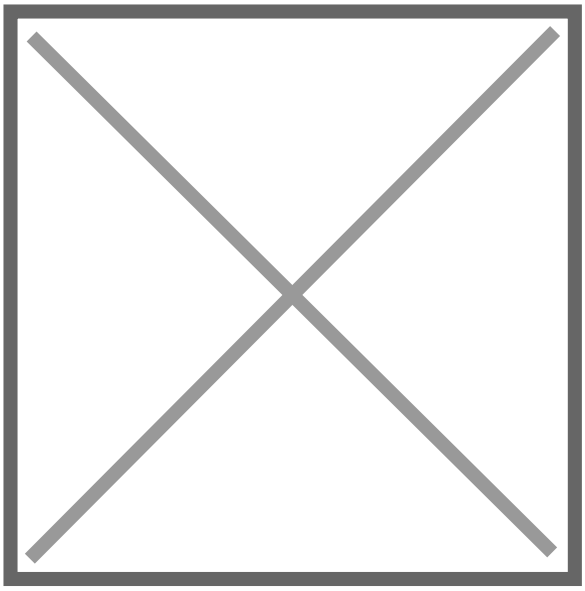
65.024 R4: The system has detected that a full backup job had not been performed since



Docs

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), neil@safeharboursupport.com		
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		

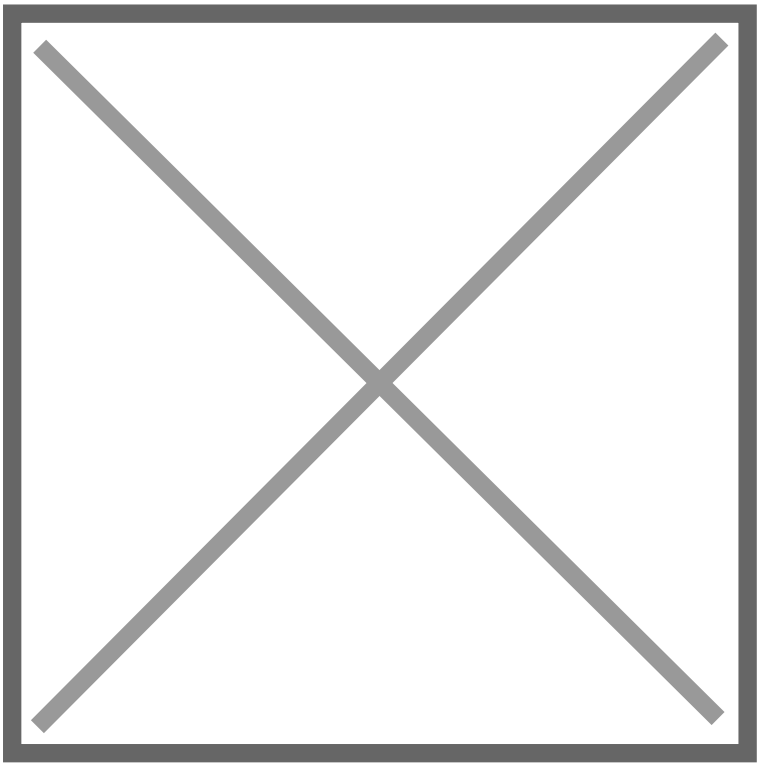
Change Control

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

----------<END OF DOCUMENT> ----------

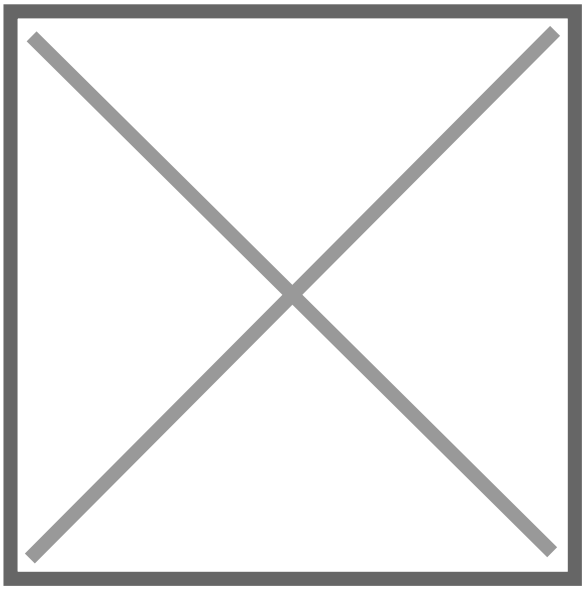
Need help? Get in touch!

You can call us on 01752 373000, option 2 or, if you are on Number Club, just call extension 3001

You can email us at 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



Created 2025-02-20 20:51:05 UTC by Neil Tancock
Updated 2025-02-21 10:07:57 UTC by Neil Tancock