DATAHEALTH®
CLOUD HOSTING AND BACKUP

REV. JANUARY 2023

Instructions
to Review Backup Logs

SOFTWARE VERSION

POWERED BY
Asigra.

Launch the DataHEALTH software using the icon on the desktop. (Icon is a blue square with a white "U.")
If an icon is not present, proceed to your start menu. You'll find the program listed as: Asigra DS-Client. Select Classic DS User.
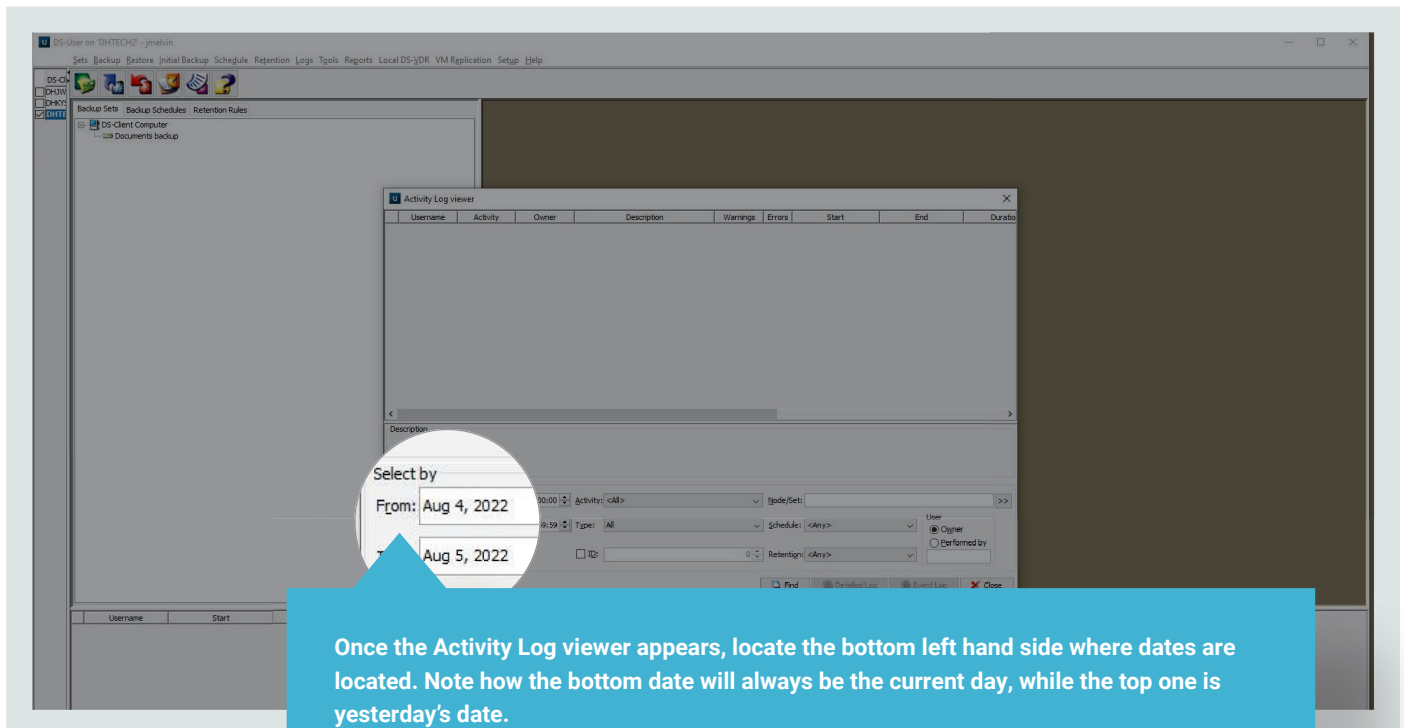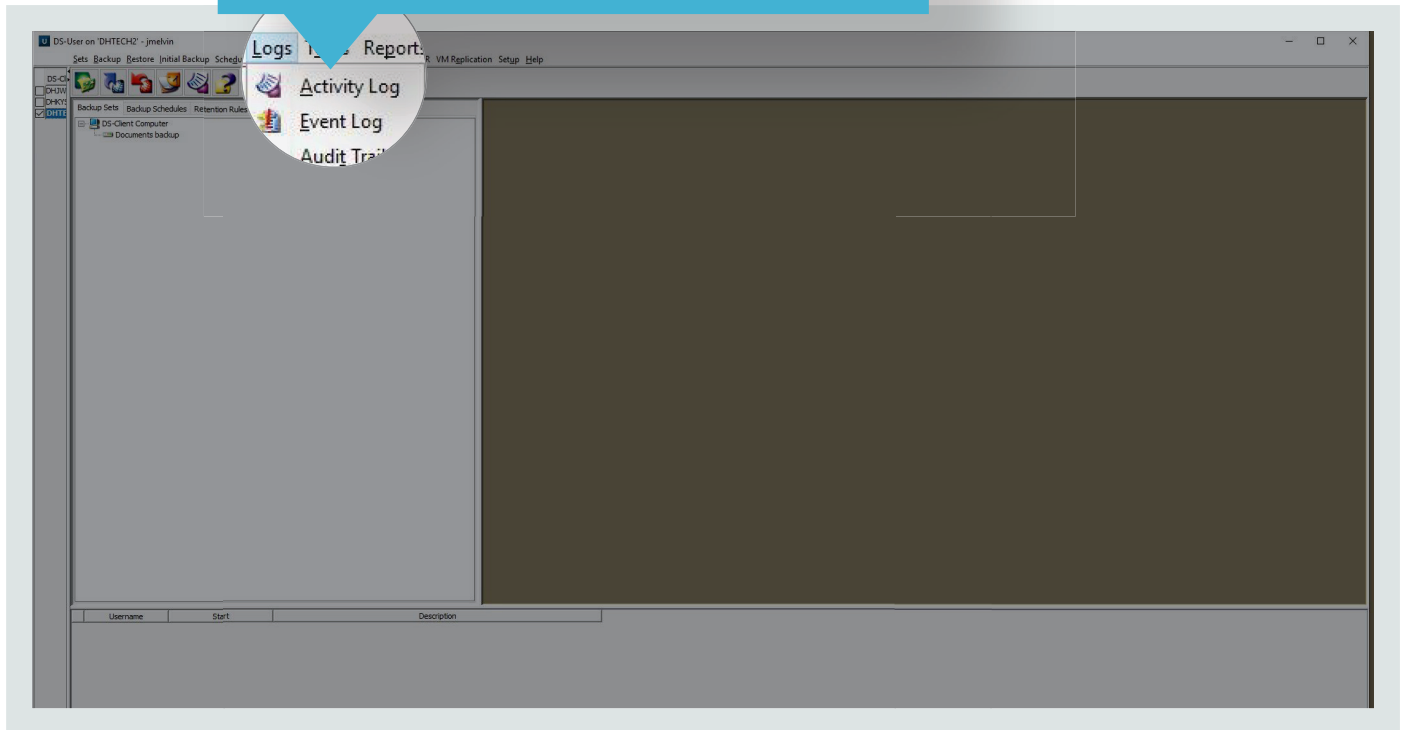
Once the software is open, note the amount of backups sets present. As some users will have more