



REV. JANUARY 2023

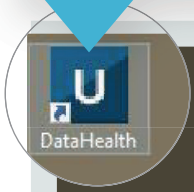
Instructions to Review Backup Logs



SOFTWARE VERSION

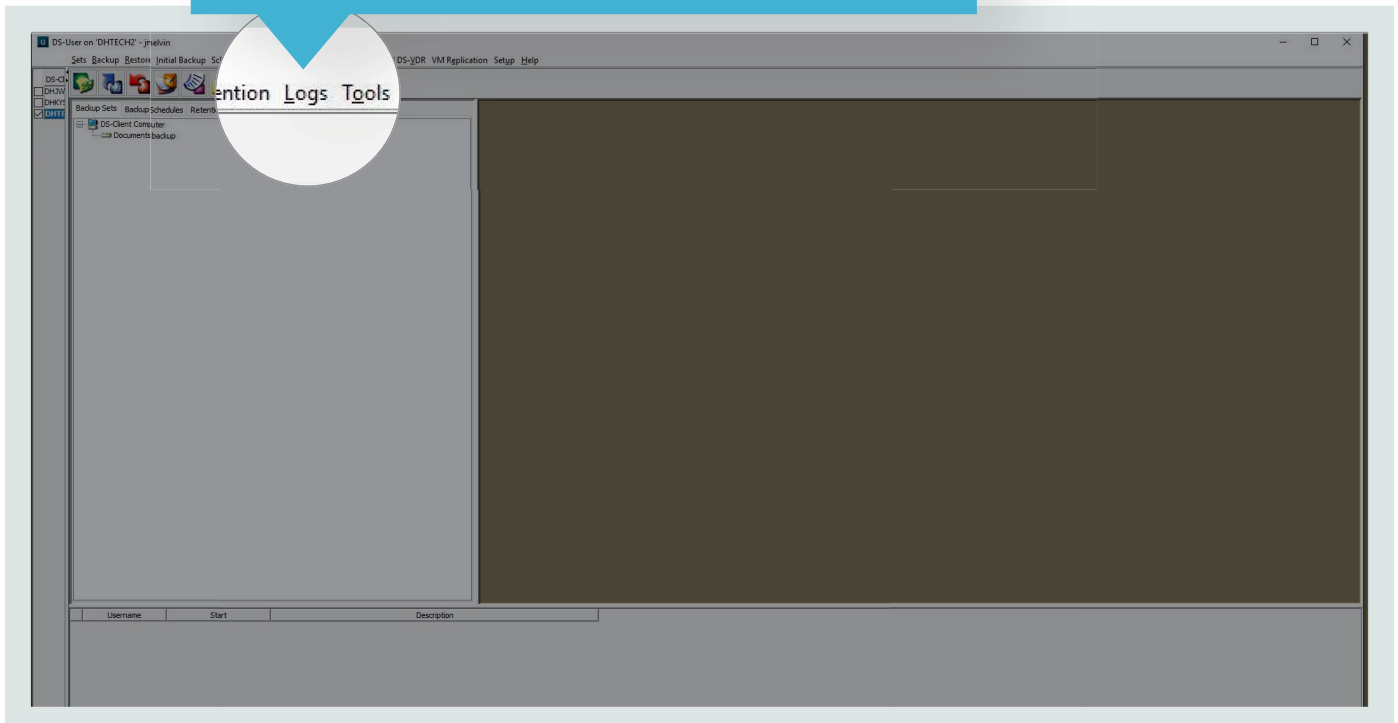
Launch the DataHEALTH software using the icon on the desktop.
(Icon is a blue square with a white "U.")

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.

