

# Accounts Restore

Translate: **EN**

Accounts can be restored completely or partially. What is the difference? The complete restore will apply when all client's data have been lost, including trade operations. The partial restore will apply when only account data has been lost (user's name, address, etc.). If you have deleted an account by mistake, or when you need to perform complete restore for any other reason, you should carry out the following actions:

1. [restore the account data \("Accounts" section\)](#).
2. [restore the account orders \("Orders" section\)](#).
3. [check and recalculate the restored account balance](#)

For partial restore, it is necessary to [carry out only the first action](#).

You should use the "Find" window to find the necessary client's account on the given criterion among the results of the data base request. You can activate this window using "Ctrl+F" buttons.

## Account Data Restore

You need [accounts bases](#) for restoring the account data. These bases are created within a certain schedule (indicated in the ["Archive backup every"](#) field of the ["Backups"](#) section). They are stored when any account is being deleted.

Login	Group	Email	Date	Balance
598617	demo forex	test@test.com	2012.05.24	1 000 000.00
598618	demo forex	test@test.com	2012.05.24	977 228.66
598626	demo forex	test@test.com	2012.05.24	1 000 000.00
598627	demo forex	test@test.com	2012.05.24	1 000 000.00
598629	demo forex	test@test.com	2012.05.24	851 569.30
598631	demo forex	test@test.com	2012.05.24	706 963.42
598635	demo forex	test@test.com	2012.05.24	1 000 000.00
598636	demo forex	test@test.com	2012.05.24	1 000 000.00
598637	demo forex	test@test.com	2012.05.24	928 305.85
598639	demo forex	test@test.com	2012.05.24	1 000 000.00
598640	demo forex	test@test.com	2012.05.24	1 000 000.00
598643	demo forex	test@test.com	2012.05.24	1 000 000.00
598645	demo forex	test@test.com	2012.05.24	1 000 000.00
598646	demo forex	test@test.com	2012.05.24	1 000 000.00
598647	demo forex	test@test.com	2012.05.24	1 000 000.00
598648	demo forex	test@test.com	2012.05.24	698 304.48
598649	demo forex	test@test.com	2012.05.24	849 433.94
598650	demo forex	test@test.com	2012.05.24	851 577.64
598656	demo forex	test@test.com	2012.05.24	1 000 000.00
598659	demo forex	test@test.com	2012.05.24	1 000 000.00

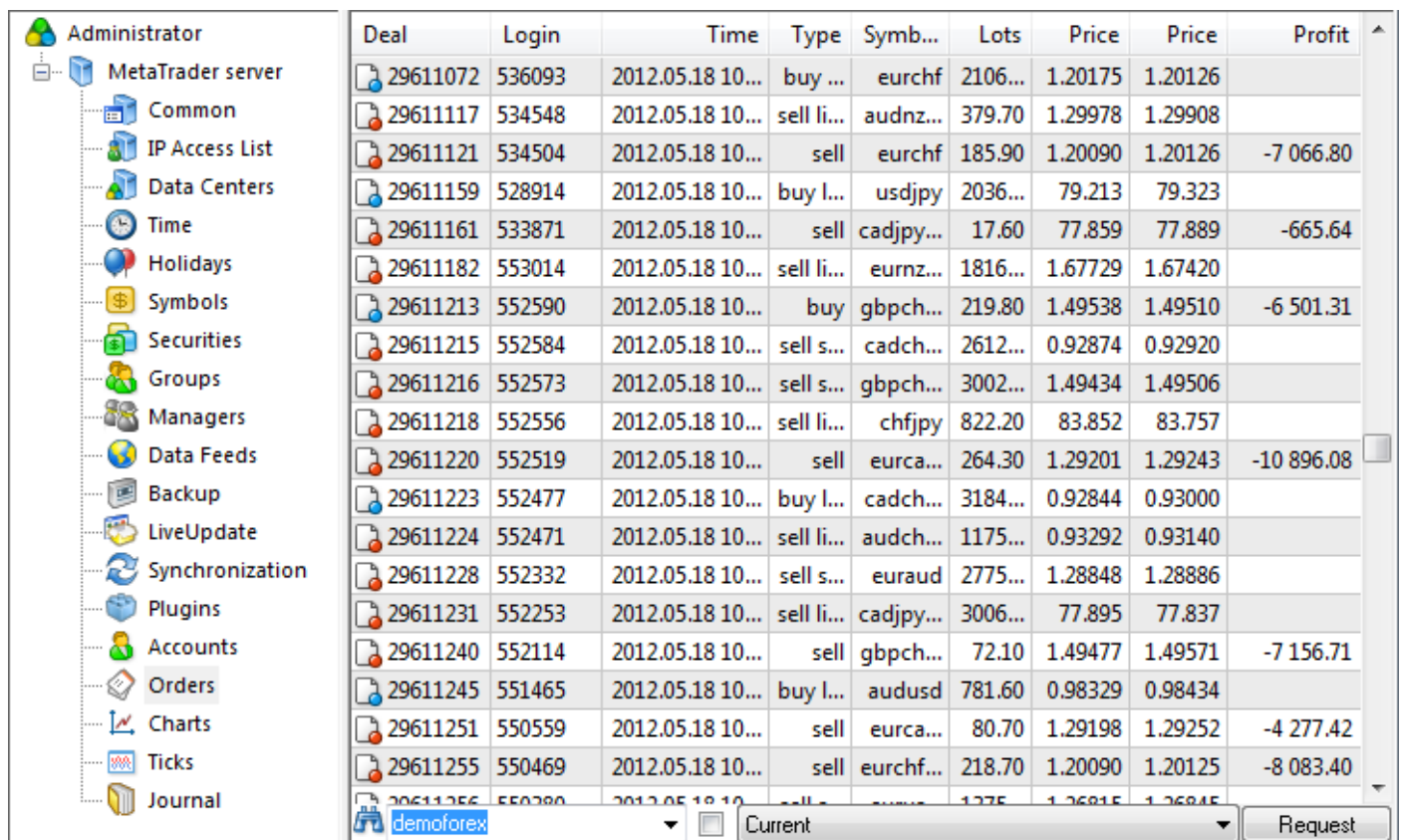
Database: 2012.05.30 00:01:10 (users\_20120530) Request

