

QuantaCade

QC Backup Manager

User Walkthrough

A plain-language setup and daily-use guide for Joomla site administrators

QC Backup Manager helps Joomla site administrators create dependable Backup Sets, automate protection, store verified copies off-site, recover complete sites through a guided PIN-protected process, and safely free local disk space with File Valet.

Document version: July 2026 release guide - QC Backup Manager 1.01.8

www.quantacade.com

Contents

- 1. What QC Backup Manager does
- 2. Before you begin
- 3. First setup checklist
- 4. Admin area overview
- 5. Activate your license
- 6. Configure storage, recovery, and notifications
- 7. Create and manage backup profiles
- 8. Run a manual backup
- 9. Schedule automatic backups
- 10. Review Backup History and backup health
- 11. Configure off-site export destinations
- 12. Export backups off-site
- 13. Download and protect Recovery Packages
- 14. Recover a Joomla site with the Recovery Runner
- 15. Email templates and notifications
- 16. File Valet workflow
- 17. Reports and CSV exports
- 18. Support tab and downloadable resources
- 19. Going live checklist
- 20. Troubleshooting
- 21. Glossary

1. What QC Backup Manager does

QC Backup Manager is a Joomla backup, recovery, and storage-management extension built for site administrators. It brings manual backups, scheduled protection, off-site storage, guided full-site recovery, and storage-relief tools into one administrator workflow.

Core capabilities

- Create Full Backup, Database Only, and Files Only Backup Sets.
- Use reusable Profiles so backup type, exclusions, archive choices, schedules, retention, and export behavior stay consistent.
- Process larger backup jobs in resumable server-side steps and split large archives when needed.
- Review Backup History, verification status, storage totals, scheduler health, and active backup work.
- Export verified Backup Sets to a local/server path, SFTP, FTP, FTPS, Google Drive, or OneDrive.
- Download a portable Recovery Package containing the backup, manifest, instructions, and standalone Recovery Runner.
- Recover the database, site files, or a complete Joomla site through a PIN-protected guided workflow.
- Edit plain-text notification templates on Basic and HTML templates on Pro or higher.
- Use File Valet on Max or All Access to find large files, copy them off-site, park local copies, verify packages, and retrieve files to their original locations.
- Use Max-level Reports and CSV exports for operational logs, export history, and audit activity.

Plan	What it adds
Basic	Manual backups, the three included Profiles, Backup History, Recovery Packages, Recovery Runner, verification, plain-text email templates, and core safety checks.
Pro	Additional Profiles, exact schedules, profile retention, one active off-site destination, automatic/manual exports, and HTML email templates.
Max / All Access	Multiple destinations, File Valet, Reports, and CSV exports, plus everything in Pro.

Current release scope

QC Backup Manager 1.01.8 retains the complete backup, off-site storage, guided recovery, reporting, and File Valet scope. This maintenance release adds reliable creation and migration of Managed Private Storage outside the Joomla document root, repairs Advanced Storage Tools, and prevents File Valet from starting when private storage is unsafe. Advanced migration and clone tools are not part of the current release.

2. Before you begin

Requirements

Item	Requirement
Joomla	A supported Joomla 4, Joomla 5, or Joomla 6 site. Verify compatibility on your hosting environment before relying on automated protection.
PHP	PHP 8.1 or later, with the extensions required by Joomla and the archive/connection method you select.
Administrator access	A Joomla administrator account with permission to manage QC Backup Manager, create backups, and configure scheduled tasks.
Private storage	A writable storage location outside the public Joomla document root. QC Backup Manager manages this location automatically.

Item	Requirement
Disk space	Enough free space for the working files and final Recovery Package. Full-site backups may temporarily need more than the final ZIP size.
QuantaCade license	A valid license key for activation, updates, support, and feature-tier recognition.
Off-site account	Optional for Pro or higher: server credentials, Google Drive, or OneDrive access for off-site exports.
Recovery access	The destination domain, database credentials, and hosting/file access needed when performing a recovery.

