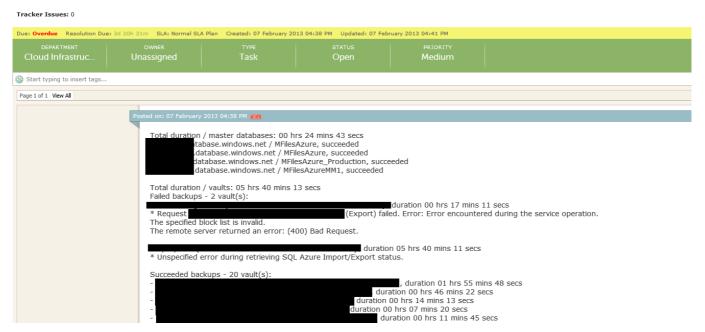
Scheduled backups

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 mirrorer 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



Additionally, technical support monitors regularly backup dashboard that indicates if any backup plan has issues>

Server	Database	Newest backup
atabase.windows.net	MFilesAzure	②
tabase.windows.net	MFilesAzureMM1	②
base.windows.net	MFilesAzure	②
atabase.windows.net	MFilesAzure_Production	②
database.windows.net		-

Azure	Backup destination	Vault Backups
m-files-internal-101	motivene1	②
m-files-internal-102	motivene1	②
m-files-internal-103	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.