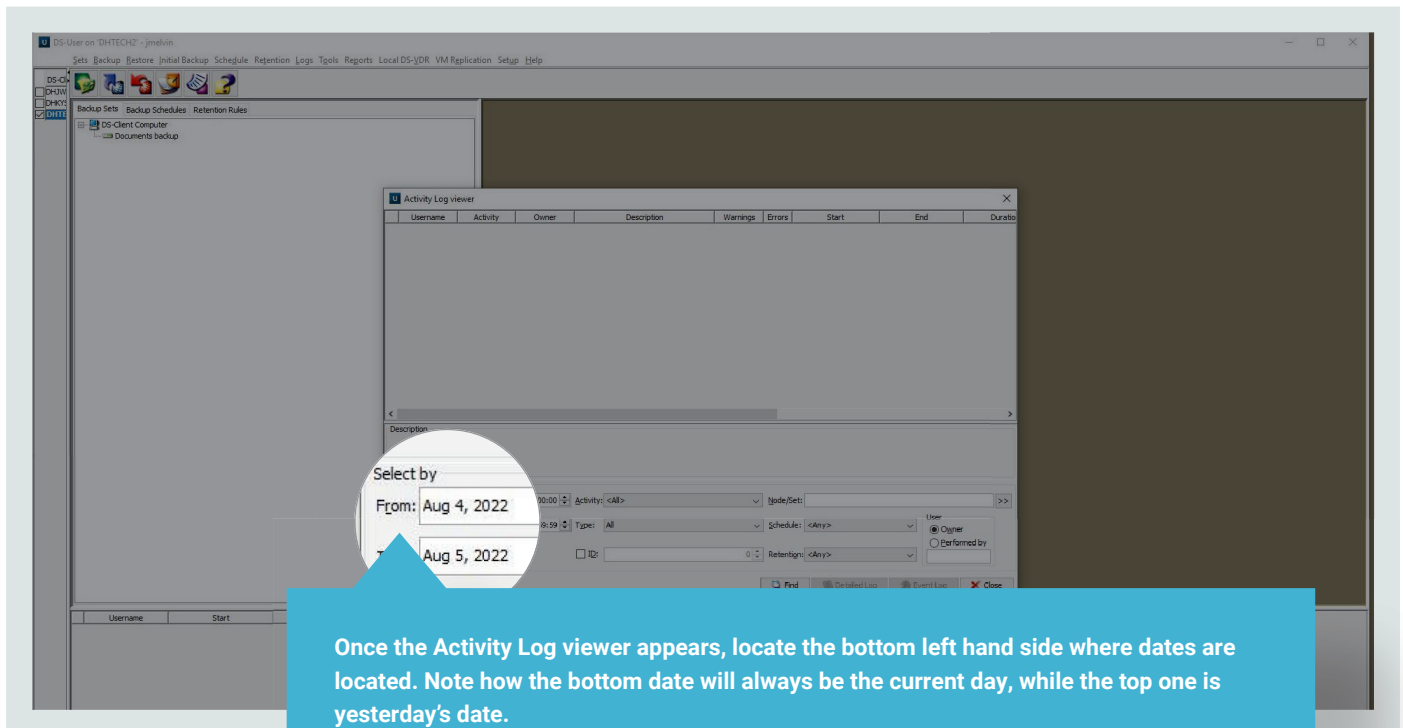
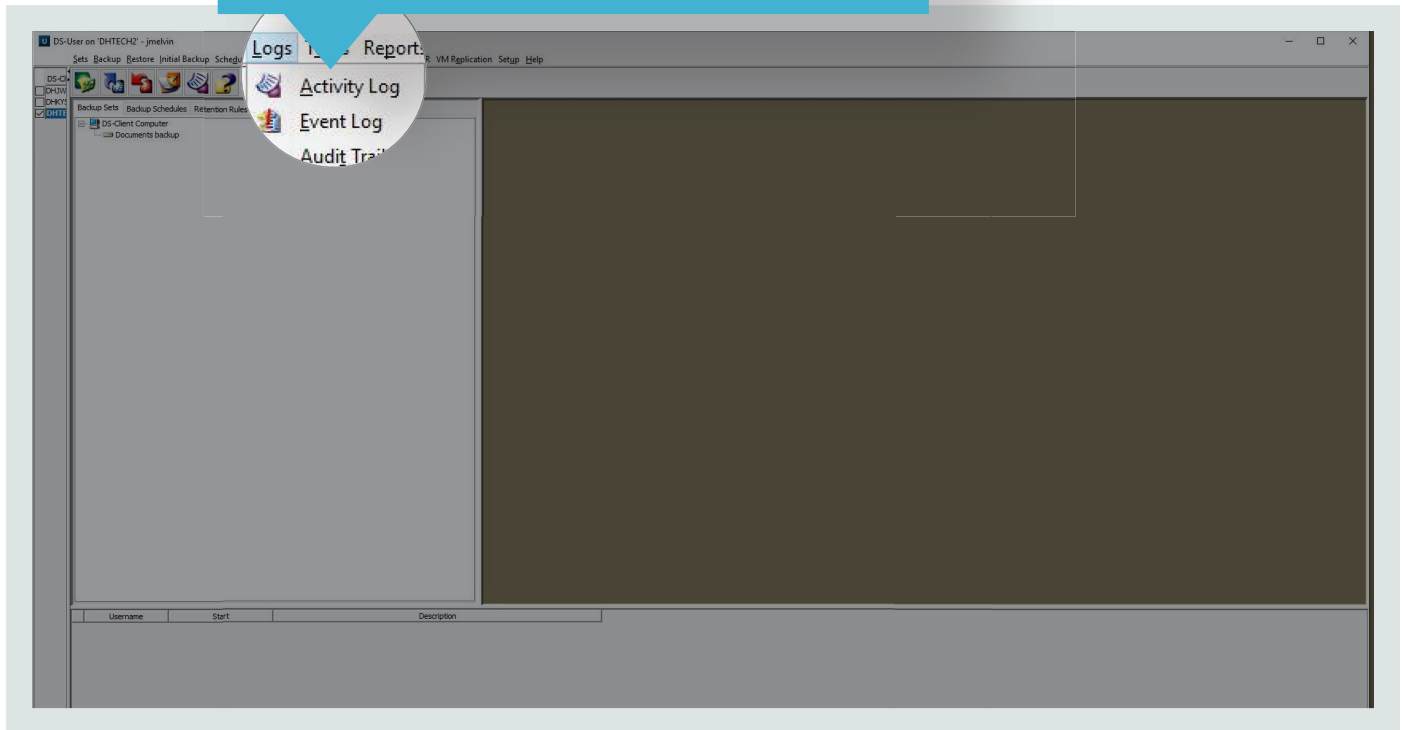


