Set Up Knowledgebase Backups

In the admin console, the Backup section at **KB Management > Backup** is where you can create backups of knowledgebases, and control the custom backup schedule for each KB. You can create KB export files by doing a manual backup.

> ⚠️ This applies only to on-premise customers. Hosted customers do not need to configure backups.

Backup options and notes:

- You can specify backup file locations and how often to delete old backup files.
- KBs with a Status of Invalid or Disabled cannot be backed up by the system.
- Agiloft uses XML to represent the data. It then uses tar, gzip for compression. All backups have a file extension of `.xml.tar.gz`. To distinguish that it is an Agiloft export file, the extension of `.ew` is used in place of `.tar.gz.`
- The Maximum Concurrent Backups global variable determines the maximum number of simulataneously running backups allowed at any one time.

Manually Run a Backup

To manually run a backup:

1. Log in to the admin console and select the Backup section.
2. Select the desired KB and click Run Backup Now.
3. Select the location of the exported data: local hard drive or server.
4. Confirm the format of the data export. Currently only Agiloft format is supported.
5. Select whether to strip attached files. This option may significantly reduce the export size of the backup.

Schedule Regular Backups

By default, the Agiloft system runs backups on all KBs once a day at 11PM in the Admin Console time, also called server time. Note that you can override the default so that the Agiloft system only runs backups on KBs in which someone has logged in within the last 24 hours using the Backup Active KBs Only global variable.

To change the backup schedule of an individual KB:

1. Select the desired KB from the Backups section and click Edit.
2. Select the location of the exported data. The default is the server's Home directory:
3. Select the frequency of the automatic backup. The frequency may range from hourly to never. Since creating a backup of a large KB can be resource-intensive, plan KB backup frequencies accordingly.
4. Select options for how often backups are overwritten. There are options for overwriting hourly, daily, weekly, monthly and yearly backups. The first backup at the beginning of each time period is considered by the system to be the anchor point for the system's schedule of overwriting backups. For example, the term "hourly backup" refers to the first backup of the hour. The term "monthly backup" refers to the first backup of the month.
5. Select whether backups are created on weekends. If weekends are excluded from the backup schedule, backups created on Friday are considered to be one day old on the following Monday.
6. Select the backup behavior of attached files. The system default is to back up all attached files with every backup, however this may put undue strain on the system especially in KBs with large quantities of files depending on the frequency. Consider changing the default to weekly or even monthly if server load is a concern.
7. Select the start time of the one-time or periodic backup. For example, if the start time is 12am with a frequency of 4 hours, the first backup occurs at midnight. The second backup occurs a 4am, and so on.