Cloud Backup

User Guide

Version R95

English

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Cloud Backup Overview

Cloud Backup provides backup and recovery of physical and virtual machines, files, and databases to local or cloud storage. **Cloud Backup** installs an *Acronis Backup Service* client on agent machines that enables backups to be uploaded to a selected Acronis data center or local storage location. You manage restores for client machines using the *Acronis Backup Service* website.

All backup data is secured by the Acronis account assigned to you when you purchase **Cloud Backup** licensing through Kaseya. Your data is encrypted even before it is sent using AES-256 encryption. Access to the *Acronis Backup Service* website is SSL encrypted.

Cloud Backup provides a quick, simple user interface for applying *Acronis Backup Service* technology to all of your agent machines. You only have to create "backup groups" then use **Cloud Backup** to install the Acronis client on agent machines within that backup group. Backup profiles enable you to quickly apply different types of **Cloud Backup** solutions to many machines at the same time, including the scheduling of backups. After that, jump to the *Acronis Backup Service* website to manage all recoveries for your agent machines.

Supported *Acronis Backup Service* features using **Cloud Backup** include:

- The creation of multiple backup plans that can be applied to multiple machines
- Backups and recovery of entire disk images or individual files
- Recovery using bootable media (ISOs)
- Mounting of volumes from backups
- Universal restore of backups to dissimilar hardware from the original machine
- Replication of backups to second locations
- Backups by policy rules
- Backups of SQL Server databases, Exchange databases and Active Directory. Backups for these applications can only be executed from the *Acronis Backup Service* website.
- Backups of system states
- Backups of VMware VMs, VirtualBox VMs and Hyper-V VMs

This initial release of **Cloud Backup** does not support the following *Acronis Backup Service* features:

- Installing Acronis agents on devices independently of the **Cloud Backup** using the Acronis account provided through Kaseya.
- Installing the Acronis agents on mobile devices.
- Installing Acronis agents on Linux devices.
- Installing Acronis agents in Azure and EC2 cloud environments.
- Backups of ESXi configurations

Storage Licensing

Cloud Backup supports licensing by the total amount of storage used. Customers can use this method of licensing instead of the default method of licensing by the number of agent licenses used. Contact your Kaseya account representative for pricing information.

- The Licensing dialog displays licensing information by storage amounts, if this method of licensing is used.
- Storage information columns on the Backup Groups page provide visibility of storage used by backup group.
- A 'Storage License Limit Reach' alert type on the Cloud Backup > Settings > Licensing Alerts page, if checked, triggers an alert when the total amount of storage used exceeds your licensed amount. Acronis does not prevent backups if the storage limit is exceeded, but you may incur additional costs for going over your licensed storage limit.

Cloud Backup Module Minimum Requirements

Kaseya Server
- The Cloud Backup R95 module requires VSA R95.

Supported Agent Machines
- Windows machines installed with Kaseya agent version 9.3.0.5 or later.
- Apple machines installed with OS X 10.8 or later and Kaseya agent 9.3.0.9 or later.

> **Note:** The 'entire machine' backup option is not supported on Apple machines. Select the 'all volumes' option instead.

- Concurrent installs of Backup and Cloud Backup on a machine are not supported.

See the *Acronis Backup Service* HTML user guide for additional **software requirements** *(http://dl.managed-protection.com/u/baas/help/6/user/en-US/index.html#33784.html)*.

Show

Dashboards

Cloud Backup > Show > Dashboards

The **Dashboards** page provides a dashboard view of **Cloud Backup** metrics and activities.
- Hover the cursor of any pie slice to see statistics for that pie slice.
- Click an pie slice to see a list the member objects that belong to that pie slice.