Once the software is open, note the amount of backups sets present.
As some users will have more than one, these will be located under the backup sets tab on the left hand side.

From there, locate the menu at the top of the screen and select the "Logs" menu button.

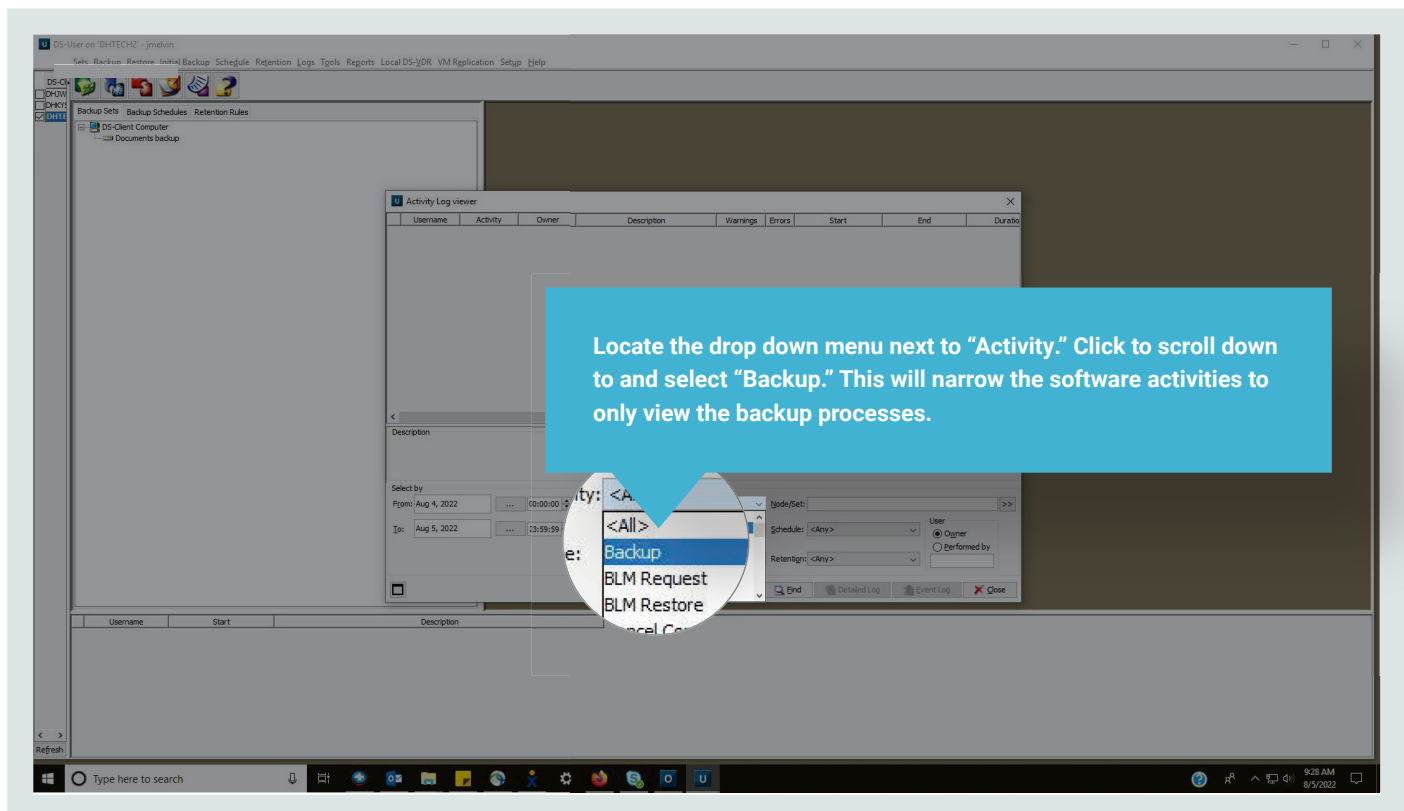
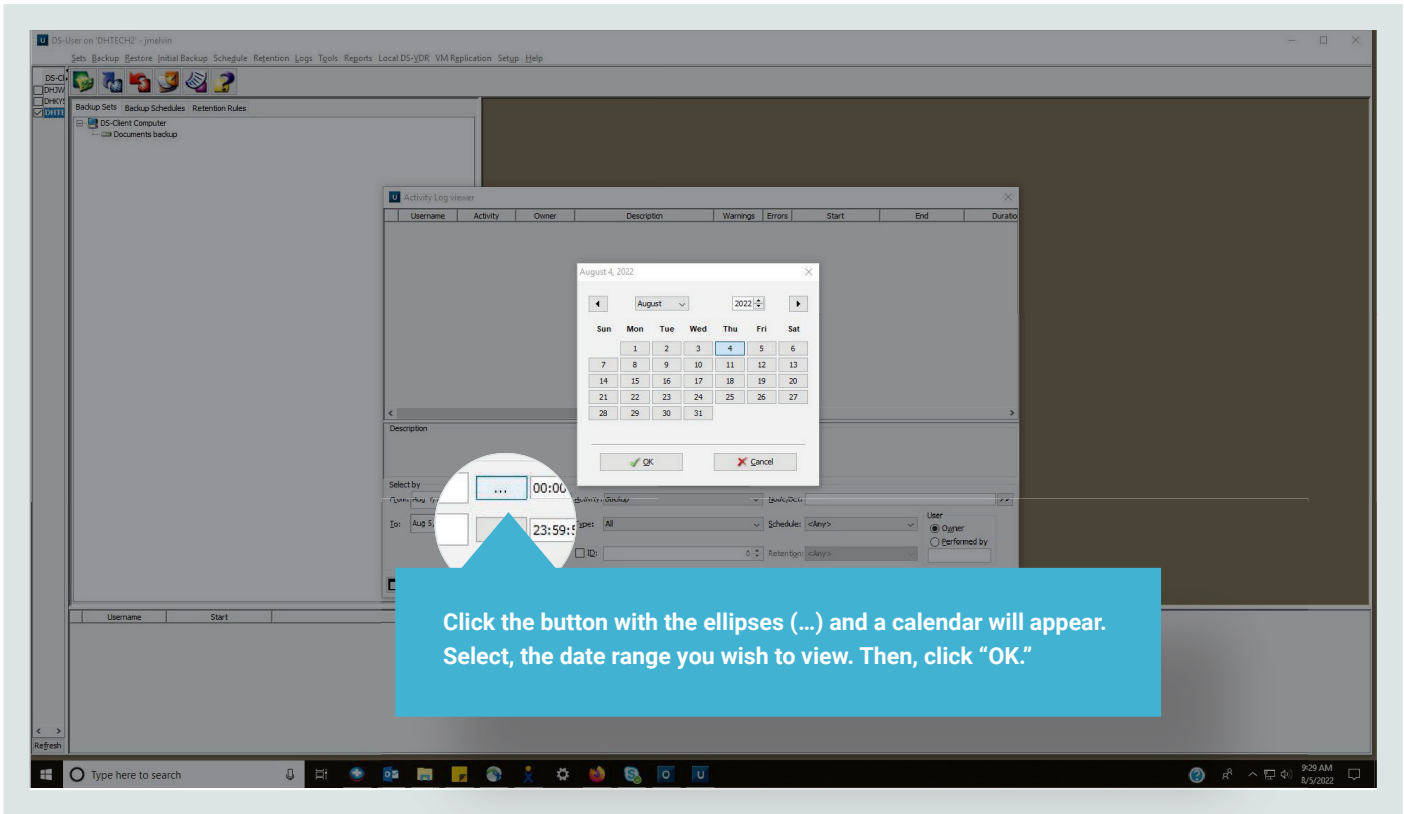


