

BackupAgent Management Console 4.2.1 Group Manual

1. Product Information

Product: BackupAgent Management Console

Version: 4.2.1

2. Benefits

The Management Console allows you to manage accounts and backups. It serves the Online Backup Clients. It contains the following functionality by default:

- Easy and automatic account management
- Quick and logical insight in backup account status
- Extended Private Label options
- Full and effortless integration with sales and back-office activities
- Easy direct and indirect distribution of private labeled or co-branded backup services

3. Features

The BackupAgent Management Console has several features. The application is a web application and offers:

- Web-based management interface
- Incremental data traffic.
- High data security
 - SSL connection (HTTPS)
 - Storage of encrypted data with AES 128 and 256 Bits
- Distribution of accounts through co-branded or private labeled Groups (can be resellers)

- Multiple storage homes
- Web-based access for clients to browse and download files
- Trial accounts with automatic removal

The BackupAgent Management Console is fully configurable. All settings, texts and graphical appearances can be changed:

- Email communication is fully configurable for every email
- Management Console appearance can be changed
- Support links, download links and registration links can be changed

4. Working with the Management Console

The Management Console (MC) offers web-based access to control all backup activities of clients. It provides specific access to three types of users:

- Normal users
- Groups
- Administrators

This manual will only explain the options for Groups. A manual for Administrators and Users is also available.

You can login in the MC in the default MC page:



If you log in, a dashboard will appear to give a quick overview of all users' backup status. When some backup accounts have been created, the dashboard will hold accounts:

	User name	User profile	Account size	Status	Usage	Client version	Last backup	Last restore
⊞	customer1	Server	1 GB	Good	0 %	-	-	-
⊞	customer2	Server	1 GB	Good	0 %	-	-	-
⊞	customer3	Server	1 GB	Good	0 %	-	-	-
⊞	customer4	Server	1 GB	Good	0 %	-	-	-

In the right top corner a drop down menu offers all possible languages for the MC. You can easily switch between languages.

In general the Group MC has 6 menus:

- Home (dashboard)
- Users
- Groups
- Service settings
- Support
- Logout

Each menu item will be described in the following paragraphs.

4.1 Home

The function of the dashboard is to provide quick and real-time information on all or specific types of backup accounts. The dashboard has three tabs:

- Users
- Groups
- Links
- Usage

Users

The Users tab shows the actual status of all backup accounts in this Group (customers of a reseller or users of a Group).

Choose an option to change the view								All accounts
#	User name	User profile	Account size	Status	Usage	Client version	Last backup	Last restore
+	customer1	Server	1 GB	Good	0 %	4.2.4.6573	8/6/2012 1:55 PM	-
+	customer2	Server	1 GB	Good	38 %	4.2.4.6573	8/6/2012 2:29 PM	-
+	customer3	Server	1 GB	Good	40 %	4.2.4.6573	8/6/2012 2:37 PM	-
+	customer4	Server	1 GB	Good	37 %	4.2.4.6573	8/6/2012 2:56 PM	-
+	customer5	Server	1 GB	Good	0 %	4.2.4.6573	8/6/2012 3:00 PM	-

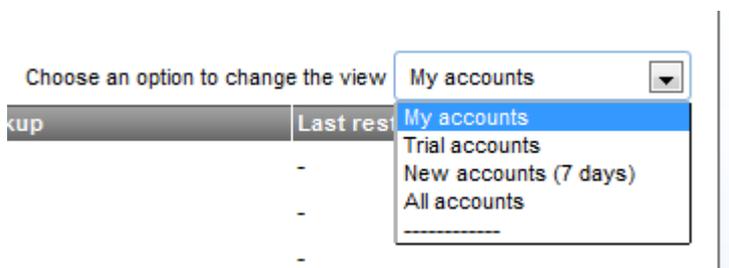
The Users tab shows:

- The username of the accounts
- The user profiles (license type)
- Account sizes
- Status
- Usage
- Client versions (Online Backup Client version)
- Last backup
- Last restore

The accounts are sorted by their username. You can click on any column to sort the accounts in another way.

If you click on the “+” left of the username, you can view the status of the last five backups. If you want to “zoom in” on a user account, you can click on the user name or on ‘view’ under ‘Reports’ in the datagrid. This is very useful for providing support. The details of the selection of a user will be explained later in this manual.

On the user tab an extra drop down menu is available to filter different sets of accounts.



