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# Cloud Backup

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## Quick Start Guide

Version R95

English

February 4, 2021

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# Setup

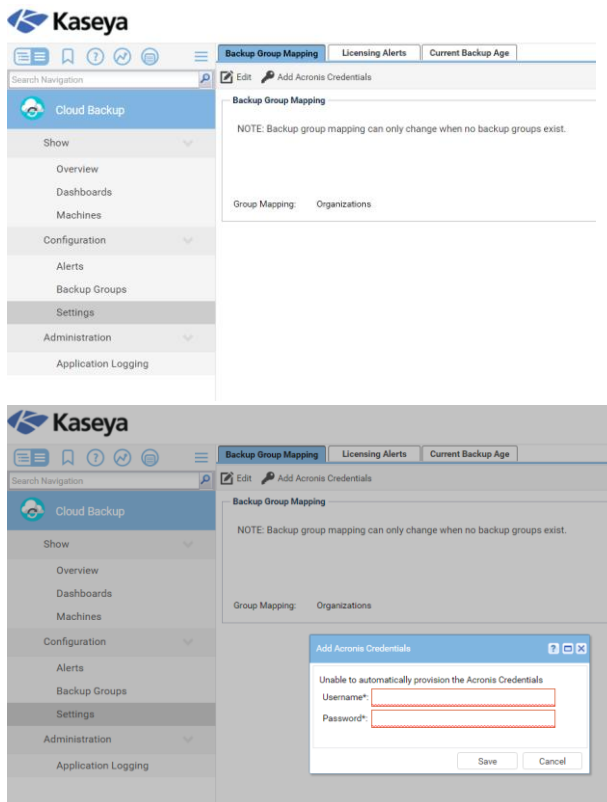
**Cloud Backup** provides backup and recovery of physical and virtual machines, files, and databases to local or cloud storage. Managing backups of agent managed machines...

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

## Module Configuration

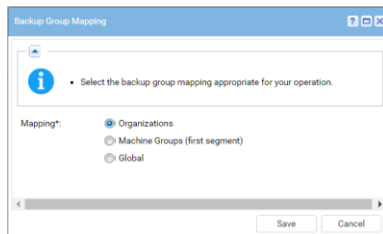
You only have to configure a couple of module level tables.

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.

