### UNITRENDS





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# Chapter 1: Getting Started with Kaseya Endpoint Backup

Kaseya Endpoint Backup (formerly known as *Kaseya Direct to Cloud Backup*) protects geographically distributed Windows PCs and laptops, all without the hassle of setting up an appliance or local storage at every office location, keeping the act of data protection as simple as possible.

The PCs and laptops protected by Kaseya Endpoint Backup are called *assets*. To start protecting an asset, simply install a light-weight agent and add the asset to a backup job. Kaseya Endpoint Backup comes equipped with preconfigured backup profiles so you can start protecting your assets immediately. Follow the steps in the remainder of this chapter to start running backups using the out-of-the box profiles. See the remaining chapters in this guide to explore additional features and customize Kaseya Endpoint Backup for your environment.

- "Step 1: Make sure all requirements have been met"
- "Step 2: Install the Kaseya Endpoint Backup TAP module "
- "Step 3: Log in to Kaseya Endpoint Backup"
- "Step 4: (Optional) Add a customer"
- "Step 5: Install the Kaseya Endpoint Backup agent "
- "Step 6: Run backups"
- "Step 7: Recover files"

### Step 1: Make sure all requirements have been met

Ensure that the "VSA requirements", "Network requirements", "Windows asset requirements ", and "Port requirements" have been met.

### **VSA requirements**

Kaseya Endpoint Backup is supported on VSA instances running release 9.5 or higher. Kaseya recommends upgrading to the latest VSA release to benefit from new features and performance enhancements. If needed, upgrade your VSA instance.

### **Network requirements**

Adhere to these best practices:

- It is highly recommended that devices are on a wired network connection for their first FULL backup.
- It is highly recommended that devices are on a wired network connection for any MANUAL FULL backups.



- Backup performance is primarily impacted by network performance. During a backup operation it is recommended to maintain at least:
  - <=70ms latency</p>
  - <=0.3% packet loss</p>
  - >=Download speed 34 Mbps
  - >=Upload speed 11 Mbps

These limitations apply:

- Backups are likely to begin failing under these conditions:
  - >= 150ms latency
  - >= 7.0% packet loss
  - <= Download speed 20 Mbps</p>
  - <= Upload speed 11 Mbps</p>
- In general, Kaseya Endpoint Backup requires an asset to be able to upload at least one 10MB block in a span of 15 minutes to be successful.
  - This does not guarantee a successful backup.
  - If a backup task fails, the task will attempt to back up the remaining blocks on subsequent backup tasks.
  - It is possible to obtain a full back up after a series of failed tasks as long as the connection is successfully
    open and data is committed to the Unitrends Cloud.

### Windows asset requirements

Kaseya Endpoint Backup can be used to protect Windows PCs, laptops, and servers that meet the requirements below.

Note: Additional requirements apply for the bare metal recovery feature. See "Bare Metal Recovery" for details.

- Supported operating systems The Windows asset must be running one of these OSs:
  - Windows 8, 64-bit
  - Windows 10, 64-bit
  - Windows 11, 64-bit
  - Windows 2008 R2, 64-bit\*
  - Windows 2012, 64-bit
  - Windows 2012 R2, 64-bit
  - Windows 2016, 64-bit



- Windows 2019, 64-bit
- Windows 2022, 64-bit

IMPORTANT!	Kaseya Endpoint Backup is a backup solution that is ideal for workstations and laptops running
	Windows client operating systems. Server operating systems are supported as well, but ensure
	you consider the recovery requirements of the server and its applications. Kaseya Unified
	Backup is typically a better fit for protecting and recovering servers and is REQUIRED when
	protecting hosted applications, like Active Directory, SQL Server, Exchange, SharePoint, and
	Oracle.

- PowerShell 3.0 PowerShell 3.0 or higher must be installed on the Windows asset. If needed, install PowerShell.
- VSA agent The Windows asset must be running VSA agent version 9.5.0.14 or higher. If needed, install or upgrade the VSA agent as described in "To install the VSA agent".
- Unitrends agent and PCBP folder If the asset has a Unitrends agent installed, you must uninstall the agent and delete the C:\PCBP folder. This folder will be recreated upon installing the Kaseya Endpoint Backup agent.
- \*Windows 2008 R2 The Windows asset must be running this update: Windows6.1-KB3004394-v2-x64.msu (see <a href="https://www.microsoft.com/en-us/download/confirmation.aspx?id=45633">https://www.microsoft.com/en-us/download/confirmation.aspx?id=45633</a>).

### Port requirements

Port 443 (TCP) must be open outbound from each protected Windows asset to the following:

- https://direct.backup.net
- https://ingest.backup.net
- https://storage.backup.net

# Step 2: Install the Kaseya Endpoint Backup TAP module

Use this procedure to install the TAP module. The instructions are slightly different depending on whether you have a SaaS or on-premise VSA instance:

- If you are using VSA on-premise, run all steps in the procedure.
- If you are using VSA SaaS, step 3 is not needed. Skip this step in the procedure.

#### To install the Kaseya Endpoint Backup TAP module

- 1 Go to <a href="https://direct.backup.net/download/kaseya\_endpoint\_backup.vsaz">https://direct.backup.net/download/kaseya\_endpoint\_backup.vsaz</a> and download kaseya\_endpoint\_ backup.vsaz to your workstation.
- 2 Log into the VSA instance.



Note: Do not use a VSA URL that includes -cdn. Use the URL that goes directly to your VSA server instance.

3 On-premise instance only – Select System > Server Management > Configure and make sure you have checked this box: Enable Third Party App Installation Globally.

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<ul> <li>System 1</li> <li>User Settings</li> <li>System Preferences</li> <li>User Security</li> </ul>	Version Number: 9.5.0.2 Installed Patch Level: 9.5.0.23 Available Patch Level: 9.5.0.23 Last Checked On: Wed Oct 2 18:28:11 EDT 2019 Check Latest Patch Level Patch Release Notes and Installation Instructions
Orgs/Groups/Depts/Staff   Server Management Configure	Warn if the server can not get data from http://vsaupdate.kaseya.net. Warn when the license reaches the maximum number of seats. Reapply Schema Defrag Database
Default Settings License Manager Import Center	<ul> <li>Reload sample scripts with every update and database maintenance cycle.</li> <li>Reload sample event sets with every update and database maintenance cycle.</li> <li>Reload sample monitor sets with every update and database maintenance cycle.</li> </ul>
System Log Logon Policy Outbound Email OAuth Clients Check box	<ul> <li>Automatically redirect to HTTPS at logon page.</li> <li>Enable VSA API Web Service.</li> <li>Enable Third Party App Installation Globally.</li> <li>Enable Invalid Patch Location Notifications.</li> <li>Allow non-authenticated users to download attachments from ticket notifications.</li> </ul>
Customize BMS Integration Agent Agent Procedures	Run database backup / maintenance every:       7       Days @ 2:00 am ▼       Set Period         Backup folder on KWEB1       C:\Kaseya\UserProfiles\@dbBackup       Change       Default         Enter 0 to disable recurring backups.       Change DB       Backup Now       Restore
न्तुः Anti-Maiware ► िंग्ने Antivirus ► ि Audit ►	Archive and purge logs every day @ 4:00 am •       Set Period         Log file archive path:       C:\Kaseya\UserProfiles\@archive         Change       Default
Backup     Cloud Backup     Data Backup	KServer Log       Live Connect KServer       Stop KServer       Restart MsgSys         Image: Start And Contract Contrect Contrect Contract Contract Contrect Contract Cont

- 4 Select System > Server Management > License Manager > Third Party > Install.
- 5 Click Install. Browse to the path where you downloaded the TAP module in step 1. Select kaseya\_endpoint\_ backup.vsaz. Click Open.



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6 Click **Next** to work your way through the install wizard.

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Please select a .vsaz file	e to start the registration process.	
Manifest file name:	kaseya_endpoint_backup_staging.vsaz	Browse File
		Cancel Next



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Instructions		
Please enter the value for yo	ur custom fields.	
Custom Field	Custom Value	
No records found.		
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Install Application			? 🗆 🗙
Agent Procedures to be installed Deploy Endpoint Backup Agent			<b>^</b>
			- 1
- ServiceDesk Definitions to be installed			
There are no Service Desk Definition to be in	stalled		
	Cancel	Back	Next Jm

7 Click **Finish**. The module is installed.

Install Application		? 🗆 🗙
$\bigcirc$	Kaseya Endpoint Backup Kaseya	
Your module is ready to	be activated!	
Click Finish to register y	our module with the provider and activate it for use.	
	Cancel Back	Finish 🔚



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	Default Settings															
	License Manager															

### Step 3: Log in to Kaseya Endpoint Backup

- 1 Log in to the VSA.
- 2 Select Kaseya Endpoint Backup.
- 3 Enter the username and password of your Kaseya Endpoint Backup account.
- 4 (Optional) Check the Link with VSA box to link your Kaseya Endpoint Backup and VSA accounts.

Upon logging in, your VSA account is linked and you no longer need to supply separate credentials to access the Kaseya Endpoint Backup module.

5 Click Log In.



6 The Introduction page displays.





### Step 4: (Optional) Add a customer

Add the customer whose assets you will back up or skip this step to use the Default customer.

#### Notes:

- Kaseya Endpoint Backup comes pre-configured with a *Default* customer. You can opt to use the *Default* customer or add your own customer. If you are an MSP, you will need to add each customer that is using this Kaseya Endpoint Backup instance. If you are an SMB, you will simply create one customer for yourself or use the *Default* customer.
- The agent installer is customer-specific. The script is generated for the *Default* customer (if no other customer has been selected ) or for the active customer. Be sure to add a customer if you will not be using the *Default*.
- 1 Select Configure > Customer.
- 2 Click New Customer.
- 3 Enter the customer name.
- 4 Click Save.



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Introduction		•			A
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5 The customer is added.



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Configure Settings	-										
Customer											

### Step 5: Install the Kaseya Endpoint Backup agent

Use one of these procedures to install or upgrade the agent:

- "To install the Kaseya Endpoint Backup agent by using a VSA agent procedure"
- "To install the agent manually on a single asset"

#### To install the Kaseya Endpoint Backup agent by using a VSA agent procedure

This procedure installs the Kaseya Endpoint Backup agent to one or more machines by using a VSA agent procedure.

- 1 Select Configure > Assets.
- 2 Select the customer whose assets you will protect.

**Note:** The agent installer is specific to the selected customer. Be sure the customer whose asset you will protect displays in the customer context banner before downloading the agent.

3 Click **Bulk Installation** to generate a unique access key.

Note: You must run the install procedure within 30 days of generating the access key.

4 Copy the access key.



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Monitoring	🔗 Access key cr	eated successfully. Pas	te this key into your Endpoi	nt Backup deployment	procedure: 29	RBZxU6T17UU8Mq		×
Dashboard Restore Status			Сор	3 y the access key	2-	Bulk Installation	&Singl	e Installation
Backup 👻 Profile Jobs	Machine ID ्	Machine Group ्रे	Organization 💠 🔍	Asset Name <sup>‡</sup> ⊂	Success Of Last 10 Tasks	Last Seen <sup>‡</sup>	Enabled 🌲	Agent Version
Backup Status 👻 Summary View List View	v-1-22-stagʻi j-	base	myorg	v-1-22- staning 'n Icb- 199-250	0%	04/19/2022 10:50	ON ON	1.25.0
Restore  File and Folder Bare Metal	v-1-22-staging-	base	myorg	v-1-22- staging hicb- 199-250	0%	12/07/2021 17:28		1.25.0
Configure -	ws-ka-10168	root	propellerhead	WS-KA-10168	80%	05/20/2022 12:57	ON	1.24.0
Customer Users				ucb-windows- 10-	100%	10/01/2021 15:24		
Assets								

- 5 Select Agent Procedures > Manage Procedures > Schedule/Create.
- 6 Under Shared procedures > Thirdparty App: Kaseya Endpoint Backup, select Deploy Endpoint Backup Agent.
- 7 On the Schedule tab, select one or more machine IDs. Click **Run Now**.



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<	Q Search Navigation	🕒 New Procedure 📝 Edit Procedure 🗶 Rename Procedure 🚷 Delete Procedure 🕞 Manage Files [X] Manage Variables 🖻 Export Procedure 🥥 Approve using
÷	Agent Procedures	Machine Id:         Machine Group:         < All Groups >         View:         < No View >          >            <
	Manage Procedures	Private     Modified By:
	Schedule / Create	myProcedures - dbarrett@unitrends.com     Date Modified:     Date Modified:
	Distribution	Sample Procedures     Approved:
	Agent Procedure Statu	Approved By: System           B         Third-party App : Kaseya Direct to Cloud B         Approved By:         System           B         Third-party App : Kaseya Direct to Cloud B         6:32:17 am 03/29/2022
	Overview	Third-party App : Kaseya Endpoint Backup     Third-party App : Kaseya Endpoint Backup     Procedure Description
	Pending Approvals	Time party App. Reasey a Lindoonin Backup Agent         Deploy Endpoint Backup Agent           Deploy Endpoint Backup Agent         Deploy Endpoint Backup Agent
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~		< >

8 Enter the Access Key and click **Submit**.

	?
Script Prompts	
Schedule Age	ant Procedure
- Script Prompts Access Key:	1y1y
	2 Submit Canc

9 The install procedure is added and will run upon the next agent check-in. Look at the Next Exec Time column to see a machine's next agent check-in time:



18

Schedule	View Procedure	Used By	Approval History		
Schedule Agent	Procedure 🕑 Run Now	🛞 Cancel 🛛 C Refre	sh		
4 1 of 1	▶ ▶ I 100 ▼				
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🗸 🕐 35-helix	c.ro est			10:40:14 am 24-Sep-21	
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Once the agent has been deployed, the asset displays on the **Kaseya Endpoint Backup > Configure > Assets** page. The asset name changes from *Unregistered* to the machine's host name once the agent checks in.

Note: If you do not see the asset on the **Configure > Assets** page, see "Troubleshooting Kaseya Endpoint Backup agent installs" for next steps.

#### To install the agent manually on a single asset

This procedure installs the Kaseya Endpoint Backup agent to one machine by using PowerShell.

#### Notes:

- You can opt to install to a single asset by using a VSA agent procedure (as described in "To install the Kaseya Endpoint Backup agent by using a VSA agent procedure"). Use this procedure if you prefer to install by using the PowerShell installer, deploy\_cloud\_backup\_agent.ps1.
- You must run *deploy\_cloud\_backup\_agent.ps1* within 30 days of downloading the file.
- 1 Select Configure > Assets.
- 2 Select the customer whose assets you will protect.

**Note:** The agent installer is specific to the selected customer. Be sure the customer whose asset you will protect displays in the customer context banner before downloading the agent.

- 3 Click Single Installation.
- 4 Download *deploy\_cloud\_backup\_agent.ps1* to the Windows asset.

**Note:** You must run the install procedure within 30 days of downloading *deploy\_cloud\_backup\_agent.ps1*.



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Q Search Navigation	unitrends-inte	rnal 😤 Admir	n v	2 Sele	ect a customer			
Monitoring	Download this to 30 days.	script to execute a bull	k installation through your	favorite endpoint man	agement system	An access key is em	bedded. It is goo	d for up
Dashboard Restore Status						Bulk Installation	n 🖧 Sing	le Installation
Backup 💌 Profile Jobs	Machine 🍦 🔍 ID	Machine Group	Organization 🌲 🕬	Asset 🧅 🔍 Name	Success Of Last 10 Tasks	Last Seen 🗘	3 Enabled \$	Agent Version 🗘
Backup Status 👻 Summary View List View	v-1-22-stagi	base	myorg	v-1-22- stario, 'dcb- 199-250	0%	04/19/2022 10:50	ON ON	1.25.0
Restore -	v-1-22-staging-	base	myorg	v-1-22- staging heicb- 199-250	0%	12/07/2021 17:28		1.25.0
Configure 👻 Settings	ws-ka-10168	root	propellerhead	WS-KA-10168	80%	05/20/2022 12:57		1.24.0
Customer Users	This type of file can l	harm your computer. De	o you Keep Di-	b-windows-	100%	10/01/2021 15:24		

5 Log in to the Windows asset and launch PowerShell as administrator.

6 Issue this command to run the agent install script, where <FullPath> is the full path of the location where you saved deploy\_cloud\_backup\_agent.ps1: PowerShell.exe -executionpolicy bypass -File <FullPath>\deploy\_cloud\_backup\_agent.ps1. Enter Y to confirm. Example command text is given here:



- 7 When you see the security warning about running downloaded scripts, press R and Enter to continue.
- 8 The agent is downloaded and deployed. When deployment is complete, you see a *cleaning up* message.



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9 Once the agent is deployed, the asset displays on the **Configure > Assets** page.

						Bulk Installation
Machine Machine ု Organization င္ ရ ID Group	Asset Name 🗘 🔍	Success Of Last 10 Tasks	Last Seen	Enabled 👙	Agent Version	Actions
Asset is added	ws-dpinheiro- 01	0%	05/20/2022 13:28		1.25.0	🗸 Run Full 👌 Run Once 📋 Delete
	v15-staging- ucb-199-83	100%	07/07/2020 11:32		1.25.0	✓ Run Full ✓ Run Once Delete
	v15-staging- kdcb-199-85	100%	09/28/2020 19:37		1.25.0	🛱 Run Full 🗸 Run Once 🗎 Delete

### Step 6: Run backups

Use the "To create a backup job" procedure to start running backups.

#### To create a backup job

- 1 Select Kaseya Endpoint Backup > Backup > Jobs. Click New Job.
- 2 Select the customer whose assets you will protect.



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3 Enter a name for the job and select a profile in the list. Click Next:

#### Notes:

- To recover an entire asset, you must run backups with a system state profile (a profile whose Data Type is System State). Both system state and file and folder profiles support file-level recovery.
- You can opt to create your own custom profile by clicking New on the Backup > Profile page.
- For details, see "Working with backup profiles".

lame	Select Profile
Win2019 — 1 Enter a job name	Filter Profiles
Description	Service drive
	User Folder Profile
	○ d2c
2	O Downloads
Select a p	o C Drive Profile
	O Work Files
	Raymond's PC
	V-1-19 Backup Profile
	Reports

4 Select one or more Assets and click > or >> to add them to the job. Review the Selected Assets. Click Next:



#### Notes:

- The Assets list contains all registered assets for the active customer.
- Newly added assets display in the list as *Unregistered*. The asset name changes from *Unregistered* to the machine's host name once the asset checks in for the first time.
- Assets that are disabled cannot be added to the job. To add the asset to a job, you must first enable the asset (see "To enable or disable an asset").
- Assets that have already been assigned to a job cannot be added to the job. To add the asset to a different job, you must first remove it from the other job (see "Getting Started with Kaseya Endpoint Backup").