Dashboard metrics and activities include:
- **Cloud Backup Backup Agent Installed**
- **Cloud Backup Server Backup Status**
- **Cloud Backup Server Backed Up History**
- **Cloud Backup WS Backup Status**
- **Cloud Backup WS Backed Up History**
- **Cloud Backup VM Backup Status**
- **Cloud Backup VM Backed Up History**

Machines

Cloud Backup > Show > Machines

The **Machines** page installs and uninstalls the Acronis Cloud Backup client.

> **Note:** Agent machines must be members of a backup group to display on this page.

Actions
- **Actions**
  - **Cancel Pending Action** - Cancels a pending install or uninstall.

- ➢ **Clear Pending Action Errors** - Clears errors displayed for a machine on this page.
- ▪ **Alert Profiles** - Assigns **alert profiles** *(page x)* to selected machines.
- ▪ **Assign Profiles** - Assigns **profiles** *(page vii)* to selected machines.
- ▪ **Install**
  - ➢ **Install / Upgrade Backup Agent** - Installs the Acronis client on selected machines.
    - ✓ **Start Date & Time** - The start date and start time of the install.
    - ✓ **Distribution Window** - Reschedules multiple installs evenly across a distribution window no later than the number of periods specified, to spread network traffic and server loading.
    - ✓ **Enable Tray Monitor** - If checked, the Acronis Cloud Backup icon displays in the system tray of the agent machine. Machine users can use it see when the next backup is scheduled and pause backups temporarily for 1 hour, 12 hours or 1 day.
    - ✓ **SQL Server**, **Exchange Server**, **Active Directory** - These options are enabled if these applications are detected on the agent machine. If checked, you can backup its corresponding application using the **Acronis Backup Service** *(page v)* website.
    - ✓ **Blocking Install Issues** - Lists issues that can prevent a successful installation on selected machines.
  - ➢ **Install / Upgrade VMware Relay** - *Requires VMware ESX 6.5 or later.* Installs the Acronis client on a VMware VM machine. The VM acts as a VMware relay to the VMware host, and supports the 'Run as VM' feature on the *Acronis Backup Service* website. The 'Run as VM' feature enables an existing backup to be restored as a new VM on the VMware host machine.
  - ➢ **Install / Upgrade Hyper-V Hypervisor** - Installs the Acronis client on a Hyper-V host machine, to support the 'Run as VM' feature on the *Acronis Backup Service* website. The 'Run as VM' feature enables an existing backup to be restored as a new VM on the Hyper-V host machine.
- ▪ **Uninstall Acronis Agent** - Uninstalls the Acronis Cloud Backup client on selected machines.
  - ➢ **Start Date & Time** - The start date and start time of the uninstall.
  - ➢ **Distribution Window** - Reschedules multiple uninstalls evenly across a distribution window no later than the number of periods specified, to spread network traffic and server loading.
  - ➢ **Kaseya Cloud Backup has no record that software is installed and cannot uninstall these machine(s)** - Lists selected machines that have not been installed with Kaseya Cloud Backup.
- ▪ **Licensing** - Licenses are also shown on the Administration > Manage > **License Manage** *(http://help.kaseya.com/webhelp/EN/VSA/9050000/index.asp#2924.htm)* page. You can configure **Licensing Alerts** *(page xiii)* for the entire module.
  - ➢ *When Licensed by Agent* - License counts are maintained for three types of license: Server, Workstation and VM.
    - ✓ `Purchased`
    - ✓ `Applied` - Active license applied to a machine.
    - ✓ `Total Available` - Purchased but not applied.
    - ✓ `Expiration Date` - The expiration date for all **Cloud Backup** client licenses purchased, set equal to the VSA maintenance expiration date.
    - ✓ `# of Days Remaining` - Days remaining before all licenses expire.
  - ➢ *When Licensed by Storage Used* - Licensing shows the amount of storage in gigabytes:
    - ✓ `Purchased`
    - ✓ `Applied` - Used.
    - ✓ `Total Available` - Not yet used.
    - ✓ `Expiration Date` - The expiration date for all **Cloud Backup** client licenses purchased, set equal to the VSA maintenance expiration date.

