

[V8] FAQ: Where are the backup client application logs stored at?

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Product Version:

AhsayOBM / AhsayACB: 8.1 to 8.x

OS: All platforms

Where are the AhsayOBM / ACB backup client logs (e.g. Auto Update Agent (AUA) log, Continuous Backup log, Scheduler log, Backup log, Restore log) stored at?

Windows platforms

1. Backup and Restore Job Logs (YYYY-MM-DD-hh-mm-ss.log)

Backup and restore job logs contain information on all backup and restore jobs performed by the client application. Backup and restore logs can be found in the following directory paths:

```
%UserProfile%\obm\log\${backupset_id}\Backup  
%UserProfile%\obm\log\${backupset_id}\Restore
```

or

```
%UserProfile%\acb\log\${backupset_id}\Backup  
%UserProfile%\acb\log\${backupset_id}\Restore
```

For example:

```
C:\Users\Administrator\obm\log\1449711651766\Backup
```

2. Scheduler Debug Logs (debug.log)

Schedule debug logs contain information on the scheduler process, for example if scheduled backup jobs are started properly. The scheduler debug log can be found in the following directory path:

```
%UserProfile%\obm\log\Scheduler
```

or

```
%UserProfile%\acb\log\Scheduler
```

For example:

C:\Users\Administrator\.obm\log\Scheduler

3. System Log (YYYY-MM-DD.log)

System logs contain information on the daily activities performed by the client application, for example login audit, start / end of backup and restore job, start/end of utility job (e.g. data integrity check, space freeing up), and start / end of report job (e.g. saving statistic to AhsayCBS). The system log can be found in the following directory path:

%UserProfile%\.obm\log\System

or

%UserProfile%\.acb\log\System

For example:

C:\Users\Administrator\.obm\log\System

4. Integrity Check Log (YYYY-MM-DD-hh-mm-ss.log)

Integrity check logs contain information on all data integrity checks performed by the backup client application. The integrity check log can be found in the following directory path:

%UserProfile%\.obm\system\IntegrityCheck

or

%UserProfile%\.acb\system\IntegrityCheck

For example:

C:\Users\Administrator\.obm\system\IntegrityCheck

5. Space Freeing Up Log (YYYY-MM-DD-hh-mm-ss.log)

Space freeing up logs contain information on all retention policy jobs performed by the backup client application. The space freeing up log can be found in the following directory path:

%UserProfile%\.obm\system\SpaceFreeUp

or

%UserProfile%\.acb\system\SpaceFreeUp

For example:

C:\Users\Administrator\.obm\system\SpaceFreeUp

6. Auto Update Agent Log (aia.log)

AUA logs contain information on the auto update process, for example if the process is running, and if an update was performed successfully. The AUA log can be found in the following directory path:

```
%ALLUSERSPROFILE%\Application Data\AhsayOBM\log
```

For example:

```
C:\ProgramData\AhsayOBM\log
```

7. Cloud Backup Suite Log (cbs.log)

Cloud backup suite logs contain information on the Ahsay Online Backup Manager Services, for example, if the Scheduler, CDP (Continuous Backup) and AUA (Auto Update Agent) processes were started successfully. The cloud backup suite log can be found in the following directory path:

```
%ALLUSERSPROFILE%\Application Data\AhsayOBM\log
```

For example:

```
C:\ProgramData\AhsayOBM\log
```

8. Continuous Backup Log (cdp.log)

Continuous backup logs contain information on the continuous backup process, for example, which backup set has the continuous backup option enabled for the client computer. The continuous backup log can be found in the following directory path:

```
%ALLUSERSPROFILE%\Application Data\AhsayOBM\log
```

For example:

```
C:\ProgramData\AhsayOBM\log
```

Mac OS X platforms

1. Backup and Restore Job Logs (YYYY-MM-DD-hh-mm-ss.log)

Backup and restore job logs contain information on all backup and restore jobs performed by the client application. Backup and restore logs can be found in the following directory paths:

```
~/ .obm/log/${backupset_id}/Backup  
~/ .obm/log/${backupset_id}/Restore
```

or

```
~/ .acb/log/${backupset_id}/Backup  
~/ .acb/log/${backupset_id}/Restore
```