than one, these will be located under the backup sets tab on the left hand side.
From there, locate the menu at the top of the screen and select the "Logs" menu button.
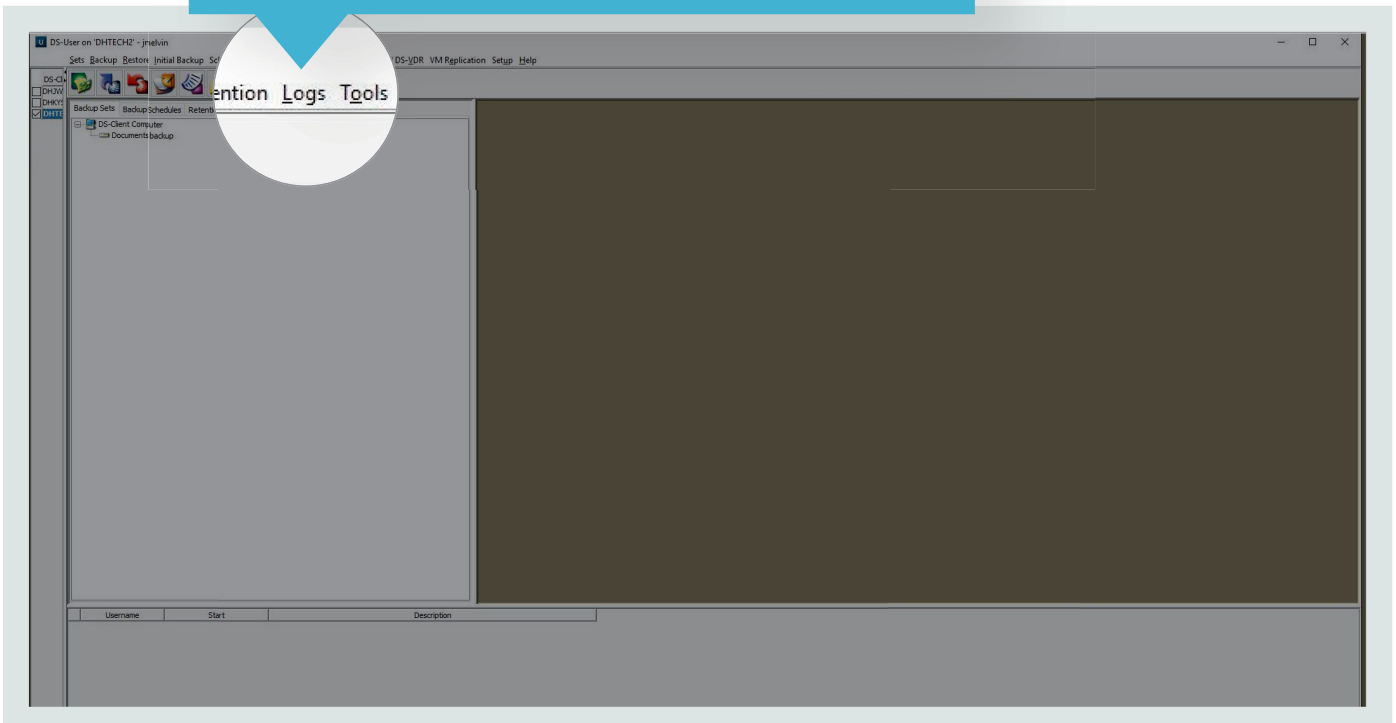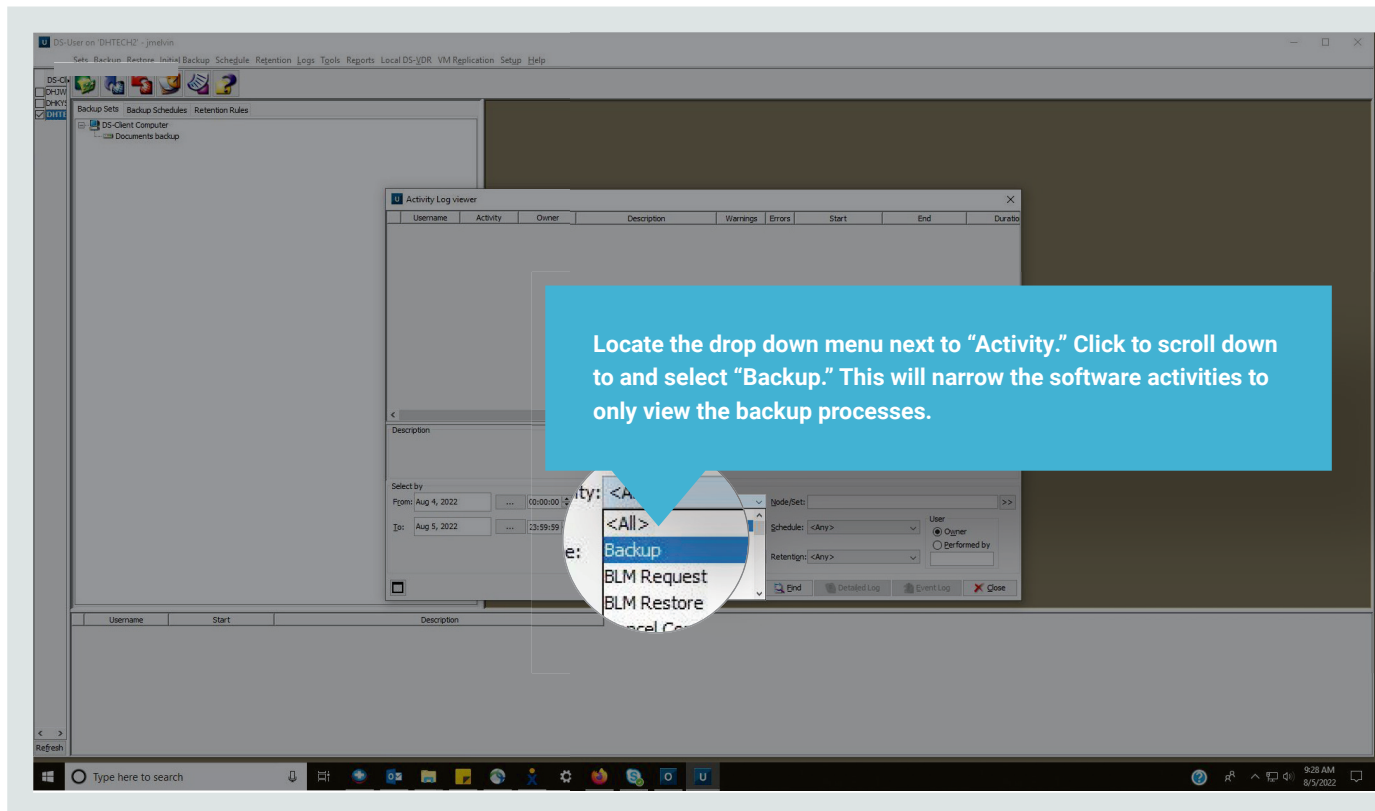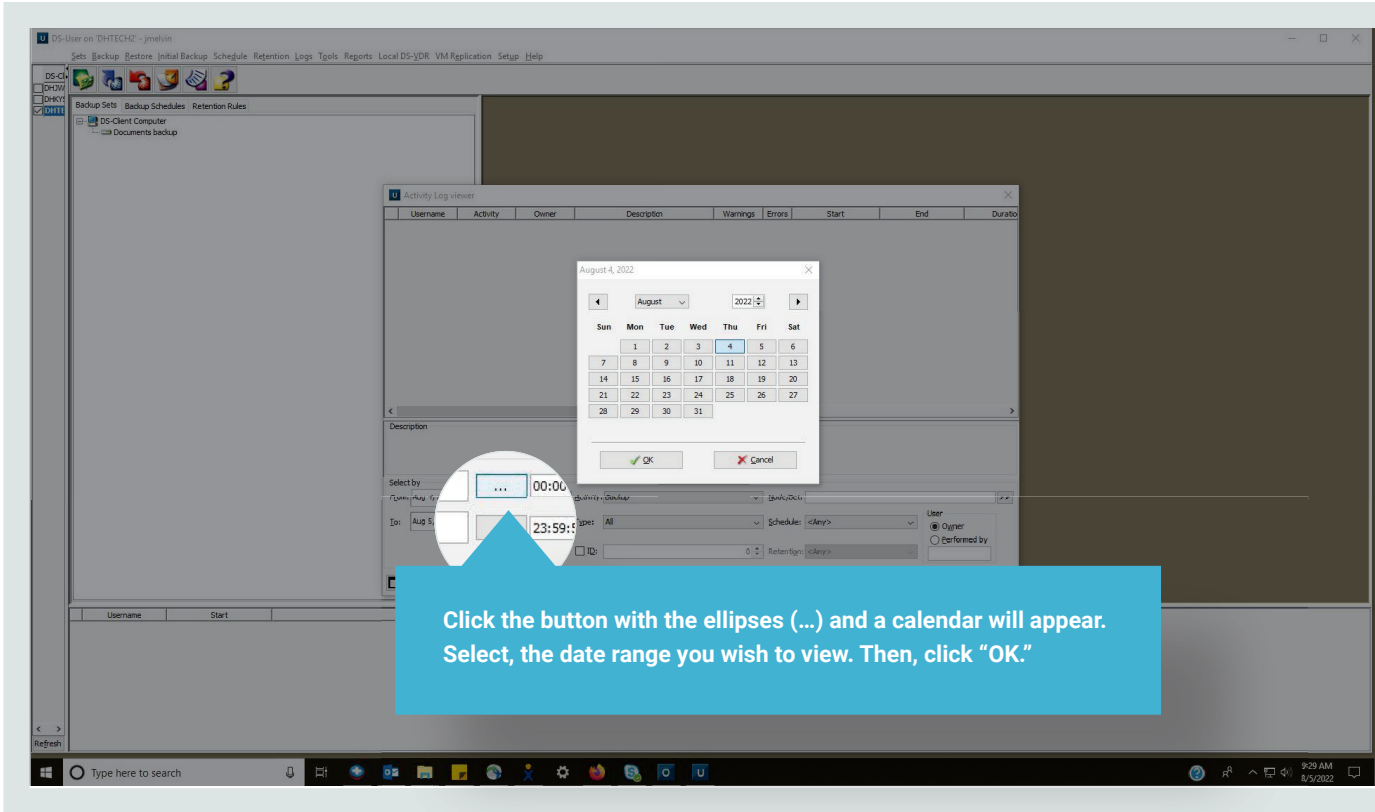
After selecting the "Logs" menu button, choose the option "Activity Log."

