



Cloud Backup

Quick Start Guide

Version R94

English

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Setup

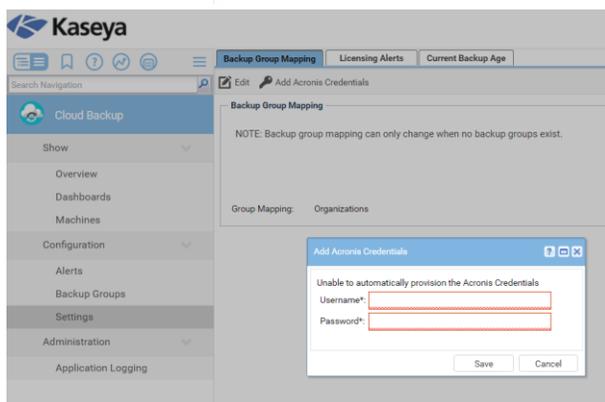
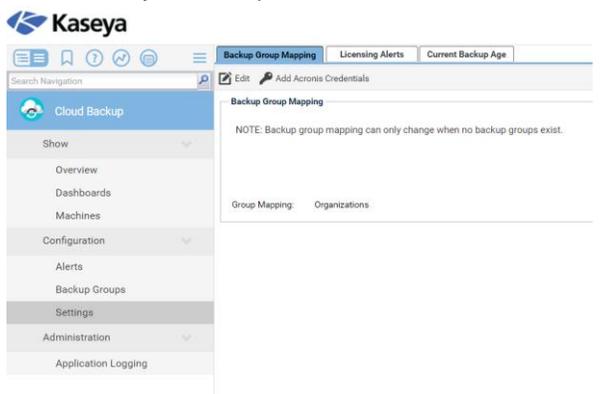
Cloud Backup provides backup and recovery of physical and virtual machines, files, and databases to local or cloud storage. Managing backups of agent managed machines...

1. Starts in the **Cloud Backup** module in the VSA...
2. Then switches to the *Acronis Backup Service* website.

Module Configuration

You only have to configure a couple of module level tables.

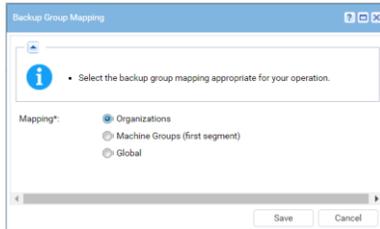
1. Obtain *Acronis Backup Service* account credentials from Kaseya support. This module-level credential is used by **Cloud Backup** to access all backups created for you on the *Acronis Backup Service* website.
2. On the **Settings** page, click **Add Acronis Credentials**. Enter the *Acronis Backup Service* account credentials you were provided.



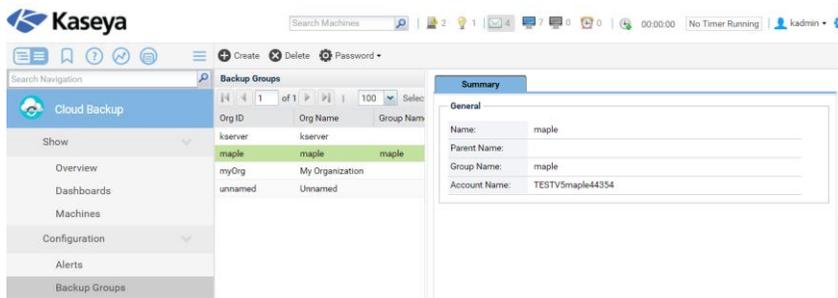
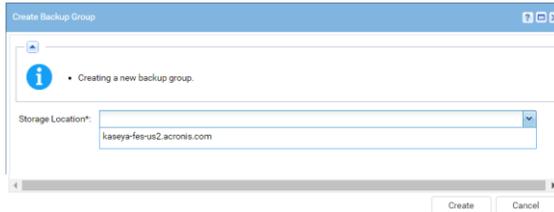
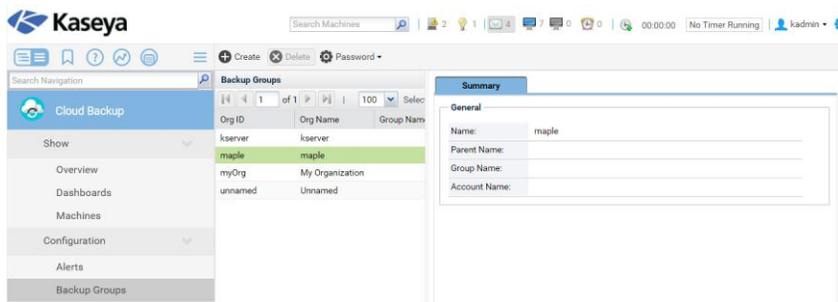
3. On the **Settings** page, click **Edit**. Backup group mapping determines visibility of other machines on the *Acronis Backup Service* website. *You can only move backups between machines in the same backup group.* Select your *backup group mapping* preference.
 - globally for all machines
 - by top-level machine group
 - by organization

