Viewing Logs

https://campus.barracuda.com/doc/93196691/
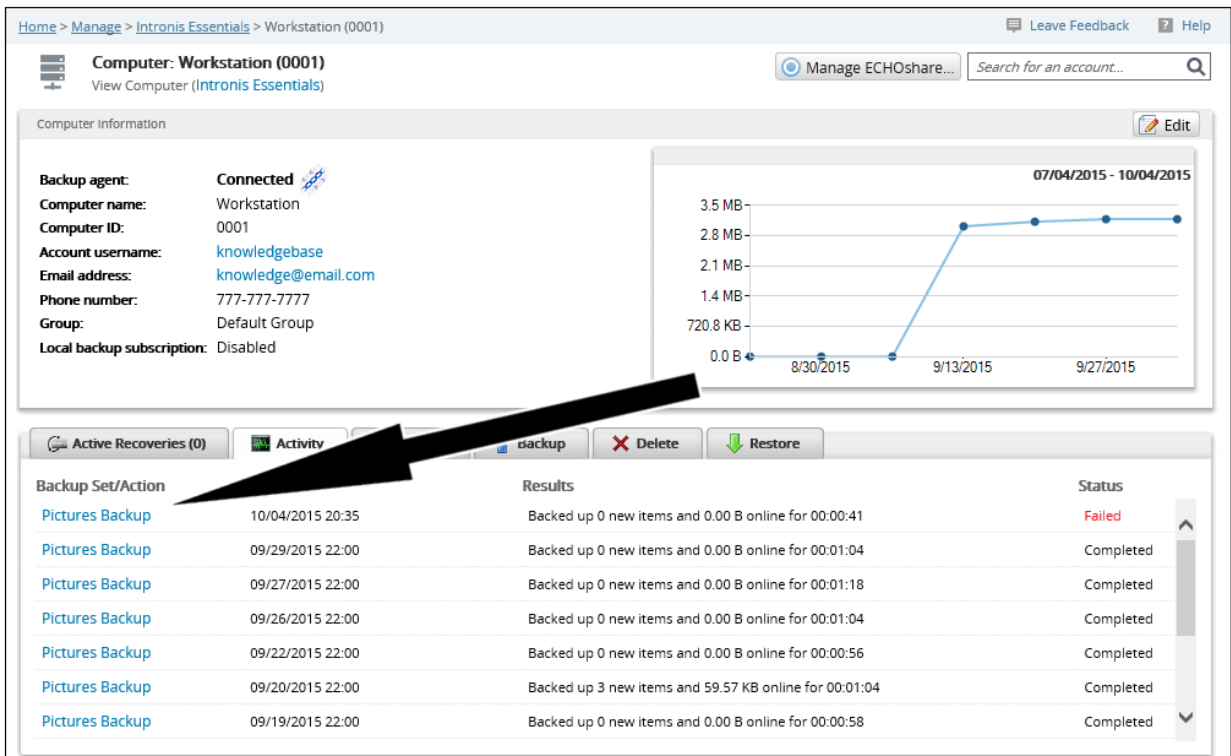
When you receive a notification that a backup or restore job has completed with errors or warnings, or you want to know why a backup job has a "Failed" or "Warning" status, you will need to look at the job's logs. You can view the logs for a job by looking them up in the management portal, however, if the logs cannot be retrieved from the portal, you will need to look them up in the backup software itself. This guide will show you how to do both.

Viewing Logs in the Management Portal

1. Log in to the management portal and navigate to the computer account to which the job logs you want belong to.
2. Go to the **Activity** tab on the computer account page and click on the backup set/action you want to get the logs for.