Recommended preparation

- Confirm the Joomla site timezone before creating exact schedules.
- Choose a four-digit Recovery PIN and store it securely. Each new Backup Set keeps the PIN assigned when it was created.
- Start with a small Database Only backup to confirm storage and job processing.
- Confirm that Managed Private Storage is outside the Joomla document root before relying on backups or File Valet.
- Create a Full Backup before Joomla core, extension, template, PHP, or hosting changes.
- Test an off-site destination before enabling automatic export.
- Keep at least one recent Recovery Package somewhere other than the server being protected.
- Use a disposable or staging destination for your first complete recovery test.

3. First setup checklist

1. Install the QC Backup Manager package through Joomla Extension Manager.
2. Open Components > QC Backup Manager in the Joomla administrator area.
3. Activate or validate your QuantaCade license on the Status or Settings tab.
4. Open Settings and confirm that Managed Private Storage is available, writable, and outside the Joomla document root. Version 1.01.8 normally creates an account-level QCBM_Storage_<domain> folder automatically.
5. If an upgraded site still shows an inside-webroot storage warning, open Advanced Storage Tools and use Move Backup Storage. Do not move managed folders manually.
6. Set and confirm a four-digit Recovery PIN.
7. Add notification recipients and choose whether successful and failed scheduled backups should send email.
8. Open Profiles and review the three included Profiles: Full Backup - Database and Files, Database Only, and Files Only.
9. Open Backups and create a small manual backup using one of the included Profiles.
10. Confirm the Backup Set completes, verifies, and offers a Recovery Package download.
11. For Pro or higher, configure and test an off-site destination and create the Joomla Scheduled Task.
12. Download a fresh Recovery Package and read the included recovery instructions before you need them.

4. Admin area overview

QC Backup Manager is organized into administrator tabs. Tabs remain visible when a feature belongs to a higher license tier, so administrators can understand what the extension includes. Locked actions are grayed out and protected by server-side license and permission checks.

Tab	Purpose
-----	---------

Tab	Purpose
About	Product summary, current capabilities, and high-level orientation.
Support	Support Center, QuantaCade account, product page, walkthrough download, and installation information.
Status	License state, effective tier, installation identity, storage readiness, Backup Health, scheduler status, and recent activity.
Settings	License key, private storage, Recovery PIN, notifications, history retention, and off-site destinations.
Profiles	Edit the included Profiles; Pro and higher can add Profiles, schedule them, apply retention, and enable automatic export.
Backups	Create manual backups and manage Backup History, verification, downloads, exports, cleanup, and deletion.
Recovery	Plain-language steps for using the standalone Recovery Runner included in each Recovery Package.
Email Templates	Edit backup, export, scheduler, and recovery notifications; test-send to the current administrator.
File Valet	Max/All Access workflow for finding large files, copying or parking them off-site, verifying packages, retrieving files, and cleanup.
Reports	Max/All Access search, filter, pagination, and CSV export for logs, export runs, file attempts, and audit events.

Permission and license differences

A plan restriction shows an Upgrade to Pro or Upgrade to Max pill. A Joomla permission restriction is different: the feature may be included in the plan, but the current administrator account is not allowed to use it.

5. Activate your license

The license key connects the installation to QuantaCade update, support, and entitlement services. The recognized effective tier controls scheduling, off-site destinations, File Valet, Reports, and HTML email templates.

How to activate

13. Open QC Backup Manager and go to Status or Settings.
14. Enter the QuantaCade license key in the License Key field.
15. Save or validate the license.
16. Confirm that License Status changes to an active state.
17. Confirm that Effective Tier shows Basic, Pro, Max, or All Access as expected.