For example:

```
/Users/administrator/.obm/log/1449711651767/Backup
```

2. Scheduler Debug Logs (debug.log)

Schedule debug logs contain information on the scheduler process, for example, if scheduled backup jobs are started properly. The scheduler debug log can be found in the following directory path:

```
~/ .obm/log/Scheduler
```

or

```
~/ .acb/log/Scheduler
```

For example:

```
/Users/administrator/log/Scheduler
```

3. System Log (YYYY-MM-DD.log)

System logs contain information on the daily activities performed by the client application, for example, login audit, start / end of backup and restore job, start / end of utility job (e.g. data integrity check, space freeing up), and start / end of report job (e.g. saving statistic to AhsayCBS). The system log can be found in the following directory path:

```
~/ .obm/log/System
```

or

```
~/ .acb/log/System
```

For example:

```
/Users/administrator/.obm/log/System
```

4. Integrity Check Log (YYYY-MM-DD-hh-mm-ss.log)

Integrity check logs contain information on all data integrity checks performed by the backup client application. The integrity check log can be found in the following directory path:

```
~/ .obm/system/IntegrityCheck
```

or

```
~/ .acb/system/IntegrityCheck
```

For example:

```
/Users/administrator/.obm/system/IntegrityCheck
```

5. Space Freeing Up Log (YYYY-MM-DD-hh-mm-ss.log)

Space freeing up logs contain information on all retention policy jobs performed by the backup client application. The space freeing up log can be found in the following directory path:

```
~/ .obm/system/SpaceFreeUp
```

or

```
~/ .acb/system/SpaceFreeUp
```

For example:

```
/Users/administrator/.obm/system/SpaceFreeUp
```

6. Auto Update Agent Log (aia.log)

AUA logs contain information on the auto update process, for example, if the process is running, and if an update was performed successfully. The AUA log can be found in the following directory path:

```
${Install_Dir}/log
```

For example:

```
/Applications/AhsayOBM.app/log
```

7. Cloud Backup Suite Log (cbs.log)

Cloud backup suite logs contain information on the Ahsay Online Backup Manager Services, for example, if the Scheduler and AUA (Auto Update Agent) processes were started successfully. The cloud backup suite log can be found in the following directory path:

```
${Install_Dir}/log
```

For example:

```
/Applications/AhsayOBM.app/log
```

Linux platforms

1. Backup and Restore Job Logs (YYYY-MM-DD-hh-mm-ss.log)

Backup and restore job logs contain information on all backup and restore jobs performed by the client application. Backup and restore logs can be found in the following directory paths:

```
~/ .obm/log/${backupset_id}/Backup  
~/ .obm/log/${backupset_id}/Restore
```

For example:
/root/.obm/log/1449711651768/Backup

2. Scheduler Debug Logs (debug.log)

Schedule debug logs contain information on the scheduler process, for example, if scheduled backup jobs are started properly. The scheduler debug log can be found in the following directory path:

```
~/ .obm/log/Scheduler
```

For example:
/root/.obm/log/Scheduler

3. System Log (YYYY-MM-DD.log)

System logs contain information on the daily activities performed by the client application, for example login audit, start / end of backup and restore job, start / end of utility job (e.g. data integrity check, space freeing up), and start / end of report job (e.g. saving statistic to AhsayCBS). The system log can be found in the following directory path:

```
~/ .obm/log/System
```

For example:
/root/.obm/log/System

4. Integrity Check Log (YYYY-MM-DD-hh-mm-ss.log)

Integrity check logs contain information on all data integrity checks performed by the backup client application. The integrity check log can be found in the following directory path:

```
~/ .obm/system/IntegrityCheck
```

For example:
/root/.obm/system/IntegrityCheck

5. Space Freeing Up Log (YYYY-MM-DD-hh-mm-ss.log)

Space freeing up logs contain information on all retention policy jobs performed by the backup client application. The space freeing up log can be found in the following directory path:

```
~/ .obm/system/SpaceFreeUp
```

For example:

```
/root/.obm/system/SpaceFreeUp
```

6. Auto Update Agent Log (aua.log)

AUA logs contain information on the auto update process, for example, if the process is running, and if an update was performed successfully. The AUA log can be found in the following directory path:

```
${Install_Dir}/log
```

For example:

```
/usr/local/obm/log
```

7. Cloud Backup Suite Log (cbs.log)

Cloud backup suite logs contain information on the Ahsay Online Backup Manager Services, for example, if the Scheduler and AUA (Auto Update Agent) processes were started successfully. The cloud backup suite log can be found in the following directory path:

```
${Install_Dir}/log
```

For example:

```
/usr/local/obm/log
```

Synology NAS

1. Backup and Restore Job Logs (YYYY-MM-DD-hh-mm-ss.log)

Backup and restore job logs contain information on all backup and restore jobs performed by the client application. Backup and restore logs can be found in the following directory paths:

```
/volume_id/@appstore/product_name/.obm/log/${backupset_id}/Backup  
/volume_id/@appstore/product_name/.obm/log/${backupset_id}/Restore
```