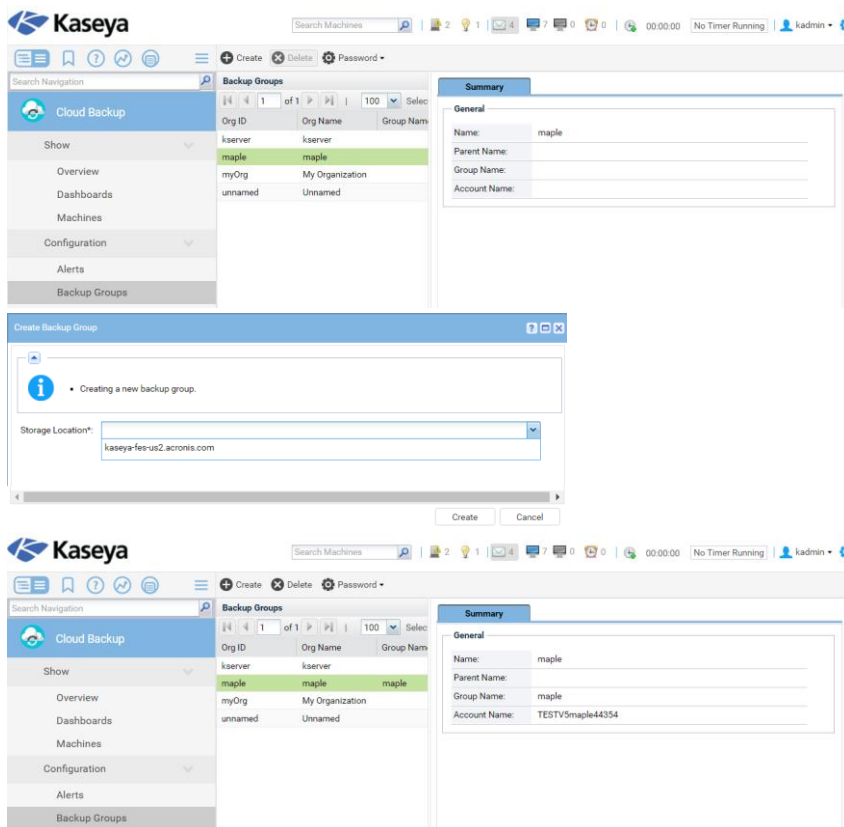


3. On the **Settings** page, click **Edit**. Backup group mapping determines visibility of other machines on the *Acronis Backup Service* website. *You can only move backups between machines in the same backup group.* Select your *backup group mapping* preference.
  - globally for all machines
  - by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

**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.

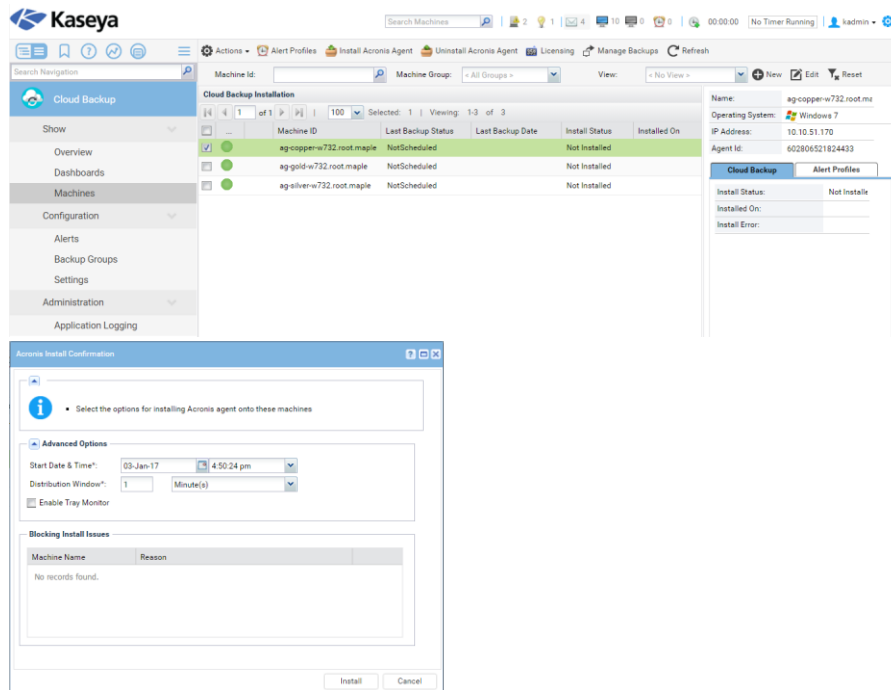


## Installing Clients

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**.

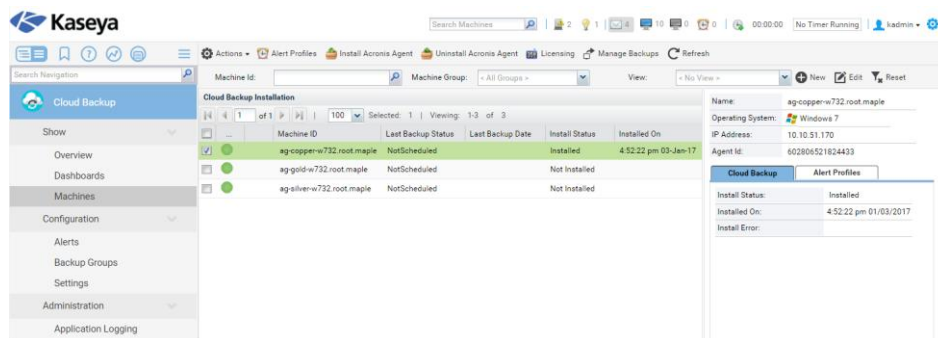


After a few minutes the Acronis agent will be installed on selected machines.



