

M E D I A C O M 8 7

MedBackup

Complete file backup for PrestaShop

PrestaShop 1.6 - 9.x • PHP 5.6 - 8.4

User documentation - © 2008-2026 Mediacom87

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1. Module overview

MedBackup is a PrestaShop module developed by Mediacom87 that backs up all the files of your shop into a ZIP archive: PrestaShop itself, modules, themes, product images, documents uploaded by your customers and configuration files.

A conventional backup quickly runs into the limits of a hosting plan: the server stops the script after a few seconds, the traditional ZIP format is capped at 4 GB and 65,535 files, and the archive stays on the same disk as the shop it is supposed to protect. The day you need it, you discover that it is incomplete or that it vanished along with the server.

MedBackup was designed for the largest shops. The backup is split into short steps and its progress is saved on the disk: if the server interrupts it, it resumes exactly where it stopped. The archive is written in ZIP64 format, with no limit on size or number of files, then sent to Dropbox, Amazon S3 or an FTP server, far from your hosting.

Combined with our database backup module, MedBackup produces a complete copy of your shop: the database and the files, in a single archive.

Key point A backup is only worth something if it is complete, recent and stored somewhere other than the shop's server. MedBackup takes care of all three.

2. Features

Backups with no size limit

Archives are written in ZIP64 format: more than 4 GB and more than 65,535 files are supported. The archive opens with the standard tools of Windows, macOS and Linux.

Automatic resume

The backup progresses in short steps, whose duration is calculated automatically from your server configuration. If a step is interrupted, the module detects it, shortens the following ones and resumes the backup at the exact point where it stopped. No setting is required.

Twice as fast

Files that are already compressed (JPEG, PNG, WebP, AVIF images, fonts, videos, archives) are stored as is rather than compressed a second time for almost no gain. Other files are compressed on the fly.

Smart exclusions

The cache and the thumbnails generated by PrestaShop, which the shop recreates on its own, can be left out of the archive. So can the WebP and AVIF copies created by an image conversion module. Finally, you pick the folders to exclude in your shop's folder tree.

Database included

When our database backup module is installed, its latest complete dump is added to each archive. With an active license, MedBackup can even run a fresh dump right before backing up the files.

Remote storage

The archive can be sent automatically to an FTP, FTPS or SFTP server, to Amazon S3 or a compatible storage (Scaleway, OVH, Backblaze, MinIO, DigitalOcean Spaces), or to Dropbox. With Dropbox and S3, large archives are sent in parts and the upload resumes after an interruption.

Remote archive management

With Dropbox, remote archives are listed in the module, downloaded or deleted in one click, and the oldest ones are deleted automatically beyond the number you set.

Scheduling

Backups are scheduled with a command line cron task, with no time limit at all, or with a URL call for hosting plans that do not offer server tasks.

Security

Archives are stored in a randomly named folder, protected against direct downloads and checked every day. Only a super administrator can download them or configure the module.

Update notification

The module tells you when a new version is available, directly in its configuration screen.

3. Compatibility and requirements

Item	Compatibility
PrestaShop	1.6, 1.7, 8.x and 9.x
PHP	5.6 to 8.4
Multistore	Yes, the whole installation is backed up
Interface languages	17
Web server	Apache, nginx, LiteSpeed

Requirements

- A 64-bit PHP for archives over 2 GB (which is the case for virtually all current hosting plans).
- The `zlib` extension to compress files. Without it, files are simply stored.
- The `curl` extension for Dropbox and Amazon S3, the `ssh2` extension for SFTP.
- Free disk space at least equal to the size of one archive, on top of the archives kept. The module checks it before starting.

No `zip` extension is required: the module writes its archives itself.

4. Installation and update

Installation

1. In your back office, open **Modules > Module Manager**.
2. Click **Upload a module** and drop the module's ZIP archive.
3. Once the installation is complete, click **Configure**.

On installation, the module creates its randomly named backup folder and applies default settings suited to most shops: 15 archives kept, cache and thumbnails excluded.

Update

Upload the new module archive as you would for an installation. The update script keeps your settings, adds the new options and moves existing archives into the protected folder. Then open the module once with a super administrator account: the link sent in backup emails is then updated.

Uninstallation

Uninstalling removes the module's settings. Remember to retrieve your local archives before deleting the module's files: they are located in its backup folder.

5. License

The module's **License** tab lets you activate the key received with your purchase. The license gives access to updates, support and the option to back up the database before the files.

Activating a key

1. Open the **License** tab.
2. Enter your license key and confirm.
3. The license status and its expiry date are displayed.

Checking the status or changing domain

The same tab shows the license status, lets you refresh it and release it for use on another domain, for example when the shop's domain name changes.

Good to know File backups, remote storage and scheduling work without an active license. Only the option that runs a database dump before the files depends on it.

6. Configuration

The **Configuration** tab gathers the backup settings. Confirm with **Save settings**.

