

Istruction

# Opiquad services data portability

I SEC 70  
REV. 03 - 12/06/2026

Rev.	Date	Reason	Pag.
00	07.11.2023	Release	All
01	18.11.2025	Update	Pag. 5 added proxmox detail.
02	17.04.2026	Update	Added instructions for other SaaS services. Instruction name has changed, last was: IaaS Green Cloud Data portability.
03	12.06.2026	Update	Pag. 8 added Leap and Leviatano services.
Preparation		Check	Acceptance
SGSI coordinator Riccardo Zonca		SGQ coordinator Nicola Gerosa	Opiquad Management

#### OPIQUAD SPA A SOCIO UNICO

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**SUMMARY**

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### **1. Purpose and field of application**

The purpose of the instruction is to describe and share the information necessary to migrate Opiquad services (SaaS or IaaS) to third party service providers.

### **2. Update**

The instruction will be updated following a change in data export or import management.

### **3. Obligation and responsibilities**

The coordinator of the Information Security Management System is responsible for coordinating and verifying the release of the documentation necessary for the implementation of all the processes envisaged by the management system.

## 4. Instruction description

### Green Cloud (IaaS)

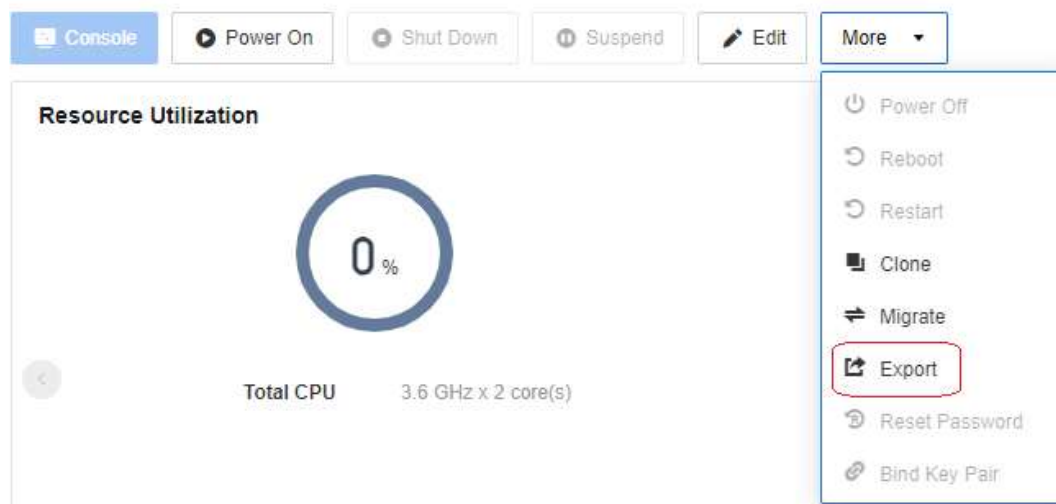
Guidelines to import data (virtual machine images) into the Opiquad cloud environment, or export data (virtual machine images) from the same environment.

This instruction also describes the action to export data present in Kubernetes containers, and import Kubernetes data or environments into the same environment.