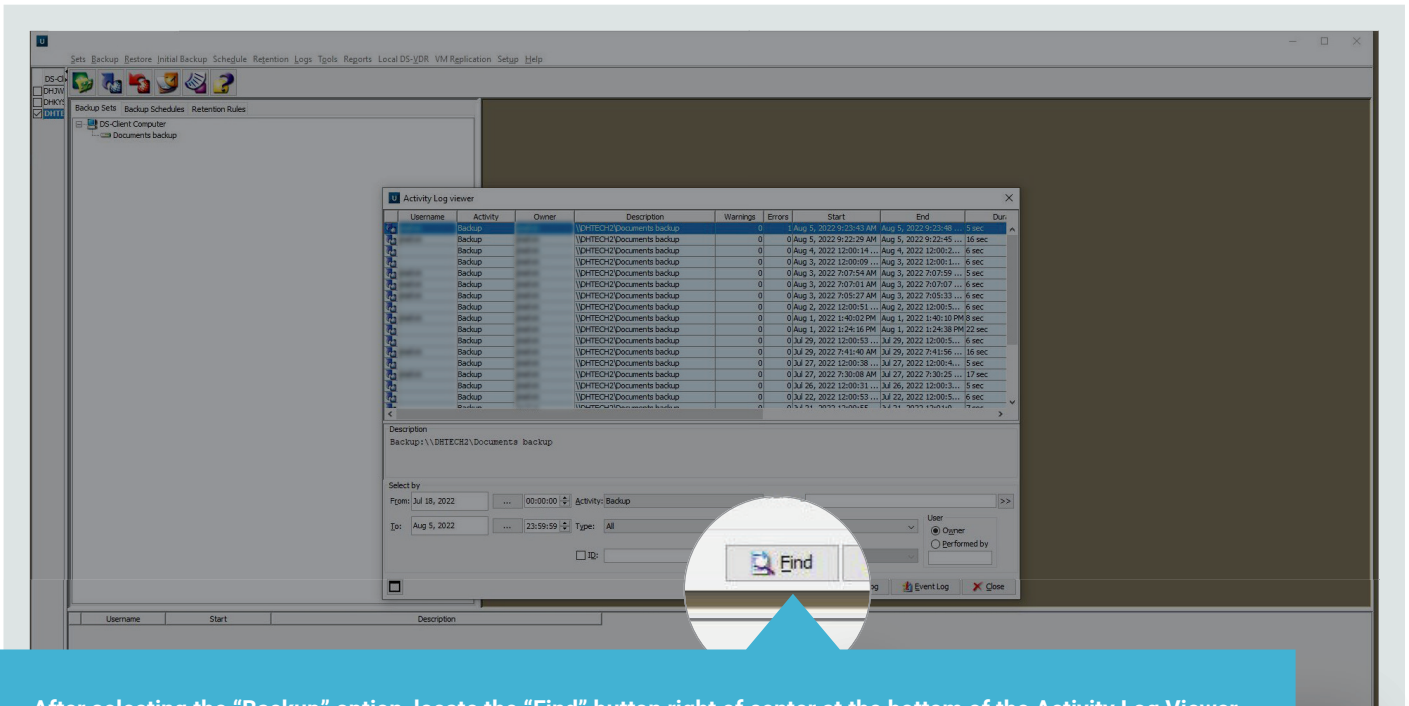
After selecting the “Logs” menu button, choose the option “Activity Log.”