Assets		Selected Assets
Filter		ws-dpinheiro-01
Bryan-workstation IN ANOTHER JOB		DESKTOP-VNQV3IV
CAE-R9-0FUYBX IN ANOTHER JOB		3
callen-laptop IN ANOTHER JOB		Review added assets
content-nas		
d-29 IN ANOTHER JOB		
-39 IN ANOTHER JOB	>>	6
	>	
Called a sets to protect		
L windows IN ANOTHER JOB		
L windows - IN ANOTHER JOB	2	
U +windows · IN ANOTHER JOB	Clcik to ad	d assets

5 Define the backup frequency by selecting one of the following: Every 4 Hours, Every 8 Hours, Every 12 Hours, Every Day, Every 2 Days, or Every 3 Days. Click **Finish**:



Profile		2 Assets		3 Schedu
Hourly				
Every 4 Hours				
Every 8 Hours				
Every 12 Hours				
Daily				
Every Day Every 2 Days	Select the backup frequency			
Every 3 Days				
				2
			Cancel	Previous Finish

- 6 The job is added.
  - Jobs are added to the queue (one job for each asset). Select Kaseya Endpoint Backup > Monitoring > Backup Status to view the pending and running jobs. For details, see "Viewing backup status".
  - If a job cannot run because an asset is offline, the job runs upon the next agent check-in.
  - Subsequent backups will run for each asset at the specified frequency.

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	Image: marked state	Image: Second	Image: Second system       Image: Second system <th< th=""><th>New Job       Name \$       Interval \$       Profile \$       Assets       Win2019       Every Day       C Drive Profile       DESKTOP-VNQV3IV, WS- dpinheiro-01</th><th>New Job         Name \$       Interval \$       Profile \$       Assets       Notes \$         Win2019       Every Day       C Drive Profile       DESKTOP-VNQV3IV, Ws-dpinheiro-01</th></th<>	New Job       Name \$       Interval \$       Profile \$       Assets       Win2019       Every Day       C Drive Profile       DESKTOP-VNQV3IV, WS- dpinheiro-01	New Job         Name \$       Interval \$       Profile \$       Assets       Notes \$         Win2019       Every Day       C Drive Profile       DESKTOP-VNQV3IV, Ws-dpinheiro-01

### Step 7: Recover files

Use the "To recover files and folders" procedure to recover files. For additional considerations, see "Recovery considerations".



Note: To recover a failed asset from a system state backup, see "Bare Metal Recovery".

#### To recover files and folders

- 1 Select **Restore > File and Folder**.
- 2 Select an asset and the backup to recover:

#### Notes:

- You can filter the asset list by entering text in the Select Asset field. Only assets containing the string you entered display in the list.
- If the asset has been decommissioned, **DELETED AGENT** displays next to the asset name. You can recover backups of this asset by selecting it in the list, but you must recover the backup to another asset (one that has not been decommissioned).

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Monitoring -	Select Backup Select Files		_
Dashboard	v-1-19-sta * * * ;b-190 27 🗸 🛆	<ul> <li>Configure</li> <li>MSP Settings</li> </ul>	Search files Search
Restore Status	Fri, Sep 24, 2021 3:52 PM     A     Select asset     Name ◆	Customer Size 💠	Modified \$
Profile	• Fri, Sep 24, 2021 1:01 PM		▲
Jobs	• Fri, Sep 24, 2021 9:00 AM	DIR	-
Backup Status	Fri, Sep 24, 2021 5:00 AM     Select backup		< 1 >
File and Folder —	• Fri, Sep 24, 2021 12:59 AM		
Bare Metal	• Thu, Sep 23, 2021 8:59 PM		
Settings	< 1 / 1 >		
Customer			Restore Selection

- 3 Select one or more items to recover, then click **Restore Selections**:
  - You can recover all files by selecting the root directory's checkbox.



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• You can recover the contents of an entire drive or folder by selecting its checkbox.

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Select Backup	Select Files				
v-1-19-st' dcb-1 { 27 ∨	🏠 / c: / users / A	dministrator Click folde	ers to	Search files	Search
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• Fri, Sep 24, 2021 1:01 PM	Deskten/	DIP	Tuo Sop 21 202	1 2-20 DM	*
• Fri, Sep 24, 2021 9:00 AM		DIR	Tue, Sep 21, 202	1 3.39 PW	-
• Fri, Sep 24, 2021 5:00 AM	2 Check the the director	e box to recover ry and its contents			< 1 >
<ul> <li>Fri, Sep 24, 2021 12:59 AM</li> </ul>					
• Thu, Sep 23, 2021 8:59 PM					
				3 Resto	ore 1 Selection

• You can search for and recover individual files/folders. Enter a text string in the Search Files field, then click **Search**. Files and directory names containing the string you entered display in a list. Check boxes to select items to recover.





• You can recover individual files by browsing the backup contents and selecting one or more files.

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Select Backup	Select Files			
v-1-19-stil.g kd.'. 109-27 🗸 🗸 🗸		inistrator / Desk	top 1 Click folders to drill down to the directory Sear	ch
• Fri, Sep 24, 2021 7:53 PM	Name 🔶	Size 🌲	Modified 🔶	
<ul> <li>Fri, Sep 24, 2021 3:52 PM</li> </ul>	-			
• Fri, Sep 24, 2021 1:01 PM	desktop.ini	282 B	Tue, Feb 23, 2021 2:45 PM	
• Fri, Sep 24, 2021 9:00 AM	KcsSetup.exe	33.86 MiB	Tue, Sep 21, 2021 3:39 PM	
• Fri, Sep 24, 2021 5:00 AM	<b>M</b>			-
• Fri, Sep 24, 2021 12:59 AM			< 1	>
< 1 / 1 >				
			3 Restore 2 Selectio	ons

- 4 Select these Advanced Options for the recovery:
  - Target Asset Select the asset where files will be recovered.



Note: Assets that have been deleted or decommissioned are disabled in the list and cannot be used as destination assets.

- Alternate Path Enter the recovery path on the target asset. Use the default location, *C:/recover*, or enter an alternate path.
- Conflict Resolution Choose how to handle existing files of the same name in the target directory: select
   Overwrite to replace the file with the one you are recovering or Preserve Newer to keep the existing file only if it is newer than the one selected for recovery (otherwise overwrite the existing file).
  - **Note:** The Preserve Newer option is not used for files where the fully qualified file path is greater than 251 characters. In this case, the existing file is overwritten. This is a known issue that will be addressed in an upcoming release.
- Folder Structure Choose **Preserve** to recover the existing folder structure under the target directory or **Flatten** to recover only the files to the target directory.

#### 5 Click Confirm Restore.

Selected Files and Folders $\qquad \qquad \qquad$
c:/users/administrator/desktop/desktop.ini
c:/users/administrator/desktop/kcssetup.exe
Advanced Options
Target Asset: 1-7-signal cb-b 115-87
* Restore Path: C:/recover
Conflict Resolution: Preserve Newer
Folder Structure : Preserve V
2
Cancel Confirm Restore

- 6 The job is added to the queue and displays on the Restore Status page. Files are recovered to the destination asset.
  - If the recovery path directory does not exist, the job creates it during the recovery.
  - If the destination asset is not online, the job runs upon the next agent check-in.



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Monitoring - Introduction Dashboard	Task ID	Job \$	Type Job is a	Target added to queue	Start Time <sup>‡</sup>	End Time	*	Status 🌩
Restore Status Backup •	76000536	4e1:00:00 07eb- 44d4:ba82- ee47cl	File & Folder	1-7 ing- kduk- 217 37	Tue, Oct 27, 2020 1:56 PM			٠

### Installing the VSA agent

Use this procedure to install or upgrade the VSA agent.

#### To install the VSA agent

- **1** Log in to the Windows asset as administrator.
- 2 Open a browser and log in to the VSA.
- 3 Select Agent > Manage Agents.
- 4 Click **Deploy Agent**, then **Save File**.

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- 5 In Windows Explorer, browse to the download location and double-click the agent installer, KcsSetup.exe. The VSA agent is installed.
- 6 Click **OK** to close the Kaseya Agent Setup message.





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							Machine Id	Current User	Last Reboot Time	Last Checkin Time	e Aç	gent Version	Agent Info
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# Troubleshooting Kaseya Endpoint Backup agent installs

If you have installed the Kaseya Endpoint Backup agent but the machine does not display on the **Kaseya Endpoint Backup > Configure > Assets** page, check the agent procedure log messages and address any error conditions.

#### To view the agent procedure log

- 1 Select Agent Procedures > Manage Procedures > Schedule/Create.
- 2 Under Shared procedures > Thirdparty App: Kaseya Endpoint Backup, select Deploy Endpoint Backup Agent.





- 3 On the Schedule tab, hover over the machine's agent check-in icon to launch the agent Quick View window.
- 4 Click Procedure Log.



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	Sche	dule	View Procedure	Used By	Approval History				
Ê	Sched	ule Agent P	Procedure Run Nov	Cancel C Ref	fresh				
		1 of 1	▶ ▶ I 100 ▼						
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		Age	nt Log	All Members		Software Licenses		taher.adamali	
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		Rem	acy Remote Control Log	Get File		Startup Applications		taher.adamali	
5	Selected:	-							

- 5 Check the log for Deploy Endpoint Backup Agent messages.
  - Example agent install success message:







• Example agent install failure message:





Chapter 1: Getting Started with Kaseya Endpoint Backup

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Chapter 1: Getting Started with Kaseya Endpoint Backup

# Chapter 2: Accessing Kaseya Endpoint Backup

You can log in to Kaseya Endpoint Backup by using your Kaseya Endpoint Backup credentials or by using IT Complete. IT Complete links your Kaseya Endpoint Backup and KaseyaOne accounts to enable single sign-on.

Use these procedures to access Kaseya Endpoint Backup:

- "To log in using Kaseya Endpoint Backup credentials"
- "To enable login with IT Complete"

#### To log in using Kaseya Endpoint Backup credentials

- 1 Log in to the VSA.
- 2 Select Kaseya Endpoint Backup.
- 3 Enter the username and password of your Kaseya Endpoint Backup account.
- 4 (Optional) Check the Link with VSA box to link your Kaseya Endpoint Backup and VSA accounts.

Upon logging in, your VSA account is linked and you no longer need to supply separate credentials to access the Kaseya Endpoint Backup module.

5 Click Log In.







6 The Introduction page displays.




To stay up to date on the latest releases and changes, scroll down to view Endpoint Backup Updates:





#### To enable login with IT Complete

<u>IT Complete</u> is Kaseya's integrated platform of IT and security management solutions. Use this procedure to enable single sign-on by linking your Kaseya Endpoint Backup and KaseyaOne account credentials.

- 1 Log in to the VSA.
- 2 Select Kaseya Endpoint Backup.
- 3 Click Log in with IT Complete.
  - Note: If you do not see the *Log in with IT Complete* button, your organization has not been registered with IT Complete. Register your organization as described in "Working with Kaseya Endpoint Backup Settings" on page 127.



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	Jobs			
	Backup Status	*		
	Summary View			Username
	List View			
	History			Password
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	Users			Complete
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÷	Anti-Malware	•		

4 If prompted, enter your KaseyaOne username, password, and company name. Click Log in.

**Note:** If you are currently logged in to KaseyaOne, you are not prompted to enter your KaseyaOne account credentials.



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5 If prompted, enter your Kaseya Endpoint Backup username and password. Click Link.

Note: This is required only if you have not yet linked your Kaseya Endpoint Backup and KaseyaOne account credentials.



Kaseya		
	Welcome         You have successfully logged in with IT Complete. Please sign in with your local Endpoint Backup account to complete the linking process and enable Single Sign On with IT Complete.         c       ends.com         inds.com       Inter Endpoint Backup username & password	
	Cancel Link 2	

6 You are logged in to Kaseya Endpoint Backup and the Introduction page displays.

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🔿 Kaseya Endpoint Backup 👻	-		
Monitoring -	Getting Started		
Introduction			
Dashboard Restore Status	To start protecting your endpoints, you will need to deploy backup job pages.	y the agent against your endpoint, then add the asset to a t	backup job. Click through below to access the assets and
Backup -	1 Deploy Agents	2 Create Backup Jobs	3 Recover Files & Folders
Jobs	盎Deploy Agents to Your Assets	ACOnfigure Backups	<b>盗</b> Recover Files
Backup Status 👻	Install Agents on end-points you want to protect with file-level Endpoint Backup.	Jobs define when and what assets should be protected, and what data protection <b>Profile</b> should be applied.	Once you have a successful backup, you can start your first restore!
List View History	<b>Single Installation:</b> Download the installation package, script, and token to protect a single asset.	Monitor the progress of your backup jobs from the status page.	Select files & folders to be restored back to the original asset, or select a different asset to restore to
Restore 🗸 🗸	Bulk Installation: Generate a 24 hour installation key, and use the power of VSA to deploy to all your		
Bare Metal	Once you've copied your key, paste it into your Endpoint Backup agent procedure.		
Settings			
Customer Users			
Assets			

7 The next time you log in, simply click **Login with IT Complete** without entering any Kaseya Endpoint Backup credentials:



Kaseya		
	EndPoint <b>Backup</b>	
	Log In	
	Click here Cor Log In with IT Complete	
	<u>Heip &amp; Support</u>   ⊕ Kaseya 2021	

# Chapter 3: Protecting Assets with Kaseya Endpoint Backup

Kaseya Endpoint Backup provides protection of Windows assets. All data protection strategies begin with backups, which are duplicates of your data. Kaseya Direct to Cloud Backup utilizes the *incremental forever* protection strategy, where the first backup of an asset is a full backup that includes all specified file system data. After the first full backup completes, subsequent backups are incrementals that capture a subset of data that has changed since the last backup. Each backup functions as a recovery point for the protected asset. After you've backed up your assets, you can recover individual files or entire file systems in minutes. Or recover an entire failed asset back to the same hardware, dissimilar or virtualized.

Customize your backup strategy to meet the recovery point objectives (RPOs) required for your business continuity plan. RPOs refer to the maximum amount of data loss that you can tolerate. For example, if you can tolerate losing a day's worth of data, your RPO is one day. To meet your RPOs, use profiles and job schedules to run backups at the desired frequency.

This chapter provides instructions for creating and managing backup profiles and jobs. A *backup profile* defines the data to include in the backup. Once you have created the desired profile, you apply it to a backup job. See the following topics for details:

- "Backup considerations"
- "Working with backup profiles"
- "Working with backup jobs"

# **Backup considerations**

Consider the following before you implement your protection strategy:

- Kaseya Endpoint Backup is ideal for workstations and laptops running Windows client operating systems. Server
  operating systems are supported as well, but ensure you consider the recovery requirements of the server and its
  applications. Kaseya Unified Backup is typically a better fit for protecting and recovering servers and is REQUIRED
  when protecting hosted applications, like SQL Server, Exchange, SharePoint, and Oracle.
- Kaseya Endpoint Backup protects Windows filesystems with *file and folder* backups or the entire Windows asset with *system state* backups. You can quickly recover files and folders from all backups. System state backups add the ability to recover the entire asset by using the "Bare Metal Recovery" feature.
- Unlike a file and folder backup, a system state backup includes the system state and must contain all critical volumes. System state backups are typically larger in average than targeted data backups.
- Kaseya recommends running incremental backups each day.
- The first backup of a given asset is always a full backup. Be aware that a full backup can take quite some time to complete, depending on the backup size and available bandwidth in your environment.



• Kaseya Endpoint Backup provides offsite backup storage in the Kaseya Cloud. Kaseya offers these backup retention options: 90 days, 1 year, and Infinite. Check your service level agreement to see how long your backups are retained in the Cloud.

# Working with backup profiles

While creating a backup job, you apply a profile that defines the data to include in the backup. The profile's Data Type indicates the type of backup to run: *Files and Folders* or *System State*. A given profile can be applied to multiple jobs within your Kaseya Endpoint Backup environment. You can choose one of the default profiles or create a custom profile. These profiles are available by default:

- Home Use to back up the contents of the Windows home directory, C:\Users, with file and folder backups.
- C Drive Use to back up the contents of the C drive, C:, with file and folder backups.
- All Drives Use to back up the contents of all drives with file and folder backups. (Removable media and synchronized drives, such as OneDrive, Google Drive, and Dropbox, are not included in the backup. These drives are automatically excluded from the job.)
- System State Use to back up the system state and all critical volumes essential to OS functions. A system state backup can be used for both file/folder-level and bare metal recovery.

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	Monitoring Introduction Dashboard Restore Status	•	Search Name: Name:
	Backup Profile	•	Data Type
	Jobs Backup Status	•	Default profiles     Included File Paths       Home     Included File Paths
	List View		System State Add

You can add, modify, and remove backup profiles. See these procedures for details:

- "To add a backup profile for file and folder backups"
- "To add a backup profile for system state backups"
- "To view or edit a backup profile"
- "To delete a backup profile"



#### To add a backup profile for file and folder backups

- **Note:** A file and folder backup cannot be used for bare metal recovery (BMR) of a failed asset. For BMR, run system state backups instead.
- 1 Select Backup > Profile.
- 2 Select a customer.
- 3 Click New.
- 4 Enter a name for the profile.
- 5 Select **Files and Folders** from the Data Type list.
- 6 (Optional) In the Included File Paths field, enter a volume or folder to include in the backup:
  - Data that does not meet the criteria you specify here is NOT included in the backup.
  - Type in the volume or full folder path (e.g., *E*: or *E*: \*Finance*) to specify data to include. (Wildcards are not supported.)
  - Click Add to specify multiple file paths. (Click S to remove a file path.)
  - See "Considerations for including and excluding files" for additional information.
- 7 (Optional) In the Excluded File Paths field, enter a volume or folder to exclude from the backup:
  - Data that does not meet the criteria you specify here IS included in the backup.
  - Type in the volume or full folder path (e.g., C: or C:\Finance\Customer) to specify data to exclude. Wildcards are supported.
  - Click Add to specify multiple file paths. (Click to remove a file path.)
  - See "Considerations for including and excluding files" for additional information.