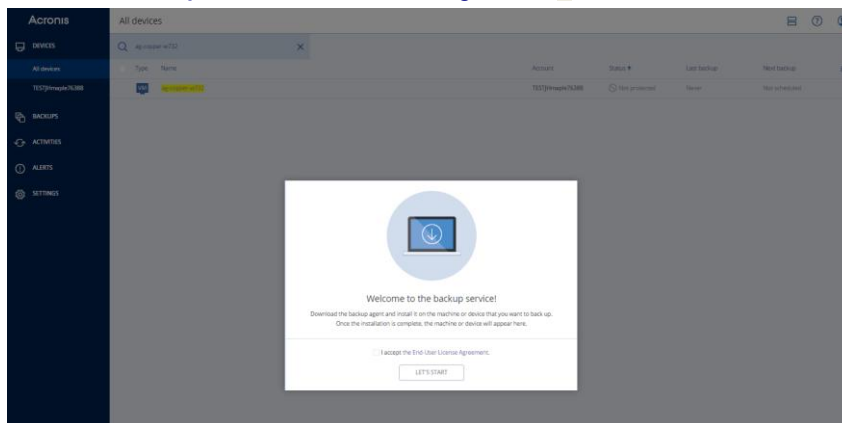
## Creating Backups

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



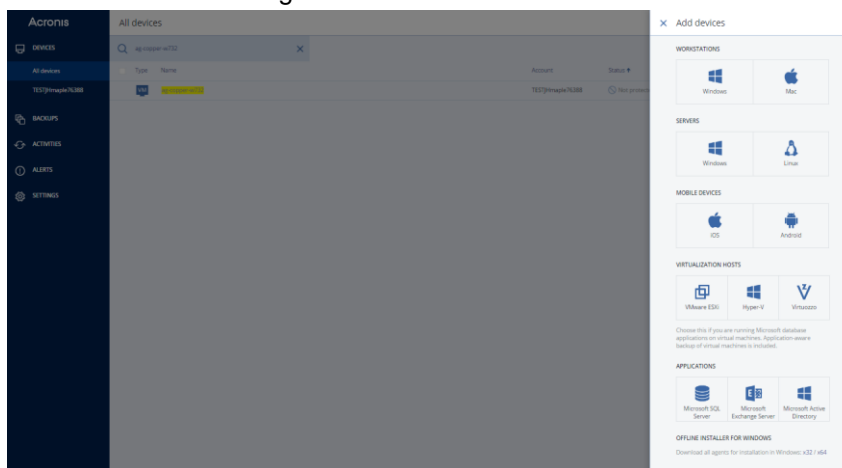
The *Acronis Backup Service* website page displays. From this point forward, you'll manage backups for agent machines using the *Acronis Backup Service* website.

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

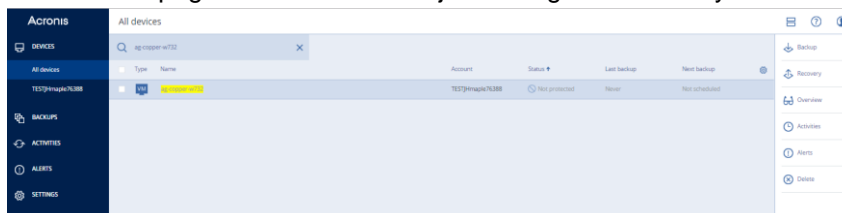


3. Click the X button to close the **Add Devices** dialog.

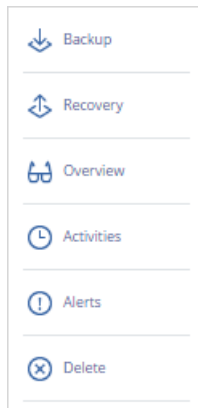
You don't need this dialog except for special circumstances. Your agent machines are already installed with Acronis agents.



