

## Viewing Active Infrascala Alerts

<https://campus.barracuda.com/doc/90445858/>

The **Infrascala** dashboards display the number of active **Infrascala** alerts reported by Barracuda Managed Workplace. These alerts are configured in the **Infrascala** monitoring policies that are included with the **Infrascala BDR** service module. For more information, see [Setting Up Monitoring](#).

**Infrascala** alerts notify you of critical events, for example, when a backup fails or was completed with errors, a backup stopped and failed to restart, or the internet connection failed during backup. If you have an appliance installed at a site, **Infrascala** alerts also notify you when issues occur on the appliance machine, for example if disk space is critically low, if a backup or restore job fails, or if the appliance machine is unreachable.

The **ShadowProtect** Monitoring policy includes over 50 different alerts.


Alerts can be viewed across all sites, at a specific site, and at the device level. When you click to view alerts, you can then take several actions:

- View the alert category.
- Go to the **Site Management** page or the **Device Overview** page to investigate.
- Click to view and optionally change the alert configuration.
- Create a trouble ticket.
- Clear or suppress alerts.
- Export the list of alerts to an **Excel**, **CSV**, or **Word** file for reporting purposes.

### To view alerts across all sites

1. In Service Center, click **Status > Service Modules**.
2. In the **Infrascala** section, click the number link beside **Active Alerts**.

### To view alerts at a specific site

1. On the Central Dashboard, click the **Infrascala** icon  for a site.
2. At the top of the page, click the **Active Alerts** widget.

### To view alerts for a device

1. In Service Center, click **Status > Service Modules**.
2. Click the **Infrascala** link.
3. In the **Sites With Backup Deployed** table, click a site name.
4. Scroll down to the **Appliances** or **Protected Devices** table.
5. Click a device name.
6. At the top of the page, click the **Active Alerts** widget.

## Figures

1. bdr.jpg

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