Number of archives

The number of archives kept on the server's disk. Beyond that, the oldest ones are deleted after each successful backup. Enter `0` to keep them all.

Send by email

Enable this option to receive an email at the end of each backup. The archive is not attached: the email contains a link to the back office, where the archive can be downloaded after logging in as a super administrator. The size of the archive therefore does not matter.

Ignore cache folders

Cache files are recreated by the shop as visitors browse it. Excluding them reduces the archive with no impact at all on a restore. Option enabled by default.

Ignore PrestaShop thumbnails

The thumbnails generated for products, categories, brands and suppliers, as well as the "no image" pictures of each language, are regenerated on demand. Only the original images are backed up. Option enabled by default.

Ignore WebP and AVIF copies

In the `img` folder, WebP and AVIF files that have a JPEG, PNG or GIF original with the same name next to them are not backed up. Enable this option if an image conversion module creates a copy of each image: the archive is lighter. After a restore, run that module's regeneration, otherwise visitors get the original images until it recreates them.

Database

This option appears when our database backup module is installed. It runs a database dump right before the files and adds it to the archive, which then contains a complete copy of the shop. It requires an active MedBackup license.

Depending on the situation, the module displays the appropriate message: database module missing (with a link to discover it), disabled, or in a version that is too old.

Even without this option, the latest complete dump of the database module is always added to the archive. Older dumps are not.

Excluded folders

One folder per line, relative to the root of the shop, for example a folder of videos already stored elsewhere. The folder is skipped with everything it contains.

The **Choose in the folder tree** button opens a window that displays the shop's folders: tick the ones to exclude, then click **Apply**.

Automatic exclusions

Some items are never backed up: the module's own archives, temporary images, the work folders of the PrestaShop upgrade module, the `.git` and `.svn` folders, and the older dumps of the database module.

7. Remote storage

The **Remote Storage** tab sends each archive off the shop's server. Choose the **Remote storage provider**: only the settings of the chosen provider are displayed.

Common options

- **Automatically upload archive to remote storage after each backup.**
- **Delete local archive after successful remote upload:** useful when the server's disk space is limited. If the upload fails, the local archive is always kept.
- **Archives kept remotely** (Dropbox): after each successful upload, the module's oldest archives are deleted beyond this number. Only archives created by the module are concerned, never your other files. `0` keeps them all.

The **Test connection** button checks the settings without waiting for a backup.

FTP, FTPS and SFTP

Enter the host, port, username, password and path on the remote server, then the connection type: FTP, FTPS (encrypted FTP) or SFTP, which requires the `ssh2` PHP extension. Leave the password empty to keep the one already saved.

Amazon S3 and compatible storage

Enter the region, the bucket name, the access key, the secret key and, if you wish, a path prefix (a folder inside the bucket). For a provider other than Amazon (Scaleway, OVH, Backblaze B2, MinIO, DigitalOcean Spaces), enter its endpoint, for example `https://s3.fr-par.scw.cloud`.

Large archives are sent in several parts: if the upload is interrupted, it resumes from the last part transferred. To delete old archives, use your bucket's lifecycle rules.

Dropbox

1. Click **Authorize on Dropbox** and log in to your Dropbox account.
2. Copy the authorization code displayed by Dropbox.
3. Paste it into the field provided and click **Connect**.

The module only has access to its own folder, inside the **Apps** folder of your Dropbox. The exact location of the archives is shown in the tab. The **Change account** and **Disconnect** buttons let you switch to another account or revoke access.

8. Running a backup

The **Manual backup** button is located at the top of the module screen. It opens a progress window that follows the backup live, phase by phase, each with its own color:

- **Database** (purple): the database dump, when the option is enabled;
- **Files** (light blue): the file scan then the writing of the archive, with the number of files and the volume processed;
- **Upload** (dark blue): the transfer to remote storage, with the volume already sent.

At the end, a summary shows the archive size and the result of the remote upload: successful, or the reason it failed.

Closing the page or cancelling

You can close the page during a backup: it will resume when you come back to the module, or with the next cron run. The **Cancel** button stops the backup in progress and deletes the unfinished archive.

Only one backup at a time

If a manual backup and a scheduled backup start at the same time, the second one joins the one in progress: two archives are never written in parallel.

9. Scheduling backups

The **Cron** tab provides ready-to-use commands for your shop. We recommend at least one backup per day.

Server cron task (recommended)

Run from the command line, the backup is not subject to any web server time limit: it is the best choice for large shops. Example for a backup every day at 5 am:

```
0 5 * * * php /path/to/shop/modules/medbackup/cli.php
```

The command must be run as the user who owns the shop's files, never as `root`: otherwise the archives created would be inaccessible to backups launched from the back office. The module refuses to run as `root` and shows the command to use.

Cron task through the web

If your hosting does not offer command line tasks, call the URL given in the tab. The backup is then split into steps chained by redirections: with `curl`, the `-L` option is required to follow them. An online cron service also works, provided it follows redirections.

