

UNDERSTANDING NOVASTOR BACKUP LOGS

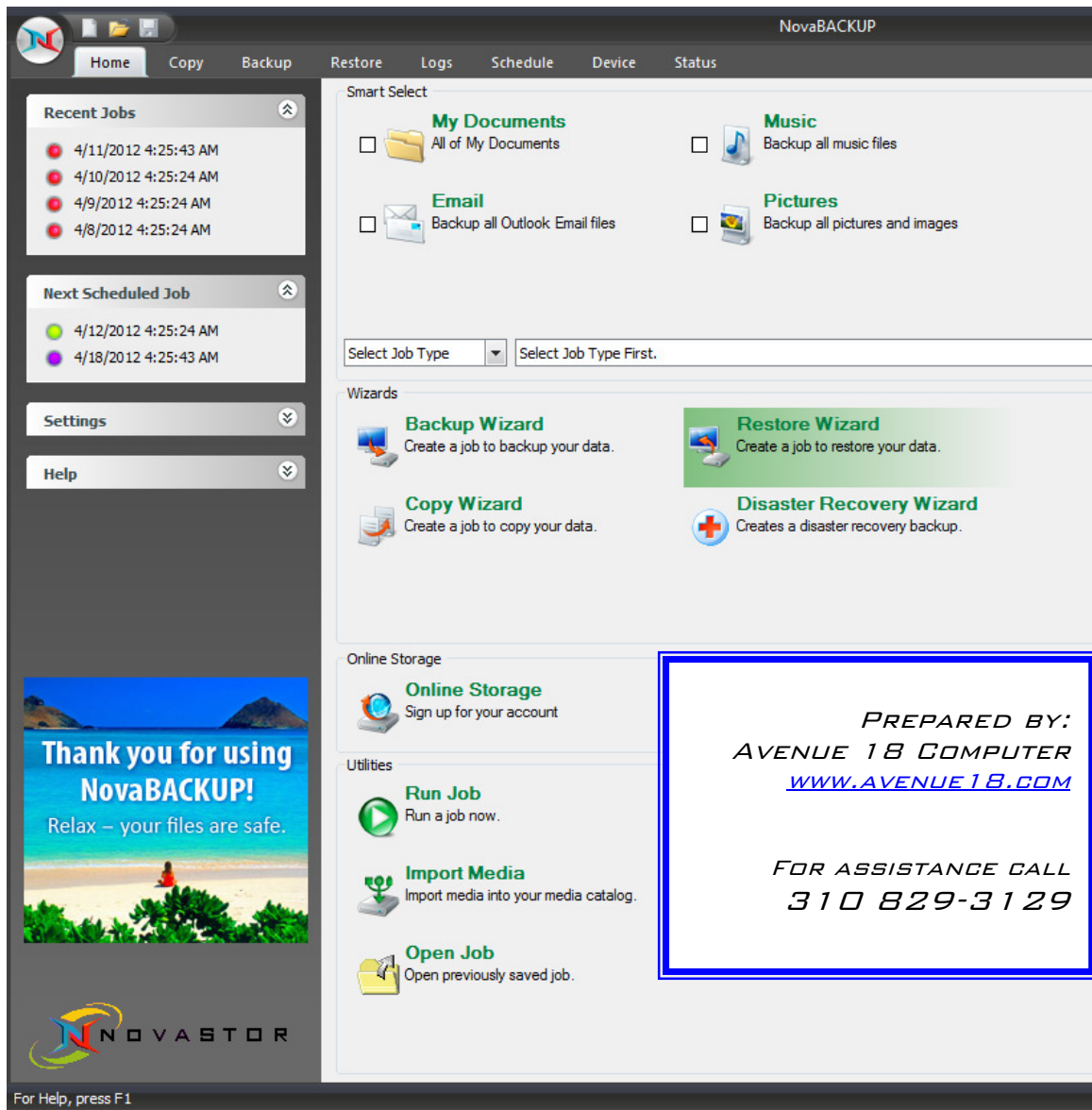


Fig 1 - NOVASTOR MAIN SCREEN. The LIGHTS at upper left refer to recent Backup jobs. Red means errors detected, but that is often a normal condition. Green means no backup errors.

Backup Points to remember:

- Your Novastor backup setup by Avenue 18 Computer will provide a multilayer backup plan that archives more than one copy of your information to your storage device(s).
- To run properly you must have a functioning backup drive and a running Novastor application with a red or green Novastor Icon in the lower right system tray area.