[Any base](#) fits for restore if it contains information about the necessary account. First, you should request the base in the ["Accounts"](#) section. As soon as the desired account is found in bases you will have to execute the "Restore Accounts" context menu command. After that, you can find the restored account in the current base ("Current Account Base" in the "Database" field). Take into consideration, please, the deposit of the account having been restored is still zero. It is not a problem since you can restore your balance, as well, if you know all trade operations.

Note: It is recommended to request bases created after having deleted accounts (files having the "Deleted" postfix). Requesting all databases can cause unnecessary server load, and, moreover, it is difficult to retrieve necessary information in a large amount of data. It is also recommended not to request all the bases, but to request only backups created approximately at the time of the account deletion.

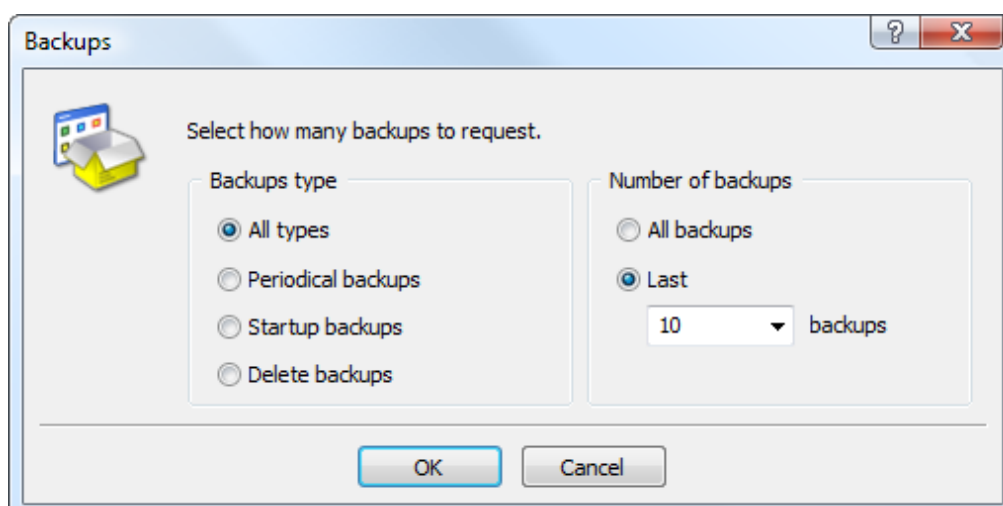
## Orders Restore

The technique of orders restore is rather similar to that of [account restore](#), except for that, in most cases, not all, but the latest order base containing trade operations of the selected account is necessary. The fact is that it is the latest base that contains information of all trade operations of the deleted account. Normally, when the account is being restored, it is a base having the "delete" postfix and information about the time of the account deletion. All orders and positions not yet closed at the moment of deletion are stored in it.