Warning The cron URL contains the module's secret key: anyone who knows it can start backups. Only give it to your cron service.

10. Managing backups

The **Backups** tab shows two sortable, paginated lists. Its badge shows the total number of archives, local and remote.

Local backups

The archives present on the server, with their date and size. Each row lets you download the archive to your computer or delete it.

Remote backups

With Dropbox, the module's archives in your Dropbox are listed as well, with their location. They can be downloaded and deleted from this list; the **Refresh** button reloads the list.

Exposure warning

Once a day, the module checks that its archives cannot be downloaded directly from the web. If your server ignores the `.htaccess` protection (as nginx does), a warning appears in the tab with the rule to give your host, for example:

```
location ^~ /modules/medbackup/backups/ { deny all; }
```

11. Access rights and security

MedBackup distinguishes two access levels.

Action	Super administrator	Other employees
Start a backup and follow its progress	Yes	Yes
View the logs	Yes	Yes
Change the configuration	Yes	No
Download or delete an archive	Yes	No
See the cron URLs and manage remote storage	Yes	No
Manage the license	Yes	No

These restrictions are enforced by the server, not merely hidden on screen. An archive is always downloaded through the back office, after logging in: a link alone gives access to nothing.

Backup folder protection

- A random folder name, impossible to guess;
- a `.htaccess` file that forbids any direct download;
- a daily check of this protection, with a warning if it is not effective.

12. Restoring a shop

Full restore

1. Retrieve the archive: from the module, from your remote storage, or by FTP in the backup folder if the shop is no longer accessible.
2. Extract it on your computer.
3. Upload the files to your hosting, at the root of the shop.
4. If the database is also damaged, its latest dump is inside the archive, in `modules/mmedbsave/backups` : restore it with the database backup module or import it with phpMyAdmin.
5. Clear the PrestaShop cache. Thumbnails excluded from the archive are regenerated on demand, or all at once from **Design > Image Settings**.

Partial restore

Open the archive and only extract what you need, for example a module or theme folder, then replace the damaged version on the server.

13. Logs

The **Logs** tab keeps track of every event: successful or failed backup, remote upload, archive deletion, download. The table can be sorted and paginated. A super administrator can delete an entry or clear the log.

The **FAQ** tab, right next to it, answers the most frequent questions directly in the module.

14. Frequently asked questions

My shop is very large, how should I back it up?

Schedule the command line task given in the Cron tab: run by the server, the backup is not subject to any time limit and runs in one go. It is the fastest and most reliable method.

What happens if the server interrupts the backup?

Nothing is lost. Progress is saved on the disk and the backup resumes where it stopped. If the server cuts a step, the module shortens the following ones by itself.

My web cron task does not finish the backup.

The service calling the URL must follow redirections. With `curl`, use the `-L` option shown in the Cron tab.

Why are images not compressed?

They already are. Compressing them a second time would take a long time for almost no gain: they are stored as is, which makes the backup about twice as fast.

Is the archive sent by email?

No. The email contains a link to the back office, where the archive can be downloaded after logging in as a super administrator.

Where do I find my backups on Dropbox?

In the Apps folder of your Dropbox, in the module's own folder. The exact location is shown in the Remote Storage tab and in the Backups tab.

How do I know the archive reached the remote storage?

At the end of a manual backup, the summary says whether the archive was sent or why the upload failed. Every upload, successful or not, is also recorded in the Logs tab.

Can an employee who is not a super administrator start a backup?

Yes. They can start a backup, follow it and view the logs, but can neither download archives nor change the configuration.

My hosting uses nginx, are my archives protected?

nginx ignores `.htaccess` files. The module detects it during its daily check and displays the rule to give your host to block the folder.

How much disk space do I need?

About the size of one archive, on top of the archives kept. The module checks the free space before starting. Lower the number of archives kept if your disk is small, or delete the local archive after the remote upload.

How do I report a vulnerability?

See chapter 15 as well as the module's "Security" tab, which details the procedure and the reporting channels.

15. Vulnerability reporting

Mediacom87 welcomes any report of a security flaw affecting its modules.

Commitments

- Acknowledgement within 7 days at most for any relevant report (CVSS $\geq$ 7.5).
- Impact analysis and fix scheduling within 30 days at most.
- Publication of a security advisory with a CVE identifier for significant vulnerabilities.
- No fix will be released silently.
- No legal action against researchers acting in good faith.

Procedure

Go to the module's "Security" tab, which describes the full procedure and the reporting channels. Provide as many details as possible: description, impact, affected version, steps to reproduce.

16. Support and contact

For any question about using this module, a feature request or a technical issue, the contact button is located in the module's **Informations & support** tab. Your message is sent directly from your back office, along with the useful technical information: module version, PrestaShop version, PHP version and shop domain.

Mediacom87 has specialized in PrestaShop since 2008 and supports several thousand merchants around the world.

Mediacom87 Thank you for choosing MedBackup to protect your shop. We hope you will never need to restore an archive, but the day it happens, it will be there.