What to check after activation

- The saved key is masked instead of displayed in full.
- The installation UUID remains available for support.
- Pro controls become available only when Pro, Max, or All Access is recognized.
- File Valet and Reports remain visible on Basic and Pro but their actions stay disabled until Max or All Access is active.
- A temporary Max trial behaves like Max until the trial ends.
- A downgrade preserves saved Profiles, destinations, parked-item records, and report data even when their actions become unavailable.

License security

Do not post a full license key in screenshots, public tickets, forums, logs, or documentation. Support can usually identify the installation from the masked key, domain, version, effective tier, and installation UUID.

6. Configure storage, recovery, and notifications

Managed Private Storage

QC Backup Manager 1.01.8 creates a dedicated account-level Managed Private Storage root outside the public Joomla document root whenever the hosting account provides a writable safe ancestor. The Settings tab shows the active path as read-only.

- Confirm the path is outside the Joomla root. A typical cPanel-style path is `/home/account/QCBM_Storage_<domain>/backups`.
- Do not manually rename or move managed backup folders while jobs are running.
- Use Advanced Storage Tools when an upgraded installation still has existing Backup Sets inside the Joomla root or when you intentionally need to move all managed backup storage.
- Move Backup Storage copies and SHA-256 verifies files before database paths are changed. Existing source files remain in place until verification and path updates succeed.
- Split ZIP staging, Safe Restore staging, Recovery workspaces, locks, and File Valet working packages should remain under the same protected account-level storage root.
- Never rename, copy, or delete managed folders manually while backup, export, recovery, retention, storage migration, or File Valet work is active.
- File Valet requires valid outside-webroot storage. If the storage path is unsafe, File Valet stops before packaging or uploading anything.

Recovery Security

Set a four-digit Recovery PIN and enter it again for confirmation. The PIN change affects newly created Backup Sets only; existing Recovery Packages continue using the PIN assigned when they were created.

Notifications and history

- Enter one or more notification email addresses separated as accepted by the field.
- Enable failure notifications so unsuccessful scheduled jobs are not missed.
- Success notifications are optional and useful when you want regular confirmation.
- Choose retention periods for operational logs/jobs, export history, and audit history based on your support and compliance needs.

Storage safety

A local export destination is not a true off-site copy when it is on the same disk or hosting account. For disaster resilience, keep at least one verified copy on a separate server or cloud account.

7. Create and manage backup profiles

A Profile is a reusable set of backup rules. Manual backups use every saved rule from the selected Profile, so the backup type is not chosen separately each time.

Included Profiles

Profile	Use it for
---------	------------

Profile	Use it for
Full Backup - Database and Files	Complete protection before major updates, deployments, hosting changes, or regular full-site backup cycles.
Database Only	Fast protection before content, configuration, user, membership, order, or database-level changes.
Files Only	Protection before template, extension, media, code, or filesystem changes when database content is not changing.

Profile settings

- **Profile details:** Title, description, internal notes, and ordering.
- **Backup and exact schedule:** Backup type and, on Pro or higher, the automatic schedule using the Joomla site timezone.
- **Archive and split strategy:** Auto is recommended; smaller split parts can help with hosting or remote-provider upload limits.
- **Exclusions:** Folders and file extensions that the Files Only or Full Backup profile should omit. Managed backup, export, and recovery paths are always excluded.
- **Retention and options:** Maximum Backup Sets, maximum local storage, publication state, and automatic export on Pro or higher.

Edit or add a Profile

- Open Profiles.
- Click Edit beside an included Profile, or Add Profile on Pro or higher.
- Choose the backup type and describe when the Profile should be used.
- Keep Archive strategy on Auto unless you have a tested reason to change it.
- Review exclusions carefully so important site files are not omitted.
- On Pro or higher, set the schedule, retention limits, and automatic export behavior.
- Publish the Profile so it is available on the Backups tab.
- Save the Profile.

Basic plan behavior

Basic can use and edit the three included Profiles. Adding or deleting Profiles, exact schedules, automatic retention, and off-site export require Pro, Max, or All Access.

