Monitor your Code42 environment health

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 Code42 cloud environments.

Overview
This page lists administrative resources for monitoring the health and status of your Code42 environment.

Code42 environment health

Incydr Professional and Enterprise

Security monitoring

• Identify endpoints that are not reporting security events (https://support.code42.com/Administrator/Cloud/Code42_console_reference/Endpoint_dashboard_reference)
• Resolve endpoints that are not reporting security events (https://support.code42.com/Administrator/Cloud/Troubleshooting/Resolve_endpoints_that_are_not_reporting_security_events)

Cloud data sources

• Data Connections reference (https://support.code42.com/Administrator/Cloud/Code42_console_reference/Data_Connections_reference)

Subscriptions

• Subscriptions reference (https://support.code42.com/Administrator/Cloud/Subscriptions/Subscriptions_reference)
Incydr Basic and Advanced, CrashPlan Cloud, and other plans

Security monitoring

- Identify endpoints that are not reporting security events (https://support.code42.com/Administrator/Cloud/Code42_console_reference/Endpoint_dashboard_reference)
- Resolve endpoints that are not reporting security events (https://support.code42.com/Administrator/Cloud/Troubleshooting/Resolve_endpoints_that_are_not_reporting_security_events)

Cloud data sources

- Data Connections reference (https://support.code42.com/Administrator/Cloud/Code42_console_reference/Data_Connections_reference)

Backup

- View organization usage statistics (https://support.code42.com/Administrator/Cloud/Monitoring_and_managing/Reports_and_alerts/View_organization_usage_statistics_with_the_Reporting_web_app)
- View user storage (https://support.code42.com/Administrator/Cloud/Monitoring_and_managing/Reports_and_alerts/View_user_storage_with_the_Reporting_web_app)
- Device status report use cases (https://support.code42.com/Administrator/Cloud/Monitoring_and_managing/Reports_and_alerts/View_device_backup_status_with_the_Reporting_web_app)
- Identify and resolve device issues in the Code42 console (https://support.code42.com/Administrator/Cloud/Monitoring_and_managing/Identify_and_resolve_device_issues_in_the_Code42_console)

Subscriptions

- Subscriptions reference (https://support.code42.com/Administrator/Cloud/Subscriptions/Subscriptions_reference)
- Cold storage subscription usage (https://support.code42.com/Administrator/Cloud/Subscriptions/Cold_storage_subscription_usage)

Code42 system status

To see the current status of the Code42 cloud and our support services, including ticket, chat, and phone systems, visit our Code42 status page (https://status.code42.com/).

Additional resources

Code42 has a number of additional resources available to help you get the most value from your Code42 environment while securing your organization's vital data.

- Use the tools in our customer toolkit (https://www.code42.com/customer-toolkit/) to get up and running quickly and discover how to optimize Code42 to elevate your security and insider risk programs.
- Consult with our Professional Services (https://www.code42.com/professional-services/) team for help with deploying Code42

https://support.code42.com/Administrator/Cloud/Monitoring_and_managing/Monitor_your_Code42_environment_health

Updated: Thu, 23 Sep 2021 20:44:22 GMT
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across your organization and integrating with tools you already use.

- Engage one of our Technical Account Managers (TAMs) (https://support.code42.com/Terms_and_conditions/Code42_customer_support_resources/Technical_Account_Manager_(TAM)_details) to gain extensive insights about the health of your environment and fully leverage all Code42 features, customized for your organization. (TAM services may already be included in your support plan (https://support.code42.com/Terms_and_conditions/Code42_customer_support_resources/Code42_enterprise_support_policy).)

Contact your Customer Success Manager (CSM) for more information about how to access these resources. If you do not know your CSM, please contact our Customer Champions (https://support.code42.com/Terms_and_conditions/Code42_customer_support_resources/Get_support_for_CrashPlan_for_Small_Business_or_Code42_CrashPlan).