Installing Clients

Warning: All backups must be deleted to change this Group Mapping option.



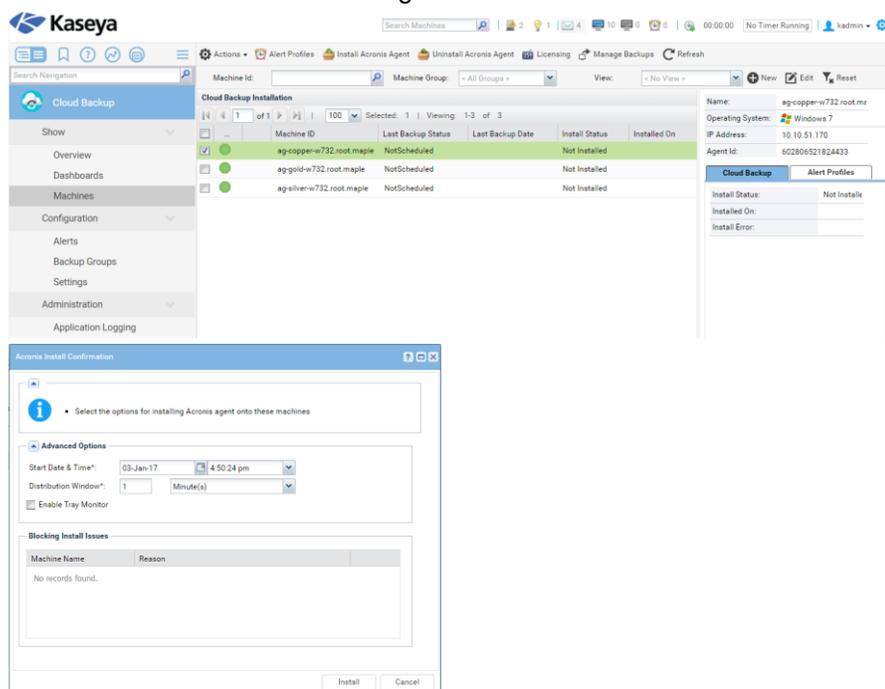
4. On the **Backup Groups** page create a secondary backup group credential for each backup group you require. The *Acronis Backup Service* website use the backup group credential to control access to machine backups in the same backup group
5. Select the **Storage Location** to store the backups of machines in your new backup group. For this first release, only one storage location is available.



Installing Clients

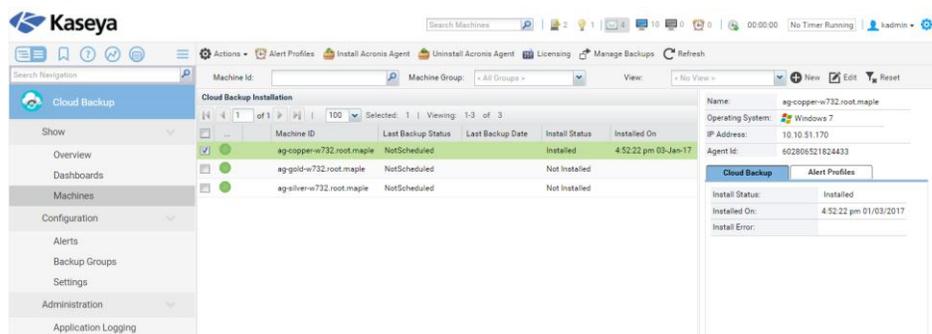
1. Select the **Machines** page. Only machines that are members of a backup group display on this page.
2. Select one or more machines and click **Install Acronis Agent**.

After a few minutes the Acronis agent will be installed on selected machines.



