We have prepared the backup for you.

Here is the link: https://migration-share-box.bx24.net/cloud/20230327\_162959/20230327\_162959\_full\_q76e8qs8pgdpqvu9.enc

Total 14.55 GB / 150 p.

The backup copy does not contain your cloud files. They will be downloaded during restoration process.

The backup was created at 03:15 UTC+0.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Restoration\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. You do not need to go to the link above. You need to select the “Download from remote server” option in your BitrixVM and paste this link.

2. The link to your backup copy will be available 7 days. Then the backup copy will be deleted.

3. Make sure you have enough space at virtual machine's disk.

The Cloud B24 sailchecker.bitrix24.eu takes approximately 83 GB, virtual machine's disk must have at least 249 GB.

4. Please note that you should restore the Bitrix24 backup file to the empty root directory in your Self-hosted Bitrix24. An installed self-hosted Bitrix24 will not do.

5. Here is the guide how to restore Bitrix24 backup

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Passwords\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

6. Your backup password: RVV857UWx0DKlMQK

Administrator’s credentials:

e-mail: chris@sailchecker.com

password: monitorinklight

You can use them to log in to your Bitrix24 On-Premise account.

7. Please note that users will need to use the password recovery form to log in to their accounts. Or the administrator can reset passwords in the Control Panel. Passwords are not stored on the Bitrix24 Cloud account.

8. If your employees see the message “Access denied” during login, run the Corporate Portal Setup Wizard through the Control Panel: Settings > Product Settings > List of Wizards.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Getting started on Bitrix24 On-Premise\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

9. The database is copied without saving the search index. You need to do reindexing to make search work.

10. NB: it is important to install all product updates after you restore Bitix24 backup.

11. Install REST API module to make Push&Pull work. You also need to configure Push&Pull module.

12. After you install product updates you need to update the public address of the site in the settings of the modules “Connectors for external messengers” (imconnector), “Open lines” (imopenlines), “Bitrix24 Chatbots” (imbot). Reconnect external communication channels previously connected in the Cloud account.

13. Bitrix24 Sites, Online Store, CRM-forms should be republished after the migration, otherwise they will not work in the Bitrix24 On-Premise version. To do this, you need to set another domain (Bitrix24 subdomain) for your sites in Cloud account, and then you will be able to publish sites, online stores and CRM-forms in the Bitrix24 On-Premise version to the vacant domains. You can find the instruction here

14. Set up the outgoing mail to your own mail server.

15. Applications, Chat Bots and rented numbers will not be transferred to your Bitrix24 On-Premise account during backup restoration. If you are willing transfer rented numbers you need to send a separate request to Bitrix24 support. :!: Notice that you don't need to pay for the Sip connector and top up your balance.

Migration from Cloud to On-Premise account is a complicated task. If you have any difficulties our engineers will quickly connect and assist you. You can continue working in your Cloud account but you will need to transfer new data manually. Backing-up your Cloud project and migrating it to the On-Premise version can be performed only once for free.

:!: :!: :!: If you have Bitrix24 subscription, your Cloud account will continue to operate. You can cancel subscription inside your Cloud Bitrix24.

If you have any difficulties with your Cloud subscription renewal or cancellation, please, contact our Sales team at sales@bitrix24.com

If you plan to stop working in your Cloud account after migration, we can block your Cloud portal on your request. Please, let me know if this is relevant to you.

Best regards,

Tech Support

Helga