What to do after receiving a backup alert

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 app versions 6, 7, and 8.

Overview
Managing your backup means staying informed about its successes and failures. The Code42 app sends email warnings and alerts to help you stay informed about the status of your backups. If you receive a backup alert and you're not sure why, this article can walk you through the most common reasons.

Alerts and warnings
Alerts and warnings are email messages letting you know if there is a problem with your backup.

Backup Warning
You receive a warning when your computer hasn't backed up (to any destination) for a specified number of days.

Backup Alert
You receive an alert when your computer hasn't backed up (to any destination) for a specified number of days. Alerts are sent as a follow-up to a warning when the computer still hasn't backed up.

Considerations
- Alerts and warning are set, by default, to three days and five days, respectively
- You can change the time period for warnings and alerts from Settings > Device Backup (https://support.code42.com/Administrator/6/Code42_console_reference/Device_Backup_-_General_settings_reference#Alerts).
- Alert period(s) are not "reset" until a backup occurs
What to do if you get a backup alert

Check your connection

If you get an email alert telling you that one of your computers hasn’t backed up in several days, first make sure that the computer is connected to the Internet and has not been turned off or asleep. If necessary, troubleshoot network issues that could prevent the Code42 app from backing up.

Check for notifications

Next, open the Code42 app and look for any errors or other messages that may suggest why the computer isn't backing up. This article may be useful for troubleshooting:

- Cannot connect to background service (https://support.code42.com/CrashPlan/6/Troubleshooting/Cannot_connect_to_background_service)

Check your backup schedule setting

Is the Code42 app configured to run all of the time, or only during a specific window of time? We recommend setting the Code42 app to run Always.

If the Code42 app is set to run between specific times, make sure both the source and destination computers are on and awake during an overlapping window of time. The Code42 app can't back up or restore outside of this window, and it can't back up if the a computer is off or asleep.

1. Open the Code42 app.
2. Open the backup settings:
   - Code42 app version 6.8.3 and later:
     i. Select Settings.
     ii. Select Backup Sets.
   - Code42 app version 6.8.2 and earlier:
     i. Select Details.
     ii. Select the action menu.
3. Click Change for Backup Schedule.
Restart the Code42 app and your computer

Restarting the Code42 app or your computer can resolve issues. First, restart the Code42 service. If you've restarted the Code42 app, and you're still unable to connect to any of your destinations, restarting your computer may resolve the connectivity issue.

Ask a Customer Champion

If you've tried these options and you are still unable to determine why an alert was sent, contact a Customer Champion for further assistance.

Related topics

- Device backup critical
- Use reports to monitor your environment