



REV. JANUARY 2023

Instructions to Review Backup Logs

CUSTOMER PORTAL

POWERED BY

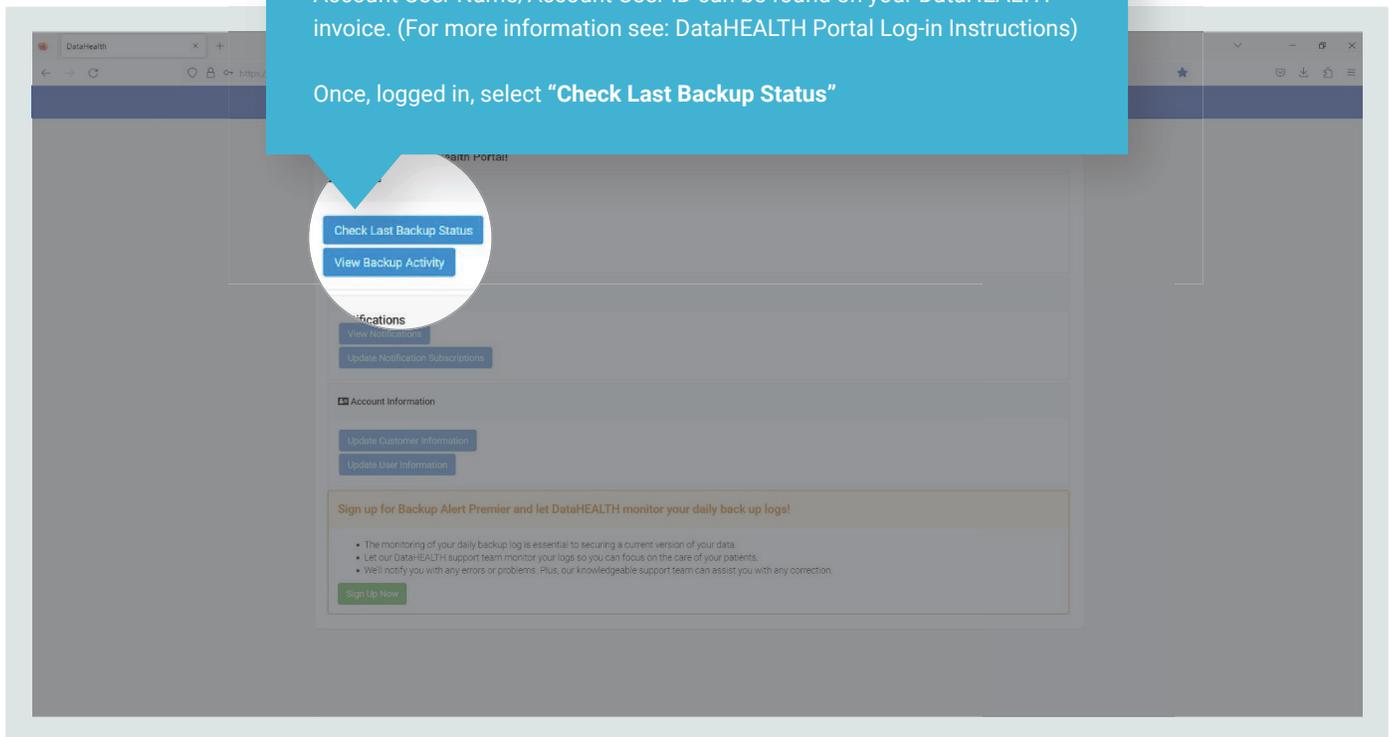
Asigra.

