

## Reboot Stops Backup Agent

<https://campus.barracuda.com/doc/86545857/>

Because the Backup Agent service performs all backups, restores, and deletes, if the service is restarted during an action, or the computer is rebooted, the action fails. The failure is happening if the following occurs:

- The logs for a backup job halt abruptly without the normal cleanup actions.
- The Exchange or SQL job immediately switches to cleaning up the information that was just uploading.

To display computer shutdowns and Backup Agent restarts, open **Activity, View Detailed History** that displays the software's general logs. Also, the application logs in Windows Event Viewer typically provide information.

### Resolution

Cancel a job in the software before you reboot the computer or restart the Backup Agent.

Wait until the action has completed before rebooting.

If the status icon at the bottom right of the screen displays a red arrow, the backup agent service must be restarted.

There are two ways to restart the Backup Agent service:

- Through the services panel
- From the system tray

### Restart Backup Agent through the Services Panel

To restart Backup Agent through the services panel, perform the following steps.

1. Select **Start**, right-click **My Computer** and click **Manage**.
2. Under Computer Management, select **Services and Applications** and then **Services**.
3. Locate the ECHO platform Backup Agent, right-click and select **Restart**.

### Restart Backup Agent from the System Tray

To restart Backup Agent from the system tray, perform the following steps.

At bottom right of your screen, the Backup Agent status icon is displayed.

1. Right-click the icon, and then select **Restart Backup Agent**.  
After the arrow turns yellow, the backup agent is restarted.
2. Double-click the icon to open the Backup Agent monitor.

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