

## **ShopSite Knowledgebase**

### **Is it possible to recover data if a new install is run over an existing store?**

Product: SC + TX

Version: ALL

Platform: ALLSolution ID: S04119

The install overwrites all existing files. If a backup was created of the data directory, the old store may be restored following instructions in S02780.

If a recent version of the products.db.bak and pages.db.bak, created through Utilities > Database > Products and Pages > Backup, exists in the data directory, try using the Restore option. Most of the products and pages information may also be recovered if the merchant downloaded a recent copy of the products and pages databases and copies of the text files are available. The files can be uploaded into the new install. Many CSPs do nightly backups of the server. The store databases may be available from a backup tape. If no backups are available, the store information is lost.

**\*\*Always make backups of all ShopSite files and directories before making server changes to an existing store. \*\*Solution ID: S04119**

<https://support.shopsite.com/KBase/questions/2316/>