Groups

The second tab is the Groups tab which may shows subgroups belonging to this group. You can click on a subgroup in order to make changes to the settings of this subgroup.

Parent	Company	User name	Name	Email	Total users	Total usage
CompanyGroup	BackupAgent BV	subgroup2	-,-	dennis.ferdinandus@backupagent.com	0	0 B
CompanyGroup	BackupAgent BV	subgroup1	-,-	dennis.ferdinandus@backupagent.com	0	0 B

Links

The third tab is the Links tab. This shows the links of personal pages:

Personal pages	Link
Personal ManagementConsole:	http://batestsrv01.backupagent.com/managementconsole/Default.aspx?ResellerName=CompanyGroup
Registration page:	http://batestsrv01.backupagent.com/managementconsole/Register.aspx?ResellerName=CompanyGroup
Forgot password page:	http://batestsrv01.backupagent.com/managementconsole/ForgotPassword.aspx?ResellerName=CompanyGroup
Login frame:	http://batestsrv01.backupagent.com/managementconsole/Login.aspx?ResellerName=CompanyGroup

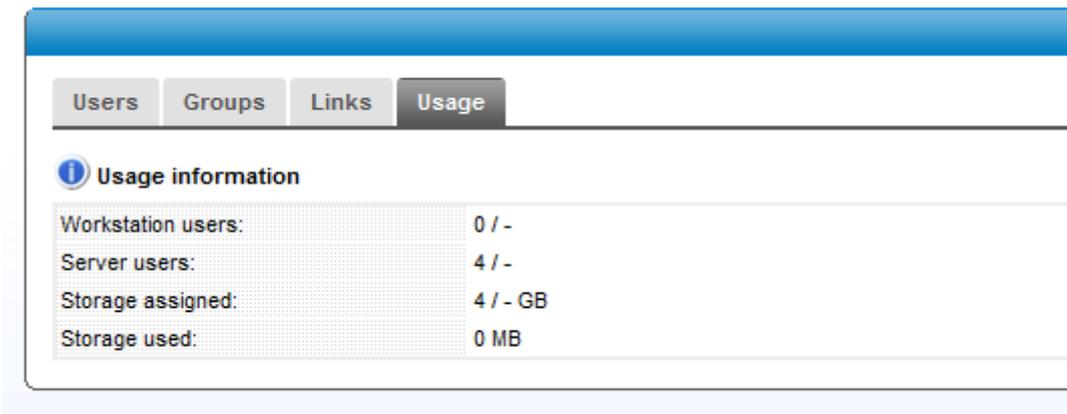
These links are especially useful for Groups who sell services to limited groups of customers. If you use the registration page as displayed in the link, a user can register at your Group directly.

The available links are:

- Personal Management Console: Default login page of MC.
- Registration page: Page to register a new account.
- Forgot Password page: Help page for a user who forgot his password.
- Login frame: User login page.

Usage

The fourth tab is about usage. The usage tab provides an overview of the usage of the Group concerning the users and storage assigned and the storage used:



- Workstation users: Number of users with a workstation account type
- Server: Number of users with a server account type
- Storage assigned: The storage space reserved by all user accounts (in GB).
- Storage used: The storage space actually used by all user accounts (in MB).

4.2 User Management

User management offers two functions in a menu:

- Find users
- Add user

4.2.1 Find users

Find users will offer a page to find a specific set of user accounts or a single user.



There are two search options for finding user:

- Search on user information
- Search on account date

User information

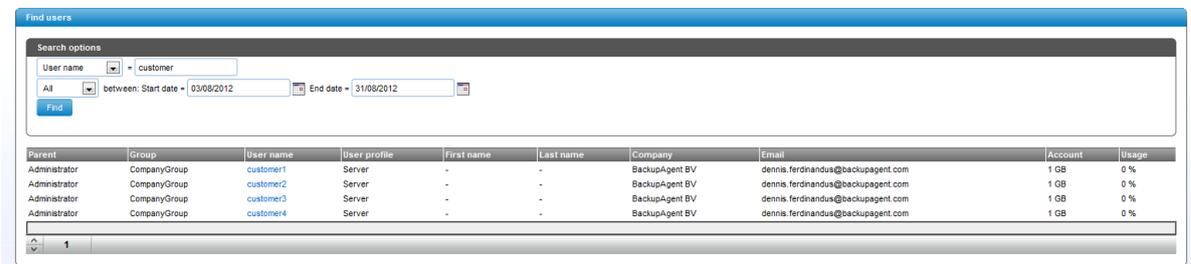
To search on user information use the top left combo box. It offers multiple fields to search on:

- User name
- First name
- Last name
- Email
- Account type
- Storage location
- Company

Fill in part of the name or description to look for in order find all user accounts that contain part of the text. (e.g. looking for 'test' for a username will find 'testuser', 'mytest' and 'testbackup').

