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I restored a backup and lost recent work: what can still be recovered

Restoring Data

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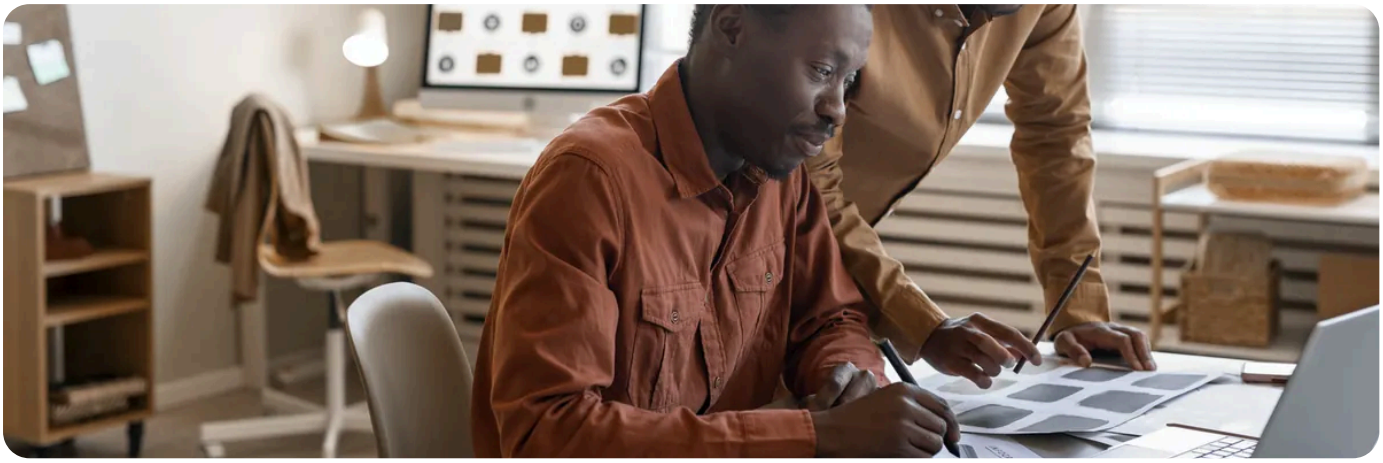
https://www.my.mozout.com/knowledgebase/3882

I restored a backup and lost recent work: what can still be recovered

Restoring Data Created on **October 10, 2026** 3 min read



Restoring an old copy puts the site **back as it was on that day**: whatever was written afterwards (orders, articles, comments, sign-ups) is no longer live. But it rarely vanishes altogether. There is almost always a **more recent copy**, from before the restore, that holds what is missing. What matters is to act quickly and **not restore again on top**.

What happened, in two lines

A restore replaces the area you chose (the files, or the database) with what the copy had. The daily copies that exist **between** the date you picked and the moment you restored are still there, for as long as they stay inside the window of kept copies (see **how long we keep backups**). That is where the work you think you lost is.

Step by step

1. **Stop.** Do not restore anything else to “fix” it. Every restore replaces again, and may throw away the only copy where the work still exists.

2. **Write down the two dates:** the date of the copy you used and the approximate day and time of the restore. The lost work sits between the two.

3. **Look at the list in JetBackup.** Find the most recent copy from **before** the restore. That one has your work.

4. **Download it, do not restore it.** Use **Download** and open the copy on your computer, as in **how to restore your data with JetBackup**.

5 **Bring back only what is missing.** For files, copy the missing folders or files. For the database, import the `.sql` into a **new database with another name**, and from there export only the tables or rows that are missing into the site's database. See **exporting a database with phpMyAdmin** and **importing a database with phpMyAdmin, and the size limit that stops you**.

6 **Look for other traces.** New-order e-mails, payment notifications, form messages and payment statements hold what the database no longer has. If it is only a few entries, you can enter them again by hand.

What you lost	Where it may still be
Articles, pages, comments	In the copy from before the restore (database). In the editor's drafts, if there are any.
Orders and customers	In the earlier copy; in the order notification e-mails; in the payment provider's records.
Images uploaded between the two dates	In the files of the earlier copy (the uploads folder).
E-mail	See **restoring a single e-mail account or folder**.

! **The clock is running.**
Old copies leave the window as new ones come in. If you wait too long, the copy where the work still existed may already be gone. On a shop, do not put it off: every day of orders left unrecovered adds up.

Next time, download the current state before you restore.
Five minutes exporting the database and compressing the folder give you a way back. And restore only the piece you need: **how to restore only the database from a backup**. For the before and after of an update, see **what to back up before you update**.

NEED A HAND?

Lost orders or posts and not sure where to start? Tell us the two dates and what is missing, and we will see which copies exist.

Open a support ticket →

SEE ALSO

- How to restore your data with JetBackup
- Restoring a backup yourself, without opening a ticket
- How to restore only the database from a backup
- How long we keep backups, and how to restore one

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