(EN) Backup and recovery of mailboxes

As for any other user data guarded by the SIUV, the mailboxes of the mail accounts with all the messages they contain are copied regularly in case they are accidentally lost.

In case the user has definitively and irretrievably lost some of their data (mailboxes) it is possible to request their recovery. Through a process (mostly manual) we will try to recover the maximum possible data from the available copies at a given moment.

This will only be possible if the user normally keeps his data (messages) on the server. If, on the other hand, you copy them to your PC every time you connect and remove them from the server (as usually happens when using a POP3 mail program), recovery will not be possible since there will be practically no data on the server in the server. moment of the copy.

Obviously, data received / entered and then deleted between copying and copying will not be recoverable for the same reason.

The copies are made daily. They stay approximately for 14 days. Longer term copies exist, but much more spaced (weekly, monthly), up to three months.

The recovered data will be deposited in a different remote mailbox (usually called "recovered"), so that they do not mix uncontrollably with the new data that may have arrived from the moment of the copy. The user can then easily (re) classify the recovered messages by moving them to their original mailbox or to any other.

To request the recovery it is necessary to make the pertinent request from requests accessing the option 'Space in the Disk, web and backup servers' and 'Recovery of the web space file from backup'.