



JOB TROUBLESHOOTING PROCEDURES

CONSIDERATIONS

1. SmartBackup Documentation Portal [Alert Messages Table](#).
2. Is this issue based on a new configuration that has never run successfully in the past?
3. Is this issue based on an older configuration that has run successfully in the past?
4. Does the job stop at the exact same location, be it user or asset, each time?
5. Finally, was the [Smartsheet platform up and running](#) at the time of the issue?

SMARTBACKUP WEBAPP

- Open the SmartBackup webapp and select the Members Pane.
- Review the list of personnel to ensure all appropriate members are enabled – green status.
- Ensure that the BackupVaultLink for each member has been created, green with blue hyperlink.
- Should this not be the case:
 - Click on the *refresh now* blue button to synchronize SmartBackup with your Smartsheet customer site account.
 - Next proceed to Settings, section #2 – Backup, and click on *create user backup vaults*, green button.
 - Perform any additional updates for each member profile card via the *blue edit pencil*.
- Once the members list is green down the left column (status), and green/blue down the right column (vault link), your members list is up to date where these users are in-scope for future job activities.
- NOTE: Commencing with SmartBackup R8X there will be an additional (status) column in the center of the screen which correlates to your settings within the Smartsheet customer site account Admin Center interface.

TROUBLESHOOTING

- If your issue is regarding a first-time configuration and job, please refer to setup and configuration guidance materials (link at bottom) as provided by AcuWorkflow to include:
 - Provisioning of a System Administrator's Smartsheet API Token to facilitate handshake between SmartBackup and your Smartsheet customer site account.
 - Implementation of firewall exceptions as instructed to support operational communications between all parties; client, Smartsheet, Amazon Web Services, and AcuWorkflow.
- If your issue is regarding a job that completed successfully in the past, and where no immediate cause and effect can be attributed:
 - Open a command session via typing CMD in Windows O/S search, then proceed to the installation folder: c:\smartbackup\apps (default).
- Next enter the command or script from Windows Task Scheduler that is failing along with additional debugging switch: -l=info (lower case L).
 - This will provide verbose logging to the (function associated) log file located in: c:\smartbackup\data
 - Example, for the export function this would be: 'export_log.log'.
- Observing real-time job processing and waiting for the potential error, note all details when the abend occurs. Both within the command session as well as the associated log, which should provide further insights as to the cause.
- If possible, identify whether the error is user-related, or data-related.
 - Run the sequence several times to establish a baseline. Does the error occur repetitively at the same location within the job; be it user-related or data-related?
 - If user-related, refer to previous section *SmartBackup Webapp* to validate whether the user has been properly setup.
 - If data-related, attempt to identify the suspect asset and then work with the end-user to further investigate and profile the object for causation.

ESCALATION

- If you are unable to mitigate the error condition, please escalate to the AcuWorkflow Helpdesk:
 - Outline the issue you are experiencing and whether this is a new first-time job configuration, or an older job configuration that has completed successfully in the past.
 - Attach the log file with errors from your command session testing in previous section.
 - Additionally provide a screen capture of the command session real-time job activity where the abend is shown:
 - ctrl+a (select everything)
 - ctrl+c (copy to clipboard/memory)
 - ctrl+v (paste) into an application such as Microsoft Word.
- You may log your Support Request here: [AcuWorkflow Support Request \(smartsheet.com\)](#)