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.



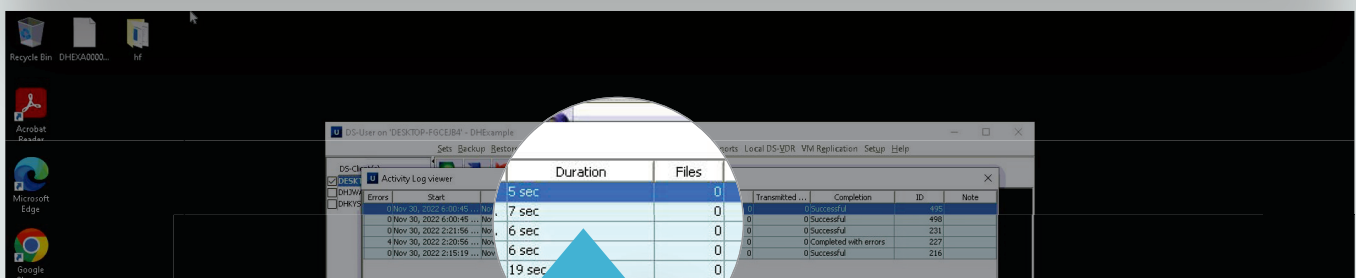


After selecting the “Backup” option, locate the “Find” button right of center at the bottom of the Activity Log Viewer. This will populate the viewer with information whether the backup activity completed successfully, completed with warnings or errors, or failed.

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.

CUSTOMER PORTAL

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"

Check Last Backup Status

View Backup Activity

Notifications

View Notifications

Update Notification Subscriptions

Account Information

Update Customer Information

Update User Information

Sign up for Backup Alert Premier and let DataHEALTH monitor your daily back up logs!

- The monitoring of your daily backup log is essential to securing a current version of your data.
- Let our DataHEALTH support team monitor your logs so you can focus on the care of your patients.
- We'll notify you with any errors or problems. Plus, our knowledgeable support team can assist you with any correction.