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.

✕ ag-copper-w732

Entire machine to Cloud Storage  

WHAT TO BACK UP	Entire machine ▾
APPLICATION BACKUP	Disabled
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
ENCRYPTION	<input type="checkbox"/> Off 

APPLY

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

ag-copper-w732

ADD BACKUP PLAN

Applied backup plans

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
RUN NOW	

**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.

- Click **Add Backup Plan**.
- Click **What to Back Up**.
- Click **Files/folders**

ag-copper-w732

Back to applied backup plans

Entire machine to Cloud Storage (2)	
WHAT TO BACK UP	Entire machine
APPLICATION BACKUP	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
ENCRIPTION	Off
APPLY CANCEL	

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

The screenshot shows a configuration window titled 'Files/folders to Cloud Storage' for a device named 'ag-copper-w732'. It has a 'Back to applied backup plans' link at the top left. The window contains several settings: 'WHAT TO BACK UP' is set to 'Files/folders'; 'ITEMS TO BACK UP' is set to 'Specify' (highlighted with an orange bar on the left); 'WHERE TO BACK UP' is set to 'Cloud Storage'; 'SCHEDULE' is set to 'Monday to Friday at 11:00 PM'; 'HOW LONG TO KEEP' is set to 'Monthly: 6 months', 'Weekly: 4 weeks', and 'Daily: 7 days'; 'ENCRYPTION' is set to 'Off'. At the bottom are 'APPLY' and 'CANCEL' buttons.

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

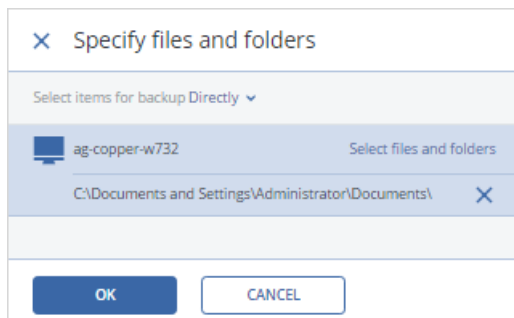
The screenshot shows a window titled 'Specify files and folders' for the device 'ag-copper-w732'. It has a 'Select items for backup Directly' dropdown at the top. Below, there is a list of items with a 'Select files and folders' button highlighted by a pink rectangle.

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

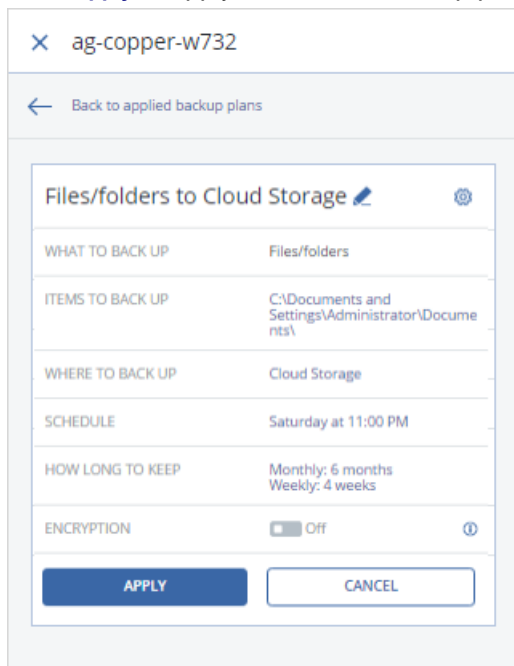
12. Click **Done** when you're finished.

