

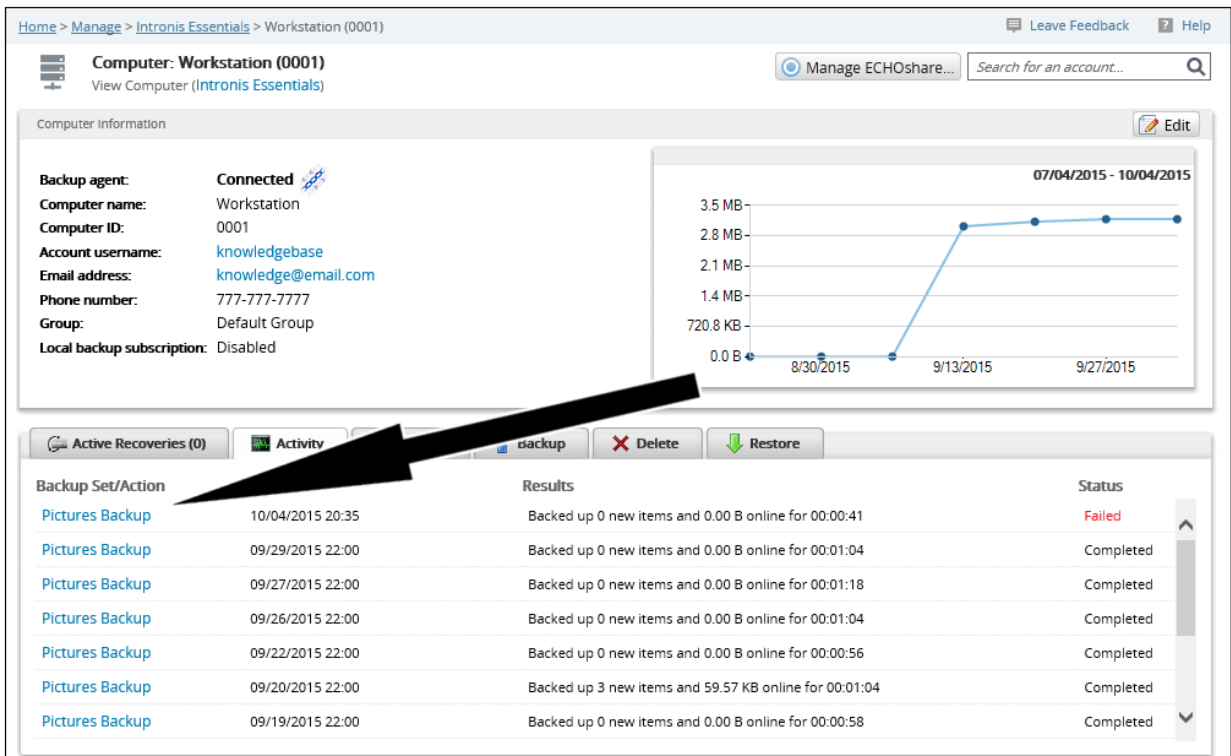
## Viewing Logs

<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

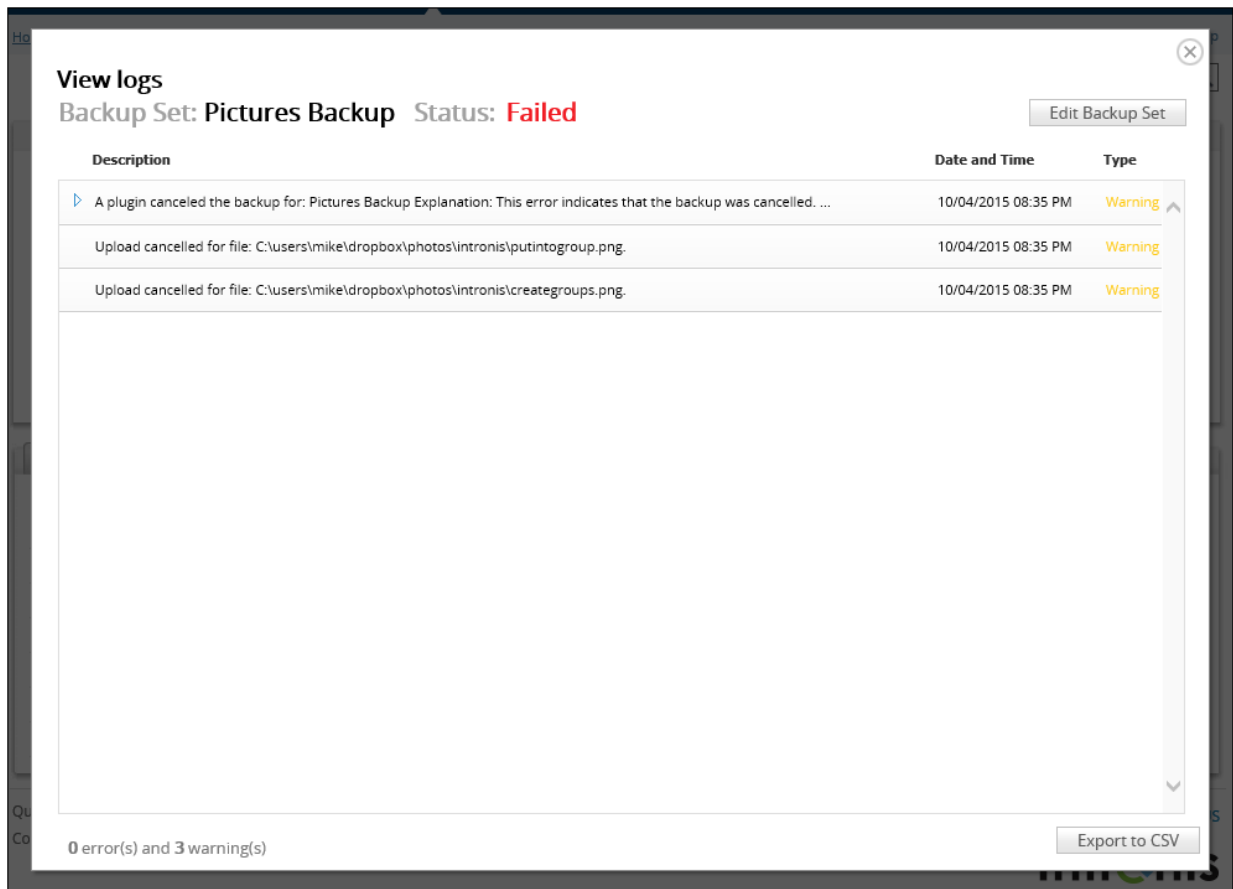
1. Log in to the [management portal](#) and navigate to the computer account to which the job logs you want belong to.
2. Go to the **Activity** tab on the computer account page and click on the backup set/action you want to get the logs for.



The screenshot shows the 'Computer: Workstation (0001)' page in the management portal. The 'Activity' tab is selected, displaying a table of backup sets. A large black arrow points to the first entry, 'Pictures Backup', which has a 'Failed' status. The table also shows several other 'Pictures Backup' entries with 'Completed' status.

Backup Set/Action	Results	Status
Pictures Backup	Backed up 0 new items and 0.00 B online for 00:00:41	Failed
Pictures Backup	Backed up 0 new items and 0.00 B online for 00:01:04	Completed
Pictures Backup	Backed up 0 new items and 0.00 B online for 00:01:18	Completed
Pictures Backup	Backed up 0 new items and 0.00 B online for 00:01:04	Completed
Pictures Backup	Backed up 0 new items and 0.00 B online for 00:00:56	Completed
Pictures Backup	Backed up 3 new items and 59.57 KB online for 00:01:04	Completed
Pictures Backup	Backed up 0 new items and 0.00 B online for 00:00:58	Completed