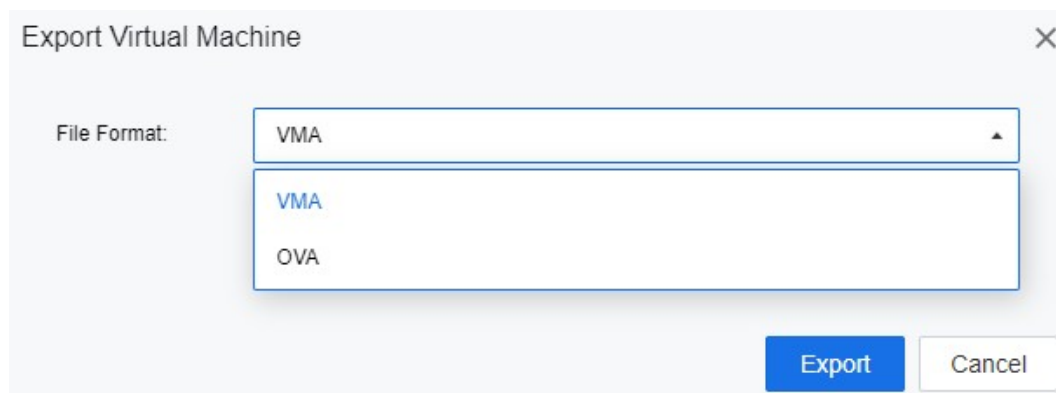
Sangfor import and export brief

In case of data export, customer selects "Export" function from own virtual management resource, It will be possibile to select the file format: VMA or OVA. If customer needs any other format, should contact Opiquad CSI support (email: support-csi@opiquad.it).

#### Summary



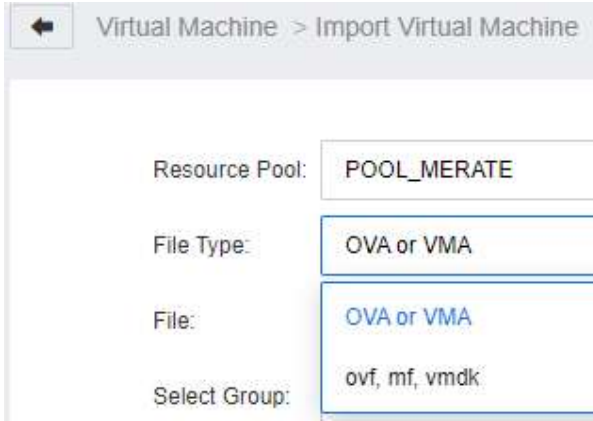
The screenshot shows a virtual machine management interface. At the top, there are buttons for 'Console', 'Power On', 'Shut Down', 'Suspend', 'Edit', and 'More'. Below these is a 'Resource Utilization' section with a circular gauge showing '0%' and the text 'Total CPU 3.6 GHz x 2 core(s)'. The 'More' menu is open, showing options: 'Power Off', 'Reboot', 'Restart', 'Clone', 'Migrate', 'Export' (highlighted with a red box), 'Reset Password', and 'Bind Key Pair'.



The screenshot shows a dialog box titled 'Export Virtual Machine'. It has a close button (X) in the top right corner. The 'File Format:' label is followed by a dropdown menu currently showing 'VMA'. Below the dropdown, the options 'VMA' and 'OVA' are listed. At the bottom right, there are two buttons: 'Export' and 'Cancel'.

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In case of data import, customer will select the file type, and the image of the virtual machine will be exported.



Virtual Machine > Import Virtual Machine

Resource Pool: POOL\_MERATE

File Type: OVA or VMA

File: OVA or VMA

Select Group: ovf, mf, vmdk

### Proxmox import and export brief

The customer who logs into own IaaS environment, could import virtual machine data with this command:

```
$ scp file-import.ova root@proxmox_name_server:/root/  
$ qm importovf <vm-id> <ovf-file> <storage-name>  
<vmid>: The ID you want to assign to the new VM.  
<ovf-file>: The name of the .ovf file (e.g., my-vm.ovf).  
<storage-target>: The Proxmox storage location to save the disk image.
```

Export virtual machine data with these steps.

(1) Create a backup: Log in to the Proxmox VE web UI, select the VM, go to Backup, and click Backup now. Locate the backup file: After the backup completes, go to the Shell for the Proxmox node and navigate to the directory where the backup was stored (e.g., /mnt/backup\_share/dump/).

(2) The file will have a .vma extension. Extract the disk image: Use the vma extract command to extract the raw disk image from the .vma file.

```
$ vma extract -v <vzdump-filename.vma> <destination-directory>
```

(3) Convert to OVA: You will need to convert the extracted disk image to a format compatible with other hypervisors and then create an OVA.

A third-party tool like PVE2OVA(\*) can be used to automate this process.

(\*) <https://forum.proxmox.com/threads/tool-pve2ova-export-ova-with-thin-provision-disk-from-a-pve-node.167198/>

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## Kubernetes import and export brief

The customer using the Kubernetes container, should follow these steps to import and export data to/from. Copy files and directories to and from containers. Important note: it requires that the 'tar' binary is present in your container image. If 'tar' is not present, 'kubectl cp' will fail.