Go to myportal.datahealth.com

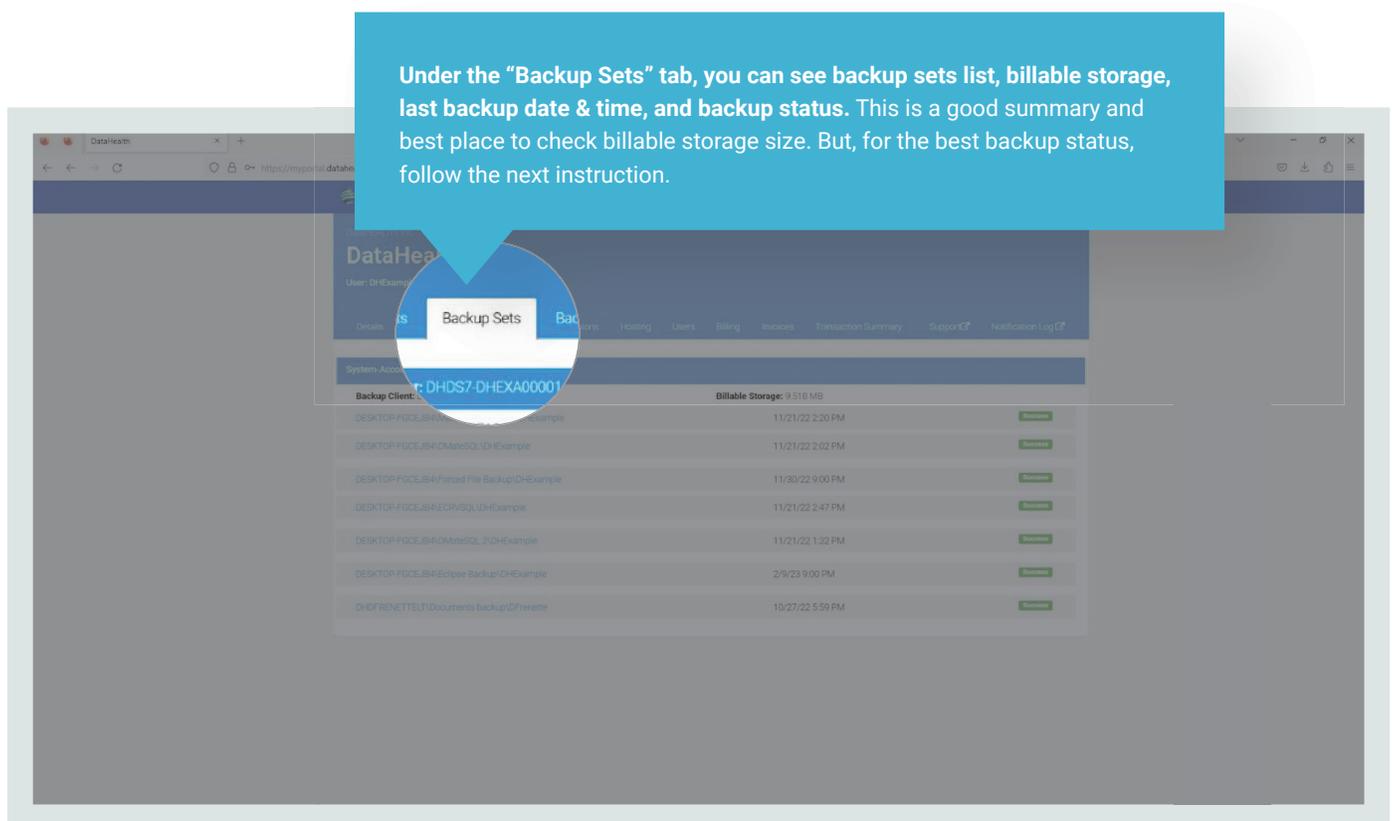
Log in using your (case sensitive) User Name & Password.