3. A window should pop-out to display the logs. You can expand individual log entries to get more detail, edit the backup set if you need to make any changes, or export the logs to a (.csv) file to better look over the logs if there are more than a few errors or warnings.
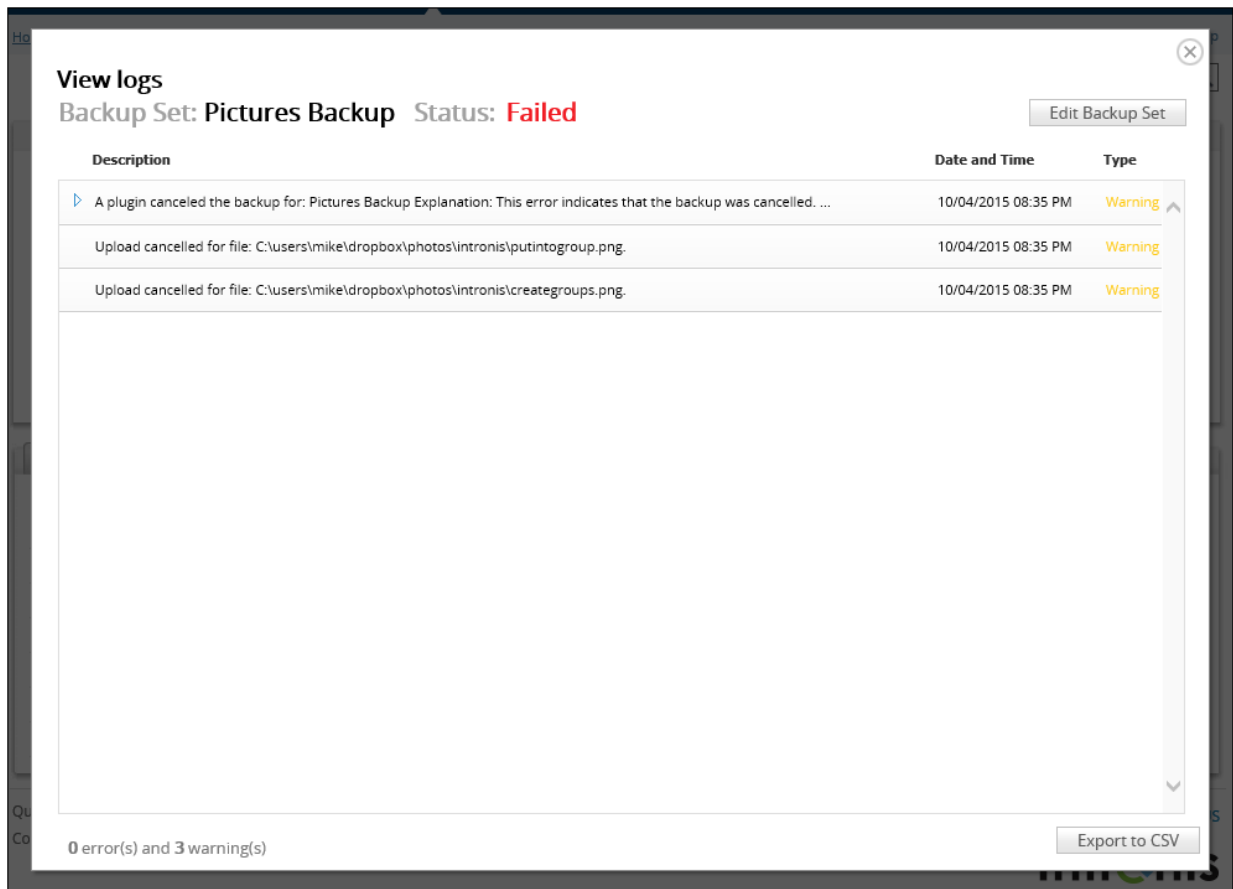
4. If you get a message in this window similar to 'Logs are still being processed" or "Logs cannot be retrieved at this time" then you will need to view the logs in the backup software.