Account date

You can search on account creation and upgrade dates and periods using the bottom left combo box combined with the date/time selection fields to find users that registered or upgraded in a specific period.



The screenshot shows a 'Find users' window with search options and a table of results. The search options include a dropdown for 'User name' set to 'customer', a dropdown for 'All' (likely for account type), and date fields for 'Start date' (03/08/2012) and 'End date' (31/08/2012). The table below shows the results of the search.

Parent	Group	User name	User profile	First name	Last name	Company	Email	Account	Usage
Administrator	CompanyGroup	customer1	Server	-	-	BackupAgent BV	dennis.ferdinandus@backupagent.com	1 GB	0 %
Administrator	CompanyGroup	customer2	Server	-	-	BackupAgent BV	dennis.ferdinandus@backupagent.com	1 GB	0 %
Administrator	CompanyGroup	customer3	Server	-	-	BackupAgent BV	dennis.ferdinandus@backupagent.com	1 GB	0 %
Administrator	CompanyGroup	customer4	Server	-	-	BackupAgent BV	dennis.ferdinandus@backupagent.com	1 GB	0 %

If you found a specific user, you can click on the user name to view all details of the account.

Note: If the administrator has allowed for a group to be able to delete user accounts, you will find a 'Remove' button at the bottom of the personal page of a user.

4.2.2 Add User

Besides finding users it is possible to add users. Click on 'Add user' in the menu 'User management' to open a page for adding users:

Personal

User

User name	<input type="text"/>
Password	<input type="password"/>
Confirm password	<input type="password"/>
Company	<input type="text"/>
First name	<input type="text"/>
Last name	<input type="text"/>
Address	<input type="text"/>
ZIP Code	<input type="text"/>
City	<input type="text"/>
Country	<input type="text" value="Netherlands"/>
Email	<input type="text"/>
Telephone	<input type="text"/>

Account

Account type	<input type="text" value="100 MB (Trial 4 weeks)"/>
User profile	<input type="text" value="Server"/>
Maximum bandwidth	<input type="text" value="Unlimited"/>
Storage location	<input type="text" value="Default storage location"/>
Active	<input type="checkbox"/>
Enable auto remove	<input type="checkbox"/>
Send activation Email	<input checked="" type="checkbox"/>
Default language	<input type="text" value="English"/>

To add a user, you must set user info and account info. The user info holds all credentials of the user:

- User name: Must be between 6 and 20 characters and is unique
- Password: Must be between 6 and 20 characters and must be confirmed
- Company: Not required
- First name: Required
- Last name: Required
- Address: Required
- Zip code: Required
- City: Required
- Country: Required
- Email: Required and is the address to receive an activation email and backup reports
- Telephone: Required

Note: All emails regarding this user will be sent to this email address (also backup and restore reports). Therefore it is important to fill in the correct address.

Note: Some required fields can be left empty by putting '-' as a placeholder. Only User name, password and email address are essential for the system.

The user also requires an account:

- Account type: The type of account you want to assign
- User profile: Select Workstation or a Server user
- Max bandwidth: A limitation to the maximum upload speed can be set
- Storage location: The storage location to store the files
- Active: Activates the account if checked
- Send act. email: Sends an activation email to the user's email address
- Default language: The default language of the user

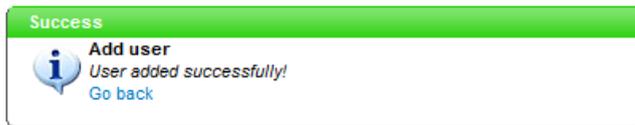
User Profile

A user profile will can limit functionality of clients installed by that user:

Workstation:	A user can install and run clients only on Windows XP, Windows Vista, Windows 7 and Mac OS X Workstation. The user can only backup and restore file data and System State.
Server:	A user can install and run clients on all supported OS's and can backup and restore file data, System State, MS Exchange and MS SQL Server, as well as creating a mapped network drive in the client.

Note: System State is only available on Windows XP and Windows 2003.