Creating Backups

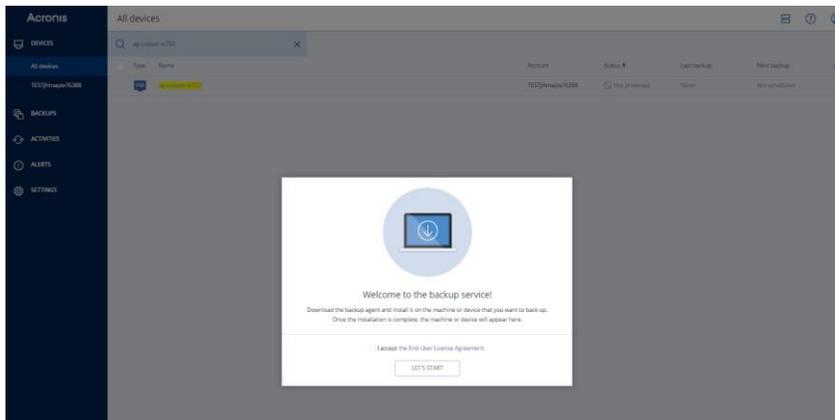
1. On the **Machines** page select a single machine that has an Acronis agent installed, then click **Manage Backups**.



The *Acronis Backup Service* website page displays. From this point forward, you'll manage backups for agent machines using the *Acronis Backup Service* website.

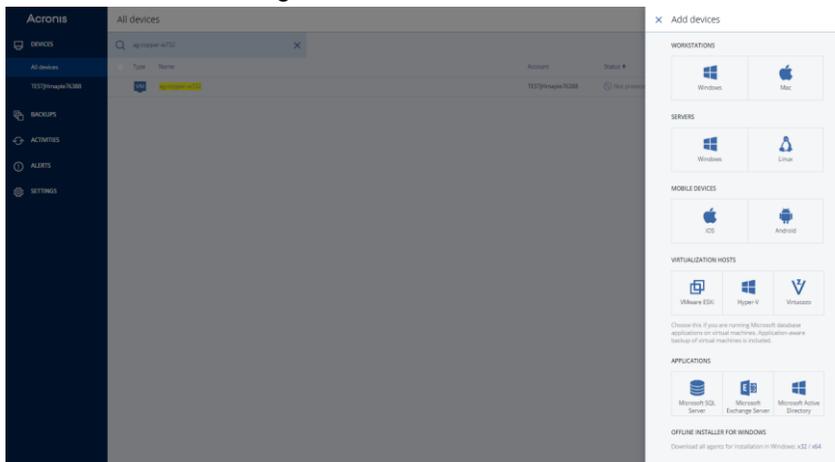
Creating Backups

2. Check the **Accept the End User License Agreement** checkbox and click **Let's Start**.



3. Click the X button to close the **Add Devices** dialog.

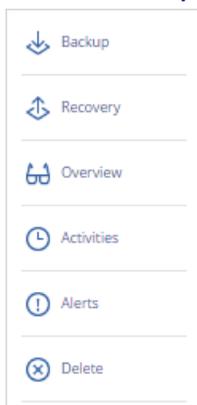
You don't need this dialog except for special circumstances. Your agent machines are already installed with Acronis agents.



The devices page is filtered to show just the agent machine you selected.

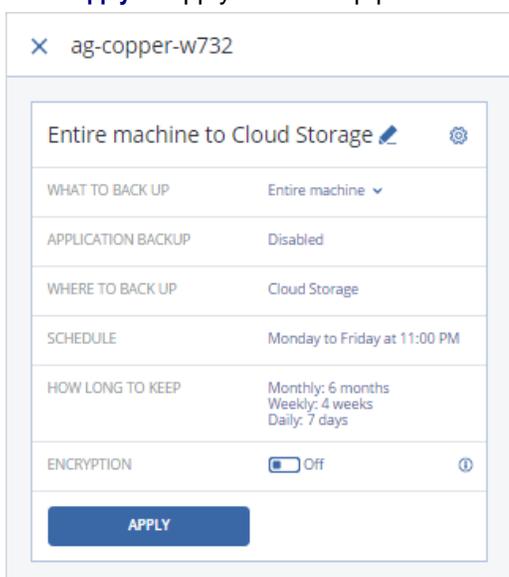


4. Click the **Backup** option in the side menu.



By default, a backup plan to backup the entire machine displays.

5. Click **Apply** to apply the backup plan to the currently selected machine.



Creating Backups

Once applied, the backup plan is ready to run immediately or you can wait for the backup to run as scheduled later.

