How to Troubleshoot Using the Barracuda Backup Agent (Windows) Log File

https://campus.barracuda.com/doc/29819191/

Use the Backup Agent **bbtrace.txt** log files to understand and resolve any errors that may occur with the Backup Agent such as an [initialization error](#) . Each time the Backup Agent Service is restarted, a number is appended to the current **bbtrace.txt** file, and a new file is generated.

To review the log file:

1. Log in to the data source that is failing to back up data, and go to the Backup Agent log files. By default, the log files are located in:
   C:\Program Files\Barracuda\Barracuda Backup Agent\log
2. Locate the file **bbtrace.txt**; this is the most recent log file.
   > If the server was rebooted, or the agent was restarted, you may need to review older **bbtrace.txt** files to find the time listed in the **Report** details page in the previous step.
3. Open **bbtrace.txt** in Notepad. This file contains data that is helpful in determining the specific error. Each log entry is time stamped, so you will first want to identify when the failed backup occurred based on the **Report** details page; note that there may be multiple days of log details so it is recommended that you use the search function to find the error.
4. Search the log file for terms such as **Failed** or **Critical**. Once you locate the term, review the associated content to determine the specific error message:

   ```
   05/22/13 02:09:55 CRITICAL Failed to send class begin message id: 0600000b class id: 00000716
   (Error 5093: Snapshot provider service detected an error preventing the snapshot operation)
   05/22/13 02:09:55 CRITICAL Exception - Original: 2147754753 - 0x80042301 Mapped:5090
   Location:YVssManager :|:BackupComplete:c:\jenkins\workspace\bbagent_win\source\ods+\server\vam\vss
   \YVssManager.cpp:1959 Description: 'Unexpected operating system error'
   ```

   In this example, a VSS snapshot failed due to an unexpected operating system error on the targeted server.
   > Note that an Agent error message is typically followed by associated `CRITICAL Sup:`
   > `Resource not put` details which are not needed for troubleshooting.
5. With most errors located in **bbtrace.txt** there are generally errors or warnings located within Application/System Event logs. Barracuda Networks recommends taking the timestamp within **bbtrace.txt**, for example, *05/22/13 02:09:55,* and looking at the event logs based on that timestamp.

Figures

1. LogFileError.jpg