

Handy Backup

How to Collect Logs?

Version: 8

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handybackup.net

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Introduction

Logs for the Handy Backup program can be collected in the following ways (more details about each method are described below):

- 1 Generating Debug Logs
- 2 Standard Logging (displays only Handy Backup logs)
- 3 Collecting Logs via Procmon

1 Generating Debug Logs

IMPORTANT: It is necessary to collect logs for each type of execution—both successful and with errors. For example, you will have 3 debug log files for successful executions and 3 files for executions with errors.

1.1 Creating Debug Logs for the Single-PC Version (Trial or License)

- 1 **Install Handy Backup, but do not launch the program.**
- 2 **Copy the path** to the Handy Backup .exe file on your computer.
- 3 Create a folder named "**LogsDebug**" on any drive and **copy the path** to this folder.
- 4 Construct the following command (all entries should be on a single line):

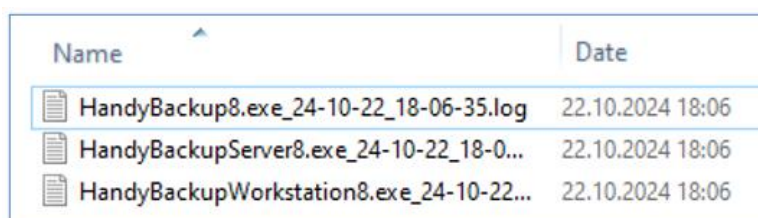
```
"C:\Program Files\Handy Backup 8\HandyBackup8.exe" --DebugLogDirectory  
"C:\ProgramData\Novosoft\Handy Backup 8\Users\[username]\LogsDebug"
```

- **The first path** is the location of the Handy Backup .exe file.
- **The second path** is the location of the logs folder (create it manually and copy the path to it).

Here, **[username]** refers to the system's user name.

Note: Quotation marks should be used if there are spaces in the path. If there are no spaces, quotation marks are not necessary.

- 5 **Enable the display of hidden files** and folders (Start -> Control Panel -> Folder Options), as the ProgramData folder is usually hidden.
- 6 **In the command prompt (cmd)**, enter the constructed command and press Enter.
- 7 Upon successful execution of the Handy Backup program, 3 log files will appear in the **LogsDebug** folder.



Name	Date
HandyBackup8.exe_24-10-22_18-06-35.log	22.10.2024 18:06
HandyBackupServer8.exe_24-10-22_18-06-35.log	22.10.2024 18:06
HandyBackupWorkstation8.exe_24-10-22_18-06-35.log	22.10.2024 18:06

Figure 1 – Logs in the LogsDebug Folder

- 8 These files need to be sent to technical support at support@handybackup.net.

1.2 Creating Debug Logs for the Server Network Version (Trial or License)

- 1 **Install Handy Backup, but do not launch the program!**

How to Collect Logs in Handy Backup?

- 2 Create a folder named **LogsDebug** on any drive and **copy the path** to this folder.
- 3 Construct the following command (everything should be entered in a single line):

```
"C:\Program Files\Handy Backup 8\HandyBackup8.exe" --DebugLogDirectory  
"C:\ProgramData\Novosoft\Handy Backup 8\Users\[username]\LogsDebug"
```

- **The first path** is the location of the Handy Backup .exe file.
 - **The second path** is the location of the LogsDebug folder (created in step 2).
- 4 **Next, formulate the command for the Handy Backup Network Server 8 service:**

```
"C:\Program Files\Handy Backup 8\HandyBackupServer8.exe" --DebugLogDirectory  
"C:\ProgramData\Novosoft\Handy Backup 8\Users\[username]\LogsDebug"
```

- **The first path** is the location of the HandyBackupServer8.exe file.
 - **The second path** is the location of the LogsDebug folder (created in step 2).
- 5 Then, formulate the command for the Handy Backup Network Workstation 8 service:

```
"C:\Program Files\Handy Backup 8\ws64\HandyBackupWorkstation8.exe" --DebugLogDirectory  
"C:\ProgramData\Novosoft\Handy Backup 8\Users\[username]\LogsDebug"
```

- **The first path** is the location of the HandyBackupWorkstation8.exe file.
- **The second path** is the location of the LogsDebug folder (created in step 2).