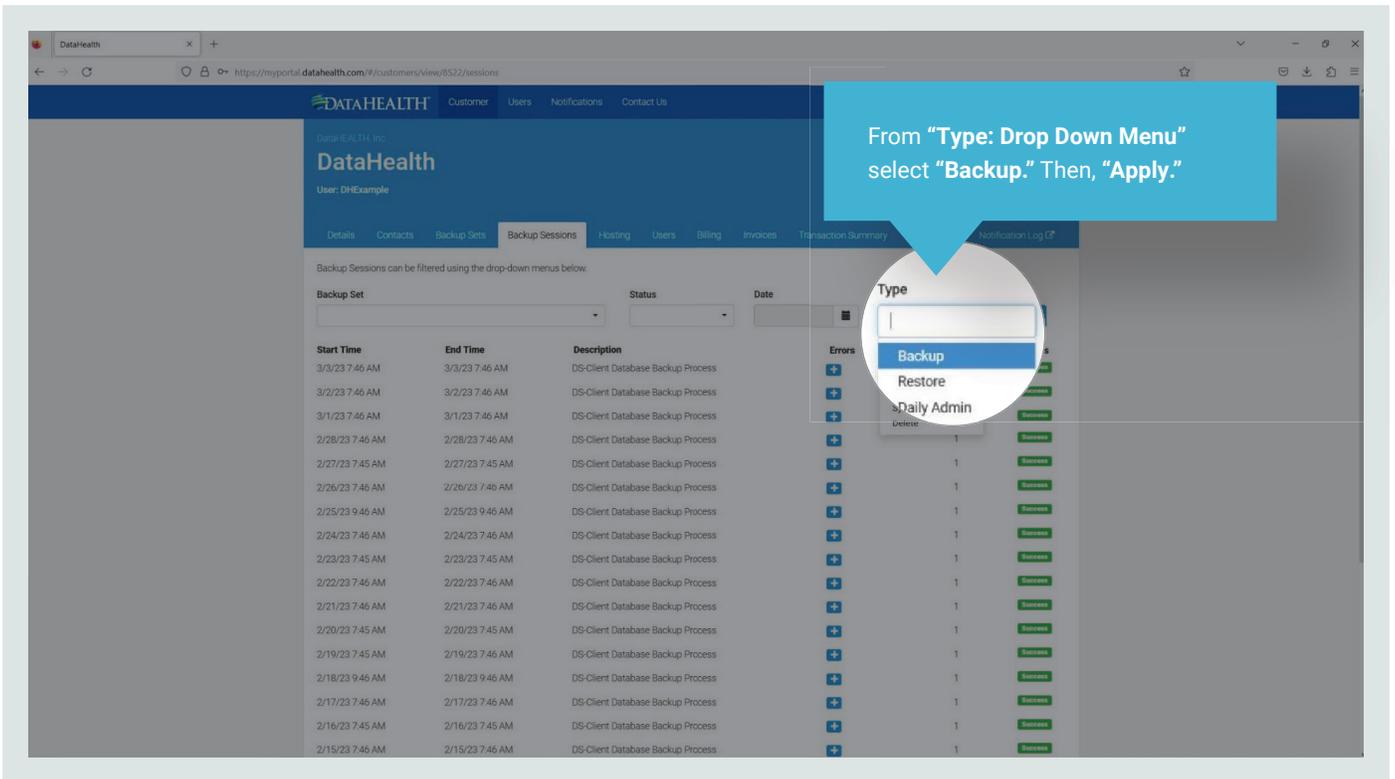
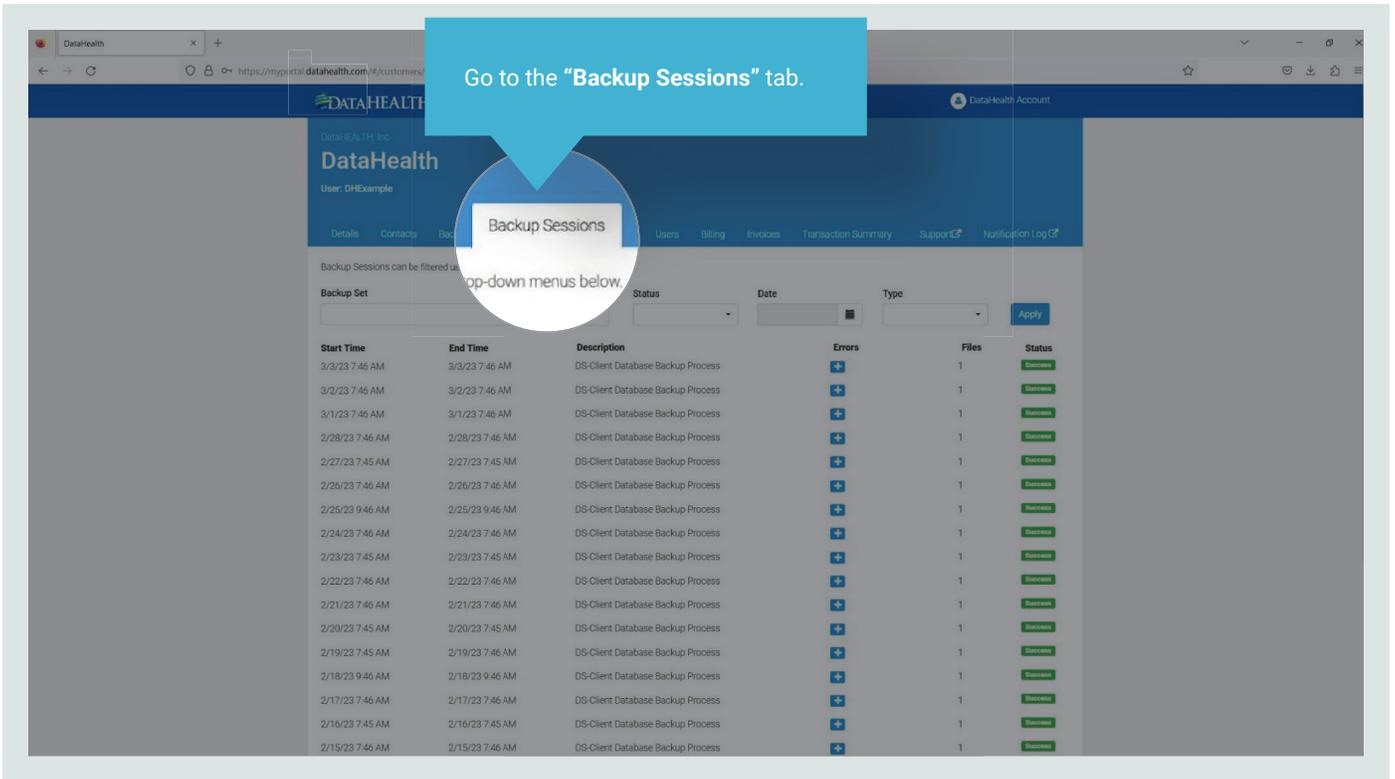
Account User Name/Account User ID can be found on your DataHEALTH invoice. (For more information see: DataHEALTH Portal Log-in Instructions)