✓ # of Days Remaining - Days remaining before all licenses expire.

> **Note:** *A Storage License Limit Reach* alert type on the *Cloud Backup ＞ Settings ＞* **Licensing Alerts** *(page xiii)* page, if checked, triggers an alert when the total amount of storage used exceeds your licensed amount. Acronis does not prevent backups if the storage limit is exceeded, but you may incur additional costs for going over your licensed storage limit.

- **Manage Backups** - Opens the *Acronis Backup Service* (page v) website in a new browser window or tab.

> **Note:** You may need to allow pop-ups to see the new tab or new window display.

- **Refresh** - Refreshes the display of this page.

Columns

- **Machine ID** - A unique machine ID / group ID / organization ID name for a machine in the VSA.
- **Last Backup Status** -
  - ➢ Not Scheduled
  - ➢ Successful
  - ➢ Failed
  - ➢ Delayed
  - ➢ Running
  - ➢ Canceled
- **Last Backup Date** - The date and time of last backup.
- **Install Status** -
  - ➢ Not Installed
  - ➢ Installed
  - ➢ Installed Failed
  - ➢ Removed by User
  - ➢ Repairing Install
  - ➢ Uninstall Failed
  - ➢ Repair Failed
  - ➢ Installing
  - ➢ Uninstalling
  - ➢ Deregister Failed
- **Installed On** - The date and time the Acronis agent was installed.
- **Pending Actions** - Install pending 📦 or uninstall pending 📦.
- **SQL Server** - Installed/ Not installed SQL Server component on selected machines.
- **Exchange Server** - Installed/ Not installed Exchange Server component on selected machines.
- **Active Directory** - Installed/ Not installed Active Directory component on selected machines.
- **VMWare Relay** - Installed/ Not installed VMWare Relay component on selected machines.
- **HyperV Hypervisor** – Installed/ Not installed HyperV Hypervisor component on selected machines.

Details Panel

Cloud Backup ＞ Machines ＞ Details Panel

The **Details Panel** displays at the bottom of the page when a machine is selected.

Cloud Backup tab

- **Install Status** - `Not Installed`, `Script Scheduled`, `Installed`
- **Installed On** - The date **Cloud Backup** was installed.
- **Install Error** - If an install error occurs, displays a description of the error.

Alert Profiles tab

Displays the list of **alert profiles** *(page x)* assigned to the selected machine.

> **Note:** The Alerts > (profile) > **Endpoints** *(page xii)* tab lists all machines using a selected alerts profile.

Profiles tab

Displays the list of **profiles** *(page vii)* assigned to the selected machine.

Backup Plans tab

Displays the list of backup plans that exist for the selected machine.

Using the Acronis Backup Service Website

Clicking the **Manage Backups** button on the **Cloud Backup** > **Machines** *(page ii)* page opens the *Acronis Backup Service* website in a new browser window or tab. Your VSA user login provides you immediate access to the website using the MSP account specified on the **Settings** *(page xii)* page.

> **Note:** You must **install the Acronis Backup Service client** *(page ii)* on an agent machine to see it listed on this website.

The *Acronis Backup Service* website enables you to schedule backups and to recover files and disk images for all agent machines you have installed the *Acronis Backup Service* client on.

The **Devices** menu on the website displays all the backup groups you have created in the **Cloud Backup** module. Click any of the listed backup groups to see the machines that are members of that group. A side panel on the right displays a list of the main actions you can perform. These can be applied to one more selected machines belonging to the same backup group.

- **Backup** - Schedules a backup for selected machines.
- **Recovery** - Recovers files or disk images from existing backups.
- **Overview** - Provides details for a selected machine.
- **Activities** - Shows a log of *Acronis Backup Service* activities.
- **Alerts** - Shows *Acronis Backup Service* alerts. These do not have to be configured.