The screenshot shows a web interface for a backup plan named 'ag-copper-w732'. At the top, there is a close button (X) and the name of the machine. Below this is a button labeled 'ADD BACKUP PLAN'. Underneath, the section 'Applied backup plans' contains a card for 'Entire machine to Cloud Storage'. This card has a settings gear icon and a table with the following details:

WHAT TO BACK UP	Entire machine
WHERE TO BACK UP	Cloud Storage
SCHEDULE	Monday to Friday at 11:00 PM
HOW LONG TO KEEP	Monthly: 6 months Weekly: 4 weeks Daily: 7 days

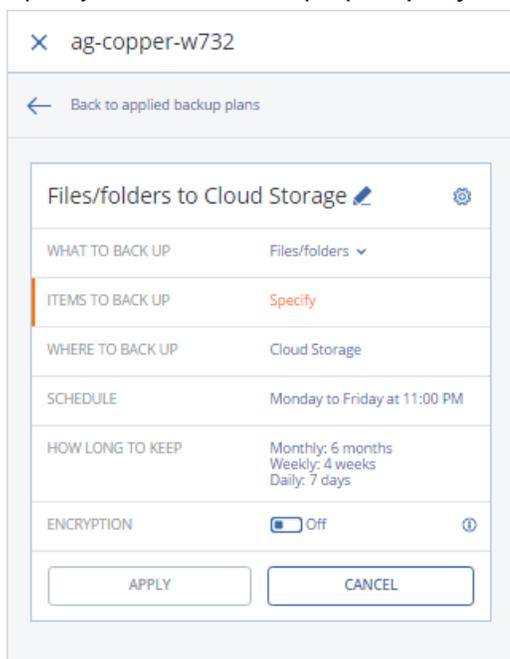
At the bottom of the card is a 'RUN NOW' button.

Note: Now you will create a second plan for this first time walkthrough, so you don't have to wait for a full backup to complete before you can restore from it.

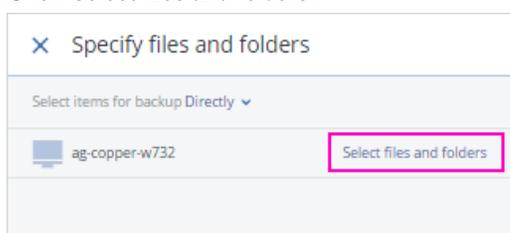
6. Click **Add Backup Plan**.
7. Click **What to Back Up**.
8. Click **Files/folders**

This screenshot shows the same backup plan configuration page, but with the 'WHAT TO BACK UP' dropdown menu open. The dropdown menu lists four options: 'Entire machine', 'Disks/volumes', 'Files/folders', and 'System state'. The 'Files/folders' option is highlighted with a pink box. The rest of the configuration is the same as in the previous screenshot, but with an 'APPLICATION BACKUP' field added above 'WHERE TO BACK UP'. At the bottom, there are 'APPLY' and 'CANCEL' buttons.

9. Specify in Items to Backup Up > **Specify**

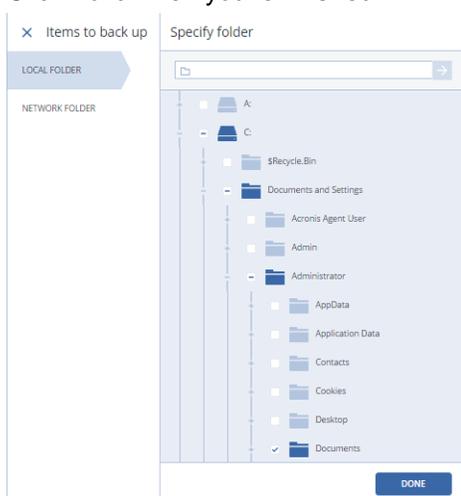


10. Click **Select files and folders**.



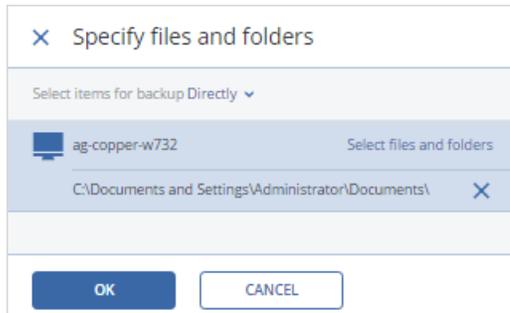
11. Select the folders and files you want to backup.

