

Service certificate

**STACKIT**

**Server Backup  
Management**

**Version and start of validity**

|             |                       |
|-------------|-----------------------|
| Version 1.1 | Valid from 2025-09-12 |
|-------------|-----------------------|

# Service certificate | STACKIT Server Backup Management

## Service name

STACKIT Server Backup Management

## High level service description

The Server Backup Management Service („Server Backup Management“) allows customers to easily manage backup and restore processes for all volumes connected to a STACKIT Compute Engine. The service can be set up by the customer using the extensive and easy-to-use management interface or API. Server backup management allows customers to protect themselves against data loss by means of a volume-based backup on a separate block of storage. Automatically created backups and easy recovery options can increase the efficiency of the customer's IT department, as routine, manual backup-related activities can be reduced.

## Key features

- Crash-consistent backup of one, several or all volumes of a server, depending on customer needs
- Advanced backup schedules according to individual customer needs
- Individually adjustable retention periods and automatic deletion of backups
- Possibility of restoring data to individual or all volumes of a server
- Ability to restore individual data by restoring it to a new volume
- Option to monitor backup orders by the customer

## Service plans

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## Metrics

- Billing per started hour per server for which the server backup management was activated by the customer. Billing ends as soon as the customer exits Server Backup Management or the server assigned to Server Backup Management is deleted.

- Backup storage that is generated by the server backup management will also be charged separately (see service specification Backup Storage).

## SLA specifics

Server backup management is considered available if the API for managing backups is accessible at the service transfer point.

## Additional terms

- The customer must ensure that backup schedules and retention periods are set according to the needs of the customer.
- The customer must ensure that the backup repetition and backup size of the volumes to be backed up do not exceed the backup quotas in the associated customer project.
- The customer must ensure that scheduled backups of a volume do not overlap.
- If the customer does not observe the above requirements, errors and failures of the backup function may occur.
- All backups that go beyond a crash-consistent backup are to be carried out independently and are not part of the scope of services. I.e. backup of applications and databases on servers using separate backup tools.

# Annex | Exportability

## (Online Register)

| Data type                                           | Description                                                                                                                                                          | Exportable (Yes/No) | Format | Additional notes                                  |
|-----------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|--------|---------------------------------------------------|
| Customer data (database content)                    | Data stored by the customer in the database (if available) or within the product/service                                                                             |                     |        |                                                   |
| User accounts & permissions                         | Information about users and their permissions                                                                                                                        |                     |        |                                                   |
| System metrics (instances / resources in use)       | Performance data of the instance / resource in use (e.g., CPU usage, memory usage)                                                                                   |                     |        |                                                   |
|                                                     | Sizes and capacities<br><br><i>Capacities of the available resources / instances</i>                                                                                 |                     |        |                                                   |
| System properties (instances / resources in use)    | Versions and information necessary to check compatibility                                                                                                            |                     |        |                                                   |
| -                                                   | -                                                                                                                                                                    | -                   | -      | Other information to enable compatibility checks: |
| Product / service-related data (product properties) | Configuration data and source code<br><br><i>Configuration of IT-systems / rudimentary IT, settings, customizing, IP's, VLAN, interfaces, software code, scripts</i> |                     |        |                                                   |
|                                                     | Log data (non personalized and personalized)                                                                                                                         |                     |        |                                                   |

|  |                                                                                                            |     |      |                                                                      |
|--|------------------------------------------------------------------------------------------------------------|-----|------|----------------------------------------------------------------------|
|  | <i>System-status,<br/>technical-events,<br/>etc.</i>                                                       |     |      |                                                                      |
|  | Log data (non<br>personalized and<br>personalized)<br><br><i>Login/logout of user,<br/>user activities</i> | Yes | JSON | All API-Calls to STACKIT VPN<br>API via STACKIT Telemetry<br>Router. |