Sign Up Now

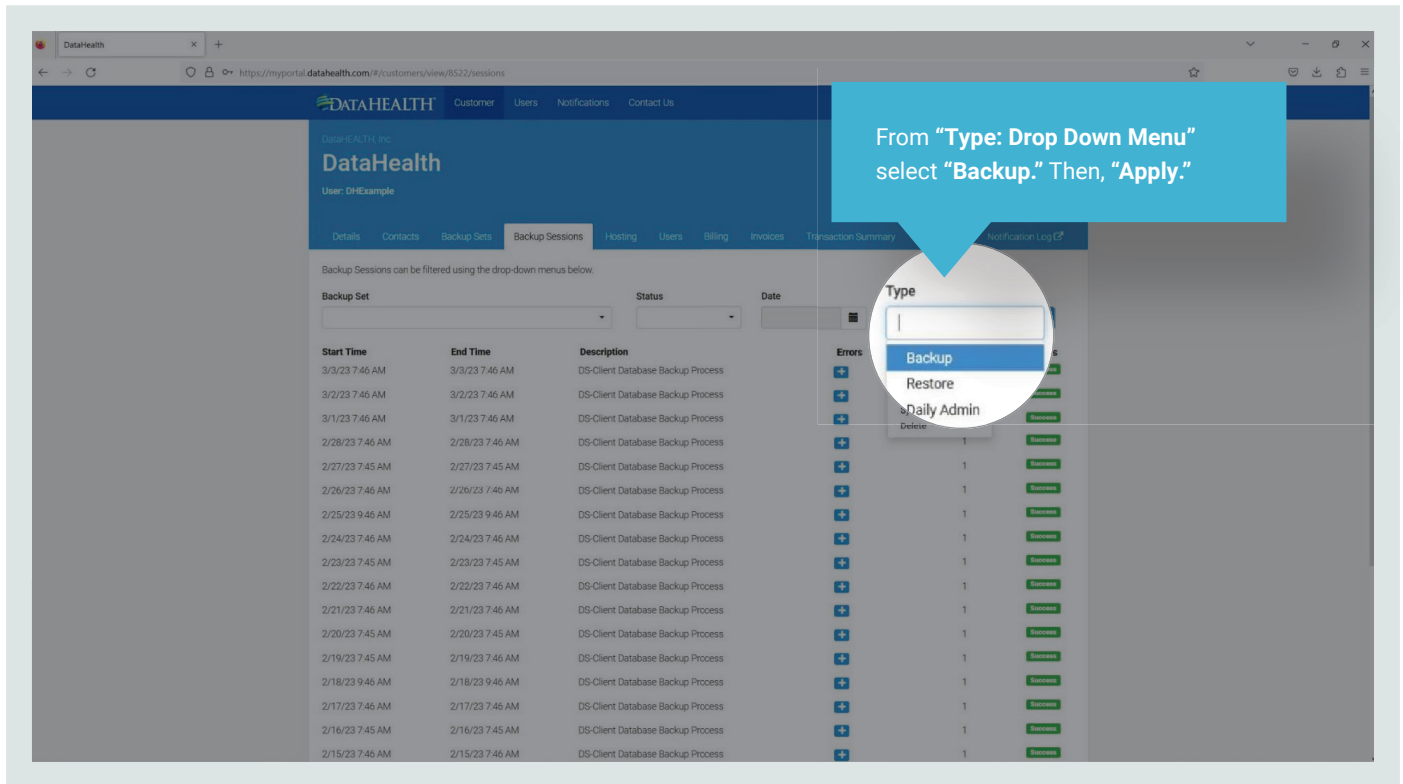
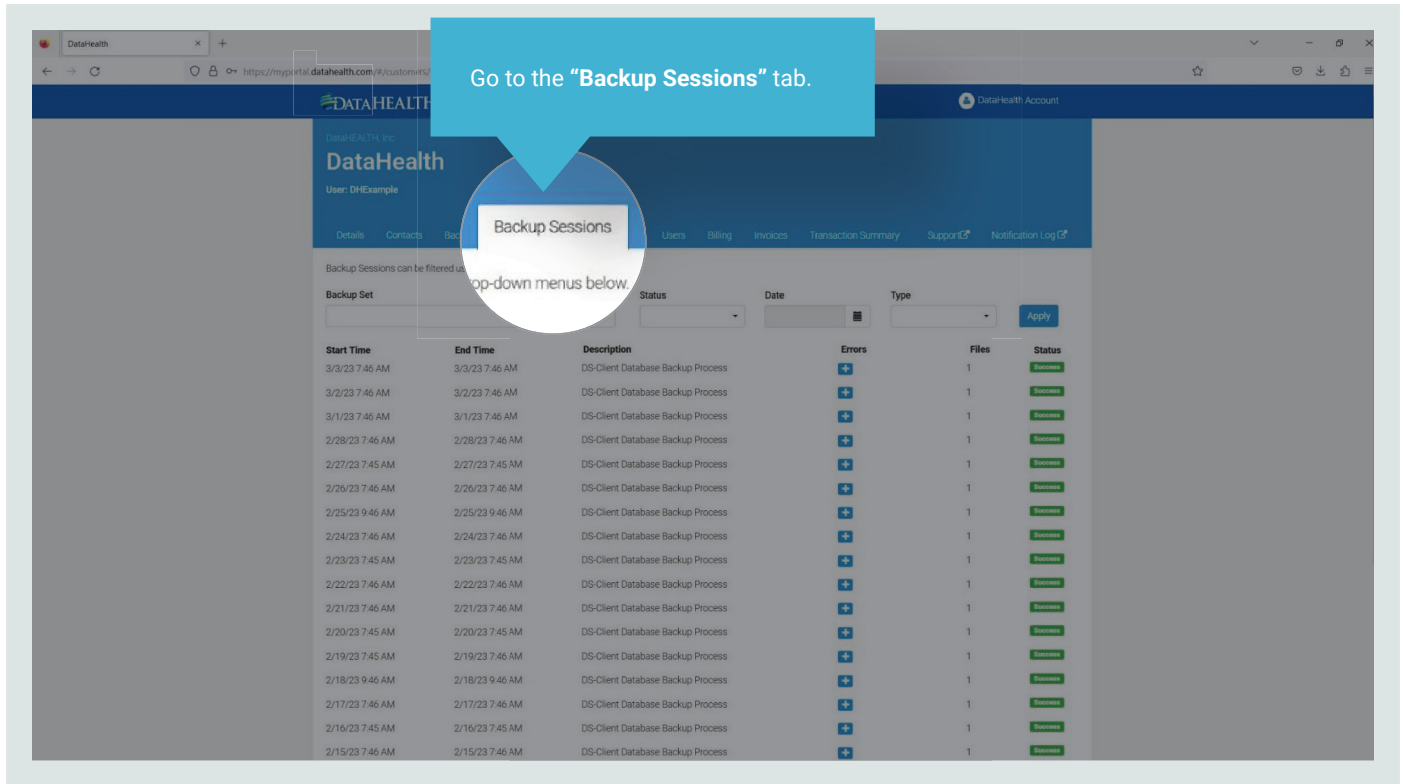
Under the "Backup Sets" tab, you can see backup sets list, billable storage, last backup date & time, and backup status. This is a good summary and best place to check billable storage size. But, for the best backup status, follow the next instruction.

Backup Sets

Backup Client: DHDS7-DHEXA00001

Billable Storage: 9.518 MB

Backup Set Name	Last Backup Date & Time	Status
DESKTOP-FGCE-JB4\DHExample	11/21/22 2:20 PM	Success
DESKTOP-FGCE-JB4\OracleSQL\DHExample	11/21/22 2:02 PM	Success
DESKTOP-FGCE-JB4\Forced File Backup\DHExample	11/30/22 9:00 PM	Success
DESKTOP-FGCE-JB4\ECR\SQL\DHExample	11/21/22 2:47 PM	Success
DESKTOP-FGCE-JB4\OracleSQL 2\DHExample	11/21/22 1:32 PM	Success
DESKTOP-FGCE-JB4\Eclipse Backup\DHExample	2/9/23 9:00 PM	Success
DHDFRENETTEL\Documents backup\DHExample	10/27/22 5:59 PM	Success



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

Backup Set: [Dropdown] Status: [Dropdown] Date: [Dropdown] Type: Backup [Dropdown] [Apply]

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.