Native Backup by Peasisoft User Guide

This guide explains how to use Native Backup by Peasisoft to protect, review, restore, recover, and export BigCommerce store data.

Who this guide is for

Use this guide if you manage a BigCommerce store and need to:

- Back up store data before or after important changes.
- Review historical versions of store records.
- Restore one record to an earlier version.
- Restore many records or content types from a previous backup.
- Export store data for local storage, cloud storage, migration, or record keeping.
- Review restore and export history.

Before you begin

Make sure that:

- The Native Backup by Peasisoft app is installed in your BigCommerce store.
- You can sign in to Native Backup at https://backup.peasisoft.com.
- Your store has completed at least one backup before you try to restore or compare versions.
- You know which store data changed, or at least the approximate date and time of the change.
- Email addresses used for notifications are valid and monitored.

Main areas of the app

Native Backup is organized around these main areas:

- Discovery: The home screen after sign-in.

- Backup Vault: The main backup and restore area. It includes the Backup Vault tab and the Bulk Recovery tab.

- Export: Export current store data manually, configure scheduled exports, and view export history.

- Pricing: View plan and subscription information.

- Knowledge Base: Access additional help resources.

Supported backup data

The app can back up and export many BigCommerce data types. Depending on your store and subscription, available content types can include:

- Products
- Brands
- Categories
- Customers
- Customer attributes
- Customer groups
- Customer wishlists
- Locations
- Price lists
- Orders
- Promotions
- Banners
- Coupons
- Gift certificates
- Email templates
- Blogs
- Script Manager data
- Channels
- Sites
- Pages

- Widgets
- Widget templates
- Themes
- Store settings and other store content

The exact list shown in the app depends on your store data, permissions, subscription, and the content types currently supported by Native Backup.

1. Sign in and open the app

1. Open Native Backup by Peasisoft from your BigCommerce control panel or go to https://backup.peasisoft.com.
2. Sign in if prompted.
3. After sign-in, confirm that you can see the app navigation.
4. Use the sidebar to open Backup Vault, Export, Pricing, or other available pages.

Once you are signed in, you can use the main navigation to move between backup, recovery, export, and subscription pages.

2. Back up all store data

Use Backup all data when you want to create a fresh backup of the current store state. This is useful before major catalog, theme, pricing, or content updates.

1. Open Backup Vault.
2. Select the Backup vault tab.
3. Review the latest backup information near the top of the page.
4. Check the Last backup date and the Next scheduled backup date.
5. Click Backup all data.
6. In the confirmation dialog, click Confirm.
7. Wait while the backup is processed.

While the backup is running, the page shows a progress indicator such as Backing up data.... When the backup finishes, the latest backup information and item storage counts are updated.

Important notes:

- The Backup all data button may be disabled while another backup is running.
- The button may also be unavailable for stores configured for automatic sync.
- Large stores can take longer to back up.
- Avoid making critical store changes while a backup or restore process is running.

3. Review backup storage

The Backup Vault page shows an overview of backed-up data and item storage.

1. Open Backup Vault.
2. Select the Backup vault tab.
3. Review the summary cards at the top of the page.
4. Scroll to Item Storage.
5. Review the grouped content sections, such as store business data and theme/content data.
6. For each content type, check the item count and storage size if shown.

Use this section to understand which content types are stored in the vault and how many backed-up items are available for each type.

4. Find a backed-up record

Use the Backup Vault when you need to inspect one item, such as one product, brand, page, category, order, customer, or theme file.

1. Open Backup Vault.
2. Select the Backup vault tab.

3. In Item Storage, choose the content group you want to inspect.
4. Select the specific content type.
5. Find the item you want to review.
6. Open the item to see its backup versions.

The record's vault view shows the available backup versions for that item.

Tips:

- Use the item name, date, and content type to confirm you are viewing the correct record.
- If you recently changed data in BigCommerce, run or wait for a backup before expecting the new version to appear in the vault.

5. Compare a current record with an older version

The record detail screen lets you compare the current version with a selected backup version.

