Use reports and alerts to monitor your environment

Who is this article for?
Find your product plan in the Code42 console on the Account menu (https://support.code42.com/Administrator/Cloud/Code42_console_reference/01_Code42_console_overview#Account_menu).

✓ Incydr Professional and Enterprise
✓ Incydr Basic and Advanced
✓ CrashPlan Cloud
✓ CrashPlan for Small Business (https://support.code42.com/Small_Business) (https://support.code42.com/Small_Business)
✓ Other product plans

This article applies to on-premises authority servers.

Other available versions:
Cloud (https://support.code42.com/Administrator/Cloud/Monitoring_and_managing/Reports_and_alerts) (https://support.code42.com/Administrator/Identify_your_Code42_product_version_role)

Overview

Code42 for Enterprise reports and alerts can be configured to show the information you need about your Code42 environment. Choosing the right report and alert settings for your environment informs administrators and users about the health and status of their storage servers, devices, archives, and accounts.

This article provides:

• Descriptions of available reports
• A case study of common configurations
• Reference material for creating custom reports with the API

View reports and alerts
Dashboard


Reporting web app

The Reporting web app compiles detailed information about the users and storage in your Code42 environment. Use the Reporting web app (https://support.code42.com/Administrator/6/Code42_console_reference/Reporting_web_app_reference) to view and customize these reports:

- Organization Backup (https://support.code42.com/Administrator/6/Monitoring_and_managing/Reports_and_alerts/View_organization_usage_statistics_with_the_Reporting_web_app)
- Destination Status (https://support.code42.com/Administrator/6/Monitoring_and_managing/Reports_and_alerts/View_destination_statistics_with_the_Reporting_web_app)
- User Backup (https://support.code42.com/Administrator/6/Monitoring_and_managing/Reports_and_alerts/View_user_storage_with_the_Reporting_web_app)
- Device Status (https://support.code42.com/Administrator/6/Monitoring_and_managing/Reports_and_alerts/View_device_backup_status_with_the_Reporting_web_app)

Alerts

Alerts are communicated via the Code42 console’s Active Alerts view, the history log, and email notifications sent to a configurable list of recipients.

- **Active Alerts**: The Active Alerts (https://support.code42.com/Administrator/6/Code42_console_reference/Alerts_reference) screen lists actionable alerts. Administrators can dismiss active alerts and so prevent them from appearing in the Active Alerts view.
  
  In Code42 servers versions before 6.5, see the Alerts Overview.

- **Logs**: Additional informational and non-urgent alerts are available in the history log (history.log.0) found under Settings > Server > System Logs (https://support.code42.com/Administrator/6/Code42_console_reference/Server_settings_reference).

- **Email notices**: Specific alerts are emailed to recipients as configured in Settings > Notifications (https://support.code42.com/Administrator/6/Code42_console_reference/Notifications_settings_reference).

Alert recipient settings

Create and edit the list of email recipients for server alerts in Settings > Notifications (https://support.code42.com/Administrator/6/Code42_console_reference/Notifications_settings_reference).
## Alert descriptions

Email alerts are triggered by the events listed in [Settings > Notifications](https://support.code42.com/Administrator/6/Code42_console_reference/Notifications_settings_reference).

The following table describes each alert and notes where thresholds are configured, if applicable.