▪ **Delete** - Deletes selected backups.
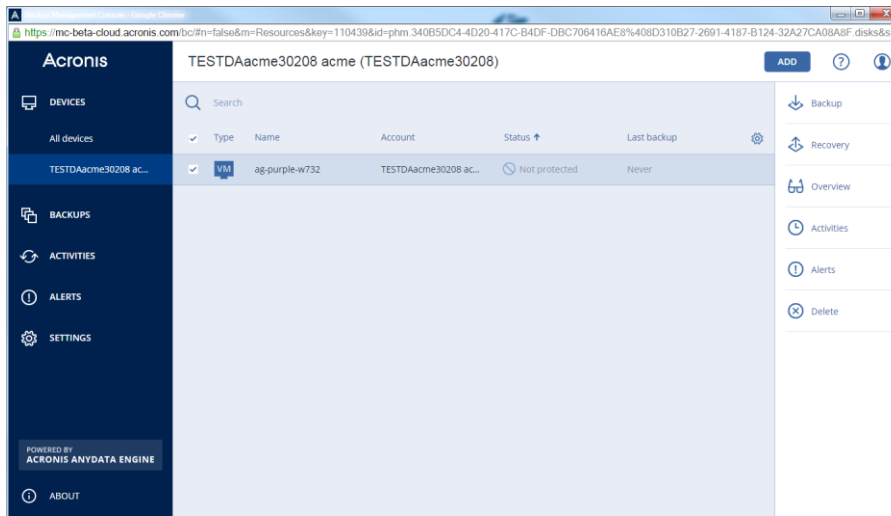
Clicking any of these options provides additional prompts on how to proceed. For more information Acronis provides its own HTML user guide for using the website. Important topics for VSA users to review include:

▪ **Backup console views** *(http://dl.managed-protection.com/u/baas/help/6/user/en-US/index.html#33836.html)*

▪ **Backup** *(http://dl.managed-protection.com/u/baas/help/6/user/en-US/index.html#33507.html)*

▪ **Recovery** *(http://dl.managed-protection.com/u/baas/help/6/user/en-US/index.html#33517.html)*

▪ **Protecting applications** *(http://dl.managed-protection.com/u/baas/help/6/user/en-US/index.html#36538.html)*

▪ **Advanced operations with virtual machines**
(http://dl.managed-protection.com/u/baas/help/6/user/en-US/index.html#36250.html)

Acronis Alert History

`Cloud Backup > Show > Acronis Alert History`

The Acronis Alert History page shows all alerts triggered by the *Acronis Backup Service* for all agents machines you are authorized to see. The retention period is specified using the Settings > **Global Settings** *(page xiv)* > Acronis Alert History Retention Period option. No other configuration is required.

You can optionally configure an alert profile on the **Alerts** *(page x)* page to convert *Acronis Backup Service* alerts into VSA alerts. This would be required to include Cloud Backup alerts in Info Center reports.

Acronis Backup History

`Cloud Backup > Show > Acronis Backup History`

The Acronis Backup History page shows all backups created for all agents machines you are authorized to see. The retention period is specified using the Settings > **Global Settings** *(page xiv)* > Backup History Retention Period option. No other configuration is required.

Configuration

Profiles

Cloud Backup > Configuration > Profiles

The **Profiles** page manages **Cloud Backup** profiles. Each profile represents a different set of enabled or disabled **Cloud Backup** options. Multiple profiles can be assigned to the same machine. Changes to a profile affect all machine IDs assigned that profile. All profiles are public.

A profile is assigned to a machine ID using the Cloud Backup > **Machines** *(page ii)* > **Assign Profiles** option. If **Cloud Backup** is not yet installed on a machine, assigning a profile will initiate an install on the machine.

Actions

- New
- Edit
- Delete
- Copy

Additional profile settings are set using the following tabs:

- **Backup Plan tab** *(page vii)*
- **Options tab** *(page ix)*
- **Filter tabs** *(page x)*

Backup Plan tab

Cloud Backup > Configuration > Profiles > Backup Plan tab

The **Backup Plan** tab sets general options required to schedule a backup.