Deal	Login	Time	Type	Symb...	Lots	Price	Price	Profit
29611072	536093	2012.05.18 10...	buy ...	eurCHF	2106...	1.20175	1.20126	
29611117	534548	2012.05.18 10...	sell li...	audNZD...	379.70	1.29978	1.29908	
29611121	534504	2012.05.18 10...	sell	eurCHF	185.90	1.20090	1.20126	-7 066.80
29611159	528914	2012.05.18 10...	buy l...	USDJPY	2036...	79.213	79.323	
29611161	533871	2012.05.18 10...	sell	CADJPY...	17.60	77.859	77.889	-665.64
29611182	553014	2012.05.18 10...	sell li...	EURNZD...	1816...	1.67729	1.67420	
29611213	552590	2012.05.18 10...	buy	GBPCHF...	219.80	1.49538	1.49510	-6 501.31
29611215	552584	2012.05.18 10...	sell s...	CADCHF...	2612...	0.92874	0.92920	
29611216	552573	2012.05.18 10...	sell s...	GBPCHF...	3002...	1.49434	1.49506	
29611218	552556	2012.05.18 10...	sell li...	CHFJPY	822.20	83.852	83.757	
29611220	552519	2012.05.18 10...	sell	EURCAD...	264.30	1.29201	1.29243	-10 896.08
29611223	552477	2012.05.18 10...	buy l...	CADCHF...	3184...	0.92844	0.93000	
29611224	552471	2012.05.18 10...	sell li...	AUDCHF...	1175...	0.93292	0.93140	
29611228	552332	2012.05.18 10...	sell s...	EURAUD	2775...	1.28848	1.28886	
29611231	552253	2012.05.18 10...	sell li...	CADJPY...	3006...	77.895	77.837	
29611240	552114	2012.05.18 10...	sell	GBPCHF...	72.10	1.49477	1.49571	-7 156.71
29611245	551465	2012.05.18 10...	buy l...	AUDUSD	781.60	0.98329	0.98434	
29611251	550559	2012.05.18 10...	sell	EURCAD...	80.70	1.29198	1.29252	-4 277.42
29611255	550469	2012.05.18 10...	sell	EURCHF...	218.70	1.20090	1.20125	-8 083.40
29611256	550380	2012.05.18 10...	sell s...	EURUSD	1275...	1.26815	1.26845	

To find a desired base, it is necessary to select "More Backups" in the "Database" field of the ["Orders"](#) section:



**Backups**

Select how many backups to request.

Backups type

- ☒ All types
- ☐ Periodical backups
- ☐ Startup backups
- ☐ Delete backups

Number of backups

- ☐ All backups
- ☒ Last

10 backups

OK Cancel

You should check the "Delete backups" field and choose the request range in the "Number of Backups" field. Then you should find the latest base having the "delete" postfix and containing information of operations of the desired account (the time of base creation can help you in doing this). To restore orders it is necessary to execute the "Restore orders" command, having selected all (or just some of) operations. The last task of complete restore is collation of orders and the account, and balance recalculation.

Attention:

Account orders of the account group which did not exist after the server had been started cannot be restored. At this stage, unlike order, the account of a non-existing group can be restored.

restore of orders for a non-existing account is impossible.

## Balance Check and Recalculation

After having restored the account and its orders you see that balance is still zero. To correct it, you should execute the "[Group Operations](#)" context menu command in the "[Accounts](#)" section. Then you should execute the "Check balance" command. The balance recalculation for the restored trade operations (including initial deposit at the account opening) and collation of the balance and the current balance value will be performed. As a result, there will be either "OK" or "Wrong" written in the "Accounts" section in the "Status" field of the selected account. In the first case, the balance and the result of recalculation on operations coincide. In the second case, values differ, this is a standard situation at complete restoring proves. To complete it for the account, it is necessary to execute the "Fix Balance" command in the group operations window. The result is that there is "OK" written in the "Status" field, and the deposit is equal to the amount resulting from recalculation on operations.

Attention: Do not forget to check and recalculate balances when restoring accounts!

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[Group Operations](#)

[Account Archive](#)

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