8. Run a manual backup

Manual backups are available on every plan. The selected Profile controls the backup type, archive strategy, split size, exclusions, retention rules, and automatic export settings.

Create a Backup Set

- Open the Backups tab.
- Under Create Manual Backup, enter an optional backup title such as Before Joomla Update.
- Choose a published Profile.
- Add optional notes describing the change this backup protects.
- Click Create Manual Backup.
- Keep the page open while the progress overlay is active.
- When processing finishes, review the new Backup History record.

If the browser reports an error, check Backup History, Active backup jobs, and operational logs before starting another backup. Version 1.01.8 records known failures that occur before a Backup Set row can be created.

What a successful backup should show

- Status is complete and verification state is verified.
- The Recovery Package is ready for download.
- The manifest, recorded size, and SHA-256 checksums pass verification.
- The Backup History record shows the Profile, source, duration, size, and storage details.
- If the Profile uses automatic export, the export result is recorded separately from local backup success.

Do not start a duplicate backup

If a browser request is interrupted, review Backup History and Active backup jobs before starting another run. QC Backup Manager uses operation locks to prevent conflicting backup work.

9. Schedule automatic backups

Exact scheduled backups require Pro, Max, or All Access. Profile schedules use the Joomla site timezone, while the Joomla Scheduled Task checks regularly for Profiles that are due.

Set a Profile schedule

33. Open Profiles and edit the Profile you want to automate.
34. Choose Hourly, Daily, Weekly, Monthly, or Manual as appropriate.
35. Set the minute, run time, weekdays, or day of month shown for that schedule type.
36. Choose the retry wait after a failed attempt.
37. Set retention and automatic export if needed.
38. Publish and save the Profile.

Create the Joomla Scheduled Task

39. In Joomla, open System > Scheduled Tasks.
40. Create the QC Backup Manager scheduled-backup routine supplied by the package.
41. Enable the task and choose a frequent Joomla task interval. The QC Backup Manager status card expects regular checks.
42. Return to QC Backup Manager > Status or Backups and confirm that the task is found.
43. Use Run Scheduled Backups Now for a controlled test when your account has the required permission.
 - A scheduled run starts on the first task check at or after the Profile time.
 - Only published Profiles whose schedules are due are processed.
 - Retention cleanup can also be run from the scheduler status card.
 - Review the last result and the next-run display after the first successful task execution.

10. Review Backup History and backup health

Backup Health on the Status tab

- Backup Sets: total saved backup records.
- Verified sets: Backup Sets that passed package and checksum verification.
- Profiles: current reusable backup Profiles.
- Parked files: files currently removed locally and retained through File Valet.
- Active backup jobs: shown only when a job is genuinely queued or running.

Backup History actions

- **Download:** Download the ready-to-use Recovery Package ZIP.
- **Verify:** Recheck the package, manifest, recorded size, and SHA-256 checksums.

- **Export:** Copy the verified Backup Set to the default or another configured destination on Pro or higher.
- **Cleanup:** Remove known temporary working files only after the canonical Recovery Package passes verification.
- **Delete:** Remove the Backup Set and, when selected, its recorded off-site copies. Read the confirmation carefully.
- **Details:** Review Profile, backup type, run source, duration, package name, status, size, and failure context.

Verification is not optional for recovery confidence

A completed job means the backup workflow ended. A verified Backup Set additionally confirms that the saved package, manifest, size, and checksums match the recorded backup information.

11. Configure off-site export destinations

Pro includes one active off-site destination. Max and All Access can manage multiple destinations. Always save and test a destination before relying on automatic export.