Header Option

- Name - The name of the profile.
- Description - A longer description of the profile.

What To Backup

- Backup - Entire machine, Disks/volumes, Files/folders, SystemState.
- Backup Rules tab - Depending on backup type, there are different backup rules.
  - Entire machine - No Backup Rules for this backup type.
  - Disks/volumes
    - All Volumes - Selects all volumes on the machine.
    - Fixed Volumes (Physical machines)
    - [BOOT+SYSTEM] - Selects the system and boot volumes.
    - [Disk 1] - Selects the first disk of the machine, including all volumes on that disk. To select another disk, type the corresponding number.
    - C:\
    - D:\
    - User Specified Volume - Enter a user specified disk or volume.
  - Files/folders[All Files] - Selects all files on all volumes of the machine.
    - [All Profiles Folder] - Applies to Mac. Selects all user profile folders.
    - %ALLUSERSPROFILE% - Selects all user profile folders.

- ✓ %PROGRAMFILES% - Selects the Program Files folder.
- ✓ %WINDIR% - Selects the Windows folder.
- ✓ User Specified File/Folder - Enter a user specified file or folder.
  - ➢ SystemState - Backs up all Windows settings. Use this to restore a Windows configuration without overwriting applications and data.
- ▪ Filters Include tab - See Filter tabs.
- ▪ Filters Exclude tab - See Filter tabs.

Where to back up to

- ▪ **Backup to**
  - ➢ Cloud - Backups are stored using cloud storage provided by Acronis.
  - ➢ Network Share - A local share on your network.
    - ✓ **Path** - Enter a UNC path.
    - ✓ **User Name / Password / Confirm Password** - Enter credentials to access the network share.
  - ➢ Local Folder - A local folder on the agent machine. If the folder does not exist, it will be created.
    - ✓ **Path** - Enter a local path.

Where to Replicate to - Displays if for network share and local folder only.

- ▪ **Replicate** - Only displays if Network Share or Local Folder are selected above. If checked, specifies a second location for storing backups.

When to back up

- ▪ Backup Scheme:
  - ➢ Always incremental (single file)
  - ➢ Always full
  - ➢ Weekly full, daily incremental
  - ➢ Custom - If selected, Full Backups, Differential Backups and Incremental Backups are displayed. You can add new, delete and edit backup schedules.
- ▪ **Time Frame** - Daily, Weekly, Monthly, Monthly by Dates
  - ➢ If Daily is selected:
    - ✓ **Back up on** Everyday, or Monday through Friday
  - ➢ If Weekly is selected, select any of the following:
    - ✓ **Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday**
  - ➢ If Monthly is selected, select:
    - ✓ **On the** First, Second, Third, Fourth, Last weekday in the month.
  - ➢ If Monthly by dates is selected, select the day of the month.
- ▪ **Starting at** - Enter a start date to create backups.
- ▪ **Between dates / From / To** - If checked, enter a range of dates to create backups.

How long to keep backups

- ▪ **Cleanup By** - This section determines when backups are removed.
  - ➢ Choose backup period
    - ✓ **Monthly backups for <N> months**
    - ✓ **Weekly backups for <N> weeks**
    - ✓ **Weekly backup day** - Select a day of the week.
    - ✓ **Daily backups for <N> days**
  - ➢ Same for all plans
    - ✓ **Keep for** <N> <periods>

> ➢ `By number of backups`
>   > ✓ **Max backups** - Enter a maximum number of backups to keep.
> ➢ `Keep backups indefinitely`