Consideration	Description		
General	Review the following before specifying files to include or exclude:		
considerations for including or excluding files	• If you specify both files to include and files to exclude, the inclusion is applied first. Any exclusions are then applied to the subset of included files.		
from an asset's backups	<ul> <li>If you do not specify any files to include or exclude, the job includes all drives (other than removable media and synchronized drives, such as OneDrive, Google Drive, and Dropbox).</li> </ul>		
	• A new full backup is required upon adding, removing, or modifying included or excluded file paths. This is also required if you create and apply a new profile to an existing backup job and the included or excluded file paths are different from the job's original profile. If included or excluded files have changed for an incremental job schedule, the system automatically promotes the next backup of each asset to a full backup.		
Wildcard * usage in	An example of how to exclude all files with zero or more characters that match exclusion pattern:		
Excluded File	*.txt		
	An example of how to exclude directories with zero or more characters and their contents within a specified path that match the exclusion pattern:		
	C:/windows/sys*		
	Limitations:		
	<ul> <li>*folder_abc cannot be used to exclude all folders that match folder_abc on the protected asset. The full path must be provided.</li> </ul>		
	• If an entire directory is excluded, the directory name will still appear in the backup; however, its contents will be empty.		
	• Multiple wildcard matches like the following are not supported:		
	C:\*\*\abc.txt		
Wildcard ? usage in	An example of how to exclude all files within specified path that matches a single character within exclusion pattern:		
Excluded File Paths	C:/PCBP/Lists.dir/pro_client?.spr		
	An example of how to exclude all directories and their contents within specified path that matches a single character within exclusion pattern:		
	C:/Programfiles/Case?/		
	Limitation: If an entire directory is excluded, the directory name itself will still appear in the backup; however its contents will be empty.		

### Considerations for including and excluding files



Consideration	Description
Multiple wildcards in Excluded File	An example that uses multiple "?" wildcards and only one * wildcard: C:/?Log?/*.logs
Paths	Limitation: If an entire directory is excluded, the directory name itself will still appear in the backup; however its contents will be empty.

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Restore Status	■ Service drive	Data Type Files and Folders
Backup	User Folder Profile	Included File Paths
Profile	_ <b>■</b> d2c	
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Summary View	Downloads	E:\Reports Define
List View	New Profile	O Add profile
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The profile is added:



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Summary View List View	d2c     Finance drive	[object Object]
History Restore File and Folder	Downloads     Drive Profile	Excluded File Paths
Bare Metal Configure	Home     Profile is added	▲ Add
Settings Customer Users	< 1 2 3 4 5 6 7 > 10/page >	Delete New Save

#### To add a backup profile for system state backups

**Note:** A file and folder backup cannot be used for bare metal recovery (BMR) of a failed asset. For BMR, run system state backups instead.

- 1 Select Backup > Profile.
- 2 Select a customer.
- 3 Click New.
- 4 Enter a name for the profile.
- 5 Select **System State** from the Data Type list.
- 6 (Optional) In the Excluded File Paths field, enter a volume or folder to exclude from the backup:

**IMPORTANT!** Be sure not to exclude a system critical volume. The system state and all critical volumes essential to OS functions must be included to perform a bare metal recovery.

- Data that does not meet the criteria you specify here IS included in the backup.
- Type in the volume or full folder path (e.g., C: or C: \Finance \Customer) to specify data to exclude. Wildcards are supported.
- Click Add to specify multiple file paths. (Click 
   ot remove a file path.)
- See "Considerations for including and excluding files" for additional information.



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Introduction	Search	Name: Win workstation
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Restore Status	Service drive	System State
Backup 👻	User Folder Profile	Included File Paths
Profile		[object Object] Define
Jobs		profile
Backup Status 👻	Finance drive	Excluded File Paths
Summary View	Downloads	Е: 🧹 🕒
List View	New Profile	Add
History		
Restore 👻		
File and Folder	Home	
Bare Metal	Work Files	
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Customer	< 1 2 3 4 5 6 7 > 10/page <>	Delete New Save
Users		•

The profile is added:

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Introduction	Profile saved successfully	
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Backup Status	<ul> <li>E Full Desktop Backup</li> <li>System state profile is added</li> </ul>	Included File Paths
Summary View	Win workstation	[object Object]
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History	< 1 2 3 4 5 6 7 $>$ 10/page $\vee$	Excluded File Paths
Restore	• I	E: 🗨
File and Folder		O Add
Bare Metal		
Configure	•	
Settings		Delete New Save

### To view or edit a backup profile

- 1 Select Backup > Profile.
- 2 Select a customer.



3 Select a profile in the Search list.

To filter the list of profiles, enter text in the Search field.

- 4 (Optional) Modify any of the following, then click **Save**:
  - Name Name of the profile.
  - Data Type Choose File and Folders to run file and folder backups or System State to run system state backups that enable bare metal recovery of a failed asset.
  - Included File Paths (supported for file and folder profiles only) Enter a volume or folder to include in the backup:
    - Data that does not meet the criteria you specify here is NOT included in the backup.
    - Type in the volume or full folder path (e.g., E: or E:\Finance) to specify data to include. (Wildcards are not supported.)
    - Click Add to specify multiple file paths. (Click to remove a file path.)
    - See "Considerations for including and excluding files" for additional information.
  - Excluded File Paths Enter a volume or folder to exclude from the backup:

**IMPORTANT!** System State profiles – Be sure not to exclude a system critical volume. The system state and all critical volumes essential to OS functions must be included to perform a bare metal recovery.

- Data that does not meet the criteria you specify here IS included in the backup.
- Type in the volume or full folder path (e.g., C: or C:\Finance\Customer) to specify data to exclude.
   Wildcards are supported.
- Click Add to specify multiple file paths. (Click to remove a file path.)
- See "Considerations for including and excluding files" for additional information.



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Dashboard	drive 2 (Optional) Enter text to filter list	
Restore Status	3 Service drive	Data Type
Profile	Einance drive	Included File Paths
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Backup Status		E:\Finance
Summary View	All Drives	
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Restore 👻		
File and Folder		Excluded File Paths
Bare Metal		O Add
Settings		
Customer		5
Users		Delete New Save
Assets		

#### To delete a backup profile

**Note:** You cannot remove a profile that is being used by a running or scheduled job.

- 1 Select Backup > Profile.
- 2 Select a customer.
- **3** Select a profile in the Search list.

To filter the list of profiles, enter text in the Search field.

4 Click **Delete**, then **Delete** again to confirm.



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Introduction	Search		Name: Reports
Dashboard	report	_	Data Type
Restore Status	Reports		Files and Folders V
Backup -			Included File Paths
Profile			C:\
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Summary View			
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Restore 👻		() Confirm P	Profile Removal
File and Folder		Are you sur This action	e that you wish to delete "Reports"?
Bare Metal		delete a pro	ofile if it's active in an existing job.
Configure 👻			Cancel Delete 4
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## Working with backup jobs

You can add, modify, and remove backup jobs. See these procedures for details:

- "To create a backup job"
- "To view a backup job"
- "To edit a backup job"
- "To view a job's backup history"
- "To delete a backup job"
- "To run an on-demand full backup of all assets in the job"

**Note:** To run a job by asset, see these procedures: "To run an on-demand backup of the asset" and "To promote an asset's next backup to a full".

#### To create a backup job

You can create a job to back up one or more assets . The job you create will run at regular intervals according to the daily or hourly option you choose. After you've created the job, you can run the job on-demand as needed (see "To run an on-demand full backup of all assets in the job").

**Note:** An asset can be assigned to only one backup job schedule. To add an asset to a different schedule, remove it from the first schedule as described in "To edit a backup job".



- **1** Select Kaseya Endpoint Backup > Backup > Jobs. Click New Job.
- 2 Select the customer whose assets you will protect.

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Restore Status						
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Jobs		n n n h w l m				
	Giorgio	Every Day Work Files	ucb-windows-10-template		1 / 1 ✓ Run All	

3 Enter a name for the job and select a profile in the list. Click Next:

#### Notes:

- To recover an entire asset, you must run backups with a system state profile (a profile whose Data Type is *System State*). Both system state and file and folder profiles support file-level recovery.
- You can opt to create your own custom profile by clicking **New** on the **Backup > Profile** page.
- For details, see "Working with backup profiles".



lame	Select Profile
Win2019 — 1 Enter a job name	Filter Profiles
Description	<ul> <li>Service drive</li> </ul>
	User Folder Profile
	○ d2c
2	O Downloads
Select a profile	e C Drive Profile
	Work Files
	Raymond's PC
	v-1-19 Backup Profile
	Reports

4 Select one or more Assets and click > or >> to add them to the job. Review the Selected Assets. Click Next:

Notes:

- The Assets list contains all registered assets for the active customer.
- Newly added assets display in the list as *Unregistered*. The asset name changes from *Unregistered* to the machine's host name once the asset checks in for the first time.
- Assets that are disabled cannot be added to the job. To add the asset to a job, you must first enable the asset (see "To enable or disable an asset").
- Assets that have already been assigned to a job cannot be added to the job. To add the asset to a different job, you must first remove it from the other job (see "Protecting Assets with Kaseya Endpoint Backup").



Assets		Selected Assets
Filter		ws-dpinheiro-01
Bryan-workstation IN ANOTHER JOB	*	DESKTOP-VNQV3IV
CAE-R9-0FUYBX IN ANOTHER JOB		3
callen-laptop IN ANOTHER JOB		Review added assets
content-nas		
d -29 IN ANOTHER JOB		
d	>>	1
DESKTOP-R7GKCJ2 IN ANOTHER JOB		
GREAT BEACH AND A CONTRACT Select assets to protect		
L I-windows - IN ANOTHER JOB	~ ~ ~	
L I-windows - IN ANOTHER JOB		
U I-windows • IN ANOTHER JOB	Clcik to add	d assets
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5 Define the backup frequency by selecting one of the following: Every 4 Hours, Every 8 Hours, Every 12 Hours, Every Day, Every 2 Days, or Every 3 Days. Click **Finish**:

Profile		2 Assets		3 Schedu
Hourly				
Every 4 Hours				
Every 8 Hours				
Every 12 Hours				
Daily				
Every Day	Coloct the			
Every 2 Days	backup frequency			
Every 3 Days				
				2
			Cancel P	revious Finish

6 The job is added.



- Jobs are added to the queue (one job for each asset). Select Kaseya Endpoint Backup > Monitoring > Backup Status to view the pending and running jobs. For details, see "Viewing backup status".
- If a job cannot run because an asset is offline, the job runs upon the next agent check-in.
- Subsequent backups will run for each asset at the specified frequency.

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Search Navigation			✓ Job created successfully ×
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Introduction			
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Backup	Name   Interval   Drofile   Accete	Notos A	Donding Fulle Actions
Profile		Notes 🚽	Fending runs Actions
Jobs	DESKTODJNOV2N/ WS-		
Backup Status	Win2019 Every Day C Drive Profile dpinheiro-01		2/2 ✓ Run All
Summary View	The job is added		

#### To view a backup job

- **1** Select **Backup > Jobs**.
- 2 Select the customer whose job you will view.

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\$	Kaseya Endpoint Backup			2 Select a	customer		
	Dashboard Restore Status	New Job					
	Backup Profile	Name 💠	Interval 💠 Profile ≑	Assets	Notes	Pending Fulls	Actions
	Jobs	Giorgio	Every Day 📄 Work Files	ucb-windows-10-templ	ate	1 / 1 🗸 Run Ali	Ø Lai 🖞

3 Locate the job in the list. If needed, filter or sort the display.

If needed, click on a column to sort alphabetically (a to z). Click the column again to reverse the order (z to a).

- 4 The following details display for the backup job:
  - Name Name of the job.
  - Interval Frequency of the job: Every 4 Hours, Every 8 Hours, Every 12 Hours, Every Day, Every 2 Days, or Every 3 Days.



- Profile Profile assigned to the job. (To view profile details, select Backup > Profile. For details, see "To view or edit a backup profile".)
- Assets List of assets protected by the job.
- Notes Description of the job.
- Pending Fulls The button shows the number of pending fulls that have been queued for assets in this job. Click to run fulls of each asset. For details, see "To run an on-demand full backup of all assets in the job".

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New Job								
Name 🌲	Interval 🌲	Profile 🌲	Assets	Notes 🌲	Pending Fulls	Actions		
Work Backup	Every Day	🖵 Full Desktop Backup		Granular backup of business critical company files.	0 / 0 🗸 Run All	Ø	Lat	Û
Win2019	Every Day	C Drive Profile	DESKTOP-VNQV3IV, WS- dpinheiro-01		2 / 2 🗸 Run All	Ø	[ait	Û
V: ert N	Every 4 Hours	🖵 Home	ucoqu∠i5-39, u ⊴15-6, uc 15-8		3 / 3 🗸 Run All	6P	[.ht]	Û

### To edit a backup job

- 1 Select Backup > Jobs.
- 2 Select the customer whose job you will edit.

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Jobs	Giorgio	Every Day	Work Files	ucb-windows-10-ten	nplate					1/1 🗸	Run All	Ø	taa (	כ

**3** Locate the job in the list.

If needed, click on a column to sort alphabetically (a to z). Click the column again to reverse the order (z to a).



4 Click the job's *𝔅* icon:

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New Job						
Name 🖕	Interval 🍦	Profile 🌲	Assets	Notes 🔶	Pending Fulls	Actions
Win2019	Every Day	🖵 Home	v18-staging-ucb-215-210		1 / 1 ✔ Run All	1

- 5 (Optional) On the Profile page, modify any of the following, then click Next:
  - Name Name of the backup job.
  - Description Description of the backup job.
  - Select Profile Profile assigned to the backup job.

**Note:** If you want the option to recover the entire asset from this backup, be sure to select a system state profile (a profile whose Data Type is *System State*).

Name		Selec	ect Profile
Win2019		Filte	er Profiles
Description	0		Service drive
	(Optional) Modify job name, description, and/or profile		User Folder Profile
			d2c
			Downloads
		۰	C Drive Profile
	li li		Work Files
			Raymond's PC
			v-1-19 Backup Profile
			Reports
			< 1 2 3 4 5 $\cdots$ 12 > 10/page $\vee$



6 (Optional) On the Assets page, add and/or remove assets, then click **Next**:

Assets		Selected Assets
Filter		ucb-windows-10-
Bryan-workstation IN ANOTHER JOB	-	ws-dpinheiro-01
CAE-R9-0FUYBX IN ANOTHER JOB		(Optional) Add and/or remove assets
callen-laptop IN ANOTHER JOB	<b>&gt;</b>	
content-nas	>	
d -29 IN ANOTHER JOB	<	
da3-39 IN ANOTHER JOB	«	
DESKTOP-R7GKCJ2 IN ANOTHER JOB		
DESKTOP-VNQV3IV		
e 24 IN ANOTHER JOB		
U.S	-	

7 (Optional) On the Schedule page, modify the job frequency, then click **Finish**:

1 Profile			2 Assets	 	- 3 Schedule
Hourly					
Every 4 Hours					
Every 8 Hours					
Every 12 Hours	1	(Optional) Modify job frequency			
Daily	-		•		
Every Day					
Every 2 Days					
Every 3 Days					-
					2
				 Cancel Previo	us Finish

### To view a job's backup history

- 1 Select Backup > Jobs.
- 2 Select the customer whose job history you will view.



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Profile											
5003	Giorgio	Every Day	Work Files	ucb-windows-10-template				1/1 ✔ Run All	Ø	<u>tai</u> (	נ

**3** Locate the job in the list.

If needed, click on a column to sort alphabetically (a to z). Click the column again to reverse the order (z to a).

4 Click the job's 📖 icon.

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<ul> <li>Q. Search Navigation</li> <li>Kaseya Endpoint Backup Monitoring</li> </ul>	•	👖 unitrends-internal 🛔	Donut Sho	y v								Î
Introduction Dashboard Restore Status <b>Backup</b>	•	Name \$	Interval \$ Every 4 Hours	Profile 💠	Assets v-1-17- 99-53	No	ites ≑	Pendi 1/1	ng Fulls 🗸 Run All	Actions	Lu ť	Ċ
Profile Jobs Backup Status	•	1.3 kc Upgrade	Every 4 Hours	User Folder Profile	sta199-30-E, staning luide 100-31-Sile			2/2	🗸 Run All	Ø	Let C	ל
Summary View List View History		v.1.23 Backup	Every 4 Hours	<ul> <li>v-1-23 Backup</li> <li>Profile Testing</li> </ul>	v-1-23-s g-epb, v-1-23- s kdcb			0/2	🛱 Run All	Ø		ick here

Backup history for the assets in the job displays on the History page:





### To delete a backup job

- 1 Select Backup > Jobs.
- 2 Select the customer whose job you will delete.

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Profile													
Jobs 🥌	Giorgio	Every Day	Work Files	ucb-windows-10-ter	nplate				1/1 🗸	Run All	Ø	<u>101</u>	נ

**3** Locate the job in the list.

If needed, click on a column to sort alphabetically (a to z). Click the column again to reverse the order (z to a).

4 Click the job's  $\square$  icon, then **Remove** to confirm. The job is deleted.



iii unitrends-internal	Donut Shop					
New Job						
Name 🍦	Confirm Job Removal	×	Pending Fulls	Actions		
	Are you sure that you wish to delete "Win2019"? This action	on is not reversible.				
Work Backup		Cancel Remove	0/0 ~ Run All	Ø	Lui	Û
Nin2010	Every Day C Drive Profile ucb-window	vs-10-, ws-		R	0	

#### To run an on-demand full backup of all assets in the job

Use this procedure to run an on-demand full backup of each asset in the job. Jobs are queued as soon as the asset checks in and run if no other job is currently running for the asset.

- **1** Select **Backup > Jobs**.
- 2 Select the customer whose job you will run.
- **3** Locate the job in the list.
- 4 Click the job's **Run All** button.

The Run All button shows the number of pending fulls that have already been queued for this job. In the example image below, the job contains 8 assets and 1 full has already been queued.