Once the Activity Log viewer appears, locate the bottom left hand side where dates are located. Note how the bottom date will always be the current day, while the top one is yesterday's date.

OPTIONAL STEP: To review only a single backup set: Select the button down by "Node/Set" indicated with ">>," select the appropriate set and click "OK." Continue following steps.

Click the button with the ellipses (...) and a calendar will appear. Select, the date range you wish to view. Then, click "OK."

Locate the drop down menu next to "Activity." Click to scroll down to and select "Backup." This will narrow the software activities to only view the backup processes.
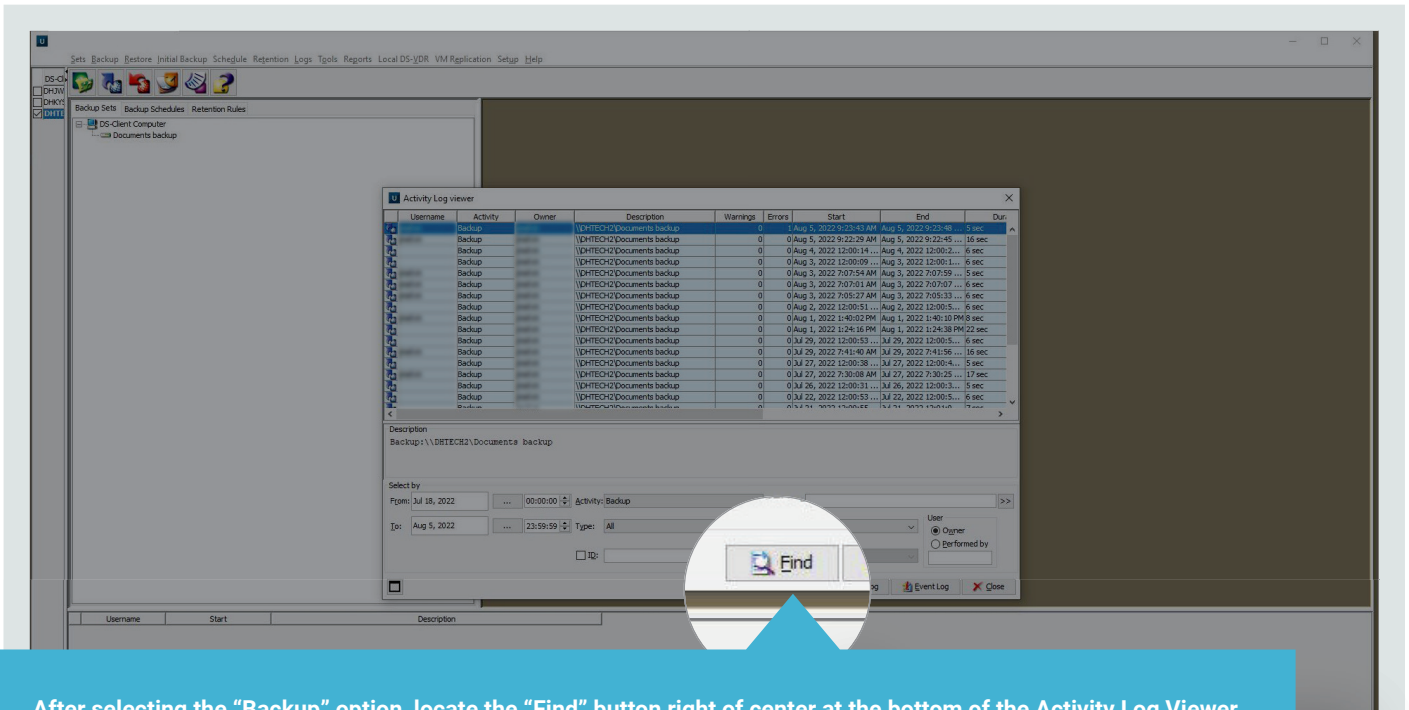
After selecting the "Backup" option, locate the "Find" button right of center at the bottom of the Activity Log Viewer. This will populate the viewer with information whether the backup activity completed successfully, completed with warnings or errors, or failed.

Note: The amount of activities per day will vary based on backup frequency and the number of backup sets present.

Also note: There are two columns labeled "Warnings" and "Errors." Both columns should contain zeroes indicating backups processed free of warnings or errors.

Additionally: Backups should have both a start date and end date present to indicate the backup process completed.
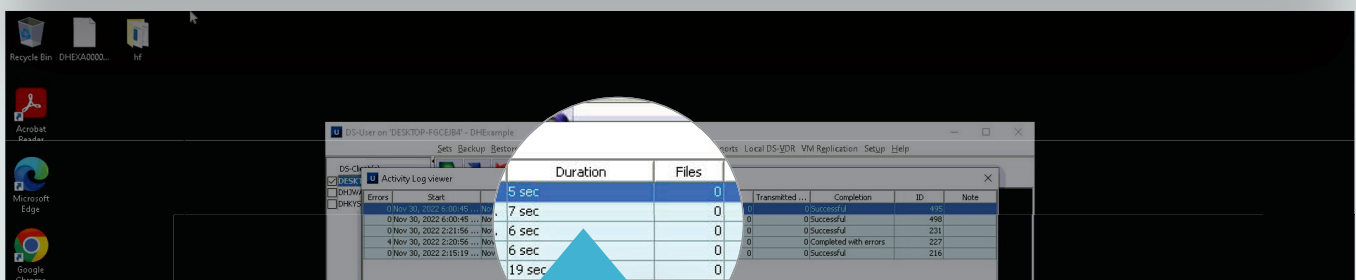
Make certain to scroll over to the left hand side, there will be the "Duration" column which indicates how long it took the backup to complete. And, the "Files" column indicating how many files were backed up in this instance.

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.