

Backups, logs and security

System administration

Documentation version 1.0
Published 17 November 2026
https://www.hesabuerp.co.ke/documentation/

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Backups, logs and security

Know what is backed up, where to look when something goes wrong, and how to keep your workspace secure.

Advanced · About 20 minutes · Version 1.0 · Updated 17 November 2026

Overview

This article covers what **you**, the business administrator, can see and do. Server-level work, such as software updates, restoring a database and scheduled jobs, is handled by Hesabu ERP on the hosted service.

Backups

Your data is backed up by us as part of running the service. Ask support for the current backup arrangements for your plan, and for a copy of your data when you need one, for example before a major clean-up.

Download your own data

1. Search for **Data Export** or use **Export** on a list to download records as Excel or CSV. See Filtering, sorting and exporting records.
2. Keep downloaded files secure. They contain your business data.

Logs

Search for these in the search bar.

Log	What it shows
Error Log	Technical errors, with the time and the user
Activity Log	Logins and important changes
Email Queue	Emails waiting, sent or failed, with the error
Scheduled Job Log	Whether automatic jobs ran
Version	The history of changes on a record (also under *Activity* on each document)

Who changed this record?

1. Open the document.
2. Scroll to **Activity**. Each change shows who made it, when, and the old and new values.

Security best practices

- Give each person their own user, with the least access they need.
- Use strong, unique passwords. Turn on **two-factor authentication** if it is enabled for your workspace.
- Disable users who leave on the same day.
- Do not make confidential attachments public.
- Review your users and roles every few months.
- Be careful with exports and who receives them.

Practical example

A user reports that a customer's email never arrived. The administrator opens **Email Queue**, filters by the customer's address, and sees the status *Error*, with a message saying the recipient address was invalid. The address is corrected on the customer and the email is resent.

Important notes

- Logs are for diagnosis. If you cannot explain an error, send the entry to support.
- Do not delete logs to hide problems.

Common mistakes

- Waiting weeks to look at an error.
- Sharing an administrator login.

When to contact support

For restoring from a backup, a suspected security problem, or anything involving the server.

Next steps

Look through Troubleshooting for common fixes.

Related documentation

- Login problems
- Creating users and assigning roles
- Attachments and files