The paths to these executable files can be found in the Services:

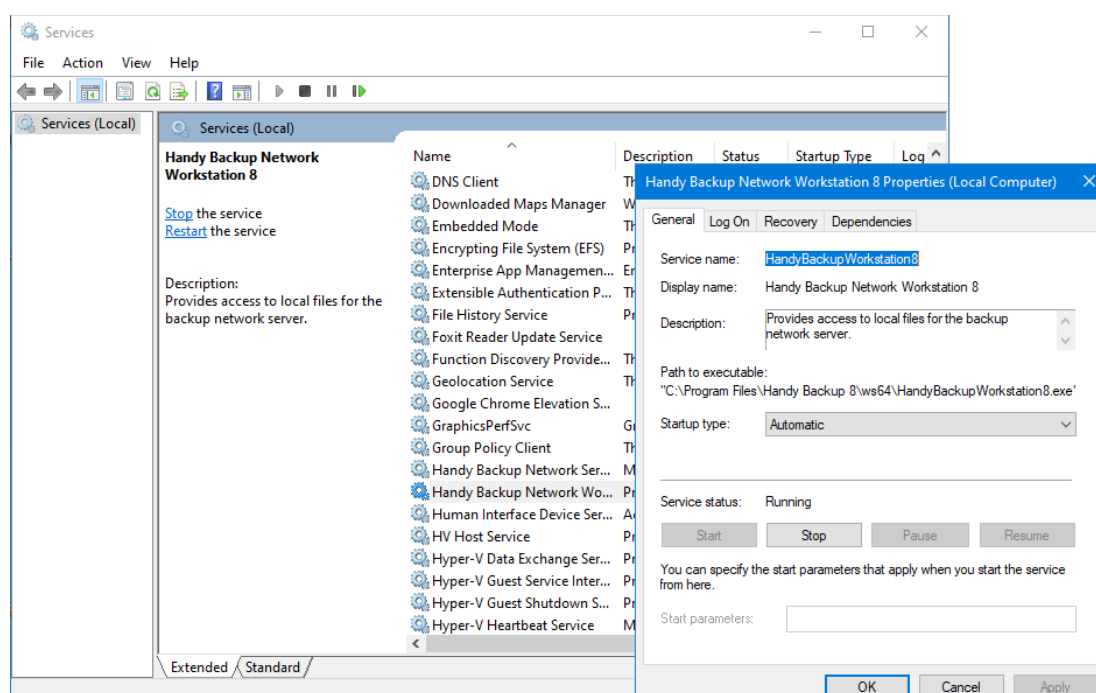
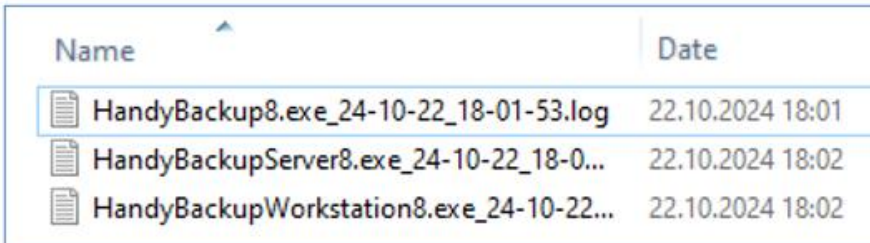


Figure 2 - Paths to HandyBackupServer8.exe and HandyBackupWorkstation8.exe Files in Services

Here, **[username]** refers to the system's user name.

Note: Quotation marks should be used if there are spaces in the path. If there are no spaces, quotation marks are not necessary.

- 6 **Enable the display of hidden files** and folders (Start -> Control Panel -> Folder Options), as the ProgramData folder is usually hidden.
- 7 **In the command prompt (cmd)**, enter the resulting commands one by one, pressing Enter after each. First, enter the first command, then press Enter. Next, enter the second command and press Enter. Finally, enter the last command and press Enter.
- 8 Upon successful execution of Handy Backup, 3 log files will appear in the **LogsDebug** folder.



Name	Date
HandyBackup8.exe_24-10-22_18-01-53.log	22.10.2024 18:01
HandyBackupServer8.exe_24-10-22_18-0...	22.10.2024 18:02
HandyBackupWorkstation8.exe_24-10-22...	22.10.2024 18:02

Figure 3 – Logs in the LogsDebug Folder for the Server Version

- 9 These files need to be sent to technical support at support@handybackup.net.

2 Standard Logging (Handy Backup Logs Only)

- 1 **Install Handy Backup** (Single-PC version, either trial or licensed).

Launch the program. If the program was already installed, you can skip this step.

- 2 Navigate to the following path:

```
C:\ProgramData\Novosoft\Handy Backup 8\Users\[username]\Logs
```

Here, **[username]** refers to the system user who is using the Handy Backup program.

- 3 In this folder, you will find **4 log files**:

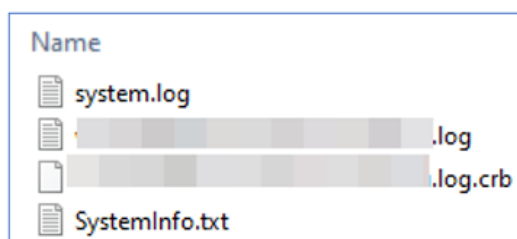


Figure 4 – Handy Backup Program Logs

- 4 Send all files **except for .crb** to technical support at support@handybackup.net.