12. Click **Done** when you're finished.

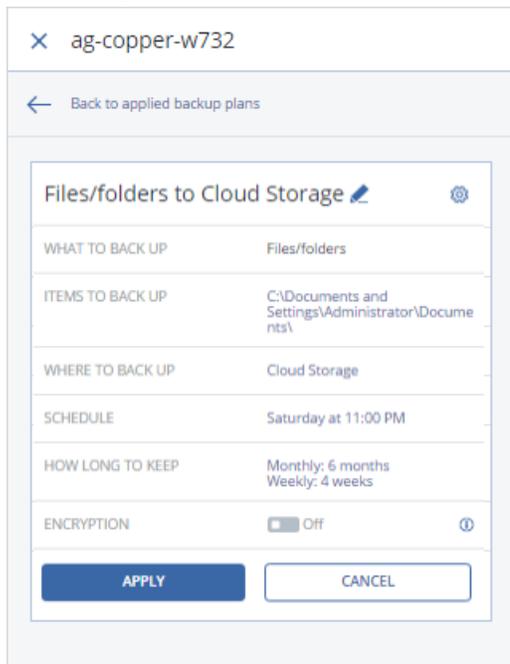


Creating Backups

13. Click **OK** to confirm the list of folders or files. You might have several.

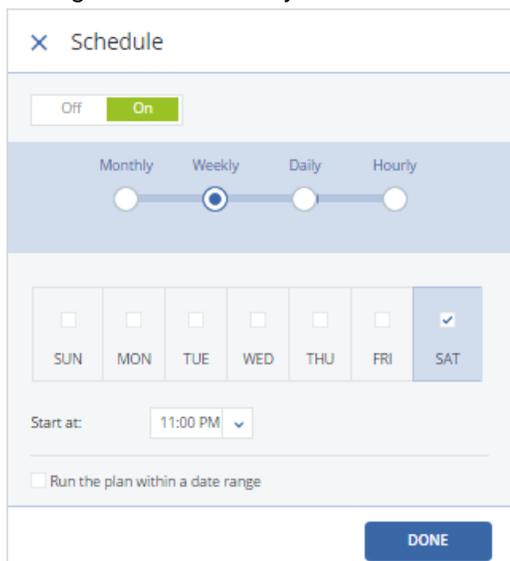


14. Click **Apply** to apply this second backup plan to the current machine.



15. You can also change the schedule. Click the **Schedule** row.

16. Change the default Daily schedule to **Weekly**, for example, then click **Done**.



17. Click **Apply**.

The screenshot shows a configuration window for a backup plan named 'ag-copper-w732'. At the top, there is a close button (X) and the name of the machine. Below that is a back arrow and the text 'Back to applied backup plans'. The main content area is titled 'Files/folders to Cloud Storage' and contains a table of settings:

WHAT TO BACK UP	Files/folders
ITEMS TO BACK UP	C:\Documents and Settings\Administrator\Documents\
WHERE TO BACK UP	Cloud Storage
SCHEDULE	Saturday at 11:00 PM
HOW LONG TO KEEP	Monthly: 6 months Weekly: 4 weeks
ENCRYPTION	<input type="checkbox"/> Off

At the bottom of the configuration area, there are two buttons: 'APPLY' (highlighted in blue) and 'CANCEL'.

Now the current machine has two applied backup plans. Both will run as scheduled on this machine.

Recovery

18. Click **Run Now** for the **Files/folders** backup plan. It will only take a few minutes to backup a few folders and files.

The screenshot shows the Acronis Backup Service interface for a machine named 'ag-copper-w732'. It displays two backup plans:

- Files/folders to Cloud Storage**:
 - WHAT TO BACK UP: Files/folders
 - ITEMS TO BACK UP: C:\Documents and Settings\Administrator\Documents\
 - WHERE TO BACK UP: Cloud Storage
 - SCHEDULE: Saturday at 11:00 PM
 - HOW LONG TO KEEP: Monthly: 6 months, Weekly: 4 weeks
 - Last backup: Jan 04, 2016, 02:23 PM (Backup succeeded)
 - Next backup: Jan 04, 2016, 11:12 PM
 - A **RUN NOW** button is highlighted with a pink box.
- Entire machine to Cloud Storage**:
 - WHAT TO BACK UP: Entire machine
 - WHERE TO BACK UP: Cloud Storage
 - SCHEDULE: Monday to Friday at 11:00 PM
 - HOW LONG TO KEEP: Monthly: 6 months, Weekly: 4 weeks, Daily: 7 days
 - Last backup: Jan 04, 2016, 11:19 PM (Backup succeeded)
 - Next backup: Jan 04, 2016, 11:16 PM
 - A **RUN NOW** button is visible.