Options tab

`Cloud Backup > Configuration > Profiles > Options tab`

Backup Options

- **Compression Level** - `None`, `Normal`, `High`, `Maximum`.
- **Validate Backup** - If checked, validates a backup by calculating a checksum for every data block that can be recovered from the backup. The only exception is validation of file-level backups that are located in the cloud storage. These backups are validated by checking consistency of the metadata saved in the backup.
- **Use Change Block Tracking** - Applies when performing an incremental or differential backup. If enabled, changes to disk content are continuously tracked at the block level. When a backup starts, changes are immediately saved to the backup.
- **Use fast incremental/differential backup** - If enabled, uses the file size and modification date/time to determine if the file has changed. If disabled compare's the entire file with the previous backup of the file to determine if the file has changed.
- **Sector by Sector** - Stores all disk sectors with the backup.
- **Write Windows Event Log** - If checked, log events of the backup operations in the Application event log of Windows

Backup Scheduling Distribution

- **Distribute backup start times within a window** - Delays the backups of physical machines from the scheduled time by a random value up to the **Max Delay** value specified.
- **Max Delay** `<N> <periods>`

Error Handling

- **Reattempt if error occurs** - If checked, attempts to re-execute after an error.
- **Number of attempts** `<N>` - The number of reattempts to make.
- **Interval between attempts** `<N> <periods>` - The number of periods to wait between attempts.
- **Silent Mode** - If checked, user interactions are suppressed when creating the backup, except for handling bad sectors, which is defined using the **Ignore Bad Sectors** option.
- **Ignore Bad Sectors** - If checked, user interactions are suppressed for bad sectors when creating the backup.

Task Failure Handling

- **Restart a failed task** - If checked, attempts to re-execute a task after a failure.
- **Number of attempts** `<N>` - The number of reattempts to make.
- **Interval between attempts** `<N> <periods>` - The number of periods to wait between attempts.

Performance

- **Backup process priority** - `Low`, `Normal`, `High`. The priority of the backup process in the operating system.
- **Limit agent output speed during backup** - Limits the hard drive writing speed, when backing up to a local folder, or the speed of transferring the backup data through the network, when backing up to a network share or to cloud storage.
- **No more than (KB/s)** - The maximum allowed output speed.

Volume Shadow Copy Service

- **Use VSS when taking snapshots** - If checked, transactions of all VSS-aware applications running in a virtual machine are completed before taking the snapshot.

- **Use Microsoft VSS Provider (unselect to automatically choose among providers)** - Applies to Windows only. If checked, VSS-aware applications are notified that a backup is about to start. Enabled is recommended when backing up application servers (Microsoft Exchange Server, Microsoft SQL Server, Microsoft SharePoint, or Active Directory). If unchecked, shadow copy providers are automatically selected from hardware snapshot providers, software snapshot providers, and Microsoft Software Shadow Copy provider. Recommended if your virtual machine is incompatible with Microsoft VSS.
- **Enable VSS full backup** - If checked, logs of Microsoft Exchange Server and of other VSS-aware applications, except for Mirosoft SQL Server, are truncated after each successful full, incremental or differential disk-level backup.

Filter tabs

`Cloud Backup > Configuration > Profiles > Filters Include or Filters Exclude`

You can filter backups by files and folders using the **Filters Include** tab or **Filters Exclude** tab. Excluded filters take precedence over included filters.

> **Note:** File-level include filters are only supported using cloud storage.

Guidelines

- **Full Path** - Specify the full path to the file or folder, starting with the drive letter, when backing up Windows, or the root directory, when backing up OS X.
- **Relative Paths** - Use a forward slash in the file or folder path, as in `C:/Temp/File.tmp`. In Windows, you can also use a backslash, as in `C:\Temp\File.tmp`.
- **Name** - Specify the name of the file or folder, such as `Document.txt`. All files and folders with that name are selected.
- **Case Insensitivity** - Filter text is case-insensitive.
- **Wildcards** - Wildcard characters `*` and `?` are supported. The asterisk (`*`) substitutes for zero or more characters in a file name. The question mark (`?`) substitutes for one character in a file name.

Filters Include tab

- **New Filter** - Adds a new file/folder filter to your backup.
- **Delete Filter** - Deletes a selected file/folder filter from your backup.