3 Collecting Logs via Procmon

- 1 **Download Procmon** from the following link:
<https://docs.microsoft.com/en-us/sysinternals/downloads/procmon>
- 2 **Launch Procmon** and, in the top menu, select the **Filter tab -> Filter**.

Set up the filtering as shown in the image:

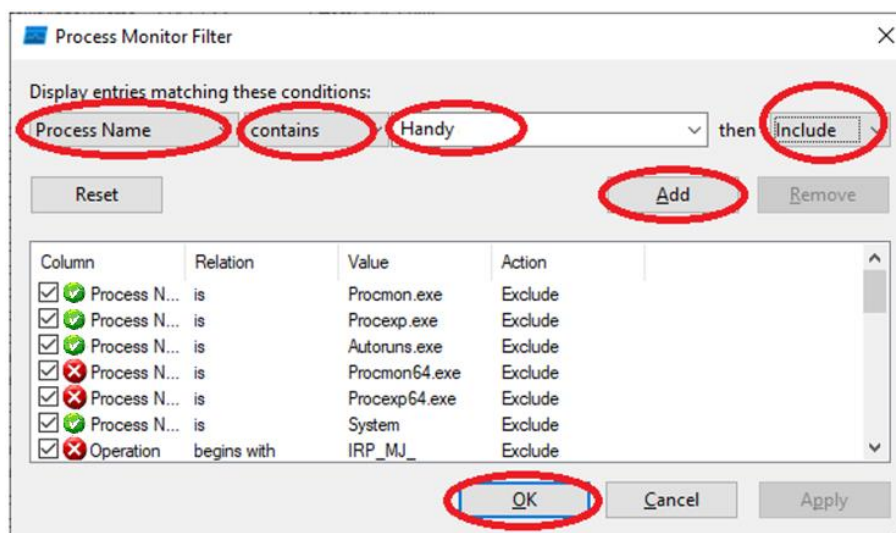


Figure 5 – Filtering Setup in Procmon

- 3 Click **Add**, then **OK**.
- 4 Ensure that **logs are being collected**: the number of entries in the lower-left corner of the program should be increasing. Use the **Ctrl+E** combination to start/stop log collection.
- 5 **Launch Handy Backup**. After the program successfully starts, close it.
- 6 In Procmon, select **File -> Save** and set the options as shown in the image (choose your save path), then click **OK**.

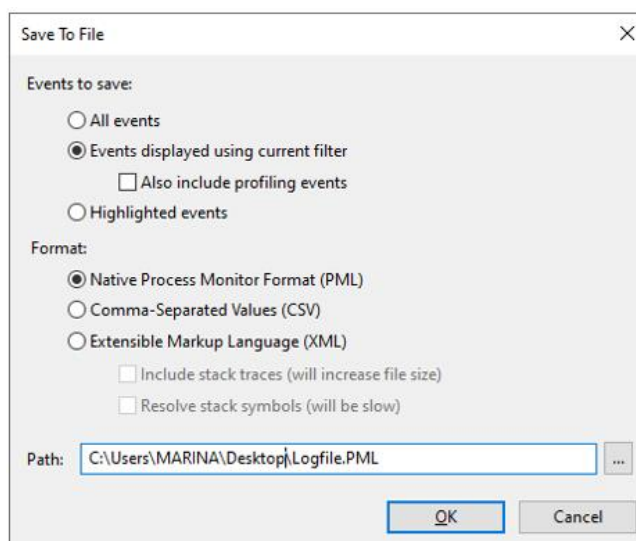


Figure 6 – Log Saving Settings

The log of the successful launch has been saved.

- 7 **Clear the logs** (press **Ctrl+X**).
- 8 Launch Handy Backup, **reproduce the error**, and wait for the program to crash.
- 9 Save the error log in the same way. The error log has been saved.

Collection and Sending of 3 Types of Logs to Technical Support

For convenience, collect all 3 types of logs (debug, standard, and Procmon). Place each type of log in a separate folder (e.g., debuglogs, procmon, and handy backup logs), compress the folders into a single archive, and send it to technical support at support@handybackup.net.

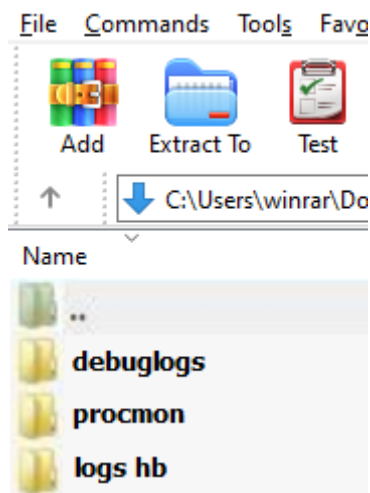


Figure 7 – Archive with Logs (Debug, Standard, and Procmon)