1. Open Backup Vault.
2. Select the content type and item you want to inspect.
3. Open the item version detail page.
4. Review the left side of the screen, which shows the Current version.
5. Use the Selected version dropdown on the right side to choose a previous version.
6. Use the available tabs to inspect the data:
   - Summary: A readable view of the most important fields.
   - Json: A structured JSON view.
   - Source Code: A source-style view of the data.
7. To focus on differences, enable View change only when available.
8. To jump to the detailed comparison view, click Inspect all changes.

The side-by-side view helps you review exactly what changed before deciding whether to restore anything.

Tips:

- Use Summary first for a quick business-friendly review.
- Use Json or Source Code when you need a more technical view or want to copy the data.
- Use the copy button in source-style views when you need to share or store the displayed data.

6. Restore one record to a previous version

Use single-record restore when one item was changed or deleted and you want to return it to an earlier backed-up state.

Example use cases:

- A product name or price was changed by mistake.
- A category configuration was edited incorrectly.
- A page, widget, or other content record needs to be reverted.
- A record was deleted and a previous version is available.

1. Open Backup Vault.
2. Select the Backup vault tab.
3. Open the content type that contains the item.
4. Select the item you want to restore.
5. On the item detail page, choose the backup version you want from the Selected version dropdown.
6. Compare the current version and selected version carefully.
7. Confirm that the selected version contains the data you want to restore.
8. Click Restore to this version.
9. Confirm the restore when prompted.
10. Wait for the restore process to complete.
11. Return to BigCommerce and verify that the item now matches the selected backup version.

After the restore completes successfully, the selected item in BigCommerce matches the chosen backup version.

Important notes:

- Always compare versions before restoring.
- Restoring a record changes live BigCommerce data.
- Some content types may not support direct restore. If a restore button is not shown, that item may require a different recovery method or team assistance.

7. Use Bulk Recovery

Use Bulk Recovery when you need to restore multiple content types or many records from a previous backup version.

Common use cases:

- A bulk import changed many products incorrectly.
- Multiple categories, brands, or price lists were edited.
- A theme or content update caused several store records to change.
- You want to return a group of store data to a known previous state.

Open Bulk Recovery

1. Open Backup Vault.
2. Select the Bulk Recovery tab.
3. Review the History panel.
4. Use the date filter if you need to find a backup from a specific date range.
5. Select a backup version from the history list.

After you select a version, the app shows its backed-up content types and item counts.

Review what changed

1. Select a backup version.
2. Review the table of content types.
3. Check the Backed up items count for each row.
4. Check the Compare to the latest column.
5. If a row shows changed items, click Compare.
6. In the Version differences dialog, review:
   - The selected version date.
   - The latest version date.
   - Added item count.
   - Updated item count.
   - Deleted item count.
   - Unchanged item count.
   - The list of changed items, when available.
7. Close the dialog when you finish reviewing.

Review these details before starting a bulk restore so you know which content types and items will be affected.

Start a bulk restore

1. In the Bulk Recovery detail view, click Restore to this version.
2. In Select categories to restore, choose the content types to restore.
3. Select All items if you want to restore all available restorable categories.
4. Review any categories listed under Restored with team assistance.
5. Add or edit notification email addresses.
6. **Click Restore no**w.
7. Review the confirmation screen.
8. Confirm the restore.

After confirmation, the app starts the bulk restore and opens the restore process screen.

Important notes:

- Some categories can be restored automatically by the system.

- Some categories may require team assistance and can take up to 7 days.

- The app may show contact information such as info@peasisoft.com for team-assisted restores.

- The restore button is disabled until at least one restorable content type is selected.

8. Monitor a bulk restore process

After you start a bulk restore, the app opens the restore process page.

1. Review the restore progress banner.
2. Check the target version date.
3. Confirm the notification emails shown in the banner.
4. Review the current restore list.
5. For each content type, check:
   - Status
   - Successful items
   - Error items
   - Completed item count
   - Total item count
6. Click View Detail for a content type when you need item-level restore details.
7. Wait for the restore percentage to reach 100%.
8. Return to BigCommerce and verify the restored data.

Use this screen to track the restore until it completes and identify any content types or items that need attention.

