Exporting data from Cloud68.co infrastructure

On this page, you can have an overview of how we handle migrations of the instance you have hosted at Cloud68.co to somewhere else.

Offboarding

When you want to offboard an instance, you need to open a support ticket in support.cloud68.co. Once we receive the request, you will get a copy of your data in six (6) business days. You will be informed that the data will be available for download for a limited time.

After each request for offboarding, we will provide the latest backup of your data. If you have an instance like WordPress, this backup might be around 3-5GB but if you have a Nextcloud instance or a PeerTube one your backup might be 250-2000GB.
The first thing you need to do is decide where to store all this data. You will require at least double the amount of storage because the file we provided is an archive, and you must extract it in order to access the data. After you have sufficient storage, the next step is to calculate the amount of time that is needed to download this file. You can use many online calculators like https://www.omnicalculator.com/other/download-time. These types of calculators need the size of the file and the speed of your internet in order to give the estimation time. The file size will be provided by us while you can measure your internet speed by using this site https://librespeed.org/.

Once you have downloaded your data, voilà, you are ready to migrate to another ethical (ideally) hosting provider like ourselves.

Exporting the data to migrate to another platform

Sometimes we receive requests to migrate the data from platform A (for example Nextcloud) to another platform (for example (owncloud). This is not always possible, due to the fact that platforms are not always compatible but when it is we charge a fee for the service based on the number of working hours required for the migration. For details about such services please visit https://docs.cloud68.co/books/faqs-on-demand-services.

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