Viewing Logs in the Backup Monitor

1. To view the logs in the software, open the Backup Monitor and go to the **Activity** tab.
2. From there, click on the **Browse Previous Actions** link on the left to bring up the activity calendar. This calendar has a record every action undertaken by the software (you may need to scroll up or down in the calendar to refresh the page). To view the logs for a specific action, click on that action once to select it and then double-click on it to open the logs. If you do not see the action from the monthly calendar view, you may have to right-click on the calendar and go to a specific day to see all the actions from that day.
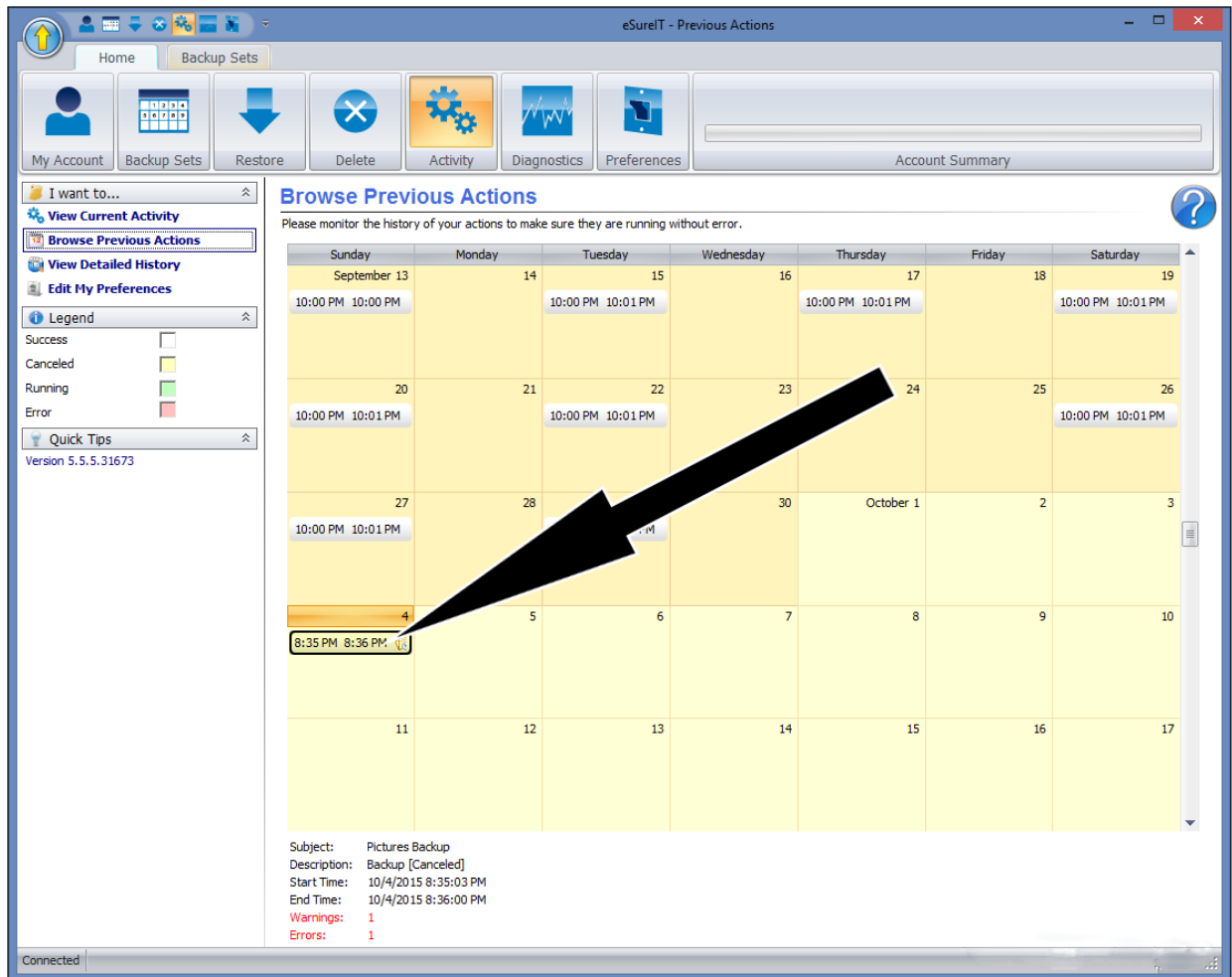
3. Once you double-click on the action whose logs you want to view, they should appear with the corresponding "Viewing log entries for action #___" message at the top.

Barracuda Intronis Backup

Figures

1. viewinglogs1.png
2. viewinglogs2.png
3. viewinglogs3.png
4. viewinglogs4.png