Cancel note:

If **a cancel op**tion is available, use it only when you are sure you want to stop the restore. A partially completed restore may already have changed some live store data.

9. Review recovery history

Use Recovery History to audit past bulk restore activity.

1. Open Backup Vault.
2. Select the Bulk Recovery tab.
3. Click Recovery history.
4. Use the date range filter to narrow the list.
5. Use the status filter to show:
   - Progressing
   - Done
   - Fail
6. Review each row's version date, recovery date, success count, error count, and status.
7. Click View Detail to inspect a restore more closely.

Recovery History helps you see when restores were run, whether they succeeded, and whether any errors occurred.

10. Export store data manually

Use Quick Export to create an export of current store data on demand.

1. Open Export.
2. Select the Quick Export tab.
3. Review the export information message.
4. Under Select content type to export, choose the data you want to export.
5. Use All items in a group to select all content types in that group.
6. Choose individual content types if you only need specific data.
7. Under Your emails, confirm the recipient email addresses.
8. Click + Add if you need to add another recipient.
9. Type a valid email address and press Enter.
10. Remove any recipient that should not receive the export.
11. Click Start export.
12. Wait for the export r**esult screen or** completion notification.

When the files are ready, recipients receive an email with export information and a download link.

Important notes:

- The Start export button is enabled only after at least one content type and one email address are selected.
- Download links may be available for a limited time. The app message states that files are available for one week.
- For exports larger than 1 GB, multiple ZIP files may be created.

11. Schedule recurring exports

Use Schedule Export to automatically export selected store data every week or every month.

1. Open Export.
2. Select the Schedule Export tab.
3. In Frequency, choose Weekly or Monthly.
4. For a weekly export, choose the day of the week.
5. For a monthly export, choose the day of the month.
6. Under Select content type to expo**rt, c**hoose the content types to include.
7. Confirm the recipient email addresses.
8. Add or remove recipients as needed.
9. Click Save.

The selected recipients will receive export information each time the scheduled export is completed.

Tips:

- Choose a schedule that gives your team enough time to download and store export files.
- Review the schedule after major changes to your backup or compliance process.
- If you select a day near the end of the month, confirm how your team wants to handle shorter months.

12. View export history

Use Export History to review recent manual and scheduled exports.

1. Open Export.
2. Select the History tab.
3. Use the Show from date range filter.
4. Review the Version list table.
5. Check each export row for:
   - Export date
   - Export time
   - Export type
   - Number of exported content types

Export types can include:

- Manual: A Quick Export started by a user.
- Weekly: A scheduled weekly export.
- Monthly: A scheduled monthly export.

Use this history when you need to confirm which exports were created and when they were run.

13. Email notifications

Native Backup uses email notifications for exports and restore completion updates.

When adding emails:

1. Click + Add or the email input control.
2. Enter a valid email address.

3. Press Enter to add it.
4. Confirm the email appears as a chip or tag.
5. Remove incorrect addresses before starting the export or restore.

Rules and tips:

- Email addresses must use a valid format, such as name@example.com.
- Duplicate email addresses are not added.
- Your account email may be added automatically as a default recipient.
- For important restores, add all stakeholders who need completion updates.

14. Recommended workflows

Before a major BigCommerce change

1. Open Backup Vault.
2. Run Backup all data.
3. Wait for the backup to complete.
4. Make the change in BigCommerce.
5. Run another backup after the change if you want a clear before-and-after record.
6. Use the Backup Vault comparison tools if you need to verify exactly what changed.

After an accidental single-item change

1. Open Backup Vault.
2. Find the affected content type and item.
3. Compare the current version with older versions.
4. Select the correct previous version.
5. Restore that one item.
6. Verify the item in BigCommerce.

After a large incorrect update

1. Open Backup Vault.
2. Select Bulk Recovery.
3. Choose a backup version from before the incorrect update.
4. Compare the selected version with the latest version.
5. Select only the content types that need recovery.
6. Add notification emails.
7. Start the restore.
8. Monitor the restore process.
9. Review Recovery History after completion.
10. Verify the recovered data in BigCommerce.