Copy /tmp/foo\_dir local directory to /tmp/bar\_dir in a remote pod in the default namespace  
\$ kubectl cp /tmp/foo\_dir <some-pod>:/tmp/bar\_dir

Copy /tmp/foo local file to /tmp/bar in a remote pod in a specific container  
\$ kubectl cp /tmp/foo <some-pod>:/tmp/bar -c <specific-container>

Copy /tmp/foo local file to /tmp/bar in a remote pod in namespace <some-namespace>  
\$ kubectl cp /tmp/foo <some-namespace>/<some-pod>:/tmp/bar

Copy /tmp/foo from a remote pod to /tmp/bar locally  
\$ kubectl cp <some-namespace>/<some-pod>:/tmp/foo /tmp/bar

Options:

-c, --container="": Container name. If omitted, the first container in the pod will be chosen

Usage:

\$ kubectl cp <file-spec-src> <file-spec-dest> [options]

Use "kubectl options" for a list of global command-line options (applies to all commands).

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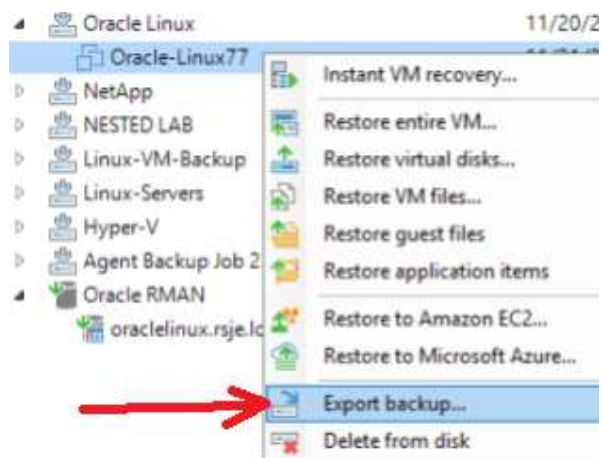
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## Disaster Recovery as a Service

Customer can get any data saved in the repository with the recovery tool already used, or using the "Export backup" function. See the whole procedure in the "Cloud Backup" service details in this document.



### OPIQUAD SPA A SOCIO UNICO

## Other SaaS service

In this section you can find usefull information to port SaaS data to other services provider.

Service	Planned istruction
Email Backup	Every users can export e-mail data from web application panel. Customer can also ask to Opiquad support team (support-hub@opiquad.it), to export every e-mail collected for registred users.
bWireless	You can ask to Opiquad support the whole data managed by bWireless (user e-mail, hash passwords, captive portal configurations). You will get it in sql or json format, to import in your new service provider.
Digital asset Defender	Enter in your my.opiquad.it space; you will get the e-mail user list, ready to import in your new service provider.
Mail3d	You can use pop3 and imap protocols to export every e-mail. For contacts and calendar data, you can export it from the webmail panel. See details below.
Web Hosting	You can export every file and sql data from web panel deployed with Plesk service. See below the details. FTPS protocols is also available to download every file.
Cloud Backup	You can access to the service portal <a href="https://vscp.opiquad.it:1280">https://vscp.opiquad.it:1280</a> and dowload any data.
DNS Dominio	DNS records are available from my.opiquad.it web panel.
Opivoice	For any internal telephone number, waiting queue audio, other VOIP configuration send an e-mail to <a href="mailto:support-tlc@opiquad.it">support-tlc@opiquad.it</a> . You will get the data as soon as possible.
Leviatano	Send an e-mail to <a href="mailto:support-hub@opiquad.it">support-hub@opiquad.it</a> . You will get data as soon as possible.
Leap	Send an e-mail to <a href="mailto:support-hub@opiquad.it">support-hub@opiquad.it</a> . You will get data as soon as possible.

Details for every SaaS service are reported in the next pages.