Filter Exclude tab

- **New Filter** - Adds a new file/folder filter to your backup.
- **Delete Filter** - Deletes a selected file/folder filter from your backup.
- **Exclude hidden files and folders** - If checked, skip files and folders that have the Hidden attribute in Windows machines, or that start with a period (.) in OS X machines. If a folder is hidden, all of its contents, including files that are not hidden, are excluded.
- **Exclude system file and folders** - Applies to Windows only. If checked, skips files and folders with the System attribute.

Alerts

`Cloud Backup > Configuration > Alerts`

The **Alerts** page manages **Cloud Backup** alert profiles. Each alert profile represents a different set of alert conditions and actions taken in response to an alert. Multiple alert profiles can be assigned to the same endpoint. Changes to an alert profile affect all machine IDs assigned that alert profile. An alert profile is assigned to machine IDs using Cloud Backup > **Machines** *(page ii)* > **Alert Profiles**. Different types of machines may require different alert profiles. Alert profiles are visible to all VSA users.

Reviewing Alarms Created by Cloud Backup Alerts

- Monitor > **Alarm Summary** *(http://help.kaseya.com/webhelp/EN/VSA/9050000/index.asp#1959.htm)*
- Monitor > Dashboard List > any **Alarm Summary Window** *(http://help.kaseya.com/webhelp/EN/VSA/9050000/index.asp#4112.htm)* within a dashlet
- Agent > Agent Logs > **Agent Log** *(http://help.kaseya.com/webhelp/EN/VSA/9050000/index.asp#354.htm)*
- The Agent > Agent Logs > **Monitor Action Log** *(http://help.kaseya.com/webhelp/EN/VSA/9050000/index.asp#354.htm)* - Shows the actions taken in response to an alert, whether or not an alarm was created.
- **Live Connect** *(http://help.kaseya.com/webhelp/EN/VSA/9050000/index.asp#33845.htm)* > Asset > Log Viewer > Alarm
- Info Center > Reporting > Legacy Reports > Logs > Alarm Log

Actions

- **New** - Creates a new alert profile.
- **Edit** - Edits an existing alert profile. You can also double-click an alert profile to open it.
- **Delete** - Deletes an existing alert profile.
- **Copy** - Saves a selected alert profile with new name.
- **Alerts Configuration** - Configures the format of each type of alert notification message.

Table Columns

- **Name** - Name of the alert profile.
- **Description** - A description of the alert profile.

Summary tab

`Cloud Backup > Configuration > Alerts > Summary tab`

- **Name** - The name of the alert profile.
- **Description** - A description of the alert profile.

De-duplication

- **Filter duplicate alerts** - Prevents duplicate alerts from being generated for a specified number of time periods.
  - ➢ **Time Frame** - `Days`, `Hours`, `Minutes`
  - ➢ **Every X days/hours/minutes** - Number of days, hours, or minutes to suppress duplicate alerts.

Alert Types tab

`Cloud Backup > Configuration > Alerts > Alert Types tab`

The **Alerts Types** tab specifies the conditions that cause an **Cloud Backup** alert to be created. The format for notifying users about each alert type can be changed using the **Alerts Configuration** *(page x)* button.

Select Alert Types

- **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**
- ▪ **Uninstalled By User**
- ▪ **Active Protection**

Actions tab

`Cloud Backup > Configuration > Alerts > Actions tab`

The **Actions** tab of an alert profile determines the actions taken in response to any of the **Alert Types** *(page xi)* encountered by an endpoint assigned that alert profile.