Once, logged in, select “Check Last Backup Status”



Under the “Backup Sets” tab, you can see backup sets list, billable storage, last backup date & time, and backup status. This is a good summary and best place to check billable storage size. But, for the best backup status, follow the next instruction.





Backup Sessions can be filtered using the drop-down menus below.

Backup Set: Status: Date: Type: Backup

Start Time	End Time	Description	Errors	Files	Status
2/9/23 9:00 PM	2/9/23 9:00 PM	DESKTOP-FGCEJB4\Eclipse Backup\DHExample	+	0	Success
2/8/23 9:00 PM	2/8/23 9:00 PM	DESKTOP-FGCEJB4\Eclipse Backup\DHExample	+	0	Success
2/7/23 9:00 PM	2/7/23 9:01 PM	DESKTOP-FGCEJB4\Eclipse Backup\DHExample	+	0	Success
2/6/23 9:00 PM	2/6/23 9:00 PM	DESKTOP-FGCEJB4\Eclipse Backup\DHExample	+	0	Success
2/3/23 9:00 PM	2/3/23 9:00 PM	DESKTOP-FGCEJB4\Eclipse Backup\DHExample	+	0	Success
2/2/23 9:00 PM	2/2/23 9:00 PM	DESKTOP-FGCEJB4\Eclipse Backup\DHExample	+	0	Success
2/1/23 9:00 PM	2/1/23 9:00 PM	DESKTOP-FGCEJB4\Eclipse Backup\DHExample	+	0	Success
1/31/23 9:00 PM	1/31/23 9:01 PM	DESKTOP-FGCEJB4\Eclipse Backup\DHExample	+	0	Success
1/30/23 9:00 PM	1/30/23 9:00 PM	DESKTOP-FGCEJB4\Eclipse Backup\DHExample	+	0	Success
1/27/23 9:01 PM	1/27/23 9:01 PM	DESKTOP-FGCEJB4\Eclipse Backup\DHExample	+	0	Success
1/26/23 9:00 PM	1/26/23 9:00 PM	DESKTOP-FGCEJB4\Eclipse Backup\DHExample	+	0	Success
1/25/23 9:00 PM	1/25/23 9:00 PM	DESKTOP-FGCEJB4\Eclipse Backup\DHExample	+	0	Success
1/24/23 9:00 PM	1/24/23 9:00 PM	DESKTOP-FGCEJB4\Eclipse Backup\DHExample	+	0	Success
1/23/23 9:00 PM	1/23/23 9:00 PM	DESKTOP-FGCEJB4\Eclipse Backup\DHExample	+	0	Success
1/20/23 9:03 PM	1/20/23 9:03 PM	DESKTOP-FGCEJB4\Eclipse Backup\DHExample	+	0	Success
1/19/23 9:00 PM	1/19/23 9:00 PM	DESKTOP-FGCEJB4\Eclipse Backup\DHExample	+	0	Success
1/18/23 9:00 PM	1/18/23 9:00 PM	DESKTOP-FGCEJB4\Eclipse Backup\DHExample	+	0	Success

The most current backup for all sets will then, populate the list. You should observe the last backup time, backup status and file counts.

As mentioned in the Instructions for Checking Backup Logs in the software: "For each backup following the initial backup, typically tend to be an average amount of files. This will vary from client to client. So, backups should be reviewed on a regular basis.

If the file count is consistently zero on days that the office is conducting business, then paths may need reviewed to assure validity.

Additionally, if a file count is abnormally high, this may be an indication that data was unintentionally added and may affect billing or also indicate that ransomware has begun encrypting your data."

Call DataHEALTH if you see any of those abnormalities along with no current backup for a backup set, failed backup status or errors.