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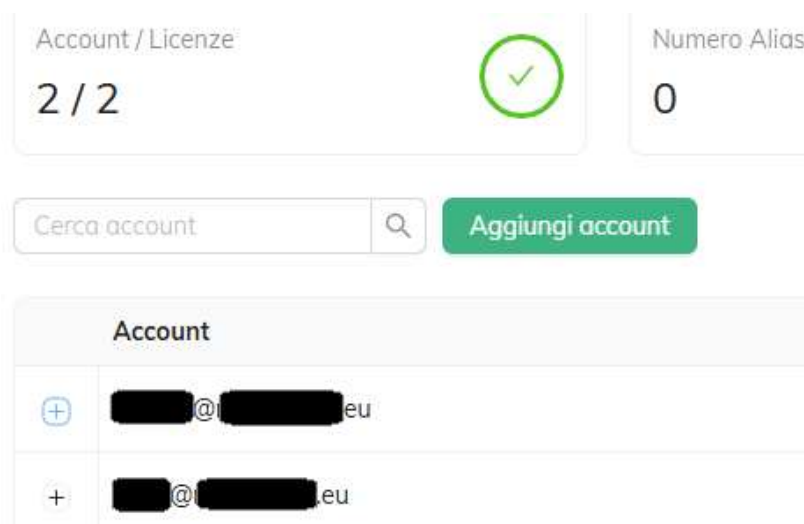
## Email Backup

From the web panel <https://app.emailbackup.it> select the year to export, then click the Download button. Your data will be compressed in an archive, and you will be notified when the download will be ready.



## Digital Asset Defender

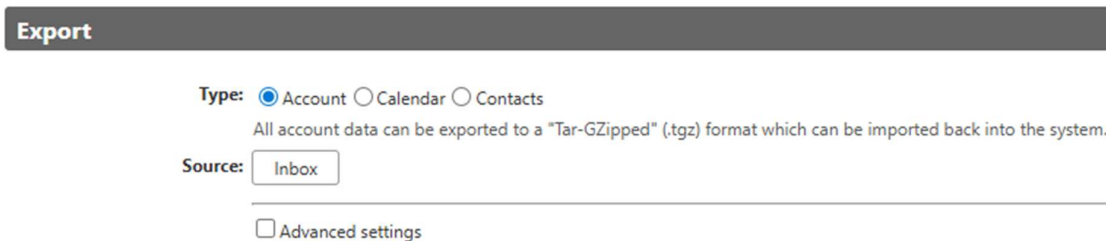
You can copy every subscribed e-mail and alias from my.opiquad.it panel.



The screenshot shows the 'Digital Asset Defender' interface. It features two main sections: 'Account / Licenze' with '2 / 2' and a green checkmark icon, and 'Numero Alias' with '0'. Below these is a search bar labeled 'Cerca account' with a magnifying glass icon and a green 'Aggiungi account' button. At the bottom, there is a table titled 'Account' with two rows, each showing a plus icon and a partially redacted email address ending in '.eu'.

## Mail3d

From "Preferences" tab in web panel <https://webmail.mail3d.it>, select "Import / Export" section. You just select the directory source, and then press the Export button.



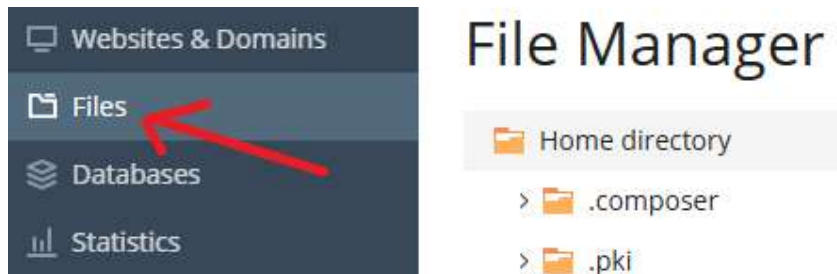
The screenshot shows the 'Export' section of the Mail3d interface. It has a dark header with the word 'Export'. Below it, there are radio buttons for 'Type': 'Account' (selected), 'Calendar', and 'Contacts'. A note states: 'All account data can be exported to a "Tar-GZipped" (.tgz) format which can be imported back into the system.' There is a 'Source:' dropdown menu currently set to 'Inbox'. At the bottom, there is a checkbox for 'Advanced settings' which is unchecked.