5 Click Queue Full Backups to confirm.



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Kaseya Endpoint Backup	*								
Monitoring	•	New Job	2						
Dashboard Restore Status		Name 🌲	Queue Full On All Assets	×	Notes 👙	Pending Fulls	Actions		
Backup Profile	•	1.17 Backu	The next backups scheduled will be full backups regardless of co backup can take significantly longer to run than an incremental b recommended you maintain a strong network connection during	nfiguration. A Full ackup. It is this process. It is not		1/1 ✔ Run All	Ø	<u>Lat</u>	Û
Jobs	•	1.3 kdcb	recommended to run a full backup unless it is absolutely necessa affect all of the assets connected to the <b>1.5 backup Test</b> job.	ary. This action will		2 / 2 🗸 Run All	Ø	<u>Lat</u>	Û
Summary View List View History		1.3 ucb U	Cancel	Queue Full Backups	-4	2 / 2 🗸 Run All	Ø	Lat	Û
Restore File and Folder Bare Metal	•	1.5 backup T	rest Every 4 In User Folder Profile	5-s	3	3 / 4 📋 Run All	Ø	<u>Lut</u>	Û

6 The job's Run All button changes to green and the number of pending jobs is updated, indicating that new Run All jobs are pending. Each jobs is queued as soon as the asset checks in and runs if no other job is currently running for the asset.

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Dashboard		Name 🖕	Interval 💠	Profile ≑	Assets	Notes ≑	Pending Fulls	Actions		
Restore status Backup Profile	•	1.17 Backup 3t	Every 4 Hours	Testing Profile (do not change)	v-1-17-		1 / 1 🗸 Run All	Ø	Lat	Û
Jobs Backup Status	•	1.3 Upgrade Tes	Every 4 Hours	User Folder Prome	st 9-30-Bulk, st31-Single		2 / 2 🗸 Run All	Ø	Lat	Û
Summary View List View History		1.3 u , g	Every 4 Hours	User Folder Profile	stägung uss III oc Bulk, stägung uss III oc Bulk, Button shows # of pending	fulls	2 / 2 🗸 Run All	Ø	<u>La1</u>	Û
Restore File and Folder Bare Metal	•	1.5 backup Test	Every 4 Hours	User Folder Profile	v1		4/4 ✓ Run Ali	Ø	Lat	Û

- 7 The button returns to blue once any pending Run All job starts. Note that you cannot initiate Run All for the job if the button is gray (all assets are disabled) or green (all Run All jobs are pending)
- 8 Select Backup Status > List View to view jobs.



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# **Chapter 4: Recovering Files**

This chapter provides considerations and instructions for recovering files from your backups. See the following topics for details:

- "Recovery considerations"
- "Recovering files and folders from a backup"

Note: To recover a failed asset from a system state backup, see "Bare Metal Recovery".

# **Recovery considerations**

Consider the following before recovering files:

- You can recover files from any backup to any asset that has been added to your Kaseya Endpoint Backup environment. (To add an asset, see "Install the Kaseya Endpoint Backup agent ".)
- File data is recovered. Other file attributes, such as Access Control Lists (ACLs), are not recovered.
- Recovery requires a stable connection. Recovery can resume if there is a brief disconnection. If the connection is interrupted for more than a few minutes, the recovery fails.

## Recovering files and folders from a backup

Use this procedure to recover selected files and folders from a backup.

#### To recover files

- 1 Select **Restore > File and Folder**.
- 2 Select an asset and the backup to recover:

#### Notes:

- You can filter the asset list by entering text in the Select Asset field. Only assets containing the string you entered display in the list.
- If the asset has been decommissioned, **DELETED AGENT** displays next to the asset name. You can recover backups of this asset by selecting it in the list, but you must recover the backup to another asset (one that has not been decommissioned).



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Monitoring	Select Backup Select Files		
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Bare Metal	• Thu, Sep 23, 2021 8:59 PM		
Settings	< 1 / 1 >		
Customer			Restore Selection
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- 3 Select one or more items to recover, then click **Restore Selections**:
  - You can recover all files by selecting the root directory's checkbox.

elect Backup	Select Files		
v-1-19-staj j 'cb-19 !7 🗸	Home / root directory	l -	Search files Search
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Fri, Sep 24, 2021 12:59 AM			
Thu, Sep 23, 2021 8:59 PM			
< 1 / 1 >			

• You can recover the contents of an entire drive or folder by selecting its checkbox.





• You can search for and recover individual files/folders. Enter a text string in the Search Files field, then click **Search**. Files and directory names containing the string you entered display in a list. Check boxes to select items to recover.

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• Fri, Sep 24, 2021 3:52 PM	~	Path	Name 🔶	Size 🜲	Modified 🔶
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• Fri, S Select items		c:/users/administrator/desktop/	desktop.ini	В	PM
<ul> <li>Fri, Sep 24, 2021 5:00 AM</li> </ul>					< 1 >
<ul> <li>Fri, Sep 24, 2021 12:59 AM</li> </ul>					
• Thu, Sep 23, 2021 8:59 PM					
				4-	Restore 1 Selection

• You can recover individual files by browsing the backup contents and selecting one or more files.





- 4 Select these Advanced Options for the recovery:
  - Target Asset Select the asset where files will be recovered.

**Note:** Assets that have been deleted or decommissioned are disabled in the list and cannot be used as destination assets.

- Alternate Path Enter the recovery path on the target asset. Use the default location, *C:/recover*, or enter an alternate path.
- Conflict Resolution Choose how to handle existing files of the same name in the target directory: select
   Overwrite to replace the file with the one you are recovering or Preserve Newer to keep the existing file only if it is newer than the one selected for recovery (otherwise overwrite the existing file).
  - **Note:** The Preserve Newer option is not used for files where the fully qualified file path is greater than 251 characters. In this case, the existing file is overwritten. This is a known issue that will be addressed in an upcoming release.
- Folder Structure Choose **Preserve** to recover the existing folder structure under the target directory or **Flatten** to recover only the files to the target directory.
- 5 Click Confirm Restore.



Selected Files and Folders $\qquad \qquad \qquad$
c:/users/administrator/desktop/desktop.ini
c:/users/administrator/desktop/kcssetup.exe
Advanced Options
Target Asset: 1-7-stage icb-b " 15-87 v
* Restore Path: C:/recover
Conflict Resolution: Preserve Newer
Folder Structure : Preserve V
2
Cancel Confirm Restore

- 6 The job is added to the queue and displays on the Restore Status page. Files are recovered to the destination asset.
  - If the recovery path directory does not exist, the job creates it during the recovery.
  - If the destination asset is not online, the job runs upon the next agent check-in.

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# **Chapter 5: Bare Metal Recovery**

Bare metal recovery enables you to restore a failed asset from a system state backup to identical or dissimilar hardware. The target recovery asset can be a physical machine or a VMware virtual machine (VM). To get started, review the "Prerequisites for bare metal recovery". Next, download the recovery ISO and burn it to a DVD/USB (for recovery to a physical asset) or save it to your VMware hypervisor (for recovery to a VM). In the event that your asset fails, run the "To perform a bare metal recovery" procedure to recover a physical or VM target asset.

#### Prerequisites for bare metal recovery

Requirement	Description					
Operating systems	Recovery to identical or dissimilar physical hardware and virtual machines is supported for the operating systems listed below.					
	Supported client operating systems:					
	Windows 8, 64-bit only					
	Windows 10, 64-bit only					
	Windows 11, 64-bit only					
	Supported server operating systems:					
	Windows 2016, 64-bit only, support does not include Nano Server					
	Windows 2019, 64-bit only					
	• Windows 2022, 64-bit only					
	Note: Unitrends supports the most recent two Service Pack (SP) versions on all releases of Windows Server.					
An eligible system state backup	The backup used for recovery must meet these requirements:					
	<ul> <li>It was run using agent version 1.24 or higher (agent 1.25 or higher for Windows 11 or Windows Server 2022).</li> </ul>					
	It is successful.					
	<ul> <li>It is a full or incremental system state backup that contains all critical system volumes. A system state backup is run with a system state profile (a profile whose Data Type is System State). For details on running a system state backup, see "To add a backup profile for syste state backups" and "To create a backup job".</li> </ul>					

The following requirements must be met to perform a bare metal recovery (BMR).



Requirement	Description				
Recovery ISO	For the recovery, you must use the Kaseya Endpoint Backup BMR ISO image, <i>baremetal-recovery-media.iso</i> , provided on the Kaseya Endpoint Backup <b>Restore &gt; Bare Metal</b> page. The ISO contains WinPE (a minimal version of Windows used for installations) and the BMR UI. To prepare for DR, it is recommended that you do the following:				
	<ul> <li>Create a bootable DVD or USB of the ISO and store it in a safe place, so that you can quickly recover to a physical machine target. (For details on creating bootable media, see this <u>KB</u> <u>article</u>.)</li> </ul>				
	• Save the ISO to your hypervisor (so you can quickly recover to a virtual machine target).				
Network requirements	An IP address, netmask, and gateway are assigned to the recovery target asset during bare more recovery.				
	If Dynamic Host Configuration Protocol (DHCP) is available in your environment, network settings are assigned automatically.				
	If DHCP is not configured, or if you want to configure network settings for the target machine, you can manually enter the IP address, netmask, and gateway.				
Network adapter	Wireless network adapters cannot be used for the recovery.				
Firmware interface type	Supported for BIOS- and UEFI-based assets. The firmware interface type (BIOS or UEFI) of the recovery target machine must match that of the failed asset.				
Disk configuration	<ul> <li>GPT disks are supported.</li> <li>Dynamic disks are not supported.</li> <li>iSCSI disks are not supported. Recover the critical (non-iSCSI) volumes as described in "To perform a bare metal recovery". Once the critical volumes have been restored, recover data on the iSCSI volumes as described in "To recover files".</li> </ul>				
Software RAID volumes	Software RAID configurations are not supported.				
Processor features on the recovery target	These processor features must be enabled on the recovery target machine: NX, PAE, and SSE2. Ensure that these features are enabled on the target before booting from the ISO image. For instructions, see <u>KB 360013249658</u> . Machines that do not have these processor features canno be used for the recovery.				


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Requirement	Description				
Disk space on recovery target	Make sure the target machine has enough disk space for the recovery. The recovery target can have smaller disks than the failed asset, but the recovery fails if the disks do not have enough space for the data on the critical volumes.				
Supported	Use the "To perform a bare metal recovery" procedure for the following recovery scenarios:				
scenarios	Recover to the same physical hardware as the failed asset.				
	Recover a failed physical asset to dissimilar hardware.				
	Recover a failed physical asset to dissimilar hardware with fewer disks.				
	Recover a failed physical asset to hardware with smaller or larger disks.				
	• Recover a failed asset BIOS/MBR configuration to a dissimilar BIOS/MBR configuration.				
	• Recover a failed asset UEFI/GPT configuration to a dissimilar UEFI/GPT configuration.				
	Recover multi-boot configured BIOS servers.				
	• Recover a failed physical asset to a VMware virtual machine (VM).				
	• Recover a failed VM to a physical asset or to a VMware VM.				
	Notes:				
	<ul> <li>laaS VMs – BMR recovery of a failed Azure, AWS, or Google Cloud Computing (GCP) VM that was configured with laaS roles is not supported.</li> </ul>				
	<ul> <li>Recovering to a VMware VM – The virtual host must support the OS of the Windows asset you are recovering. For example, you cannot recover Windows 2016 to ESXi 5.1. See the VMware documentation for details.</li> </ul>				

## To perform a bare metal recovery

Use this procedure to recover a failed asset. During this procedure, you will use the Kaseya Endpoint Backup bare metal ISO to recover the failed asset's critical disks from a backup. After the bare metal recovery completes, you will configure the recovered asset's network settings, then recover any data on non-critical volumes.

1 On the **Restore > Bare Metal** page, click **Download ISO**. The ISO, *baremetal\_recovery\_media.iso*, is downloaded.



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Dashboard Restore Status		My Ne 2 y	Session ID: 31dce54f-df21-4394-b347-37d208aa3aa0 Restore Delete
Backup	•	Access Key: 5dr Mileqjs9	> Session ID: 80d0a467-9530-4fc5-96da-f7e6b3842ab4 Restore Delete
Profile Jobs		Fri, Mar 11, 2022 3:31 PM d Control S.com Delete	> Session ID: 3100329d-6123-4b17-a549-56f226f3c5a3 Restore Delete
Backup Status Summary View	•	My New Key	> Session ID: 935321b9-7257-433c-8253-4980a1ff38c6 Restore Delete
List View History		Access Key: xmpu:f7g	> Session ID: 6c5d7bdb-6171-4acb-8081-a6abaf46558d Restore Delete
Restore	-	Tue, Mar 15, 2022 7:12 AM	> Session ID: 87125478-ad7a-47b3-9a38-9ac73f3047a1 Restore Delete
Bare Metal		Delete	> Session ID: fadff89f-d7a1-42ab-bb40-aef435be4063 Restore Delete

### 2 Click Create Access Key.

The key is created and displays in the list below. For easy identification, you can click above and add a custom label.



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Backup	Tue, Mar 15, 2022 8:34 AM	Restore Delete
Profile	er ds.com Delete	
Jobs		> Session ID: 935321b 80a1ff38c6
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Summary View	Access Kours and	> Session ID: 6c5dTighter and a session add -a6abaf46558d
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Settings	Thu, May 19, 2022 10:33 PM	
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Users	Delete	2 Access key is created
Assets	x 6: x1:	> Session ID: f6ee6580-df
My Settings	< 1 >	Restore Delete

- **3** Prepare the recovery media:
  - To recover to a VM, save the ISO in a location that you can access from your hypervisor. Power down the recovery VM and edit its settings to boot from the ISO.
  - To recover to a physical machine, burn the ISO to USB or DVD (see this <u>KB article</u> for details). Power off the recovery machine and attach the recovery media.
- 4 Power on the recovery target machine. The machine boots from the ISO and the BMR interface displays.
- 5 In the Access Key field, enter the access key you created in step 2. Be sure to include the hyphen (-).
- 6 Click Create Session.



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0	BMR	
File Edit View V	/indow Help	
	Access Key:	
	Launch cmd	

7 The key is saved and a secure session is created between the recovery target asset and Endpoint Backup in the Unitrends Cloud. (This may take a few minutes.)

Note the session ID as you will use it to identify your recovery session in Kaseya Endpoint Backup.



9	BMR	
File Edit View	Window Help	
	EndPoint Backup	
	Session ID: 73694	
	Authentication successful. You may now proceed with the restore, the session ID above should match the ID in the product UI. Please note, this session will last twenty four hours by default. To load any custom drivers or execute advanced commands you can launch to a command line using the button below. Session ID	
	Access Key: g637 kmknr8 Create Session	
	<ul> <li>Ø Time Settings</li> <li>Ø Network Interfaces ✓ Connected to server</li> </ul>	
	Launch cmd	

8 Review network settings and modify if needed.

- If DHCP is configured for your network, network settings are assigned automatically.
- If DHCP is not configured, or if you want to configure network settings for the target machine manually, click **Network Interfaces**. Then enter a unique IP address, the Subnet Mask, and the Gateway. Click **Update**.

#### Notes:

- Network settings do not need to match those of the original asset. The only requirement is that the machine can communicate with Endpoint Backup (to access the backup you will use for recovery).
- The network settings that you configure during this step are used only for the recovery. They are not applied to the network adapter when you boot into the recovered operating system. Before connecting the recovered asset to your network, you will reconfigure the asset's network settings.



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File Edit View	Window Help	
	EndPoint Backup	
	Session ID: 73694	
	Authentication successful. You may now proceed with the restore, the session ID above should match the ID in the product UI. Please note, this session will last twenty four hours by default. To load any custom drivers or execute advanced commands you can launch to a command line using the button below.	
	Access Key: g637 kmknr8 Create Session	
	Time Settinas	
	Interfaces ✓ Connected to server	
	Launch cmd Click here	





9 Click **Time Settings**. Select and save the date, time, and timezone of the Unitrends appliance storing the backup or hot backup copy that you will use for recovery.



### Kaseya Endpoint Backup Guide

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	UNITRENDS EndPointBackup	
	Session ID: 73694	
	Authentication successful. You may now proceed with the restore, the session ID above should match the ID in the product UI. Please note, this session will last twenty four hours by default. To load any custom drivers or execute advanced commands you can launch to a command line using the button below.	
	Access Key: g637Kmknr8 Create Session	
	Time Settings	
	Wetwork Interfaces ✓ Connected to server	
	Launch cmd	



0	BMR	
File Edit Vi	w Window Help	
	EndPoint <b>Backup</b>	
	Access Key: g637	
	The operation completed successfully.	
	Time Settings	
	Date 05/20/2022	
	Time     10:54 AM O save Time   Select the time and click Save Time	
	Timezone Eastern Standard Time V Save Timezone Select the timezone and click Save Timezone	
	Launch cmd	

- **10** Return to the Kaseya Endpoint Backup **Restore > Bare Metal** page.
- **11** Select the customer whose backup you will recover
- **12** Locate your recovery session and click **Restore**.

**Note:** To view information about the machine you are recovering to, click > to expand session details.



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Dashboard		Click here 2 Restore Delete
Restore Status	Access Key: 53j 7-52d57 f7	> Session ID: 310032 56f226f3c5a3
Backup	Tue, Mar 15, 2022 8:34 AM	Restore Delete
Profile	er ds.com Delete	
Jobs		> Session ID: 935321b 80a1ff38c6
Backup Status	My New Key	Restore
Summary View	Access Key: egef: w9hed	> Session ID: 6c5dTimin 11T1 Imin 11T1-a6abaf46558d
List View	Tue Mar 15 2022 2:08 PM	Restore Delete
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Restore	▼ Delete	> Session ID: 87125478- /3f3047a1
File and Folder		Restore
Bare Metal	Angel's access key (Optional) Click to view m	nachine details 2 Josef
Configure	Access Key: g637 hmknr8	Restore Delete
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Customer	see ends.com Delete	> Session ID: TUD 1804
Users		
Assets	5.6., 5.1	<ul> <li>Session ID: f6ee6580-df</li> <li>Iddbb5e</li> </ul>
My Settings		Restore Delete

- **13** Select the failed asset and the backup to recover.
  - **Note:** You can filter the asset list by entering text in the Choose Asset field. Only assets containing the string you entered display in the list.