<table>
<thead>
<tr>
<th>Alert</th>
<th>Email description</th>
<th>Where to set threshold</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Database export failure</strong></td>
<td>A database dump (<a href="https://support.code42.com/Administrator/6/Glossary#Database_dump">https://support.code42.com/Administrator/6/Glossary#Database_dump</a>) or export fails. The affected server's current configuration may be at risk.</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Server offline</strong></td>
<td>Server cannot be reached.</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Store point space critical</strong></td>
<td>A store point is critically low on free space (<a href="https://support.code42.com/Administrator/6/Monitoring_and_managing/Manage_space_when_disk_runs_low">https://support.code42.com/Administrator/6/Monitoring_and_managing/Manage_space_when_disk_runs_low</a>), as specified by the configured threshold.</td>
<td>Settings &gt; Server &gt; Alerts (<a href="https://support.code42.com/Administrator/6/Code42_console_reference/Server_settings_reference">https://support.code42.com/Administrator/6/Code42_console_reference/Server_settings_reference</a>)</td>
</tr>
<tr>
<td><strong>LDAP connection problem</strong></td>
<td>The authority server is unable to communicate with the LDAP server (<a href="https://support.code42.com/Administrator/6/Code42_console_reference/LDAP_reference">https://support.code42.com/Administrator/6/Code42_console_reference/LDAP_reference</a>).</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>RADIUS connection problem</strong></td>
<td>The authority server is unable to communicate with the RADIUS server.</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Corrupt archive</strong></td>
<td>Archive corruption is detected.</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Directory sync deactivate</strong></td>
<td>Directory sync deactivation not executed. Too many users were identified for deactivation. Check <a href="https://support.code42.com/Administrator/6/Code42_console_reference/LDAP_reference">LDAP configuration</a>.</td>
<td>N/A</td>
</tr>
</tbody>
</table>
### Alert Table

<table>
<thead>
<tr>
<th>Alert</th>
<th>Email description</th>
<th>Where to set threshold</th>
</tr>
</thead>
<tbody>
<tr>
<td>Server version conflict</td>
<td>Server versions do not match.</td>
<td>N/A</td>
</tr>
<tr>
<td>Store point offline</td>
<td>A store point is offline.</td>
<td>N/A</td>
</tr>
<tr>
<td>Store point space warning</td>
<td>A store point is low on free space (<a href="https://support.code42.com/Administrator/6/Monitoring_and_managing/Manage_space_when_disk_runs_low">link</a>), as specified by the configured threshold.</td>
<td><a href="https://support.code42.com/Administrator/6/Code42_console_reference/Server_settings_reference">Settings &gt; Server &gt; Alerts</a></td>
</tr>
</tbody>
</table>

### Configure backup reports

**Administrator backup reports**

To configure a routine backup report, go to [Settings > Organization > Reporting](https://support.code42.com/Administrator/6/Code42_console_reference/Organization_settings_reference#Reporting). The report includes:

- Username
- Source (device) and Target (destination)
- Amount of data selected
- Number of files backed up
- Percentage of selected data that has been backed up
- Date of last complete backup (the last time 100% of selected data was backed up)
- Date of last activity
- Restore period
- Total number of restores
- Total number of users that executed a restore
- Total size of the restores
- Total number of files restored

For information on the backup status reports that are emailed to recipients, see [Backup status report reference](https://support.code42.com/Administrator/6/Code42_console_reference/Backup_status_report_reference).
End user backup reports

A backup alert email is sent to the device owner when the device hasn't backed up to any destination for more than the configured number of days. A single email is sent when each threshold (warning and critical) is reached. You may set the thresholds under Settings > Server (https://support.code42.com/Administrator/6/Code42_console_reference/Server_settings_reference) or Settings > Organization > Reporting (https://support.code42.com/Administrator/6/Code42_console_reference/Organization_settings_reference#Reporting).

If you would like end users to receive backup reports and/or alerts, you can configure device-specific reports under Settings > Device Backup > Reporting (https://support.code42.com/Administrator/6/Code42_console_reference/Backup_Reporting_reference). End-user reports are turned off by default. Configuration options for end-user reports include:

- Delivery time
- Delivery frequency
- Enable/disable two types of backup alert emails:
  - Warning
  - Critical

Case study

The following case study presents common reporting and alert requirements and provides the steps needed to configure Code42 for Enterprise to meet those requirements.

Company characteristics

- Mid-sized software company
- Managed Private Cloud deployment with one authority server and one storage server

Goals

The Code42 for Enterprise administrator wants to configure alerts and reports such that:

- Administrators receive alerts for Code42 for Enterprise server issues and administrative concerns
- Administrators and the Finance department receive a backup report every Thursday to execute charge-backs to various departments
- End users receive emails about their backups only when the situation is "critical" (no backup for 30 days or more)
- Administrators can closely monitor the space utilization of on-site storage servers
- Legal department can view a history of restores

https://support.code42.com/Administrator/6/Monitoring_and_managing/Reports_and_alerts (https://support.code42.com/Administrator/6/Monitoring_and_managing/Reports_and_alerts)
Steps

To accomplish the objectives outlined above:

Administrators receive alerts

Add the administrators’ email addresses to Settings > Notifications (https://support.code42.com/Administrator/6/Code42_console_reference/Notifications_settings_reference).