Destination type	Setup notes
Local / server path	Use a dedicated absolute folder or mounted storage path outside the Joomla site. A path on the same server is convenient but may not protect against server loss.
SFTP / SSH	Enter host, port, username, password, remote folder, and the independently verified SSH host-key SHA-1 fingerprint.
FTP	Plain FTP is unencrypted and requires an explicit acknowledgement. Prefer SFTP whenever possible.
FTPS	Uses encrypted FTP transport. Confirm host, port, credentials, remote folder, passive mode, and hosting compatibility.
Google Drive	Enter the application credentials, save the destination, complete the OAuth connection, and test the destination.
OneDrive	Enter the Microsoft application credentials, register the exact Authorized redirect URI displayed by QC Backup Manager, connect the account, and test the destination.

Add and test a destination

44. Open Settings and scroll to Export Destinations.
45. Click Add New.
46. Enter a clear destination name and choose the destination type.
47. Complete the fields for that provider and save the destination.
48. For Google Drive or OneDrive, complete the connection process after saving.
49. Click Test and confirm that connection, write, verification, and cleanup checks pass.
50. Set the destination as default when it should be used by automatic export and Export to Default.

OneDrive redirect URI

The Microsoft application registration must contain the exact Authorized redirect URI displayed in the OneDrive destination settings. Match HTTPS, domain, www usage, path, capitalization, and trailing slash exactly.

12. Export backups off-site

Off-site export requires a complete, verified Backup Set. Export history is tracked separately so a local backup can remain successful even when a remote transfer needs attention.

Manual export

51. Open Backups and locate a complete, verified Backup Set.
52. Choose Export to Default or Export to Other.
53. If prompted, select the destination.
54. Keep the progress workflow open until the export finishes.
55. Confirm that the export reports successful transfer and verification.

Automatic export

- Edit the Profile and enable Auto-export after a successful verified backup.
- Confirm a default destination exists and passes its connection test.
- The local backup is created and verified first; export runs afterward.
- If export fails, the verified local Backup Set remains available.
- Review destination status, grouped export runs, and file-attempt details when troubleshooting.

Keep more than one recovery path

A strong protection plan keeps a recent local Backup Set for fast access and at least one verified off-site copy for server, disk, account, or datacenter failures.

13. Download and protect Recovery Packages

Every completed Backup Set is prepared as a single Recovery Package ZIP. The package is designed to be portable and contains the Recovery Runner, instructions, manifest, and every backup part needed by that Backup Set.

Download a package

56. Open Backups and locate a complete, verified Backup Set.
57. Click Download.
58. Save the ZIP somewhere separate from the Joomla server.
59. Record the four-digit Recovery PIN assigned when that Backup Set was created.
60. Keep the package and PIN together in your recovery records, but protect both from unauthorized access.

Recommended package storage

- A protected workstation or encrypted local archive.
- A separate cloud or server account.
- A secure client or organizational backup repository.
- More than one physical or account location for important production sites.

PIN behavior

Changing the Recovery PIN in Settings does not change an existing Recovery Package. Create a fresh Backup Set after changing the PIN so the new package uses the new value.

14. Recover a Joomla site with the Recovery Runner

The Recovery Runner operates independently of Joomla routing so it can work when the site or administrator area is unavailable. Use a maintenance window and keep the package, database credentials, and hosting access ready.

Recovery workflow

61. Download a fresh Recovery Package and confirm its Recovery PIN.
62. Extract the package directly into the destination Joomla root. The folder containing qcbm-recover.php becomes the fixed recovery target.

63. Visit `qcbm-recover.php` on the destination domain. Use HTTPS whenever it is available.
64. Enter the four-digit Recovery PIN.
65. Complete the environment and destination checks.
66. Choose Database Only, Files Only, or Database and Files as appropriate.
67. For database recovery, enter and test the destination database details shown by the runner.
68. Review the file, database, configuration, and server-control decisions before starting.
69. Start recovery and keep the runner open while it processes resumable stages.
70. After completion, confirm both the frontend and Joomla administrator area.
71. Disable the runner, clean up uploaded recovery files, download the required Recovery Report, and close recovery.