The screenshot shows the 'Items to back up' window. On the left, there are tabs for 'LOCAL FOLDER' and 'NETWORK FOLDER'. The 'LOCAL FOLDER' tab is selected. The main area shows a list of folders and files. The 'Specify folder' dialog is open, showing a search bar and a list of folders. The 'Documents' folder is selected with a checkmark. A 'DONE' button is at the bottom right.

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

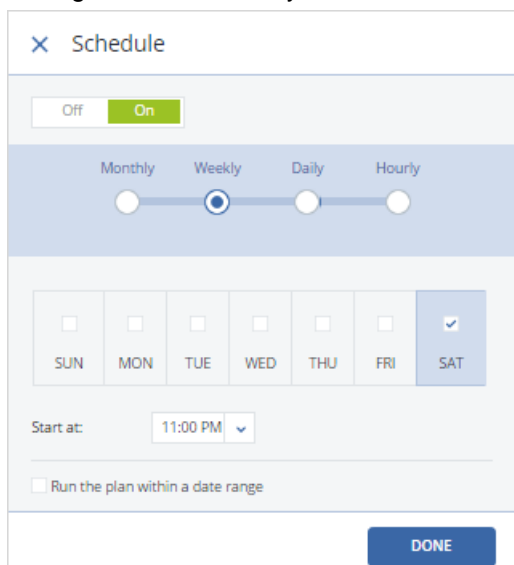


14. Click **Apply** to apply this second backup plan to the current machine.



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**.

✕ ag-copper-w732

[← Back to applied 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
ENCRYPTION	<input type="checkbox"/> Off 

APPLY

CANCEL

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

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

ag-copper-w732

ADD BACKUP PLAN

Applied 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

Backup succeeded Jan 04, 2016, 02:23 PM

Next backup Jan 04, 2016, 11:12 PM **RUN NOW**

**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

Backup succeeded Jan 04, 2016, 11:19 PM

Next backup Jan 04, 2016, 11:16 PM **RUN NOW**

## Recovery

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

Acronis

Locations < Cloud Storage ? ⓘ

Cloud Storage  
5.95 GB used

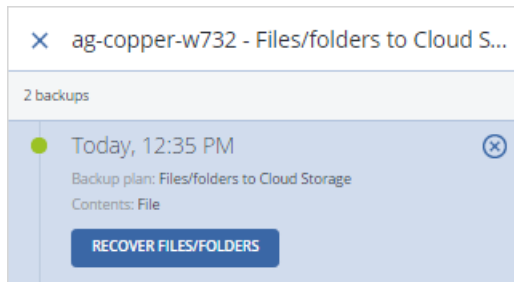
+ Browse

Machine to browse from: ag-copper-w732 Change

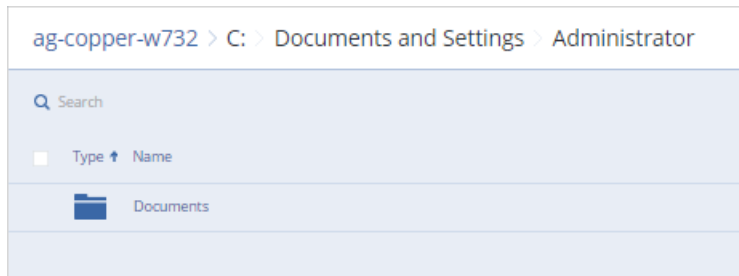
Type	Name	Last backup	Size	⚙️
Folder	ag-copper-w732 - Files/folders to Cloud Storage	Jan 04 10:08 AM	40 KB	
Machine	ag-copper-w732 - Entire machine to Cloud Storage	Jan 04 11:17 PM	5.95 GB	



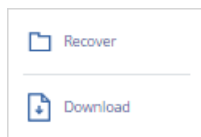
3. Click the **Recovery Files/Folders Recovery** in the side menu for the selected machine.