For example:

```
/volume1/@appstore/Ahsay0BM/.obm/log/1449711651768/Backup
```

2. Scheduler Debug Logs (debug.log)

Schedule debug logs contain information on the scheduler process, for example if scheduled backup jobs are started properly. The scheduler debug log can be found in the following directory path:

```
/volume_id/@appstore/product_name/.obm/log/Scheduler
```

For example:

```
/volume1/@appstore/Ahsay0BM/.obm/log/Scheduler
```

3. System Log (YYYY-MM-DD.log)

System logs contain information on the daily activities performed by the client application, for example login audit, start / end of backup and restore job, start / end of utility job (e.g. data integrity check), and start / end of report job (e.g. saving statistic to AhsayCBS). The system log can be found in the following directory path:

```
/volume_id/@appstore/product_name/.obm/log/System
```

For example:

```
/volume1/@appstore/Ahsay0BM/.obm/log/System
```

4. Integrity Check Log (YYYY-MM-DD-hh-mm-ss.log)

Integrity check logs contain information on all data integrity checks performed by the backup client application. The integrity check log can be found in the following directory path:

```
/volume_id/@appstore/product_name/.obm/system/IntegrityCheck
```

For example:

```
/volume1/@appstore/Ahsay0BM/.obm/system/IntegrityCheck
```

5. Space Freeing Up Log (YYYY-MM-DD-hh-mm-ss.log)

Space freeing up logs contain information on all retention policy jobs performed by the backup client application. The space freeing up log can be found in the following directory path:

```
/volume_id/@appstore/product_name/.obm/system/SpaceFreeUp
```

For example:

```
/volume1/@appstore/Ahsay0BM/.obm/system/SpaceFreeUp
```


6. Cloud Backup Suite Log (cbs.log)

Cloud backup suite logs contain information on the Ahsay Online Backup Manager Services, for example, if the Scheduler and AUA (Auto Update Agent) processes were started successfully. The cloud backup suite log can be found in the following directory path:

```
/volume_id/@appstore/product_name/obm/log
```

For example:

```
/volume1/@appstore/AhsayOBM/obm/log
```

QNAP NAS

To locate the system volume path, refer to the instructions provided at:

<https://www.qnap.com/en-us/how-to/knowledge-base/article/how-to-find-the-system-volume-path/>

1. Backup and Restore Job Logs (YYYY-MM-DD-hh-mm-ss.log)

Backup and restore job logs contain information on all backup and restore jobs performed by the client application. Backup and restore logs can be found in the following directory paths:

```
${system_volume_path}/homes/admin/.obm/log/${backupset_id}/Backup  
${system_volume_path}/homes/admin/.obm/log/${backupset_id}/Restore
```

For example:

```
/share/CACHEDEV1_DATA/homes/admin/.obm/log/1533036227811/Backup
```

2. Scheduler Debug Logs (debug.log)

Schedule debug logs contain information on the scheduler process, for example if scheduled backup jobs are started properly. The scheduler debug log can be found in the following directory path:

```
${system_volume_path}/homes/admin/.obm/log/Scheduler
```

For example:

```
/share/CACHEDEV1_DATA/homes/admin/.obm/log/Scheduler
```

3. System Log (YYYY-MM-DD.log)

System logs contain information on the daily activities performed by the client application, for example login audit, start / end of backup and restore job, start / end of utility job (e.g. data integrity check), and start / end of report job (e.g. saving statistic to AhsayCBS). The system log can be found in the following directory path:

```
${system_volume_path}/homes/admin/.obm/log/System
```

For example:

```
/share/CACHEDEV1_DATA/homes/admin/.obm/log/System
```

4. Integrity Check Log (YYYY-MM-DD-hh-mm-ss.log)

Integrity check logs contain information on all data integrity checks performed by the backup client application. The integrity check log can be found in the following directory path:

```
${system_volume_path}/homes/admin/.obm/system/IntegrityCheck
```

For example:

```
/share/CACHEDEV1_DATA/homes/admin/.obm/system/IntegrityCheck
```

5. Space Freeing Up Log (YYYY-MM-DD-hh-mm-ss.log)

Space freeing up logs contain information on all retention policy jobs performed by the backup client application. The space freeing up log can be found in the following directory path:

```
${system_volume_path}/homes/admin/.obm/system/SpaceFreeUp
```

For example:

```
/share/CACHEDEV1_DATA/homes/admin/.obm/system/SpaceFreeUp
```

6. Cloud Backup Suite Log (cbs.log)

Cloud backup suite logs contain information on the Ahsay Online Backup Manager Services, for example, if the Scheduler and AUA (Auto Update Agent) processes were started successfully. The cloud backup suite log can be found in the following directory path:

```
${system_volume_path}/.qpkg/AhsayOBM/obm/log
```

For example:

```
/share/CACHEDEV1_DATA/.qpkg/AhsayOBM/obm/log
```

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