Recovery

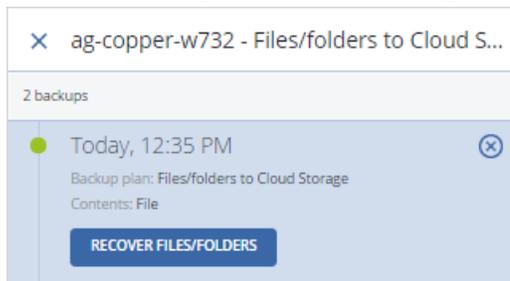
1. For a selected machine on the *Acronis Backup Service* website, click **Backups**.
2. Double-click a backup plan row for **Files/folders**.

The screenshot shows the Acronis Backup Service interface for a machine named 'ag-copper-w732'. The left sidebar shows the navigation menu with 'BACKUPS' selected. The main area displays the 'Cloud Storage' location with a table of backup plans:

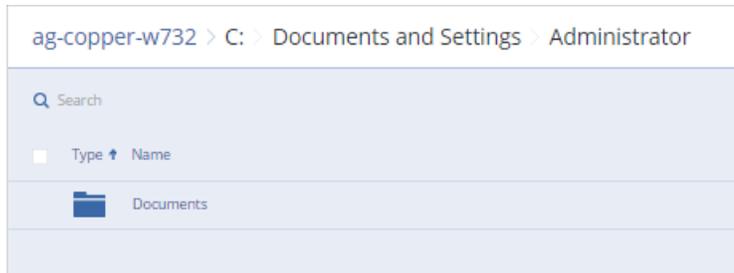
Type	Name	Last backup	Size
Folder	ag-copper-w732 - Files/folders to Cloud Storage	Jan 04 10:08 AM	40 KB
Machine	ag-copper-w732 - Entire machine to Cloud Storage	Jan 04 11:17 PM	5.95 GB

The 'Files/folders to Cloud Storage' row is highlighted with a pink box, indicating it is the selected backup plan.

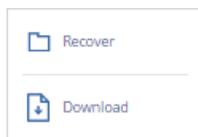
- Click the **Recovery Files/Folders Recovery** in the side menu for the selected machine.



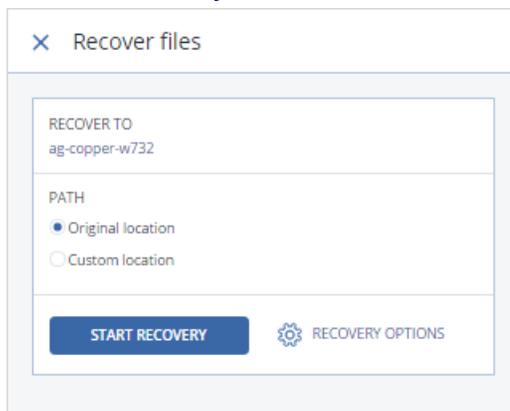
- Select files and folders to recover.



- Click **Recover**.



- Click **Start Recovery**.



Alerts

VSA administrators can be notified if an alert is generated by the *Acronis Backup Service* website for a managed agent machine.

- Select the **Alerts** page.
- Click **New**.
- Enter a name for the new alert profile.
- Select all **Alert Types**.

Note: Ensure **Backup Canceled** is checked.

Alerts

5. Select the **Alarm** action.
6. **Save** your alert profile.

The alerts selected in this Alert Profile will be raised for the installed agents assigned to this Alert Profile.