Important recovery behavior

- The runner locks itself to the directory where `qcbm-recover.php` is located.
- Target-only files are preserved instead of deleted simply because they are not in the backup.
- Environment-sensitive server-control files are preserved by default; source copies can be retained with inactive dated names for review.
- Missing folders needed by restored files are created automatically.
- File permissions are restored from source metadata where available.
- Rollback information, journals, locks, and reports are kept outside the public website folder.
- Recovery is not considered finished until site checks pass and the Recovery Report is available.

HTTPS guidance

HTTPS is strongly recommended because the Recovery PIN and database details are submitted through the browser. Recovery can continue over HTTP when a new destination does not yet have a working certificate, but the runner will warn that the connection is not encrypted.

15. Email templates and notifications

QC Backup Manager includes database-backed notification templates for backup, export, scheduler, and recovery events. Basic uses plain text; Pro, Max, and All Access can also use HTML.

Edit a template

72. Open Email Templates.
73. Click Edit beside the template.
74. Update the template title and email subject.
75. Choose Plain Text or HTML when your plan allows it.
76. Keep a complete plain-text body even when HTML is enabled.
77. Use the provided tokens for site, administrator, backup, destination, message, and recovery information.
78. Publish the template and save it.
79. Click Test to send the template to the current administrator account.

Default notification areas

- Backup Success
- Backup Failed
- Off-Site Export Failed
- Restore Notice
- Confirm Joomla mail settings before relying on notification delivery.
- Avoid placing passwords, provider secrets, database credentials, or private paths in templates.
- Failure notifications are more important than success notifications when you want minimal email volume.

16. File Valet workflow

File Valet is available on Max and All Access. Basic and Pro administrators can see the complete File Valet layout as a disabled preview, but cannot browse, queue, copy, park, verify, retrieve, or delete File Valet packages.

Before using File Valet, confirm Managed Private Storage is outside the Joomla document root. File Valet uses the protected QCBM storage root for its working packages and will stop safely when that requirement is not met.

The three File Valet sections

Section	Purpose
1. Find Files and Folders	Browse the Joomla root, search by name, and review large files and folders that are eligible for File Valet.
2. File Valet Queue	Review selected paths, remove mistakes, name the job, choose a destination, and start Copy Off-Site or Park Files.
3. Parked Items	Review active copied or parked jobs, open details, verify packages, park local files, retrieve files, or remove records and remote copies.

Copy Off-Site

80. Browse or search for eligible files and folders.
81. Select items and add them to the File Valet Queue.
82. Enter a job name and choose a tested destination.
83. Click Copy Off-Site and confirm the action.
84. File Valet packages, uploads, and verifies the off-site copy while keeping the local originals.
85. When complete, click Close and Refresh File Valet so selections and item status reload cleanly.

Park Files

86. Build the queue, enter a job name, and choose the destination.
87. Click Park Files and review the confirmation.
88. File Valet creates and verifies the off-site package first.
89. Only unchanged local files that were included and verified are removed from the site.
90. Changed, unavailable, protected, unreadable, or unsupported items are preserved and reported.

Retrieve parked files

- Retrieve always returns files and folders to their original locations.
- Missing original folders are recreated automatically.
- When a file already exists, choose from the available conflict options: rename the retrieved copy, skip the parked copy, replace the existing file, or replace only when the parked copy is newer.
- When replacement is selected, File Valet creates a protected rollback copy first.
- After successful retrieval and verification, the off-site package can be removed and the item leaves the active Parked Items list while audit history remains.

Parked Items actions

- **Details:** Shows the item name, destination, status, dates, file count, sizes, and recorded operation information.
- **Verify:** Runs an AJAX verification in the same popup without reloading the page.
- **Park Local Files:** Available for a verified off-site copy whose local originals still exist.
- **Retrieve:** Restores parked files to their original locations with conflict handling.
- **Delete:** Choose whether to remove only the File Valet record or delete the managed off-site package as well.