Administrators and the finance department receive a backup report


1. In the row labeled Send backup report, select every and Th.
2. In the Additional recipients field, click + to add the distribution list email for the Finance department.
3. Verify that all organizations are set to inherit the default reporting settings:
   2. Go to action menu > Edit > Reporting.
   3. Confirm Inherit reporting settings from parent is enabled.

For information on the backup status reports that are emailed to recipients, see Backup status report reference (https://support.code42.com/Administrator/6/Code42_console_reference/Backup_status_report_reference).

Disabled inheritance

If you disable inheritance (https://support.code42.com/Administrator/6/Code42_console_reference/01_Code42_console_overview#Inherit_settings) for an organization, that organization is not affected by changes to its parent organization.

End users receive only critical emails

2. If necessary, disable Send backup alerts > Warning. Click the Push icon to push the setting to all devices.
3. Enable Send backup alerts > Critical. Click the Push icon to push the setting to all devices.

Administrators can monitor storage space

Administrators perform the following steps to closely monitor space utilization:
• Monitor the Dashboard storage utilization info.

• Export reports in CSV format for destination, storage servers, or store points as needed, paying particular attention to the usedPercentage column.
  ◦ Destinations: navigate to Storage > Destinations and select action menu > Export All (https://support.code42.com/Administrator/6/Code42_console_reference/Storage_-_Destinations_reference#Action_menu) to download a report of detailed usage statistics for all destinations.
  ◦ Storage servers: navigate to Storage > Servers and select action menu > Export All (https://support.code42.com/Administrator/6/Code42_console_reference/Storage_-_Servers_reference#Action_menu) to download a report of detailed usage statistics for all storage servers associated with the authority server.
  ◦ Store points: navigate to Storage > Store Points and select action menu > Export All (https://support.code42.com/Administrator/6/Code42_console_reference/Storage_-_Store_Points_reference#Action_menu) to download a report of detailed usage statistics for all store points.

These reports are also available via the Code42 for Enterprise API.

Legal department can view restore history

1. Open the Details for a particular organization.
2. Locate the column listing the number of restores.
3. Click on the numerical value to open the Restore History.
   Starting in version 8.2, these details are restricted by role: the history displays only the restore details and archives you can perform or access based on your role permissions.
4. Select action menu > Export All to export a report of the restore history.

This report can also be accessed via the Code42 for Enterprise API.

Create custom reports via the API

If you’d like custom reports and alerts, you can create them with the Code42 API. The API documentation guide (https://support.code42.com/Administrator/6/Monitoring_and_managing/Code42_API_resources/Introduction_to_the_Code42_API) provides detailed information and examples.

You may also view the API documentation on your server at this link (where <your_server> is the hostname or IP address of your authority server):
{{consoleaddress}}/apidocviewer/

We recommend creating a custom script using Perl, Python, or another scripting language to perform the queries, retrieve the data, and assemble the reports.

More information

Contact your Customer Success Manager (CSM) for information on our consulting options.
External resources

These languages are commonly used to work with the Code42 for Enterprise API.

- Python Scripting Language (http://www.python.org/)
- Perl Scripting Language (http://www.perl.org/)

Related topics

- Reporting web app reference (https://support.code42.com/Administrator/6/Code42_console_reference/Reporting_web_app_reference)
- Alerts reference (https://support.code42.com/Administrator/6/Code42_console_reference/Alerts_reference)
- Code42 platform alerts (https://support.code42.com/Administrator/6/Troubleshooting/Alerts)
- Notifications settings reference (https://support.code42.com/Administrator/6/Code42_console_reference/Notifications_settings_reference)