CRUCIAL FACT #1 – YOUR BACKUP DRIVE CAN FAIL!!

- 1- **VERIFY** your Target Hard Drive is online and functioning regularly at least weekly
- 2- **Confirm** the following conditions are [X] **true**
 - a. The target backup drive appears in your normal explorer window
 - b. The target drive is not FULL and can easily be browsed (ie.. is responsive)
 - c. Browse the backup drive contents to view RECENT archived (copied) files.
 - d. Open the Novastor Logs - any Logs that have ZERO FILES COPIED may be indicative of a failed Backup Device (bad target hard drive or is offline).

TIP: *Smaller usb powered drives are preferred and are less affected by local power issues.*

CAUTION! The KEY IS NOT TO HAVE ZERO BACKUPS!

- Backup Logs that report **zero objects completed** have 100% failed. Check for drive failure
- or other backup setup or hardware error that would preclude any backup activity.

CONFIRM YOUR BACKUPS USING ONE OF THESE EASY METHODS

METHOD -1 OPEN NOVASTOR AND READ THE LOGS!
Determine if any errors shown are tolerable and minimal.
Logs can be set for Summary or File by File Detailed modes.

METHOD -2 BROWSE AND CONFIRM THE BACKUP DRIVE DATA!
You can browse the backup files from the COMPUTER Window
by Dble clicking on your Backup drive and searching for recent files.
<http://www.ultrafilesearch.com/download.html> is a good search utility
for finding files & key word imbedded documents on your backup drive.

SAMPLE BACKUP JOB

From within NOVASTOR, click the LOGS tab to access all Backup Logs. They will open in a text style Notebook window for viewing. [Tip: You can also click on one of the red or green lights found on the HOME PAGE] Read through to the end of the Backup Report by pressing Control-End keys. Review the crucial section containing the Objects Selected SUMMARY area as shown.

--- **SAMPLE BACKUP Summary** -----

In this 160GB Backup, 130365 files were selected and only 4files were skipped.

*Thus the vast majority of files were properly archived. [Completed in **RED**]*

Objects Selected : 130365

Bytes Selected : 159.84 GB

Objects Completed : 130361

Bytes Completed : 159.82 GB

Start Time : 4/9/2012, 4:25:24 AM

End Time : 4/9/2012, 9:54:03 PM

Elapsed Time : **17:28:39**

3 Informational message(s), 0 warning(s), 4 error(s)

--- Information -----

Open File Backup : VSS support has been enabled and all selected volumes
: have been snapped successfully.

--- Errors -----

Copy To Failed : C:\SHADOW\M-DRIVE\ - 4_CLIENTS\ - AVE18-LISTS\BACKBERRY-
BACKUP\BB-Backup-(2010-02-08).ipd

Error 00000005: Access is denied.

Copy To Failed : C:\Users\JGC\AppData\Local\Microsoft\Outlook\mrjgc_hotmail.ost

Error 00000002: The system cannot find the file specified.

<end sample log>

This Log shows (2 of 4) common errors, an Access Denied Error wherein the file is open or in use and a Cannot Find File error meaning the file was moved or deleted prior to Backup.

REMEMBER: A normal and complete backup will have a positive file count (not Zero!).

MORE CONSIDERATIONS...

WHEN TO REVIEW? →

I recommend doing this Backup Log review **EVERY WEEK**.

You can Open Novastor from the Start Menu Programs or any Novastor icon as usual.

ERRORS →

Don't be alarmed if you see 2, 20 or 200 file errors, what counts is that 99% of your data files should always be backed up ok. Certain system files will simply be unavailable for backup due to built in Windows file protection mechanisms~! Datafiles (example: Quickbooks) may not backup **unless** the program has been closed first. Check the logs to see if any crucial data files have been skipped. If so you may need to remind Backup users to close their applications at the end of the business day so that Backup Software will have full file access for backing up.

NOVASTOR PopUps →

Every day you will typically get a popup indicating that a Backup Job has completed or in some cases was MISSED and now wants to proceed after being powered off for example.

Leave your PCs on 24hrs in order for night time backups and normal updates to complete.

AVOID CONFLICTING → WITH MICROSOFT BACKUP and RESTORE ACTIVITY

or any other installed and running backup app. Also avoid the 3AM Microsoft Update timeframe.

In case of need we can assist you with backup setup, monitoring and assist with data restoration and recovery. Call anytime to review your needs.

Thank you from

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