- 14 Click **Auto Fill**. Source disks are mapped to disks on the target machine. In our example, source disks 2, 3, and 4 will be recovered to Disk 0 on the target machine.
- **15** Review the disk mapping. If needed, modify the mapping. Simply drag a disk to move it to another location on the target.

#### Notes:

- You must recover all critical disks.
- You cannot recover non-critical disks. After performing the bare metal recovery, run the "To recover files" procedure to restore data from non-critical disks.
- **16** Click **Restore**. Click **Delete Data & Start Restore** to confirm.





**17** The recovery starts. Return to the BMR interface. Recovery is complete when you see the message *Successfully Restored*.



0	BMR	
File Edit Vi	aw Window Help	
	Access Key: g637 Krmknr8 Create Session BMR job is running	
	<ul> <li>Ø Time Settings</li> <li>Ø Network Interfaces ✓ Connected to server</li> <li>Launch cmd</li> </ul>	



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0		BMR	
File	Edit View	Window Help	
		Image: Successfully Restored!         Access Key:       g637         Image: Successfully Restored!         Recovery is complete	
		<ul> <li>Ime Settings</li> <li>Network Interfaces ✓ Connected to server</li> <li>Launch cmd</li> </ul>	

18 When the bare metal recovery is complete, use these steps to complete the recovery:

**Note:** Known bare metal recovery issue – In certain cases the Windows Start button does not function on the recovered asset. This will be fixed in an upcoming release.

- Restart the machine and configure network settings for the recovered asset. The network settings that were used for the recovery are not retained after booting into the recovered operating system. Consider the following when configuring network settings:
  - If the original asset is still connected to the network, you must assign the recovered asset a unique IP address and rename it before connecting to the network to avoid conflicts.
  - If the original asset is no longer connected to the network, you can assign the recovered asset the same IP address as the failed asset.
  - If you are using DHCP and the original asset is still connected to the network, rename the recovered asset to prevent conflicts.



- (If needed) The bare metal recovery restored only the system critical volumes. If backups of the original Windows machine include other volumes, you must create and format those additional volumes.
- Install the agent on the recovered asset. For details, see "To install the agent manually on a single asset".
- (If needed) To restore data on non-critical volumes, recover files/folders from the failed asset's last backup to the recovered asset. For details, see "To recover files".
- The recovered asset is treated as a new asset. To protect the recovered asset, add or modify job schedules. For details, see "To create a backup job" or "To edit a backup job".



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# Chapter 6: Monitoring Agents, Assets, Backups, and Restores

Use the Dashboard, Backup Status, and Restore Status pages to monitor your Kaseya Endpoint Backup environment. See these topics for details:

- "Working with the Dashboard"
- "Viewing backup status"
- "Viewing backup history"
- "BackupIQ alerts"
- "Viewing restore status"

# Working with the Dashboard

The Dashboard provides a high-level overview of your Kaseya Endpoint Backup environment from a single pane of glass.

#### To view the Dashboard

- 1 Select Dashboard.
- 2 Select a customer or All Customers from the drop-down list in the customer context banner.
  - Select one customer for an overview of that customer's agents and assets.
  - Select **All Customers** for a quick overview of the agents and assets across your entire Kaseya Endpoint Backup environment.





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- 3 An overview of the customer's assets and agents displays.
  - Single customer example When one customer is selected, the following displays:
    - Registered Agents The number of Kaseya Endpoint Backup agents that have been added.
    - Offline Agents The number of registered agents that have not been online over the last 72 hours.
    - Asset Health Overall asset health.
    - Backup Activity Backup activity over the last week. Hover over a bar in the graph to see how many jobs completed on a given day.
    - Restore Activity Restore activity over the last week. Hover over a bar in the graph to see how many jobs completed on a given day.

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Summary View			Backup Activity			Restore Activity	
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History		40	9/24	30			
Restore	*	30 20		20	9	724	
File and Folder		10		10		1	
Bare Metal		0 9/2	3 9/24 9/25 9/26 9/27	9/28 9/29	9/23 9/	9/24 9/25 9/26 9/27 9/28	9/29
Configure	-						

- When All Customers is selected, the following displays:
  - Registered Agents The number of Kaseya Endpoint Backup agents that have been added.
  - Offline Agents The number of registered agents that have not been online over the last 72 hours.
  - Asset Health Overall asset health.





# Viewing backup status

The Backup Status Summary View and List View pages show the results of backup job activity.

To view backup status

- **1** Select **Backup Status > Summary View**.
- 2 Select the customer whose jobs you will view.

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<ul> <li>Kaseya Endpoint Backup</li> <li>Monitoring</li> <li>Introduction</li> <li>Dashboard</li> <li>Restore Status</li> <li>Backup</li> </ul>	All Customers         Admin         Admin         Automation-Test         Bakers         Coffee Shop         dev
Profile Jobs Backup Status Summary View List View	Donut Shop 2 Finance

- 3 The Summary View displays the following for each protected asset:
  - Hostname Name of the protected asset.



**Note:** If the asset has been decommissioned, **DELETED AGENT** displays next to the asset name. If a Delete All procedure is currently running for the asset, **Deleting ALL** displays next to the asset name.

- Today Icons indicating the status of today's most recent backup jobs:
   Success, (some jobs succeeded, some jobs failed), Failed, Failed, Running, or
   (no jobs ran).
- 1 Week Ago Icons indicating the status of last week's backup jobs:
   Success, (some jobs succeeded, some jobs failed),
   Failed, 
   Running, or
   (no jobs ran).

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	Users		, ,		sta g-	ucli 100 113													-	
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4 (Optional) Click a status icon to view details.



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myorg	base	v- st g-	v-1-25-staçi kub-2022-05-17- 11 JJ 10	• • • •	Click an icon to view details
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myorg	base	v-1· - sta g-	v-1-16-st g- ucl: 100-113	• • • •	•••

The List View displays backups for the asset and day you selected. The following details display on the List View page:

- Date fields Date range of jobs displayed.
- Select Assets field Select one or more assets to filter the jobs list.
- Asset Name of the protected asset.
- Status icon Job status: <a>Failed</a>.
   Success, <a>Warning</a>, or <a>Failed</a>.
- Previously Successful Time since the last successful backup.
- File Count Number of files in the backup.
- Protected Protected size.
- Duration Job run time.
- Avg Transfer Rate The job's average data transfer rate in MB/s.
- Job Job name. *Deleted* displays if the job has been removed.
- Profile Backup profile used by the job:
  - **l**icon indicates the profile runs file and folder backups.
  - 🖵 icon indicates the profile runs system state backups.
  - Deleted displays if the profile has been removed.



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- Start Time Date and time at which the backup job started.
- End Time Date and time at which the backup job finished.
- Task Job ID. Click to view job log.

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05/15/2022				□ → 05/	22/2022			•	Select Assets	Sele	ct another ass	et(s) Click	o clear asset field	0
Organization	Machine Group	Machine ID	Asset	Status	Last Backup	File Count	Protected	Duration	Avg Transfer Rate	doL	Profile	(show	jobs for all assets) End Time	Task
			ws-ka-10168	•	2 days	3858	1.46 GiB	15 minutes	16.6 Mbit/s	Tejas Teinin	User Folder Profile	Sun, May 22, 2022 9:42 AM	Sun, May 22, 2022 9:57 AM	5f63566a
			ws-ka-10168	•	2 days	12653	3.57 GIB	21 minutes	24.86 Mbit/s	Tejas Te	User Folder Profile	Fri, May 20, 2022 9:42 AM	Fri, May 20, 2022 10:03 AM	c2d5731f
			ws-ka-10168	•	2 days	34653	8.11 GiB	24 minutes	51.2 Mbit/s	Tejas <b>T</b>	User Folder Profile	Wed, May 18, 2022 9:41 AM	Wed, May 18, 2022 10:05 AM	58430f99
			ws-ka-10168	•	5 days	34214	7.98 GiB	18 minutes	63.26 Mbit/s	Tejas Teilt	User Folder Profile	Mon, May 16, 2022 9:40 AM	Mon, May 16, 2022 9:58 AM	f07b4cf7
			ws-ka-10168	×	4 days	8600	2.36 GIB	13 hours	424.67 Kbit/s	Tejas T€	User Folder Profile	Sun, May 15, 2022 8:24 PM	Mon, May 16, 2022 9:40 AM	4d0df728

Click a task to view log details in the Task Details dialog.

(Optional) Click **Download Logs** to download a *.zip* file of the asset's recent log files. If you do not see this button, either this feature has not been enabled or the asset is running a pre-1.30 agent version. (For details, see "Working with asset log storage".)

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Organization	Machine Group	Machine ID	Asset	Status	Last Backup	File Count	Protected	Duration	Avg Tran Rate	agent_version "10.6.1.1.1740" agent_version_cloud "1.24.0" Log details displation	у	End Time	Task
			ws-ka-10168	•	2 days	3858	1.46 GiB	15 minutes	16.6	assec_uura "f6e086d2-8749-4f58-803e-3059f54e2dfc" compatible_prc true		Sun, May 22, 2022 9:57 AM	5f63566a
			ws-ka-10168	•	2 days	12653	3.57 GIB	21 minutes	24.8 Mbit	customer_id 29 delete_state "NODELSTATE"		Click a task Fri, May 20, 2022 10:03 AM	c2d5731f
			ws-ka-10168	•	2 days	34653	8.11 GiB	24 minutes	51.2	enabled true id 2791		1 Wed, May 18, 2022 10:05 AM	58430f99
			ws-ka-10168	•	5 days	34214	7.98 GiB	18 minutes	63.2 Mbit	job_uuid "68732d85-4728-4588-8019-335ec54c0166" last_known_sta "REGISTERED"		0 Mon, May 16, 2022 9:58 AM	f07b4cf7
			ws-ka-10168	×	4 days	8600	2.36 GIB	13 hours	424. Kbit	last_seen "2022-05-22T16:52:08.876Z" name "WS-KA-10168"		Mon, May 16, 2022 9:40 AM	4d0df728

5 (Optional) Display other jobs on the List View page by modifying any of the following:



- Selected customer Select a different customer in the Customer list.
- Date range Modify the date range by clicking the calendar icons and selecting new dates.
- Selected assets Select one or more assets from the list. You can enter text to filter listed assets. Click X to clear the assets filter.

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# Viewing backup history

The backup history graphs provide an at-a-glance view of overall asset health and the number of successful, failed, and in-progress backups over a specified date range.

Asset health is measured by the number of days since the last successful backup. By default, assets are *healthy* (green) if there is a successful backup in the last 3 days, *at risk* (yellow) if there is a successful backup in the last 4-7 days, and *critical* (red) if there is no successful backup in over 7 days.

You can opt to:

- Modify the date range included in the graphs
- Filter the view by selecting a customer
- Modify the number of days used to measure asset health
- Filter the view by selecting which assets to include
- View asset details by clicking a bar in the asset health graph

For details on working with the Backup History page, see the "Asset health example" and the "To view backup history" procedure.

#### Asset health example

In the example below we have selected a simple case. This example is one asset that was backed up on 7/20/2022. No additional backups have been taken. Setting the 3 days for Healthy and 7 days for At Risk demonstrate how the report ages out the machine. For the first 3 days the asset is considered healthy, then for 4 days it is at risk, and finally on the 8th day it is critical.





#### To view backup history

- **1** Select **Backup Status > History**.
- 2 Select a customer or All Customers from the drop-down list in the customer context banner.
  - Select one customer for an overview of that customer's asset health and backup tasks.
  - Select **All Customers** for a quick overview of asset health and backup tasks across your entire Kaseya Endpoint Backup environment.
- **3** (Optional) Modify the backup date range.

Asset health displays in the top graph. Hover over a bar in the graph to see the number of healthy, at risk, or critical assets for a given day.





Backup tasks display in the bottom graph. Hover over a bar in the graph to see the number of *healthy* (green), *failed* (red), or *in progress* (blue) tasks for a given day.





4 (Optional) Enter custom asset health criteria. In the following example, assets are *healthy* (green) if there is a successful backup in the last 2 days, *at risk* (yellow) if there is a successful backup in the last 3-5 days, and *critical* (red) if there is no successful backup in over 5 days:

Backup tasks display in the bottom graph. Hover over a bar in the graph to see the number of *healthy* (green), *failed* (red), or *in progress* (blue) tasks for a given day.



#### 5 (Optional) Filter by asset:

Note: Select Assets is not available when viewing All Customers. To filter by asset, you must first select a customer.





6 (Optional) Click a bar in the asset health graph to view asset details. In our example, the at risk assets on 07/16/2022 display:





# **BackupIQ alerts**

The Unitrends Backup Portal has a conditional alarm feature that enables you to set a threshold for how long a machine can go without a good backup. If the threshold is exceeded, an alarm is generated and added to the Portal's BackupIQ Alerts list. You now have the option to integrate the Unitrends Backup Portal module and set up backup alerting for your Kaseya Endpoint Backup job tasks. For details, see "Working with your BackupIQ integration".

# Viewing restore status

The Restore Status page shows the results of restore job activity.

#### To view restore job status

- 1 Select Restore > Restore Status.
- 2 Select the customer whose jobs you will view.



- 3 The Restore Status page displays the following for each job:
  - Job Job UUID.
  - Target Asset Asset where files were recovered.
  - Start Time Date and time at which the job started.
  - End Time Date and time at which the job finished.
  - Status icon Job status: G Running, Success, A Warning, or X Failed.



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Jobs Backup Stati Summary List View	us - View	-	staj-			0c1b952c	d25faca8-ff52-47fd- 8b7a-a60a3f62cdd1 b353-eC5173507882	File & Folder Folder	v-1-15- staging mcb- 199-154 kduu-199-32	Mon, May 24, 2021 12:42 PM PM	Mon, May 24, 2021 12:45 PM PM	•
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Chapter 6: Monitoring Agents, Assets, Backups, and Restores

# Chapter 7: Working with Customers, Assets, and Users

Use the procedures in this chapter to manage customers, assets, and users, and to modify your user account settings. See these topics for details:

- "Working with customers"
- "Working with users"
- "Working with users"
- "Working with your user account settings" Use these procedures to change your password or enable login with IT Complete.

# Working with customers

Use these procedures to manage your customers:

- "To view customers"
- "To add a customer"
- "To enable or disable a customer"

### To view customers

- 1 Select Configure > Customer.
- 2 The Customer page displays the following for each customer:
  - Customer Name Name of the customer. Click the name to edit.
  - Health Overall asset health.
  - Assets The number of Kaseya Endpoint Backup assets that have been added.
  - Offline The number of registered assets that have not been online over the last 72 hours.
  - Enabled Button indicating whether the customer is currently enabled: *On* indicates the customer is enabled, *Off* indicates the customer is disabled.



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- **3** (Optional) To modify the display, you can:
  - Show, hide, and reorder columns.



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• Enter text in the *Filter columns or Search keywords* field to display only customer names that contain the string you entered.

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Record Store	0%	0	0	💽 On	

• Click in the *Filter columns or Search keywords*, click **Customer Name** and select a customer to display a single customer.



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### To add a customer

- 1 Select Configure > Customer.
- 2 Click New Customer.
- **3** Enter the customer name.
- 4 Click Save.



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5 The customer is added.

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### To enable or disable a customer

Once a customer has been disabled, no backup jobs are run for that customer. To resume jobs for the customer, simply enable the customer.

- **1** Select **Configure > Customer**.
- 2 Locate the customer in the list.
- 3 Click the customer's Enabled button to enable or disable the customer.

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## Working with users

Use these procedures to manage Kaseya Endpoint Backup users:

**Note:** If you do not see the Users page, upgrade the Kaseya Endpoint Backup TAP module to the latest version as described in "Install the Kaseya Endpoint Backup TAP module " on page 7.

- "To view users"
- "To add a user"
- "To modify a user's role"
- "To change a user's password"
- "To delete a user"


### To view users

- 1 Select Configure > Users.
- 2 The Users page displays the following for each user:
  - Email User's email address.
  - Roles User's role:
    - Tenant Admin Administrator role with full access. Users with this role can perform all Kaseya Endpoint Backup tasks.
    - Tenant Admin Read-only Administrator role with read-only access. Users with this role can view information and change their password only. These users cannot run other tasks or edit/update information.
    - System Admin Unitrends Support role, do not use.
    - System Admin Read-only Unitrends Support role, do not use.
  - K1 Linked Indicates whether this user account is linked to a KaseyaOne account:
    - indicates K1 is linked, which enables the user to log in to Endpoint Backup and KaseyaOne by using single sign-on.
    - O indicates K1 is NOT linked. (The user must run the "To enable login with IT Complete" procedure to link their Endpoint Backup and KaseyaOne accounts.)
  - Last Login Date and time when the user last logged in to Kaseya Endpoint Backup.
  - Last Password Change Date and time when this user's password was last changed.
  - Actions
    - Click 🖉 to change the user's role (for details, see "To modify a user's role").
    - Click 🖉 to change the user's password (for details, see "To change a user's password").
    - Click I to delete the user (for details, see "To delete a user").



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## To add a user

- 1 Select Configure > Users.
- 2 Click New User.
- 3 In the New User dialog:
  - Enter the user's email address.
  - Select a role: Tenant Admin (can perform all tasks) or Tenant Admin Read-only (can view information and change their password only).

**Note:** Do not select the System Admin or System Admin Read-only roles. These are Unitrends Support roles.

- Enter and confirm the user's password.
- Click New User.



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Backup Status Restore	) •	Email	Roles	K1 Linked	Last Login	Last Password Change	Actions
File and Folder Bare Metal		edward.smith@gmail.com	Tenant Admin Read- only	0		Thu, Dec 1, 2022 5:44 PM	1 0 0
Settings	Ŧ	g('s.com	User is added renant Admin Read- only	0		Tue, Nov 22, 2022 4:29 PM	000

## To modify a user's role

- 1 Select Configure > Users.
- 2 Locate the user and click its *icon*.
- 3 In the Change Role dialog:
  - Select a new role: Tenant Admin (can perform all tasks) or Tenant Admin Read-only (can view information and change their password only).

**Note:** Do not select the System Admin or System Admin Read-only roles. These are Unitrends Support roles.

Click Save.



