

KNOWLEDGE BASE · PUBLIC DOCUMENT

Backups and your Sitejet site: what is kept, and where

Backups & Migration

CODE

RLX-INT-KB-1278

VERSION

v2026.09.28

COUNTRY · LANGUAGE

International · English

MozOut International

RLX Holdings (Pty) Ltd. · Group RLX Holdings

Tax no. (SARS) 943 907 6234 · Registration no. (CIPC) 2025/667953/07

<https://www.my.mozout.com/knowledgebase/1278>



A site made with Sitejet Builder lives in two places: in the builder, where you make it, and in your account, where the published version sits. Each has its own copies.

In the builder: the project

cPanel itself notes that Sitejet Website Builder keeps your site. The project is stored on Sitejet's side, not in your account - which is why you can take the published version down and publish it again later.

Inside the builder there is also a **Backups** area: while you work, the builder saves automatic versions, and you can save one of your own before a big change.

Tip: before changing a lot, save a version in the builder. It is the quickest way back.

In your account: the published version

When you publish, the site is copied into the domain's folder. Those files are included in our daily backups (JetBackup), taken in the early hours and kept for 30 days. With JetBackup you can put the folder back as it was on one of those days - see **how to restore your data with JetBackup**.

Your account also has a `sitejet` folder holding the link between each domain and its builder project. Do not delete it.

Careful: JetBackup restores the published files, not the builder project. If you restore an older version of the folder and then publish again from the builder, the publish replaces everything with what is in the builder.

The restore point

The first time you publish to a folder with files in it, cPanel offers to create a restore point: a compressed copy of the site that was there, kept in your account. That is what lets you go back to the old site with **Restore Directory** - see **publishing without losing the site you had**.

Which to use when

You want to...	Use
Undo changes made in the builder	The builder's own versions.
Go back to the site you had before the builder	The restore point (Restore Directory).
Recover the published files from a given day	JetBackup.
Keep a copy of your own, off the server	Your own backup.

Need to recover a version of the site and not sure which copy to use? We will help.

[Open a support ticket](#)



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MozOut is a leading internet services company, with a mission to help businesses to be born and prosper through technology.

2020

FOUNDED

37,000+

CLIENTS

130+

SIGN-UPS A DAY

MozOut International

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REGISTRATION NO.
(CIPC)

2025/667953/07

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OPENING HOURS

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Saturday & Sunday - Closed

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