For regular offline backups

1. Open Export.
2. Configure Schedule Export for weekly or monthly exports.
3. Select the content types your team needs to retain.
4. Add the right recipient emails.
5. Save the schedule.
6. Periodically check Export History.
7. Download and store export files before links expire.

15. Troubleshooting

I cannot see a recent change in Backup Vault

Possible causes:

- A backup has not run since the change was made.
- A backup is still in progress.
- You are viewing the wrong content type or item.
- The changed data type is not included in your current plan or supported content list.

What to do:

1. Run Backup all data if appropriate.
2. Wait for the backup to complete.
3. Refresh the Backup Vault page.
4. Check the correct content type and item again.

The restore button is not available

Possible causes:

- The content type does not support direct restore.
- The selected version is not restorable.
- Another backup or restore process is running.
- Your subscription or permissions do not allow restore for that data.

What to do:

1. Confirm that you selected an older backup version.
2. Check whether the content type appears under team-assisted restore.
3. Wait for any in-progress process to finish.
4. Contact Peasisoft support if the item should be restorable.

Bulk Recovery does not let me continue

Possible causes:

- No backup version is selected.
- No content type is selected.
- Required restore data is still loading.
- A restore is already in progress.

What to do:

1. Select a backup version in the History panel.
2. Select at least one category or content type to restore.
3. Confirm that notification emails are present.
4. Try again after the page finishes loading.

Export cannot start

Possible causes:

- No content type is selected.
- No email recipient is selected.
- An email address is invalid.
- An export is already running.

What to do:

1. Select at least one content type.
2. Add at least one valid email address.
3. Remove invalid email addresses.
4. Try again after any current export finishes.

I did not receive an export email

Possible causes:

- The export is still processing.
- The email address was entered incorrectly.
- The email was filtered into spam or promotions.
- The export failed.

What to do:

1. Check Export History.

2. Confirm the export type and date.
3. Check the recipient email address.
4. Check spam or filtered mail folders.
5. Run the export again if needed.

A restore completed with errors

What to do:

1. Open Recovery history.
2. Find the restore.
3. Check the success and error counts.
4. Open the restore detail if available.
5. Review which content types or items failed.
6. Verify the affected data in BigCommerce.
7. Contact Peasisoft support if the failed items require manual recovery.

16. Best practices

- Run a backup before major product, theme, price, category, or customer updates.
- Compare versions before restoring live data.
- Restore only the content types you actually need.
- Add the right notification recipients before starting long-running exports or restores.
- Review Recovery History after each bulk restore.
- Review Export History regularly if exports are part of your backup policy.
- Download export files promptly because links may expire.
- Keep a record of major restore actions for internal audit purposes.
- Coordinate with your team before restoring data that affects live storefront behavior.

17. Glossary

- Backup: A saved version of store data at a point in time.

- Backup Vault: The area where backed-up records, versions, comparisons, and single-item restore actions are available.

- Bulk Recovery: A workflow for restoring multiple records or content types from a previous backup version.

- Content type: A category of BigCommerce data, such as products, brands, categories, orders, customers, themes, pages, or widgets.

- Current version: The latest live version of a record in BigCommerce.

- Selected version: The historical backup version chosen for comparison or restore.

- Quick Export: A manual export started by a user from the Export page.

- Schedule Export: A recurring weekly or monthly export configuration.

- Recovery History: The audit list of previous bulk restore jobs and their statuses.

- Export History: The audit list of previous manual and scheduled exports.

18. Quick reference

Task	Where to go	Main action
Back up all store data	Backup Vault > Backup vault	Click Backup all data
Review stored content types	Backup Vault > Backup vault	Check Item Storage
Compare one record	Backup Vault > item detail	Choose a Selected version
Restore one record	Backup Vault > item detail	Click Restore to this version
Restore many records	Backup Vault > Bulk Recovery	Choose version, categories, and click Restore now
Monitor restore	Bulk Recovery restore process page	Review progress and item status
Review restore audit trail	Bulk Recovery > Recovery history	Filter by date or status
Export now	Export > Quick Export	Select content types and click Start export
Schedule exports	Export > Schedule Export	Choose frequency and click Save
Review export audit trail	Export > History	Filter by date and review export list