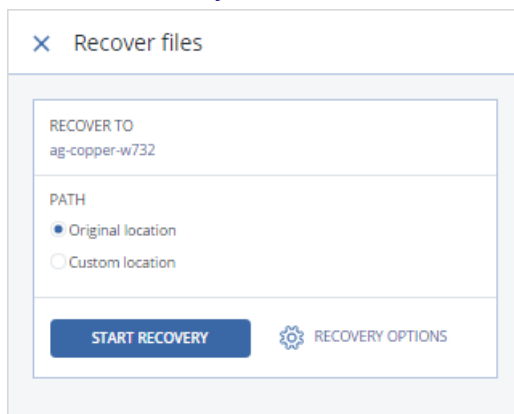
4. Select files and folders to recover.



5. Click **Recover**.



6. Click **Start Recovery**.



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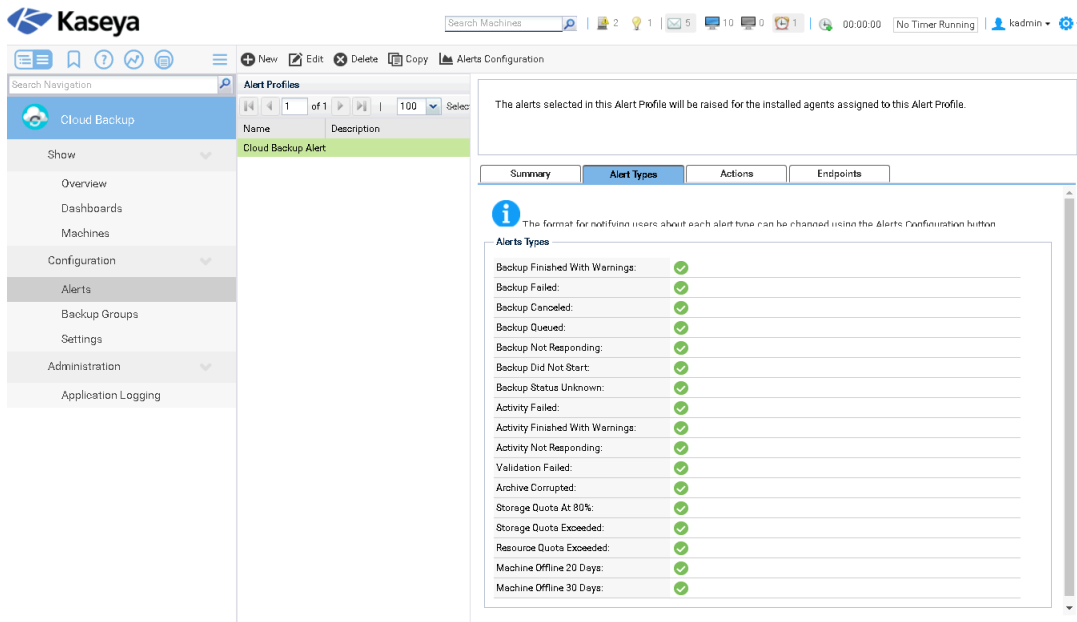
## Alerts