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Backup Status				* Role:	Tenant Admin	~	-3
Restore Configure	> •	msp@williams-aierting.com	Tenant Admin	Tenant:	Williams' Alerting Services		1 0 0
Settings		s,hds.com	Tenant Admin				0 0 0
Customer	-0	S tr.	Tenant Admin	0		Cancel Save Mon, Nov 21, 2022 4:29 PM	-4

## To change a user's password

- 1 Select Configure > Users.
- 2 Locate the user and click its 🖉 icon.
- 3 In the Change Password dialog:
  - Enter the new password in the New Password and Confirm New Password fields.
  - Click Save.

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Introduction Dashboard Restore Status		Email \$	Roles	K1 Linked Last Login	Last Password Change	Actions
Backup Profile Jobs	•	g(nds.com msp-or@williams-alerting.com	Tenant Admin Read-	Change Password for game and a com	PM X	2
Backup Status Restore	• •	msp@williams-alerting.com	Tenant Admin	New password:     Confirm new password:	Ø Ø	Enter & confirm new password
Settings Customer		s internet.com	Tenant Admin		Cancel Save -	4
Users		§Str	Tenant Admin	0 -	Mon, Nov 21, 2022 3:32 PM	000

### To delete a user

1 Select Configure > Users.



- 2 Locate the user and click its 🖉 icon.
- 3 In the Delete User dialog:
  - Type the word *DELETE* to confirm.
  - Click Delete.

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Backup Profile	▼ edward.smith@gmail.com	Tenant Admin Read- only	0		Thu, Dec 1, 2022 5:44 PM	0	
Jobs Backup Status	g3.com	Tenant Admin Read- only	Delete User "e	dward.smith@gmail.com"	? ×	0	2 0
Restore Configure	<ul> <li>msp-or@williams-alerting.com</li> </ul>	Tenant Admin Read- only	Warn User their	i <b>ng</b> leletion is permanent. Alternati	vely, you may change	0	0 0
Settings Customer	1 msp@williams-alerting.com	Tenant Admin		Type DELETE to confirm	DELETE	DELETE	0 0
Assets	درزt@unitrends.com	Tenant Admin			Cancel Delete .	4	0 0

The user is deleted:

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<     Q. Search Navigation       Search Navigation       Kaseya Endpoint Backup	•	👖 Williams' Alerting Services 😤	All Customers			User deleted succ	essfully	X
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## Working with assets

Use these procedures to manage your assets:

- "To view assets"
- "To enable or disable an asset"
- "To delete an asset and/or an asset's backups"



- "To promote an asset's next backup to a full"
- "To run an on-demand backup of the asset"

Note: To add an asset, simply install the agent as described in "Install the Kaseya Endpoint Backup agent ".

#### To view assets

- 1 Select Configure > Assets.
- 2 Select the customer whose assets you will view.
- 3 The following displays for each asset:

**Note:** The VSA Machine ID, Machine Group, and Organization columns contain data for assets running Kaseya Endpoint Backup agent version 1.4 or higher only.

- Machine ID VSA machine ID.
- Machine Group VSA machine group.
- Organization VSA organization.
- Asset Name Name of the protected asset.
- Success Of Last 10 Tasks Percentage indicating how many of the last 10 jobs completed successfully.
- Last Seen Date and time that the asset last checked in with Kaseya Endpoint Backup.
- Enabled Button indicating whether the asset is currently enabled:
  - On indicates the asset is enabled.
  - Off indicates the asset is disabled.
  - Deleting ALL indicates the asset and its backups are in the process of being deleted.
  - Deleted ALL indicates the asset and its backups have been deleted.
  - Deleted AGENT indicates the asset has been decommissioned.
- Agent Version Agent version running on the asset
- Run Full Button used to promote the asset's next scheduled backup to a full. See "To promote an asset's next backup to a full" for details.
- Run Once Button used to run an on-demand backup of the asset. See "To run an on-demand backup of the asset" for details.
- Delete Button used to delete an asset and/or the asset's backups. See "To delete an asset and/or an asset's backups" for details.



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- 4 (Optional) To modify the display you can:
  - Click  $\bigcirc$  and enter a text string to filter by machine ID, machine group, organization, or asset name.
  - Click on a column to sort alphabetically (a to z) or numerically (0-*n*). Click the column again to reverse the order.
  - Modify the number of rows per page.



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	Click a heading	g to sort by column					🗅 Bulk	Installation	选Single Ins	tallation
Machine ID	Machine Group ♀ ♀	Organization 🔶 ्	Asset Name	Success Of Last 💠 10 Tasks	Last Seen 🗘	Enabled 💠	Agent Version	Actions		
1-7-staji jikdo	base	myorg Reset	Q Search	Filter by a	sset name 09/29/2020 15:34	Off Off		🛱 Run Full	ở Run Once	Û
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						Click to v	iew other pag	es	< 1 2	3 > ,

## To enable or disable an asset

Once an asset has been disabled, no backup jobs are run for that asset. Backups continue to run for any other enabled assets in the job. To resume jobs for the asset, simply enable the asset.

- 1 Select Configure > Assets.
- 2 Select the customer whose asset you will enable or disable.
- 3 Locate the asset in the list.
- 4 Click the asset's Enabled button to enable or disable the asset.



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Monitoring Introduction Dashboard	•			2				🗅 Buik Instal	lation É	上Single Installation
Restore status Backup Profile Jobs	•	Machine ID ♀ ੑ	Machine Group ्र	Organization 🌲 ्	Asset Name <sup>्र</sup> ्	Success Of Last 10 ÷ Tasks	Last Seen ÷	Enabled 🔶	Agent Version <sup>‡</sup>	Actions
Backup Status Summary View List View	•	Aiote-Sys4	core	marvel-cloud	SE- Server2016	O% Clic	05/22/2022 k to enable	Off		🛱 Run Full
History Restore	•	bn., kub-1-24	base	myorg	b Jb-1-24	100% Clic	k to disable 2. 10:51	On On	1.24.0	✓ Run Full
File and Folder Bare Metal <b>Configure</b>	•	uoliiiqa-215-39	root	endpoint-backup	uc 1a-215- 39	100%	11/15/2021 17:27	💽 On	1.18.0	✓ Run Full
Settings Customer		uc a-215-6	root	endpoint-backup	uc qa-215-6	100%	11/15/2021 17:27	💽 On	1.18.0	✓ Run Full
Users Assets		u ja-215-8	root	endpoint-backup	u ja-215-8	100%	11/15/2021 17:27	💽 On	1.18.0	✓ Run Full

## To delete an asset and/or an asset's backups

Use this procedure to delete an asset, delete the asset's backups, or delete both the asset and its backups.

- 1 Select Configure > Assets.
- 2 Select the customer whose asset you will delete.
- 3 Locate the asset in the list and click its **Delete** button.
- 4 Select one of the following:
  - Decommission Endpoint Select to decommission the asset. Once the asset has been decommissioned, the
    asset is removed from jobs and you can no longer recover backups to the endpoint. (But you can recover
    backups of this asset to another asset.) Existing backups remain stored in the Cloud, but no new backups will
    run for this asset.
  - Purge Data Select to delete this asset's backups from the Cloud. Data deletion may take some time depending on the size. The next backup run for this asset will be promoted to a full.
  - Delete All Select to decommission the asset and delete this asset's backups from the Cloud. No new backups will run for the asset. The asset is removed from jobs and you can no longer recover files to the asset.

Note: Re-installing an agent on a decommissioned asset will register it as a new asset.

5 (Optional) If you selected Decommission Endpoint or Delete All, you can opt to use the Wait For Agent Uninstallation option to uninstall the agent on the endpoint:



• Check the **Wait For Agent Uninstallation** box to ensure that the agent has been removed from the endpoint before decommissioning the asset.

- Leave the **Wait For Agent Uninstallation** box unchecked to decommission the asset without removing the agent from the endpoint.
- 6 Click Delete.

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🔿 Kaseya Endpoint Backup	, .	unitrends-inte				Delete "SE-Server2016" ×
Monitoring	-			2		*
Introduction				-		Agent Backups Metadata
Dashboard						O Decommission Endpoint
Restore Status						Remove all traces of the agent from "SE-Server2016". No new backups will run and no data can be restored
Backup	*	Machine	Machine			to this asset without re-installing the agent. Re-installing an agent on this endpoint will register it as a new
Profile		ID 🗘 🔍	Group 🍦 🔍	Organization 💠 ्	Asset Name 👙	0000-1.
Jobs						🔿 Purge Data 🔲 🧭
Backup Status	*	A-Remote-Svs4	core	marvel-cloud	SE-Server2016	Delete all backup data associated with "SE-Server2016" from the Cloud. The next backup after deletion will
Summary View			0010	indirer ofour	02 0011012010	be a full backup. Data deletion may take some time depending on the size.
List View						Delete All
History		brur-kub-1-24	base	myorg	brilli-kub-1-24	Uninstall agent and delete all Cloud data. All traces of "1-24-epb-2022-03-11-22-54-34" will be removed
Restore	*			Select	4	where possible including from the file system, registry, temporary files, etc. No backups will be taken and no data can be restored to this asset unless the agent is re-installed.
File and Folder		ucimja-215-39	root	endpoint-backup	ucb-qa-215-39	👌 Run Once 📋
Bare Metal						Vait For Agent Uninstallation
Configure	*			and a last back to a		The application will wait for confirmation that the Endpoint Backup agent has been successfully removed from the asset before proceeding with the rest of the uninstall process.
Settings		uc a-215-6	root	епарота-раскир	uc ±-215-6	5 O Run Once
Customer	2					
Users		uc a-215-8	root	endpoint-backup	uci a-215-8	Cancel Delete 👌 Run Once 🗊
Assets						

The Delete All or Decommission Endpoint procedure starts.

- For Delete All, the asset's Enabled column contains *Deleting ALL* while the procedure is running and *Deleted ALL* when the procedure is finished.
- For Decommission Endpoint, the asset's Enabled column contains *Deleted AGENT* when the procedure is finished.
  - **Note:** If the asset's Enabled column does not change to *Deleted AGENT*, it is possible that the system cannot connect to the agent or the endpoint is running an older agent version. Run Decommission Endpoint again without selecting the Wait For Agent Uninstallation option. After the Decommission Endpoint procedure is finished, uninstall the agent manually.



**Note:** Wait For Agent Uninstallation requires agent version 1.11 or later. Do not check this box if the endpoint is running an older agent or if the endpoint is no longer reachable. (You must manually uninstall older agent versions.)

					Bulk Installation	le Installation
Asset Name 💠 🔍	Success Of Last 10 Tasks 💠	Last Seen 💠	Enabled 🜩	Agent Version 💠	Actions	Â
v-1-17-st cb-part-2-15, 06	0%	Asset is decommissioned	Deleted AGENT	1.24.0	🛱 Run Full 🛛 👌 Run Once	t t
Sam-Laptop	0%	Delete All is in progress	Deleting ALL	1.24.0	🛱 Run Full 👌 Run Once	t t
v-1-16-stadcb-1'2	60%	07/24/2021 11:31	On	1.24.0	🛱 Run Full 🛛 👌 Run Once	Ū.
v-1-16-stagingb-194	60%	07/24/2021 11:30	On	1.24.0	🛱 Run Full 🛛 👌 Run Once	Û

## To promote an asset's next backup to a full

Use this procedure to run a full backup of the asset during the next scheduled run. To use this feature, the asset must be present in a job schedule.

- 1 Select Configure > Assets.
- 2 Select the customer whose asset you will promote.
- **3** Locate the asset in the list.
- 4 Click the asset's **Run Full** button.
- 5 Click **Run Full** to confirm.

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List View	Queue Full On All Assets ×	09/	09/27/2021			🛱 Run Full 🛛 👌 Run Once		
History		100%	13:38	🕑 On	1.24.0		👌 Run Once	Ċ
Restore 👻	The next backup task ds-w2016-252 runs will be a Full Backup regardless of							
File and Folder	backup. It is recommended you maintain a strong network connection during this	100%	09/27/2021	💽 On	1.24.0	🛱 Run Full	ð Run Once	Ð
Bare Metal	process. It is not recommended to run a full backup unless it is absolutely necessary.		10.02					
Configure 👻		100%	09/27/2021	( On	124.0	🛱 Run Full	ሻ Run Once	
Settings	Cancel Run Full	-4	14:08		1.24.0		Ontair once	
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Assets								
My Settings								

6 The asset's Run Full button changes to green, indicating that the Run Full job is pending. The job is queued as soon as the asset checks in and runs if no other job is currently running for this asset.



The button returns to blue once the job starts. Note that you cannot initiate Run Full for the asset if the button is gray (asset is disabled) or green (Run Full job is pending).

#### To run an on-demand backup of the asset

Use this procedure to run an on-demand backup of the asset. An incremental backup runs unless promotion to a full is required due to a configuration change. The job is queued as soon as the asset checks in and runs if no other job is currently running for this asset.

#### **1** Select **Configure > Assets**.

- 2 Select the customer.
- **3** Locate the asset in the list.
- 4 Click the asset's **Run Once** button.
- 5 Click **Run Once** to confirm.

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File and Folder												✓ Run Full	O Run Once	
Bare Metal					A backup not active	task will run on v-1-	22-staying-kdin ackup or restore	199-pall 2 as s tasks. An asset c	oon as it checks hecks in once e	in and is /erv 3				
Configure	*	v1-12-1-s	base	myorg	minutes.	This will not affect a	ny other assets r	egistered in the s	ystem.	, .		🗸 Run Full	ð Run Once	Û
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Customer									Canaal					
Users 1		v112-st ging-kd	base	myorg					Cancel R	un Once	4	✓ Run Full	👌 Run Once	Û
Assets														

6 The asset's Run Once button changes to green, indicating that the Run Once job is pending. The job is queued as soon as the asset checks in and runs if no other job is currently running for this asset.

The button returns to blue once the job starts. Note that you cannot initiate Run Once for the asset if the button is gray (asset is disabled) or green (Run Once job is pending).

## Working with your user account settings

Use these procedures to change your password or enable/disable login with IT Complete:

- "To change your Kaseya Endpoint Backup password"
- "To enable login with IT Complete from the My Settings page"



- "To disable login with IT Complete"
- "To enable search by asset name"

To change your Kaseya Endpoint Backup password

- 1 Select Configure > My Settings.
- 2 Enter your old password.
- 3 Enter the new password.
- 4 Enter the new password again to confirm.
- 5 Click Change Password.

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C Search Navigation		Change your password	^
Kaseya Endpoint Backup	-		
Monitoring	*	Old password:     Did password:     Did password:     Did password:     Did password:	
Introduction			
Dashboard		New password:	
Restore Status		* Confirm new password	
Backup	•		
Profile		4 Change Password	
Jobs		· · · · · · · · · · · · · · · · · · ·	
Backup Status	-		
Summary View		Link your account	
List View			
History		Circomplete	
Restore			
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Customer		Lie Accel Manaer	
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Assets	1		
My Settings			

To enable login with IT Complete from the My Settings page

- 1 Select Configure > My Settings.
- 2 Click Link.
  - Note: If you do not see the IT Complete Link button, your organization has not been registered with IT Complete. Register your organization as described in "Working with Kaseya Endpoint Backup Settings" on page 127.



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	Introduction				
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	Restore Status		* Confirm new paceword	Confirm now naceword	
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	Jobs				
	Backup Status	•			
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	List View				
	History		IT Complete		
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	Configure	-			
	Settings		VSA User Settings		
	Customer		Lise Asset Names:		
	Users		Use Asset Names :		
	Assets				
	My Settings				

To disable login with IT Complete

- 1 Select Configure > My Settings.
- 2 Click Unlink.



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Settings						
Customer	Use Asset Names:					
Users						
Assets						
My Settings						

The account link is removed and you are logged out of Kaseya Endpoint Backup.



Kaseya		
	Username Password	
	Log In	
	Or	
	C Log In with IT Complete	
	<u>Help &amp; Support</u>   © Kaseya 2021	

#### To enable search by asset name

By default, the asset filters search by VSA machine name (e.g., *Mymachine001.groupname.myorg*). To search by asset name instead:

- 1 Select Configure > My Settings.
- 2 From the Use Asset Names list, select **Hostnames**:

VS	A					۹	<b>B</b> (	🖞 📮 1	6 🛄 25	<i>(</i> ? (	9 E	dba	ds.	.com
<	Q Search Navigation		Change your passwo	ord										
	Kaseya Endpoint Backup	-												
	Monitoring	*		* Old password:	Old password									Ø
	Introduction													
	Dashboard			* New password:	New password									Ø
	Restore Status			Confirm new password:	Confirm new password									ø
	Backup	*												
	Profile											Chan	ge Passwo	ord
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	Summary View	•	VSA User Settings											
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Kaseya Endpoint Backup	• •									
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Introduction										
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Chapter 7: Working with Customers, Assets, and Users

# Chapter 8: Working with Kaseya Endpoint Backup Settings

Use the Settings page to view storage configuration and to manage integrations between Kaseya Endpoint Backup and Kaseya modules.

See these topics for details:

- "Viewing Kaseya Endpoint Backup settings"
- "Working with your IT Complete integration"
- "Working with your BackupIQ integration"
- "Working with asset log storage"

## Viewing Kaseya Endpoint Backup settings

To view Kaseya Endpoint Backup settings, select **Configure > Settings**. These settings display:

- Storage Configuration area
  - Region The Kaseya Cloud region where backups are stored.
  - UUID Unique identifier of your Kaseya Endpoint Backup instance.
  - Host Name Cloud storage host name.
  - Alias Cloud storage alias.
- Integrations area Shows modules that can be integrated with your Kaseya Endpoint Backup. If you see the Pregister button, the module is not integrated. If you see the Runregister button, the module is integrated.
- Asset Log Storage Enable this feature to automatically upload asset logs to the Unitrends Cloud. Indicates log storage is enabled. Indicates log storage is not enabled. For details, see "Working with asset log storage" on page 147.



