

# Troubleshooting Paragon Protect & Restore

## Best Practices

last updated: September 2013

### Overview

Paragon Software's Protect & Restore (PPR) offers a unified system and data protection solution for virtual and physical machines. PPR delivers comprehensive agentless protection for virtual environments hosted by VMware vSphere or standalone ESX servers<sup>1</sup>, and agent-based protection for physical and virtual Windows systems on any hypervisor. As its backbone, Paragon uses a patent-pending distributed architecture allowing for efficient centralized and remote management of hundreds or even thousands of machines on the network.

In this document we will learn how to troubleshoot PPR, what infrastructure events are logged and how they can be used by the administrator to resolve certain issues.

### PPR Logging

Protect & Restore includes a powerful logging mechanism. All components of the infrastructure have their own databases for log collection, even the GUI console, which isn't an actual component of the infrastructure and doesn't acquire any role in it. Virtually, any single action or event taking place within the infrastructure is being tracked and saved in one of several different log files. This enables the administrator to quickly and accurately diagnose any abnormal behavior of the system and resolve the problem.

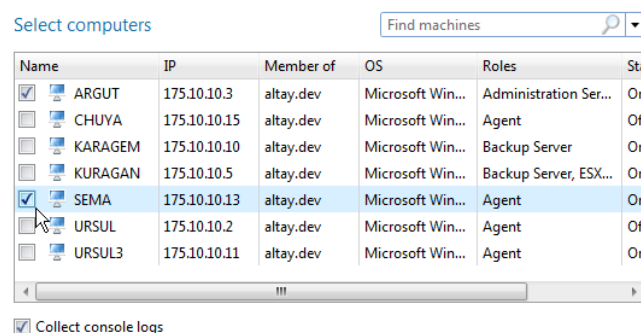
The Administration Server maintains a central database that contains information on all other components, thus its logs can help with troubleshooting 90% of issues. However, when the database replication with one or several infrastructure components is not possible, or has not been completed yet, the logs stored on the Administration Server do not reflect the most up-to-date information, which should be taken into account.

**Note!** None of the log files of PPR contain any confidential information on the operating system settings or user data.

### Collecting Logs

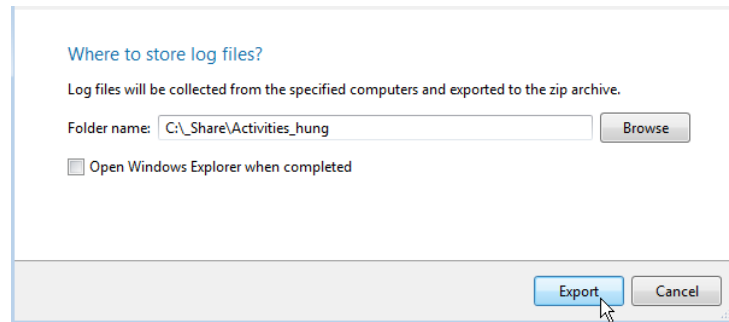
When troubleshooting PPR, the administrator is always welcome to contact Paragon Software's technical support department for assistance. To submit a support ticket, the administrator needs to collect operation logs, which can be extracted through the **Export logs** dialog of the GUI console. This is a two-step process:

- a. Select a computer from within the infrastructure, whose PPR component logs are to be collected.



<sup>1</sup> Agentless Hyper-V support is expected to become available around December 2013.

- b. Select a destination to which to save the logs package. If necessary, Windows Explorer can be automatically opened in the destination folder when the export is completed.



## Contacting Paragon Support

Once the logs have been collected, the administrator can submit a support ticket through the **My Account** section on our website, and include a brief description of the encountered problem and the logs. One of Paragon’s support engineers will be in touch. Customers who have a valid support agreement are eligible for phone support.

Submit support ticket here: <https://www.paragon-software.com/my-account/support/sendRequest.htm>

## Other Technical Support Resources

Before contacting Paragon tech support, it is highly recommended to first reference the following resources, all found on the product website:

- [PPR Deployment Guide](#)
- [PPR User Manual](#)
- [PPR Best Practices](#)
- [Knowledge Base](#)
- [Community Forum](#)

For additional information, please contact us at: [www.paragon-software.com](http://www.paragon-software.com), [www.protect-restore.com](http://www.protect-restore.com) or +1 (888) 347-5462.