How can I access my nightly database backup?

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Please be advised that since we send your database backup to a separate, remote tape drive, you cannot access this drive directly. We cannot allow you to have a privilege to access this drive directly.

If you want to retrieve your database backup, please kindly contact our Support Team via our Help Desk System . Please take note that we can only make a backup of your current database. If you like us to restore your past database backup, we will have to charge you a one-time database restoration fee. This type of restoration is an expensive and time-consuming process and this is why we have to charge you a one-time database restoration fee