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<	Q Search Navigation	🔢 Williams' Alerting Services 🏩 Default 🗸					
0	Kaseya Endpoint Backup Monitoring Introduction	Storage Configuration					
	Dashboard Restore Status	Region: 102 100					
	Profile Jobs	Host Name: Williams Alerting Services					
	Backup Status 👻	Alias: Williams Alerting Services					
	List View History	Integrations					
	Restore 👻	IT Complete     Module is NOT integrated					
	Bare Metal Configure	connect your organization to the kaseyaUne Porta to enable II. Complete single sign-Un with all your kaseya modules. I hrough the kaseyaUne portal you will have access to your account manager, billing, help desk tickets, Kaseya University classes, and more.					
	Settings Customer Click here Users Connect to BackupIQ, our free intelligence engine, available via the Unitrends module of UniView or your VSA. Take advantage of powerful monitoring, actionable insights, trouble ticket automation and much more.						
	Assets My Settings Asset Log Storage Log storage is enabled						
\$\$ \$	Agent  Agent Procedures	Allow asset logs to be stored in the cloud. This feature aids support when troubleshooting issues by uploading the relevant error logs to the Unitrends Cloud automatically.					
÷	Anti-Malware (deprecated)						

## Working with your IT Complete integration

Once your organization is integrated with IT Complete, users can opt to link their Kaseya Endpoint Backup user account to their KaseyaOne user account to enable single sign-on. Once the account is linked, the user can simply click **Log In** with IT Complete on the Login page to access Kaseya Endpoint Backup, without entering their Kaseya Endpoint Backup credentials.

• To integrate your organization, locate the IT Complete integration and click its *Pregister* button.



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<ul> <li>&lt; Q Search Navigation</li> <li>Kaseya Endpoint Backup</li> </ul>	Williams' Alerting Services 2
Monitoring Introduction	Storage Configuration
Dashboard Restore Status	Region:
Backup Profile Jobs	•     UUID:     7493     5f71f5       Host Name:     Will Ing Services
Backup Status Summary View	Alias: Will ng Services
List View History	Integrations
Restore File and Folder	▼ Click here
Bare Metal Configure	Connect your organization to the KaseyaOne Portal to enable IT Complete Single Sign-On with all your Kaseya modules. Through     the KaseyaOne portal you will have access to your account manager, billing, help desk tickets, Kaseya University classes, and     more.
Settings Customer	Connect to BackupIQ     Connect to BackupIQ our free intelligence engine available via the Unitrends module of UniView or your VSA. Take advantage of
Users Assets	powerful monitoring, actionable insights, trouble ticket automation and much more.
wy settings	





• To remove the integration, locate the IT Complete integration and click its & button. Click **Unregister** again to confirm. This removes the integration and all existing user account links to KaseyaOne.



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< Q Search Navigation	III Williams' Alerting Services	All Customers	
🔿 Kaseya Endpoint Backup 👻			
Monitoring -	Storage Configuration		
Dashboard Restore Status	Region:	102 1 71 05	
Backup -	UUID:	74931cbc	
Jobs Beekun Statun	Host Name: Alias:	Are you sure you want to delete your	
Summary View		organization's IT Complete registration? All users in this organization will lose their IT Complete link.	
List View	Integrations	Cancel Urregister 2	
Restore 👻	🧑 IT Complete		er
Bare Metal	Connect your organization to the Kasey	aOne Portal to enable IT Complete Single Sign-On with all your Kaseya modules. Through	
Configure 👻	the KaseyaOne portal you will have acco more.	ess to your account manager, billing, help desk tickets, Kaseya University classes, and	
Customer	BackupIQ	<i>₽</i> Registe	r
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Assets My Settings	powerrur monitoring, actionable insignt	וא, ונסעטופ זוכאפי מענטוזמונטוז מזע וזועכוז וזוסופ.	



C Search Navigation     Kaseya Endpoint Backup	Q 🖹 👷 🖵 17 🖵 25 🚅 Successfully unregistered your X
Introduction	Storage Configuration
Dashoard Restore Status Backup ~ Profile Jobs Backup Status ~ Summary View	Region:T1 95UUID:7493Host Name:WillAlias:WillNg Services
List View History	Integrations
Restore  File and Folder Bare Metal Configure  Customer Users Assets My Settings	<ul> <li>Connect your organization to the KaseyaOne Portal to enable IT Complete Single Sign-On with all your Kaseya modules. Through the KaseyaOne portal you will have access to your account manager, billing, help desk tickets, Kaseya University classes, and more.</li> <li>BackupIQ Or free intelligence engine, available via the Unitrends module of UniView or your VSA. Take advantage of powerful monitoring, actionable insights, trouble ticket automation and much more.</li> </ul>

## Working with your BackupIQ integration

After you have integrated BackuplQ, you can set up alerting for your Kaseya Endpoint Backup job tasks in the Unitrends Backup Portal. You use Unitrends Backup Portal's conditional alarm feature to set a threshold for how long a machine can go without a good backup. If the threshold is exceeded, an alarm is generated and added to the Portal's BackuplQ Alerts list. If the Unitrends Backup Portal has been integrated with a PSA system (BMS, Autotask, or ConnectWise), a ticket is also generated in the PSA. Additionally, you may opt to receive email notifications for these alerts.

See these procedures for details:

- "To integrate BackupIQ"
- "To remove the BackuplQ integration"
- "To set up BackuplQ alerts for Kaseya Endpoint Backup"
- "To view BackuplQ alerts"
- "To set up email notification for BackuplQ alerts"
- "To dismiss BackupIQ alerts"



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To integrate your PSA system with Unitrends Backup Portal, see *Working with Integrations* in the <u>Unitrends Backup</u> Portal Guide.

## To integrate BackuplQ

- **Note:** Unitrends Backup Portal credentials are required for integration. If you have not received an email with credentials from the Unitrends Backup Portal Onboarding team, contact your Account Manager to get started.
- 1 Locate the BackupIQ integration and click its *Pregister* button.

VSA	Q 🖹 👷 🖵 17 🖵 25 🔑 🔗 db 🚛 ds.com 👔
C Search Navigation	II Williams' Alerting Services : 1 All Customers
Kaseya Endpoint Backup	
Monitoring Introduction	Storage Configuration
Dashboard	
Restore Status	Region: 192.16 1995
Backup	• UUID: 74931cbc 595f71f5
Profile	Host Name: Williams' Alerting Services
Jobs	Alize
Backup Status	Williams' Alerting Services
Summary View	
List View	
History	Integrations
Restore	
File and Folder	Unregister & Unregister
Bare Metal	Connect your organization to the KaseyaOne Portal to enable IT Complete Single Sign-On with all your Kaseya modules. Through
Configure	the Kaseyaone portal you will have access to your account manager, billing, help desk tockets, Kaseya University classes, and more.
Settings	
Customer	
Users	connect to backupig, our rree intelligence engine, available via the Unitrends module of UniView or your VSA. Take advantage of powerful monitoring, actionable insights, trouble ticket automation and much more.
Assets	
My Settings	

- 2 Log in to your Unitrends Backup Portal:
  - Enter the backup.net homerealm that was provided to you by the Unitrends Backup Portal Onboarding team. Click **Next**.





• Enter the username and password of your Unitrends Backup Portal account. Click Login.

Kaseya		
	UNITRENDS	
	Email dburningunitrends.com Password Forjot password? Cog in Or	
	روت Log in with IT Complete Help. & Subport   € Kaseya 2022	

**3** BackuplQ is integrated and the Kaseya Endpoint Backup Settings page displays:





To start receiving backup alerts, proceed to "To set up BackupIQ alerts for Kaseya Endpoint Backup" on page 137.

## To remove the BackupIQ integration

1 Locate the BackupIQ integration and click its & unregister button.





2 Click Unlink to confirm.

Kaseya		
	EndPoint Backup Do you want to unlink EndPoint Backup from UniView?	
	Unlink Cancel Click here	
	Helo & Support   & Kaseya 2022	

3 The integration is removed from Kaseya Endpoint Backup. Endpoint Backup alerts are removed from the Unitrends Backup Portal.





## To set up BackupIQ alerts for Kaseya Endpoint Backup

After you have integrated BackuplQ, use this procedure to set alert thresholds against the last successful backup. When a threshold is crossed, an alert is added to BackuplQ, enabling you to quickly prioritize and address alarm conditions.

#### Notes:

- You must integrate BackupIQ before running this procedure.
- A Unitrends Backup Portal superuser account is required to run this procedure.
- **1** Log in to your Unitrends Backup Portal as a superuser:
  - Select the Unitrends Backup module.

**Note:** If you have not integrated the Unitrends Backup module, contact your Account Manager to get started.

• Enter the username and password of your Unitrends Backup Portal superuser account. Click Login.



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	Portal	- Ruseya	
	Dashboard		
	Appliances		
	Jobs		
	Organizations		UNITRENDS
₽	Agent		Je-backup.net
0-0 ←0	Agent Procedures		Email
÷	Anti-Malware		db III Itrends.com
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ę	Audit	•	
۲	AuthAnvil	•	
¢	Backup	•	
⊕	Cloud Backup	• >>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>	
5	Data Backup	•	Or
Ð	Datto BCDR	• /////////////////////////////////////	C Log in with IT Complete
Ċ	Discovery	•	
+ D 11	Info Center	•	
~	Monitor	•	Help & Support   © Kaseya 2022
(e) A	Network Monitor	•	
Ś	Patch Management	•	
0	Policy Management	•	
۲. ۱	Ransomware Detection	>	

- 2 Click the BackuplQ icon in the upper-right corner.
- 3 Click the 🕸 icon.



4 Click C to view global threshold settings for Backups.

Note: Replication Offsite thresholds do not apply to Kaseya Endpoint Backup.





5 (Required) Enter global threshold settings and click Save.

In this 1-hour example, a backup alarm is generated if the backup does not complete successfully within 1 hour of the job's scheduled start time.

Notes:

- A Kaseya Endpoint Backup customer is known as an organization in the Unitrends Backup Portal.
- Global threshold settings are applied to assets that are protected by a backup schedule and do not have a custom threshold assigned. Global thresholds are applied across all organizations.

UNITRENDS	Dashboard	Backup Jobs	Organizations Settings		Ĺ	🮐 🗿 diamangantire 📧
Dashboard		V ®	Global Thresholds	×	Notifications	Clear all
Appliances O offline O online	E	Alerts 4 View all	Backups Time without successful backup days hours 0 1			
Active Jobs			Replication Offsite	Save	2	

- 6 (Optional) Add a custom threshold and apply to organizations:
  - **Note:** Custom thresholds take precedence over global thresholds. Each organization can be assigned one custom threshold.
  - Click Create New:



UNITRENDS Dashboard	Backup Jobs Orga	anizations Settings		<b></b>	🤔 😝 db 📑 tre 📧
Dashboard	<b>v</b>	Global Thresholds	×	Notifications	Clear all
Appliances O offline O online	Alerts 4 View all	Backups     Time without successful backup     days     bours     0     1			
Active Jobs Job Name Appliance As	ssets Progress	Replication Offsite	9		
No Act	tive Jobs	Custom Thresholds Click here + Create New	v		

• Enter a title and threshold settings for Backups. Add one or more organizations. Click Save:

INITRENDS	Dashboard Backup Jobs Org	ganizations Settings			🦨 😨 😫	dt <b>anna a</b> tre
	T	← Back		× Notifications		Clear all
Dashboard	<b>Ø</b>	Custom Thresholds				
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Job Name Appliance	Assets Progress	Time without success	ful replication			
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		Q Search				
		Organization 1	Threshold			
	Updat	Donut Shop	Remove			
		Finance	Add Click to add o	ne or		
		IT Solutions	Add 3 more organiza	tions		
Recent Jobs		ITGlue	Add			
		Lexington Office	Add			
Appliance	Job Namo	Marketing	Add			
Арриансе	JOD Name					
			4 Save			

• The custom threshold is added:





After setting thresholds for backups, an alarm is generated if the threshold is crossed. These conditions are checked: threshold settings, last successful backup, and backup job schedule.

#### Notes:

- The BackuplQ integration sends last backup information to the Unitrends Backup Portal. BackuplQ alerting does not begin for a given asset until the next successful backup runs (a successful backup must run after BackuplQ has been integrated to enable alerting for the asset).
- BackuplQ retains the last 90 days of backup status information received from Kaseya Endpoint Backup. Backup alerts are generated for the last 90 days of backup activity.

When alarms are generated, they are added to the alerts list in BackuplQ, as shown in "To view BackuplQ alerts".

Note: You can opt to also receive email notification of BackuplQ alerts. For details, see "To set up email notification for BackuplQ alerts".

#### To view BackupIQ alerts

**1** In the Unitrends Backup Portal, click the BackupIQ icon. Alerts display below:



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UNITRENDS	Dashboard	Backup Jobs O	organizations Settings		Cli	ck here	- 🛃 🗿 🕒 🚛 📧
Dashboard					₹ ©	Notifications Backup was not co 2 hours ago	Clear all ompleted within 1 hour(s) threshold.
Appliances O offline O online		Alerts 4 View all		Low Space Appliances 0 View all		Organization Asset Backup was not co	Asset name ompleted within 1 hour(s) threshold.
Active Jobs			- Alerts d	isplay in list 2 Jobs		6 hours ago Organization Asset	de- v 8-alert 53
Job Name App	liance Asse	ts Progress	Duration	6		7 hours ago Organization Asset	v 7-alert 51
	No Activ Looks like you don't h	<b>re Jobs</b> ave any Active Jobs		2		Backup was not or Sep 20, 02:48 pm Organization Asset	empleted within 1 hour(s) threshold.

2 (Optional) Click  $\mathbf{V}$  to filter the alerts list by organization:

**Note:** A Kaseya Endpoint Backup *customer* is known as an *organization* in Unitrends Backup Portal.



ere Notifications	Clear all
Backup was not	completed within 1 hour(s) threshold.
Sep 22, 07:49 am	
Organization	Admin-r
Asset	ws-ka-10168
Backup was not	t completed within 1 hour(s) threshold.
Sep 21, 03:49 pm	
Organization	d∎
Asset	ucb-windows-10-
Backup was not	completed within 1 hour(s) threshold.
Sep 21, 03:19 pm	
Organization	de
Asset	ucb-windows-10-
Backup was not	completed within 1 hour(s) threshold.
Sep 21, 02:24 pm	
Organization	d
Asset	v stag j-
Backup was not	completed within 1 hour(s) threshold.
Sep 21, 02:04 pm	
Organization	de
Assat	v -alert rele
Asset	51
Backup was not	t completed within 1 hour(s) threshold.
Sep 21, 02:04 pm	
Organization	d
Asset	v 10-alertase-2022 00 20 00-
Maati	53



- Select an organization from the Organization list. (To clear the filter, select All from the Organization list.)
- Click X to exit.

bs Organizations Settings	4 🥑 🗧	db 📜 tre ҡ
V Organization	Notifications	Clear all
Image: Select an organiization       Dismiss	Backup was not completed within 1 Sep 22, 07:49 am Organization Asset	hour(s) threshold. Admin-read ws-ka-10168

3 To investigate why a backup did not complete successfully within the target threshold, view the asset's last backup in Kaseya Endpoint Backup (for details see "Viewing backup status".)

#### To set up email notification for BackupIQ alerts

Unresolved alerts display in the BackupIQ alerts list. If you have integrated Unitrends Backup Portal with a PSA system (BMS, Autotask, or ConnectWise), a ticket is also generated in your PSA. Additionally, you may opt to receive email notifications for these alerts. Use these steps to set up email notification:

**Note:** To integrate your PSA system with Unitrends Backup Portal, see *Working with Integrations* in the Unitrends Backup Portal Guide.

1 In the Unitrends Backup Portal, click **Settings**:

UNITRENDS	Dashboard	Backup	Jobs	Organizations	Settings	<u>9</u>	(?) 😝 🚛	itre	к
					/	Scope Or	rganization		*
Dashboard				Click Settings		All 🗸 🗸	All ~	53	

- 2 On the Settings page, select the **Alerts** view.
- 3 Scroll down to Email Settings. Enter the email address and click Add Email. Repeat to add another address.


ITRENDS	Dashboard	Backup	Jobs	Organizations	Settings		Ę	. 🤊	e dba itre
ettings									
Alerts Integrations	Users	Scopes	Public A	APIs					
High storage growth									
Inventory Sync warning									
Licensing issues									
Password changed									
Reboot required									
Replica failures									
Ransomware									
Email Settings Alerts generated by our syst dbsrrecegourinerids.com Email	2 Scroll em will be se	down to En	nail Setting lowing add	js Iresses: Add Email	-4				
sia	ya.com								圎

Upon adding one or more email addresses, alerts are emailed to the specified addresses.

Once the alert condition has been resolved, Unitrends Backup Portal automatically removes the alert from BackupIQ and emails notification that the alert has been dismissed.

# To dismiss BackupIQ alerts

Once an alert condition has been resolved, Unitrends Backup Portal automatically removes the alert from BackupIQ. You can opt to manually dismiss alerts by using this procedure.

- **Note:** Dismissing an alert does not resolve the alert condition. If the alert condition still exists, a subsequent alert will be generated.
- 1 Log in to the Unitrends Backup Portal.
- 2 Click the BackuplQ icon to display alerts.
- 3 (Optional) To dismiss a single alert, click its X icon.
- 4 (Optoinal) To dismiss all alerts, click Clear all.



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JNITRENDS	Dashboard	Backup	Jobs	Organizations	Settings		Click	k to view alerts 🥂 🦉 🧭	e dba <b>nii fan</b> itre
Dashboard Appliances 0 offline 0 online		Alerts 8 View a	11			Low Space Appliances 0 View all	7 ©	Notification: Click to dismiss a Backup was not completed within Sep 22, 07.49 am Organization Aaset Backup was not completed within Sep 21, 03.49 pm Organization Aaset	all alerts Clear all n 1 hour(s) threshold. Admin ad wska:10168 n 1 hour(s) the Dismiss fismiss one alert ucb-windows-10-
Active Jobs Job Name Appli	ance As	ssets	Progress	Duratio	n	6		Backup was not completed within Sep 21, 03:19 pm Organization Asset	n 1 hour(s) threshold. d ucb-windows-10-

- 5 (Optional) To dismiss one organization's alerts:
  - Click  $\mathbf{V}$ .