Alerts Types	Status
Backup Finished With Warnings:	✓
Backup Failed:	✓
Backup Canceled:	✓
Backup Queued:	✓
Backup Not Responding:	✓
Backup Did Not Start:	✓
Backup Status Unknown:	✓
Activity Failed:	✓
Activity Finished With Warnings:	✓
Activity Not Responding:	✓
Validation Failed:	✓
Archive Corrupted:	✓
Storage Quota At 80%:	✓
Storage Quota Exceeded:	✓
Resource Quota Exceeded:	✓
Machine Offline 20 Days:	✓
Machine Offline 30 Days:	✓

7. Assign your new alert profile to agent machines being backed up by **Cloud Backup**.

Cloud Backup Installation

Machine ID	Last Backup Status	Last Backup Date	Install Status	Installed On
sg-copper-w732.root.maple	NotScheduled		Installed	4:52:22 pm 03-Jan-17
sg-gold-w732.root.maple	NotScheduled		Not Installed	
sg-silver-w732.root.maple	NotScheduled		Not Installed	

Alert Profiles

Assign/Remove the Alert Profile to/from the selected machines. The alerts selected in the Alert Profile will be raised for the assigned agent(s).

Choose an Alert*: Cloud Backup Alert

Description:

Assign Remove Cancel

8. To test alert integration, click **Run Now** to start a backup on the *Acronis Backup Service* website.

Files/folders to Cloud Storage ⚙️

WHAT TO BACK UP	Files/folders
ITEMS TO BACK UP	C:\ProgramData\Documents\
WHERE TO BACK UP	Cloud Storage
SCHEDULE	Saturday at 11:00 PM
HOW LONG TO KEEP	Monthly: 6 months Weekly: 4 weeks

🔄 Backing up (67%) Cancel

Next backup
Jan 04, 2017, 11:25 PM

RUN NOW

9. After a few minutes click **cancel** to end the same backup before completion. The dialog will confirm that your backup has been canceled.

Files/folders to Cloud Storage ⚙️

WHAT TO BACK UP	Files/folders
ITEMS TO BACK UP	C:\ProgramData\Documents\
WHERE TO BACK UP	Cloud Storage
SCHEDULE	Saturday at 11:00 PM
HOW LONG TO KEEP	Monthly: 6 months Weekly: 4 weeks

⚠️ The activity has been canceled by user.

Operation has been canceled.

Error code 0x01350046+0x01350032+0x01350032+0x00A100FC+0x008F0003+0x00010425+0x00170802

[Details](#) [Support](#) [Download log](#)

Next backup
Jan 04, 2016, 11:12 PM

RUN NOW

10. Wait a few minutes, then navigate to the VSA > Monitor > **Alarm Summary** page. You will see a Backup Canceled alert generated by the *Acronis Backup Service*.

The screenshot shows the Kaseya VSA Monitor interface. The left sidebar contains navigation options: Monitor, Dashboard, Dashboard List, Dashboard Settings, Status, Alarm Summary (selected), Suspend Alarm, Live Counter, and Edit. The main content area displays an alarm summary for a single machine. The alarm state is 'Open'. The alarm filters show: Alarm ID, Monitor Type (All Types), Alarm State (All States), Alarm Type (All Types), Alarm Text, and Filter Alarm Count (1). The alarm list below shows one entry:

Alarm ID	Machine Group ID	State	Alarm Date	Type	Ticket	Name
1	ag-copperw732.root.maple	Open	11:19:23 am 4-Jan-17	Alert	New Ticket...	Backup Canceled

The alarm name is 'Backup Canceled on ag-copperw732.root.maple'.

Reports

You can also create and run **Cloud Backup** custom reports for backup status, logs and storage usage.

The screenshot shows the Kaseya reporting interface. On the left is a navigation menu with categories like 'Info Center', 'Reporting', and 'Dashboard'. The 'Reporting' section is expanded, and 'Backup Logs' is selected. The main area displays the report configuration for 'Backup Logs'. The 'DataSet' is 'Backup Logs' and the 'Description' is 'Log data relating to backup operations'. Below this is a table of columns with their descriptions.

Name	Description
Agent GUID	Unique 26 digit random number identifying the agent
Computer Name	Computer name used for the agent
Current User	Currently identified user
Group Name	Group Name (orgName.groupName.subGroupName.subSubGroupName) to which the agent is assign
Last User	Last logged on user
Machine ID	A concatenated representation of the Computer Name and the Reverse Group Name
Operating System	Operating system on the machine
OS Information	Operating system details
Reverse Group Name	Reverse Group Name (subSubGroupName.subGroupName.orgName) used for the agent
Description	Description of the backup result
Duration	Number of seconds the operation took to complete
Event Time	Time stamp string representing the end time of the backup event
Image Size	Size of the new files created in the volume or folder backup
Result	Result of the backup operation

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