File Valet safety model

File Valet does not remove local files until the off-site package passes size and SHA-256 verification. Protected application paths, symbolic links, QC Backup Manager storage, and configured local export paths are excluded.

17. Reports and CSV exports

Reports are available on Max and All Access. Basic and Pro administrators can see the complete Reports interface as a disabled preview, but search, filters, pagination, downloads, clear actions, and direct report requests remain locked.

Report areas

- **Backup and Operational Logs:** Component messages grouped by level and functional area.
- **Grouped Export Runs:** One row per export attempt with backup, destination, retry, trigger, result, and message context.
- **Export File Attempts:** Manifest and package-level transfer records for each grouped export run.
- **Audit Events:** Administrator, scheduler, security, download, export, File Valet, recovery, and cleanup actions.

Use and protect exports

- Filter by date, search text, status, level, or action before downloading a CSV.
- Use pagination and rows-per-page controls for large histories.
- Keep CSV files private because operational messages may reveal domains, account labels, paths, or administrative activity.
- Reports are for review and support; deleting report history does not delete the underlying Backup Set or File Valet package unless a separate action explicitly does so.

18. Support tab and downloadable resources

The Support tab gives administrators direct access to QuantaCade help, account management, product information, and the current User Walkthrough PDF.

Button	Destination
Open Support Center	https://www.quantacade.com/user/my-profile?qc_profile_tab=support
Open My Profile	https://www.quantacade.com/user/my-profile
View Product Page	https://www.quantacade.com/extensions?qc_product=qc-backup-manager

Resource	Purpose
User Walkthrough PDF	Download this guide for setup, daily use, recovery preparation, and troubleshooting.
QuantaCade Website	Visit QuantaCade for products, support, accounts, licenses, and downloads.

Support Information

The Support Information card includes product, version, product code, domain, masked saved key, license status, effective tier, and installation UUID. Include these values in a support request when possible; do not send provider passwords, OAuth secrets, database passwords, or the full license key.

19. Going live checklist

- The license validates and Effective Tier is correct.
- Managed Private Storage, Split ZIP staging, Safe Restore staging, and File Valet working storage are outside the public site root and show no readiness warning.
- Advanced Storage Tools opens normally. If storage was migrated, all pre-existing Backup Sets still show complete and verified.
- A four-digit Recovery PIN is set and securely recorded.
- The three included Profiles have appropriate backup types, exclusions, archive choices, and notes.
- A Database Only backup completes and verifies.
- A Full Backup completes, verifies, downloads, and opens as a ZIP.
- The Recovery Package and its PIN are stored somewhere separate from the site server.
- Notification recipients receive a template test email.
- On Pro or higher, the Joomla Scheduled Task is enabled and a scheduled run succeeds.
- On Pro or higher, the configured destination passes its connection and test-upload checks.
- A manual or automatic off-site export completes and verifies.
- On Max/All Access, File Valet Copy Off-Site, Park Files, Verify, and Retrieve are tested with non-critical files.
- On Max/All Access, Reports open and a filtered CSV downloads.
- A complete Recovery Runner test has been performed on a disposable or staging destination.
- Support links and the walkthrough PDF open correctly.