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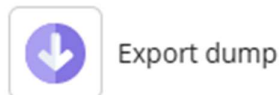
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## Web Hosting

Once get in the Plesk panel, press from the dashboard menù the Files tab. You will be able to compress and then download every directory or file of your website-



About sql database, press the Databases tab and you will enter in your database instance. Press then the "Export dump" button,

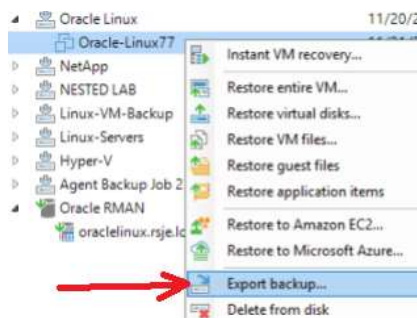


Enter a customer name or leave current one to name the sql zip file export. Press the Automatically download option, and you will get as soon as possible the dump file. Be aware, on some heavy dataset the export function could requires some time.



## Cloud Backup

Customer can get any data saved in the repository with the recovery tool already used, or using the "Export backup" function.



## OPIQUAD SPA A SOCIO UNICO

Select the backup you want to export.

Export Backup >

**Restore Point**  
 Select one or more restore points to export into the self-contained full backup file. This functionality is designed for archiving important restore points, preventing them from being deleted by the retention policy and making them portable.

Restore Point	Backups to export:													
Reason	<input type="text" value="Type in a machine name for instant lookup"/>													
Summary	<table border="1"> <thead> <tr> <th>Name</th> <th>Size</th> <th>Restore point</th> </tr> </thead> <tbody> <tr> <td>Oracle-Linux77</td> <td>24.5 GB</td> <td>5 days ago (9:06 PM Thursday...)</td> </tr> <tr> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	Name	Size	Restore point	Oracle-Linux77	24.5 GB	5 days ago (9:06 PM Thursday...)							Add... Point... Remove
Name	Size	Restore point												
Oracle-Linux77	24.5 GB	5 days ago (9:06 PM Thursday...)												

Specify the restore you want.

Restore Points

Available restore points for Oracle-Linux77:

Job	Type
<ul style="list-style-type: none"> <li>Oracle Linux               <ul style="list-style-type: none"> <li>5 days ago (9:06 PM Thursday 11/21/2019) <b>Increment</b></li> <li>5 days ago (9:03 PM Thursday 11/21/2019) Increment</li> <li>5 days ago (8:43 PM Thursday 11/21/2019) Increment</li> <li>6 days ago (10:31 AM Wednesday 11/20/2019) Full</li> </ul> </li> </ul>	

Review your summary and if you are pleased, click "Finish".

Summary:

Automatically delete exported backup files: in 3 months

Backups to export:  
 Oracle-Linux77

Once the task is completed you can access your exported point in time under "Backups" and "Disk (Imported)".

If you explore the backup job location you will see a folder called "Machine\_name" that is the location the exported backup was created from. You will also notice a folder with the name "Machine\_name\_NN\_YEAR." this is the exported copy, and you can see the name reflects the creation time, and the deletion time associated with these files.

- CloudBackup-debug-core
- Machine\_Name\_2026-04-17\_14-22
- Machine\_Name**
- Mutex\_delphi\_debug
- Primary\_Job

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## DNS Domain

Once entered in the web panel my.opiquad.it, choose your domain and open the properties. You will get any dns record. If the zone has a lot of details, you can also request the text export format, to support team by e-mail: [support-csi@opiquad.it](mailto:support-csi@opiquad.it).

Here a brief example of the data displayed in my.opiquad.it for a domain zone.

MX	@	mx2.zonca.it
MX	@	mx.zonca.it
A	@	212.78.2.58
A	www	212.78.2.58
TXT	@	v=spf1 ip4:212.78.3.0/24 ip4:212.78.0.0/24 ip4:212.78.2.0/24 -all

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