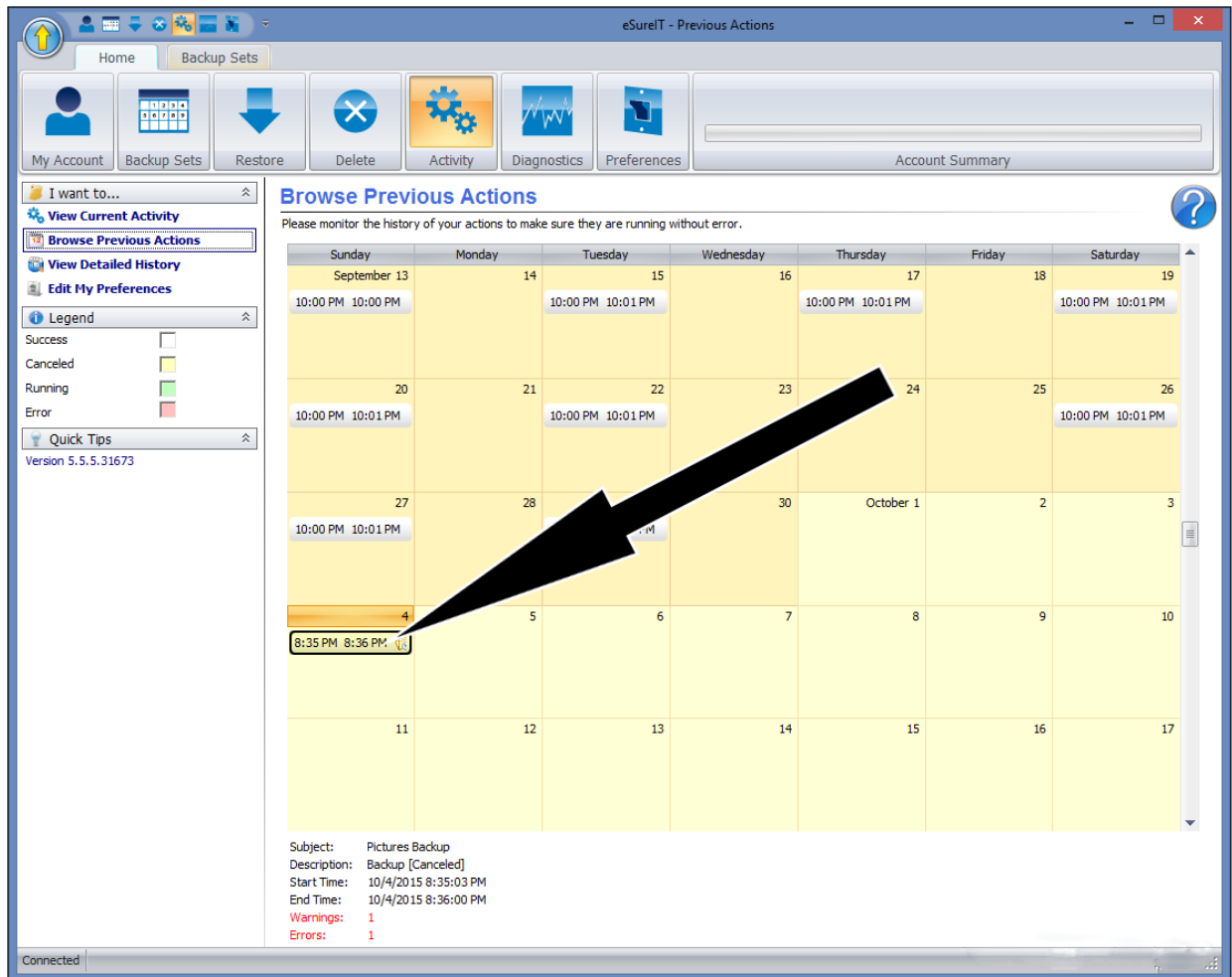
3. A window should pop-out to display the logs. You can expand individual log entries to get more detail, edit the backup set if you need to make any changes, or export the logs to a (.csv) file to better look over the logs if there are more than a few errors or warnings.



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.



- 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.

HomeBackup Sets

My Account

Backup Sets

Restore

Delete

Activity

Diagnostics

Preferences

Account Summary

I want to...

View Current Activity

Browse Previous Actions

View Detailed History

Edit My Preferences

Filter Log Entries

☒ Info

☒ Warning

☒ Errors

Quick Tips

Version 5.5.5.31673

### Detailed Action Logs

Viewing log entries for action #21

Page: 1 of 1Page 1: 8:35 PM - 8:36 PM

Date	Description
10/4/2015 8:35 PM	Backup Started: Pictures Backup
10/4/2015 8:35 PM	Current Software Version: 5.5.5.31673
10/4/2015 8:35 PM	Account status is active. Status ID: 0
10/4/2015 8:35 PM	56.92 GB of free temp space for: C:\WINDOWS\TEMP\BackupAgent
10/4/2015 8:35 PM	Successfully created a snapshot set of the local volumes.
10/4/2015 8:35 PM	Backup Phase Changed: SCANNING
10/4/2015 8:35 PM	Journal for volume C: scanned and found 6 entries.
10/4/2015 8:35 PM	Backup Phase Changed: UPLOADING
10/4/2015 8:35 PM	Start to calculate changed block.
10/4/2015 8:35 PM	Start to calculate changed block.
10/4/2015 8:35 PM	Calculate changed block completed.
10/4/2015 8:35 PM	Calculate changed block completed.
10/4/2015 8:35 PM	A plugin canceled the backup for: Pictures Backup
10/4/2015 8:35 PM	Backup State Changed: CANCELING
10/4/2015 8:35 PM	Upload cancelled for file: C:\users\mike\dropbox\photos\intronis\putintogroup.png.
10/4/2015 8:35 PM	Upload cancelled for file: C:\users\mike\dropbox\photos\intronis\createtogroup.png.
10/4/2015 8:35 PM	Removed the previously created shadow copy set.
10/4/2015 8:35 PM	Total Files Processed: 0 / 58
10/4/2015 8:35 PM	Backup Phase Changed: CLEANING_UP
10/4/2015 8:35 PM	Backup Phase Changed: FINISHED
10/4/2015 8:35 PM	Billin usage transferred: 0.00 B (0)

Entry Info

Description:

Backup Started: Pictures Backup

Connected

## Figures

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

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