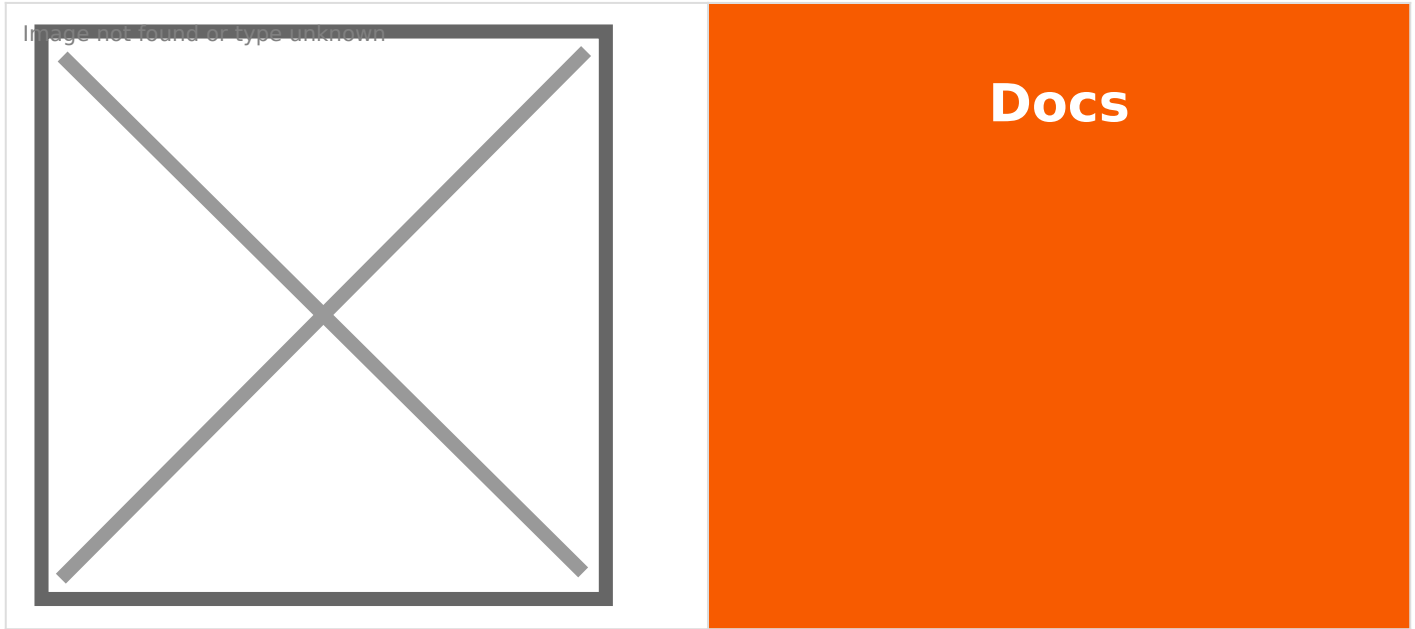


# 65.024 R4: The system has detected that a full backup job had not been performed since



## Document Control

Document Name	65.024 R4: The system has detected that a full backup job had not been performed since		
Version	v1.0 Current		
Author	Neil Tancock, IT Services (Safeharbour Support Ltd), <a href="mailto:neil@safeharboursupport.com">neil@safeharboursupport.com</a>		
Approval	Safeharbour Support		
Approval date	01-JAN-2025	Review date	31-DEC-2027
Absract	None		
Scope	This document applies to all clients of Safeharbour Support Ltd		
Inputs	None		
Outputs	None		

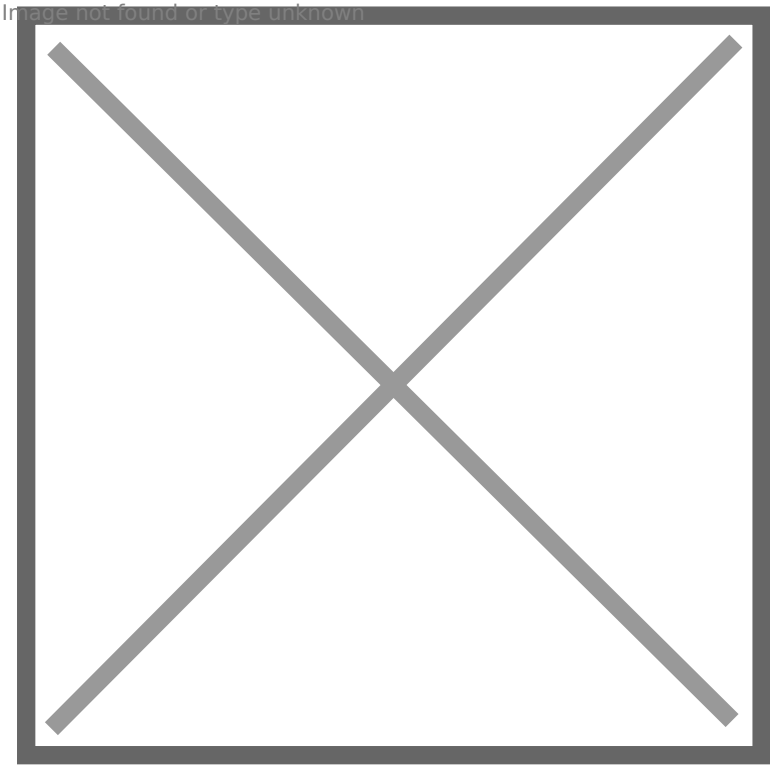
Change Control

Date	Author	Version	Change
02-DEC-2024	Neil Tancock	0.0	First version
01-JAN-2025	Neil Tancock	1.0	Approved

-----<START OF DOCUMENT> -----

When running R4 by CS Dental you may get the above message pop up when you log in. To fix this:

Check the task bar on the server to make sure R4 Clinical Backup is running:



If it isn't running, go to the server and browse to:

C:\Program Files (x86)\Carestream Dental Ltd\R4 Clinical+

and open AsynchBackup which will run the automated backup.

If it is running, check the permissions on the Backup folder

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**Need help? Get in touch!**

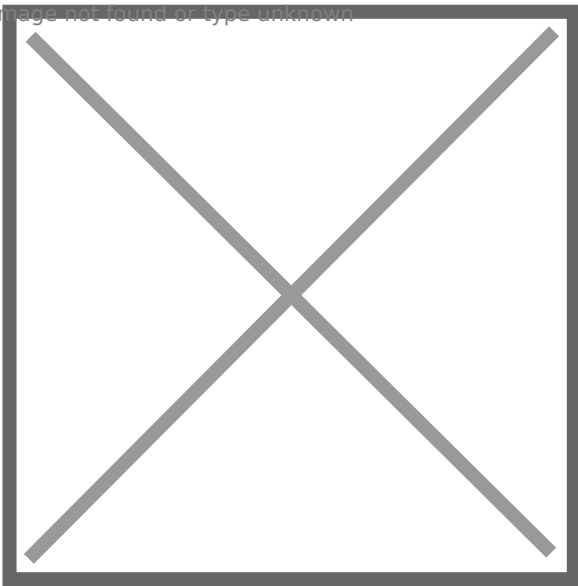
You can call us on [01752 373000](tel:01752373000), option 2 or, if you are on Number Club, just call extension 3001

You can email us at [hub@safeharboursupport.com](mailto:hub@safeharboursupport.com)

You can chat & Collaborate with us at <https://kite.wildix.com/nc-a12/3001>

You can Whatsapp us right here: <https://wa.me/441752373000>

Image not found or type unknown



Revision #3

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