- ▪ **Create Alarm** - If checked and an alert type is encountered, an alarm is created.
- ▪ **Create Ticket** - If checked and an alert condition is encountered, a ticket is created.
- ▪ **Email Recipients (comma separated)** - If checked and an alert condition is encountered, an email is sent to the specified email addresses.
- ▪ **Script Name to Run** - If an alert condition is encountered, run the selected agent procedure.
- ▪ **Users Notified in Info Center** - If checked and an alert condition is encountered, a notification is sent to the specified user's Info Center > **Inbox** *(http://help.kaseya.com/webhelp/EN/VSA/9050000/index.asp#4119.htm)*.
- ▪ **Send Message to Notification Bar** - If checked and an alert condition is encountered, a notification is sent to the specified user's **Notification Bar** *(http://help.kaseya.com/webhelp/EN/VSA/9050000/index.asp#10634.htm)*.

Endpoints tab

`Cloud Backup > Configuration > Alerts > Endpoints`

The **Endpoints** tab lists all machines using the selected alerts profile. To add endpoint, click New > Endpoints tab > Add.

> **Note:** The Machines ᐅ **Details** *(page iv)* ᐅ **Alert Profiles** tab displays the list of **alert profiles** *(page x)* assigned to a selected machine.

Settings

`Cloud Backup > Configuration > Settings`

The **Settings** page sets options applied to the entire **Cloud Backup** module.

Backup Group Mapping tab

Settings

- **Edit** - In this initial release there is only one option to edit.
  - ➢ **Mapping** - Determines how machines are organized into backup groups for the entire module: globally for all machines, by top-level machine group, or by organization. Defaults to global.
- **Add Acronis** - Enter the *Acronis Backup Service* account provided to you by Kaseya support. This module-level credential is used by **Cloud Backup** to access all backups created for you on the *Acronis Backup Service* website. A secondary backup group credential is created for each backup group. On the *Acronis Backup Service* website use the backup group to identify and access individual machines that are members of that backup group.

Resetting Backup Group Mapping

1. Uninstall all Acronis agents.
2. Delete all backup groups.

> **Warning:** Deleting a backup group deletes all of its backups.

3. Change the **Group Mapping** option in the Settings > **Backup Group Mapping** tab.

Licensing Alerts tab

The **Licensing Alerts** tab specifies the conditions that cause an **Cloud Backup** licensing alert to be created. It also specifies the actions taken in response to any of the alert types.

Alert Types

- **Available licenses less than X** - The number of available license is less than a specified number.
- **License expiring in X days** - The license is expiring in a specified number of days.
- **Additional Cloud Storage Limit in GB**
- **Additional Gateway Storage Limit in GB**
- **License expired and not renewed** - An expired license has not been renewed.
- **Storage License Limit Reached**

Actions

- **Email Recipients (comma separated)** - If checked and an alert condition is encountered, an email is sent to the specified email addresses.
- **Users Notified in Info Center** - If checked and an alert condition is encountered, a notification is sent to the specified user's Info Center > **Inbox** *(http://help.kaseya.com/webhelp/EN/VSA/9050000/index.asp#4119.htm)*.
- **Send Message to Notification Bar** - If checked and an alert condition is encountered, a notification is sent to the specified user's **Notification Bar** *(http://help.kaseya.com/webhelp/EN/VSA/9050000/index.asp#10634.htm)*.

Current Backup Age

The **Current Backup Age** tab specifies the number of aging days to consider backups as "current" for **Dashboards** *(page ii)* page counts.

- **Server Current Backup Age**

- **VM Current Backup Age**
- **Workstation Current Backup Age**

Global Settings

`Cloud Backup > Configuration > Settings > Global Settings tab`

The **Global Settings** tab specifies the retention period in days for listing *Acronis Backup Service* alerts on the **Acronis Alert History** *(page vi)* page.

Application Settings

Cloud Backup > Configuration > Settings > Application Settings tab

Private Profiles - Unchecked (default) shows all profiles, checked displays profiles scoped by machine and created by current user.

Administration

Application Logging

The Application Logging page displays a log of Cloud Backup module activity by:

- Event ID
- Event Name
- Message
- Admin
- Event Date

This table supports selectable columns, column sorting, column filtering and flexible columns widths (see Data Tables Column Options).

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