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

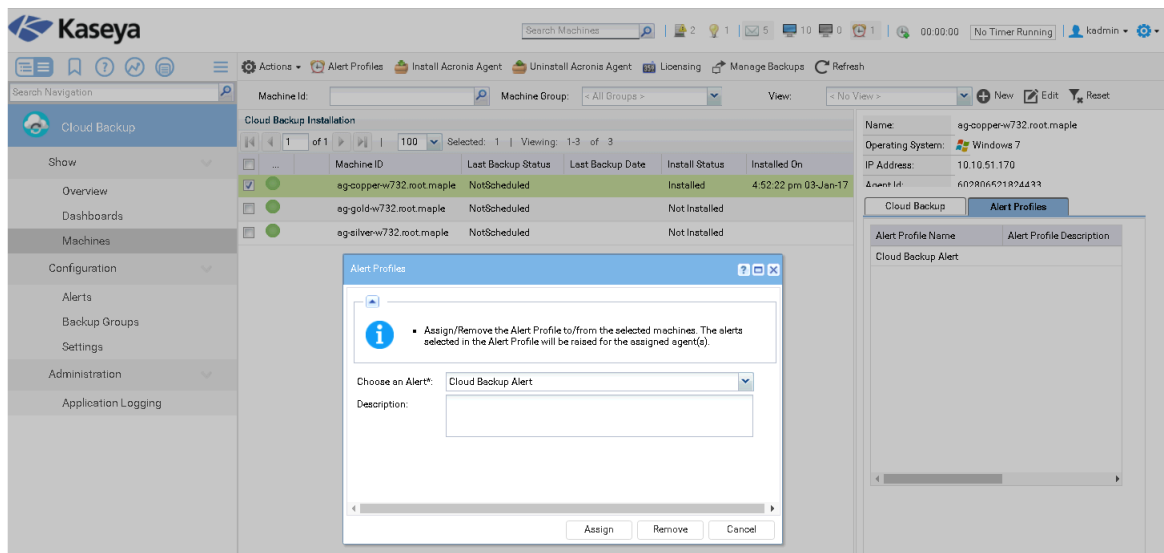
1. Select the **Alerts** page.
2. Click **New**.
3. Enter a name for the new alert profile.
4. Select all **Alert Types**.

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

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



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



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+0x00A10  
0FC+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*.

Search Machines

2 1 5 10 0 00:00:00 No Timer Running | kadmin

Monitor

Dashboard

Dashboard List

Dashboard Settings

Status

Alarm Summary

Suspend Alarm

Live Counter

Edit

Machine ID: Apply Machine Group: < All Groups > View: < No View > Edit... Reset

Go to: < Select Page > Show 10 10 machines

Alarm State: Open Notes

Update

Alarm Filters

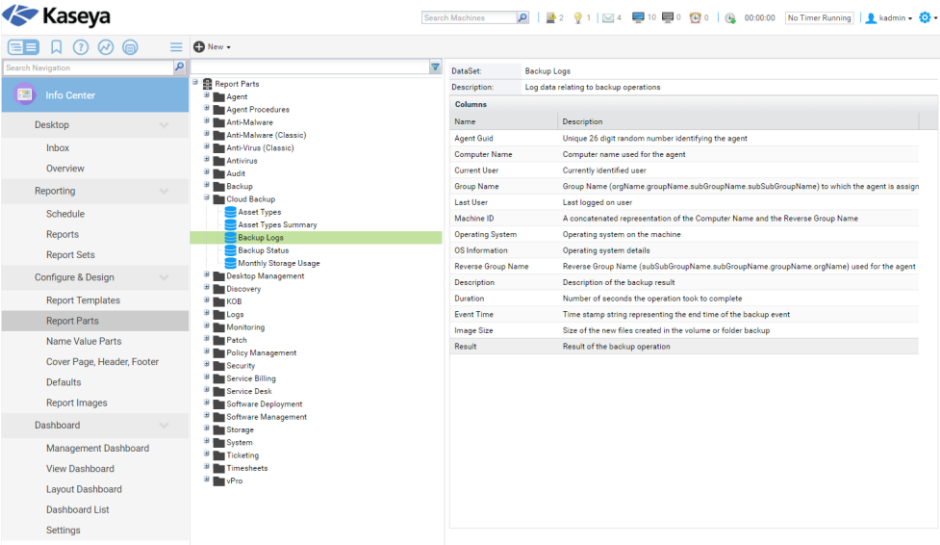
Alarm ID: Monitor Type: < All Types > Alarm State: < All States > Alarm Type: < All Types > Alarm Text: Filter Alarm Count: 1

Delete... Select... Unselect All

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	<a href="#">New Ticket</a>	Backup Canceled

# Reports

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



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