20. Troubleshooting

Issue	What to check
License still pending or wrong tier	Save the key again, validate the license, confirm the assigned QuantaCade plan and domain, then review the Status card.
Managed storage warning	Confirm version 1.01.8 or later, verify that the account-level parent outside the Joomla root is writable, and review ownership, quota, and permissions. If existing Backup Sets are still inside the root, use Advanced Storage Tools > Move Backup Storage.
Backup will not start	Check Joomla permissions, active backup jobs, operation locks, Recovery PIN state, disk space, published Profiles, operational logs, and the most recent Backup History record. Do not assume a failed browser response means no server-side work occurred.
Backup fails during archive creation	Review free space, PHP limits, archive support, split size, excluded paths, unreadable files, and operational logs.
Backup completes but verification fails	Use Verify again, confirm the package and manifest still exist, and check for size or SHA-256 mismatch. Do not use an unverified package for recovery.
Scheduled backup does not run	Confirm Pro or higher, the Joomla Scheduled Task is enabled, the Profile is published and scheduled, the Joomla timezone is correct, and the task executes frequently.
Destination test fails	Check host/account credentials, remote folder, quota, firewall, passive mode, SFTP fingerprint, OAuth connection, and provider permissions.
OneDrive connection is rejected	Confirm the exact Authorized redirect URI from QC Backup Manager is registered as a Web redirect URI in the Microsoft application.
Export fails after local backup succeeds	The local Backup Set may still be valid. Review Grouped Export Runs, destination status, provider quota, credentials, and remote write/delete permissions.

Issue	What to check
Recovery page shows an HTTP warning	HTTPS is recommended but not mandatory. Install or correct the destination certificate when possible before entering recovery credentials.
Recovered site does not load	Do not declare success. Review the runner health checks, Recovery Report, configuration values, database prefix, PHP/Joomla logs, and preserved server-control files.
File Valet item cannot be selected	Protected paths, QC Backup Manager storage, symbolic links, configured local export paths, unreadable files, and paths outside the Joomla root are intentionally excluded.
File Valet park is partial	Some files changed, disappeared, became unreadable, or could not be safely removed after verification. Review Details and keep the preserved local files.
Retrieve finds an existing file	Choose rename, skip, replace, or replace-if-newer from the conflict dropdown. File Valet restores only to the original location.
Reports or File Valet are visible but disabled	These tabs are Max/All Access features. Confirm Effective Tier or activate a Max trial/license.
Email test fails	Confirm the current administrator has an email address and Joomla mail settings can send messages. Review Joomla and QC Backup Manager logs.
Advanced Storage Tools only changes the URL hash	Confirm QC Backup Manager 1.01.8 or later is installed, clear the Joomla/browser cache, and reload the administrator page. In 1.01.8 the button opens the storage-tools modal instead of only appending a hash.
File Valet says storage must be outside the Joomla document root	No package was created or uploaded. Open Settings, use Advanced Storage Tools > Move Backup Storage, confirm the new path is outside the Joomla root, then retry with a small non-critical selection.

21. Glossary

Term	Meaning
Backup Set	The saved record and files created by one backup operation.
Profile	Reusable rules controlling backup type, archive/split strategy, exclusions, schedule, retention, and automatic export.
Recovery Package	The portable ZIP containing the Recovery Runner, instructions, manifest, and all backup data required for recovery.
Recovery Runner	The standalone qcbm-recover.php application that performs guided recovery independently of Joomla routing.
Recovery PIN	The four-digit code assigned to a Backup Set and required to unlock its Recovery Runner.
Manifest	Metadata describing the Backup Set, its parts, sizes, checksums, source environment, and recovery information.
Verified	The package, manifest, recorded size, and SHA-256 checksums match the saved Backup Set information.
Split archive	A large backup divided into smaller package parts to reduce transfer and hosting-limit risk.
Off-site destination	A saved storage location used for exported Backup Sets or File Valet packages.
File Valet queue	The current files and folders selected for a Copy Off-Site or Park Files job.

Term	Meaning
Copied off-site	A verified File Valet package exists remotely while the local originals remain on the Joomla site.
Parked	A verified File Valet package exists remotely and the unchanged local files were removed to free disk space.
Partially parked	The remote package verified, but some local files were preserved because they changed or could not be removed safely.
Conflict option	The rule used when retrieving a parked file to an original location that already contains a file.
Effective tier	The Basic, Pro, Max, or All Access feature tier currently recognized by license validation.
Installation UUID	A unique installation identifier used for license and support context.