UNITRENDS	Dashboard	Backup	Jobs	Organizations	Settings			Ļ	🕐 😝 dbaanii fan itre 📧	
Dashboard						Click here	-7 ©	Notifications Backup was not complete Sep 22, 07:49 am	Clear all ed within 1 hour(s) threshold.	
Appliances		Alerts				Low Space Appliances	0	Organization Asset	Admin bd ws-ka-10168	

- Select an organization from the Organization list.
- Click **Dismiss**.

bs Organizations Settings	4 😯 🔁 db	tre <mark>K</mark>
Creanization	Notifications	Clear all
Admin-re ed .	Backup was not completed within 1 hour(s	s) threshold.
Select an organization	Sep 22, 07:49 am	
Dismiss	Organization 2	Admin-remaind ws-ka-10168
3	List is filtered	
Click to dismiss all alerts for the selected organization		



# Working with asset log storage

Enable this feature to automatically upload your assets' error log files to the Unitrends Cloud. Error logs provide valuable troubleshooting information you can use to address Kaseya Endpoint Backup issues. Once logs have been uploaded, you can download and review them in just a few clicks— and easily send an error log *.zip* file to Unitrends Support so that issues can be resolved quickly.

The asset log feature applies to assets running Kaseya Endpoint Backup agent version 1.30 or higher. Once you have enabled the feature, logs are uploaded as tasks complete for assets running the 1.30+ agent. (To upgrade the agent on your assets, see "Install the Kaseya Endpoint Backup agent ".)

Logs are stored in the Unitrends Cloud for 60 days. Logs older than 60 days are automatically purged from Unitrends Cloud storage.

See these procedures for details:

- "To enable asset log storage"
- "To download and view asset logs"
- "To disable asset log storage"

### To enable asset log storage

Locate the Asset Log Storage and click its D button.

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Dashead     Region:     Image:	Monitoring +	Storage Configuration
Pedie     Wethink     Definition       Pedie     Host Name:     den-ltr-d2c-612_fib       Jobs     Allass:     den-ltr-d2c-612_fib       Jobs     Allass:     den-ltr-d2c-612_fib       Jobs     Interdention     den-ltr-d2c-612_fib       Jobs     Interdentio	Dashboard Restore Status Backup 👻	Region: uclng=storage.backup.net:443
Backg Status     -	Profile Jobs	Optimization         Optimization           Host Name:         de=lt=-d2e=612         f1b           Allow:         de=lt=-d2e=612         f1b
Hardward     Integrations       Hastore     Integrations       Restore     Integrations       File and Fider     Integrations       Bire Meail     Connect your organization to the Kaseya/One Portal to enable IT Complete Single Sign-On with all your Kaseya modules. Through the Kaseya/One portal you will have access to your account managet, billing, help desk tickets, Kaseya       Conford     Backupil       Customer     Backupil       Customer     Connect to BackupilQ, our free intelligence engine, available via the Unitrends module of UNVew or your VSA. Take advantage of powerful monitoring, actionable insights, trouble ticket automation and much more.	Backup Status v Summary View	Anna. den-ltr-d2c-612 flb
Fie and Feder     If Complete     Withrengister       Bare Meal     Connect you organization to the KaseyaOne Portal to enable IT Complete Single Sign-On with all your Kaseya modules. Through the KaseyaOne portal you will have access to your account managet, billing, help desk tickets, Kaseya       Confuer     University classes, and more.       Content     Image: Connect you organization to the KaseyaOne Portal to enable IT Complete Single Sign-On with all your Kaseya modules. Through the KaseyaOne portal you will have access to your account managet, billing, help desk tickets, Kaseya       Content     Image: Content you organization to the KaseyaOne portal to enable IT Complete Single Sign-On with all your Kaseya modules. Through the KaseyaOne portal you will have access to your account managet, billing, help desk tickets, Kaseya       Content     Image: Content you organization to the KaseyaOne portal you will have access to your account managet, billing, help desk tickets, Kaseya       Content you organization to the KaseyaOne portal you will have access to your account managet, billing, help desk tickets, Kaseya       Content you organization to the KaseyaOne portal you will have access to your account managet, billing, help desk tickets, Kaseya       Content you organization to the KaseyaOne portal you will you organization to the KaseyaOne portal you will have access to your account managet, billing, help desk tickets, Kaseya       Content you organization to the KaseyaOne portal you will you organization access to your acces	History Restore	Integrations
Configure       Contracting University University, Unitedia, Unitedia, University, University, University, Uni	File and Folder Bare Metal	If Complete     Connect your organization to the KaseyaOne Portal to enable IT Complete Single Sign-On with all your Kaseya modules. Through the KaseyaOne portal you will have access to your account manager, billing, help desk tickets, Kaseya
Uses	Configure + Settings Customer	Connect to BackupiQ, our free intelligence engine, available via the Unitereds module of UniView or your VSA. Take advantage of powerful monitoring, actionable insights, trouble ticket automation and much more.
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My settings  Click here Alow asset logs to be stored in the cloud. This feature aids support when troubleshooting issues by uploading the relevant error logs to the Unitrends Cloud automatically.  Alow asset logs to be stored in the cloud. This feature aids support when troubleshooting issues by uploading the relevant error logs to the Unitrends Cloud automatically.	My Settings	Click here Allow asset logs to be stored in the cloud. This feature aids support when troubleshooting issues by uploading the relevant error logs to the Unitrends Cloud automatically.



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List View History Restore File and Folder Bare Metal <b>Configure</b>	•	Integrations  C IT Complete Connect your organization to the KaseyaOne Portal to enable IT Complete Single Sign-On with all your Kaseya modules. Through the KaseyaOne portal you will have access to your account manager, billing, help desk tickets, Kaseya University classes, and more.
Settings Customer Users Assets My Settings		BackupIQ Connect to BackupIQ, our free intelligence engine, available via the Unitrends module of UniView or your VSA. Take advantage of powerful monitoring, actionable insights, trouble ticket automation and much more. Asset Log Storage Log storage is enabled
Agent	) }	Nlow asset logs to be stored in the cloud. This feature aids support when troubleshooting issues by uploading the relevant error logs to the Unitrends Cloud automatically.

# To download and view asset logs

Logs are downloaded from the Task Details dialog. Access the Task Details dialog from either of these pages: Backup Status > List View or Restore Status. See "Backup Status > List View Example" or "Restore Status Example" for details.

#### Backup Status > List View Example

**1** On the List View page, locate the asset and click its Task link.

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< Q Search Navigation	👖 unitrends-internal 🙁	Admin-reliand											
C Kaseya Endpoint Backup + Monitoring + Introduction	11/29/2022 □ → 12/06/202	22 Select Assets Select Assets											
Dashboard Restore Status Backup 👻	Organization Machine Group	Machine ID Asset	Status	Last Backup	File Count	Protecte d	Duration	Avg Transfer Rate	Job	Profile	Start Time	End Time	Task
Profile Jobs Backup Status 👻	prope id root	ws-ka- 10168 WS-KA-10168	•	2 days	1796	1.48 GiB	12 minutes	18.34 Mbit/s	Tejas Test	User Folder Profile	Sun, Dec 4, 2022 10:26 PM	Sun, Dec 4, 2 PM	5a38044 9
List View 1 History Restore	propeniimd root	ws-ka- 10168 WS-KA-10168	•	19 days	20076	4.77 GiB	an hour	8.61 Mbit/s	Tejas Test	User Folder Profile	Fri, Dec 2, 2022 10:26 PM	Fri, Dec 2, 20 PM	00bd4d4 b

2 In the Task Details dialog, click **Download Logs**. A *.zip* file of the asset's recent logs is downloaded.



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Restore Status Backup	÷	Organization	Machi Group	asset				ofile	Start Time	End Time	Task
Profile Jobs Backup Status	Ŧ	prope	root	agent_version "10.6.9.1.7271" agent_version_cloud "1.29.0"				l User older ofile	Sun, Dec 4, 2022 10:26 PM	Sun, Dec 4, 2 PM	5a38044 9
Summary View List View History		propeliminand	root	"See6eb92-3a5f-4def-88b7-a8c76186e79c" compatible_profile true customer.id				l User older ofile	Fri, Dec 2, 2022 10:26 PM	Fri, Dec 2, 20 PM	00bd4d4 b
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Settings Customer Users		propelimini	root	true id 67214 job_uuid "0940856a_2452.6a/b.0x04.ax024624531a;"				l User older ofile	Wed, Nov 30, 2022 9:14 PM	Wed, Nov 30 PM	6730b5a c
Assets My Settings		propell id	root	soucostar_cuss-weud-9884-88855835188 last_known_state "REGISTERED"				l User older	Tue, Nov 29, 2022 9:13 PM	Tue, Nov 29, PM	f641d21 1
Agent Agent Procedures		98316_1669	1913195zip	Logs are dowr	loaded to <i>.zip</i> file				Show all X	_	2

3 To view logs, open the .*zip* file and extract the log files.





Home Share V	iew				
→ ~ ↑ 🖡 « Do >	98316	✓         Ŏ         Search 98316_1669913195_7951dct	59-c5d4-46c9-9c84-0a06b73c87c5		
Quick access	^	Name Asset log	Date modified	Туре	Size
		C_• PCBP• Logs.dir• adapter_1	12/1/2022 4:46 AM	Text Document	7 K
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Downloads	*	C_• PCBP• Logs.dir• adapter_3	12/1/2022 6:46 AM	Text Document	7 K
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Pictures	*	C_• PCBP• Logs.dir• adapter_5	12/1/2022 8:47 AM	Text Document	7 K
Cloud-Backup		C_• PCBP• Logs.dir• agentconfig_1	11/14/2022 10:27 AM	Text Document	1 K
Image-replicas		C_•PCBP•Logs.dir•agentconfig_2	11/14/2022 10:27 AM	Text Document	1 K
MSP-Portal		C_• PCBP• Logs.dir• customInstall	11/14/2022 10:27 AM	Text Document	124 K
		C_•PCBP•Logs.dir•d2c_backup_1	12/1/2022 5:46 AM	Text Document	6 K
recover-exchange		C_• PCBP• Logs.dir• d2c_backup_2	12/1/2022 6:46 AM	Text Document	6 K
OneDrive		C_•PCBP•Logs.dir•d2c_backup_3	12/1/2022 7:46 AM	Text Document	6 K
OneDrive Dersonal		C_• PCBP• Logs.dir• d2c_backup_4	12/1/2022 8:47 AM	Text Document	6 K
OneDrive - Personal		C_• PCBP• Logs.dir• d2c_backup_5	12/1/2022 4:46 AM	Text Document	6 K
This PC		C_•PCBP•Logs.dir•d2c_restore_1	11/14/2022 10:37 AM	Text Document	4 K
🕽 3D Objects		C_• PCBP• Logs.dir• d2c_service_1	11/21/2022 2:07 AM	Text Document	1,095 K
Desktop		C_• PCBP• Logs.dir• d2c_service_2	12/1/2022 8:46 AM	Text Document	3,134 K
Documents		C_• PCBP• Logs.dir• d2c_service_3	11/14/2022 10:46 AM	Text Document	3 K
Downloads		C_• PCBP• Logs.dir• d2c_service_4	11/16/2022 12:09 AM	Text Document	462 K
- Downloads		C_• PCBP• Logs.dir• d2c_service_5	11/17/2022 11:26 PM	Text Document	585 K
Music		C_• PCBP• Logs.dir• d2c-logger-lock.lock	11/14/2022 10:27 AM	LOCK File	0 K

#### **Restore Status Example**

**1** On the Restore Status page, locate the recovery task and click its Task ID link.

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Monitoring - Introduction Dashboard	Target Machine Machine Group ID	Organization Task ID	¢ doL	Туре	Target	Start Time	\$	End Time 💠	Status ≑
Restore Status 1 Backup Profile	v-1-15- stajing-1 base	myOrg 75358ee7	3f896853-2194-4881-b961- 47c09d3fb929	<b>⊡</b> Bare Metal	Session: 09†4a2dd- 032e-4be5-88ec- 49e1a1772d9d	Wed, Nov 30, 2022 7:47 AM		Wed, Nov 30, 2022 7:47 AM	•

2 In the Task Details dialog, click **Download Logs**. A *.zip* file of the asset's recent logs is downloaded.



		Task Details	0	Download Logs
Kaseya Endpoint Backup	•		•	
Monitoring	•			
Introduction				
Dashboard		asset	backup_config	
Restore Status		agent version	after command	
Backup	-	"10.6.9.2.7696"	"N/A"	
Profile			and the disc is a second se	
Jobs		agent_version_cloud	application_type	
Backup Status	-	1.25.0	FILL	
Summary View		asset_uuid	backup_type	
Summary View		"2/c5088c-du	"INCREMENTAL"	
List view		compatible_profile	before_command	
History		true	"N/A"	
Restore		customer_id	block_size	
File and Folder		158415	1024	
Bare Metal		delete_state	config_id	
Configure	-	"NODELSTATE"	369150	
Settings		enabled	data_type	
Customer		true	"SYSTEM"	
Customer		id	delay after sync seconds	
Users		67217	0	
Assets		ioh uuid	file selections	
My Settings		"3f896853-2194-4881-b961-47c09d3fb929"	{ "exclusions": null. "inclusions": null. "path type": "NOPATHTYPE" }	
Agent	-		(,,, ,, , ,, , , ,	
Agent Procedures		last_known_state	name "Surtom State"	
		REGISTERED	System State	

3 To view logs, open the *.zip* file and extract the log files.



# To disable asset log storage

Locate the Asset Log Storage and click its 💽 button.



## Kaseya Endpoint Backup Guide

Release 1.30 | December 2022

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Customer Users		Connect to BackupIQ, our free intelligence engine, available via the Unitrends module	of UniView or your VSA. Take advantage of powerful monitoring, actionable insights, trouble ticket automation and much more.
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File and Folder Bare Metal Configure	If Complete     Connect your organization to the KaseyaOne Portal to enable IT Complete Single Sign-On with all your Kaseya modules. Through the KaseyaOne portal you will have access to your account manager, billing, help desk tickets, Kaseya University classes, and more.		
Settings Customer Users	Connect to BackupiQ, our free intelligence engine, available via the Unitrends mod	Ø Register	
Assets My Settings	Asset Log Storage Log storage is disabled		
☐     Agent       ▷     B       ↓     Agent Procedures	Allow asset logs to be stored in the cloud. This feature aids support when trout	elshooting issues by uploading the relevant error logs to the Unitrends Cloud automatically.	



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# Chapter 9: Cooper Insights in KaseyaOne

The Cooper Intelligence Engine provides insights based on telemetry gathered from your module usage. These insights are designed to help you get the most out of your Kaseya modules. Insights let you know about features that drive the most value for your business and guide you toward following industry leading best practices.

To receive insights from Kaseya Endpoint Backup, your Kaseya Endpoint Backup and KaseyaOne user accounts must be linked. If you are using the *Login with IT Complete* single sign-on feature, you're all set. If not, run the <u>To enable login</u> with IT Complete procedure in the <u>Kaseya Endpoint Backup Guide</u> to set up single sign-on.

For more on KaseyaOne and Cooper Insights, see <u>KaseyaOne</u> and <u>FAQs - Cooper Intelligence Engine</u>.

Haven't used KaseyaOne? It's free! Contact Support to get started.

#### Insight details

Kaseya Endpoint Backup includes these insights:

Insight Name	Summary	Triggers	Excludes
Recovery drills	Complete recovery testing at all your customer sites	No restores in > 90 days for a given customer	<ul> <li>Insight does not apply to:</li> <li>Disabled customers</li> <li>Disabled assets</li> <li>Systems without valid backups</li> </ul>
Backup coverage	Ensure backups are configured and running on all systems	Asset has agent installed but is not part of a job. Not taking backups.	<ul> <li>Insight does not apply to:</li> <li>Disabled customers</li> <li>Disabled assets</li> <li>Deleted/decommissioned assets</li> <li>Recently installed assets (&lt; 7 days)</li> </ul>

Our goal with these insights is to:

- Ensure that your assets are always protected.
- Ensure that you are adhering to industry best practices by conducting recovery tests for all the organizations you support.

These insights are just the beginning – stay tuned for more Kaseya Endpoint Backup insights in upcoming releases!



#### Working with Cooper Insights in KaseyaOne

To view and manage insights:

- **1** Log in to KaseyaOne and select **Cooper**.
- 2 Active insights display in the To Do list.

<b>1Kaseya</b> One		¢ ? ⊖	ana in
ନି Home ନି Home ଓ Billing & Subscriptions	Cooper Here to provide you with daily insights on how you can optimize your business.	Scoreboard	
R Cooper 오 Support 오 Admin Settings 원 IT Complete Community	To Do     16     Completed     21     Archived     2       Your Insights     Image: Completed State	53% Kaep it up)	
	You need to test your backups! It's been 90 days since you've completed recovery testing for some of your organizations. EndPoint Backup		
	Carefull Backups aren't configured to run on some of your endpoints. You are not fully protected. You've installed agents but until they are added to a job, critical data is left unprotected. EndPoint Backup	Module Passly mylTprocess	0/2 0/3
	Maximize training engagement with 'Custom Domains' The new BullPhish ID custom domains functionality is a highly requested feature that will allow you to use you own domain or your customers' domain as a sending domain for security awareness training campaign emails, thereby improving campaign deliverability to end users. With the feature enablement	Compliance Manager Network Detective Pro VulScan Spanning Google Workspace	5/5 0/4 3/4 2/2
然 My Account Team ~	BullPhish ID	Spanning Microsoft 365 Cooper BullPhish ID	2/2 0/4
Marketo Sync Account Manager	Stop the Manual Report Generation Madness! Let Network Detective Pro's automation do the work!     Your Network Detective Pro subscription includes a powerful Report Automation Server (we call it Reports; for short); that's designed to save you a ton of     time when it comes to generating reports on a recurring basis. You decide what reports to generate, how frequently you want them generated, and even	VSA Graphus EndPoint Backup	3/4 2/2 0/2

- 3 Click an Endpoint Backup insight.
- 4 Review insight details. Do one of the following:
  - Click the action button to address the insight (Jump to the Endpoint Backup recovery page in our example).

OR

Click Skip For Now to move the insight to the Archived list.

Notes:

- To address the recovery drills insight, run one test recovery for each of the customers listed in the insight details (customers *Good Burger* and *Miami Specialist Lab* in our example).
- To address the backup coverage insight, run backups for each of the assets listed in the insight details.
- You can also opt to disable customers, disable assets, or delete/decommission assets to remove them from the insight.





5 When the insight condition is resolved, the insight moves to the Completed list.