If all fields are specified correctly, click on 'Add' to add the user account to the system. If the 'Send activation email' checkbox was checked the user receives an email containing his credentials and an activation link. The user will need to confirm activation by clicking on this link. If the user does not do this and the Active check box is not checked, the user cannot log in. Either way you get the message as below. The addition is confirmed:



4.3 Group Management

Next to users, the system offers you to define groups that can distribute user accounts.

Through the 'Group management' menu, just like in 'User management', you can:

- Find Groups
- Add Group

4.3.1 Find Groups

Find Groups will offer a page similar to 'Find users'. It has fewer options, since the account of a Group contains less information:



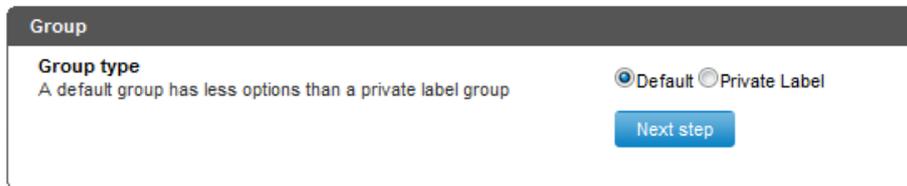
There is only one drop down box to define search options. This drop down box allows search on:

- Company
- User name
- First name
- Last name
- Email
- Parent
- Storage location

Click on the 'User name' to change information of a specific Group. You will be able to change the Group information as well as Group Restrictions and Additional information. If the Group is a Private Label group, you also have the possibility to edit some Private Label options.

4.3.2 Add Group

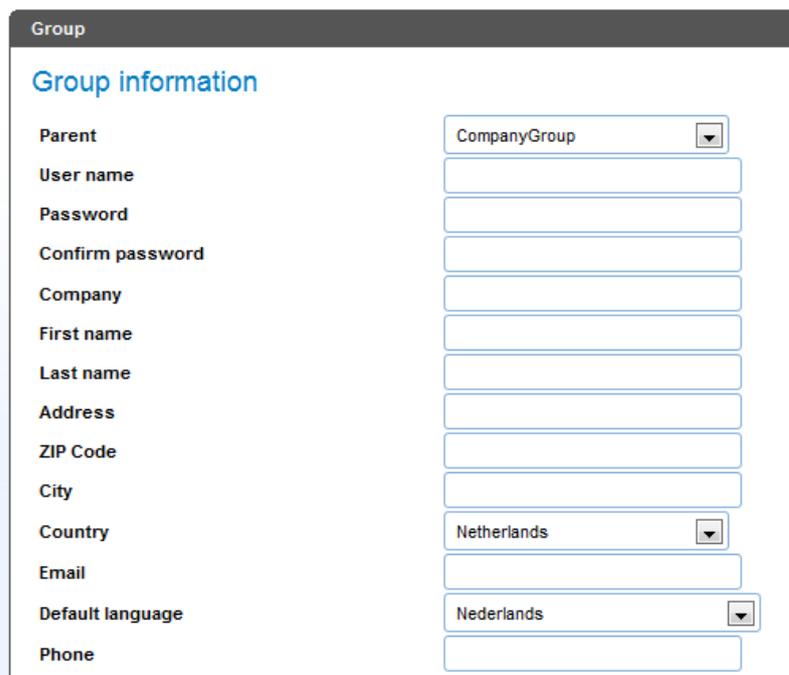
Besides finding Groups it is possible to add new Groups to the system. These Groups can create and manage their own backup accounts. Click on 'Add Group' in the 'Group management' menu. This will show the first page of a small wizard:



The screenshot shows a form titled "Group" with a dark header. Below the header, the text "Group type" is followed by a sub-note: "A default group has less options than a private label group". To the right, there are two radio buttons: "Default" (which is selected) and "Private Label". Below these options is a blue button labeled "Next step".

This page offers a choice between a Default and a Private Label Group. If your provider has purchased a 'Private Label' license, you can add Private Label Groups.

If the Group is default, no Private Label options can be entered.



The screenshot shows a form titled "Group" with a dark header. Below the header, the text "Group information" is displayed in blue. The form contains several fields: "Parent" (a dropdown menu with "CompanyGroup" selected), "User name", "Password", "Confirm password", "Company", "First name", "Last name", "Address", "ZIP Code", "City", "Country" (a dropdown menu with "Netherlands" selected), "Email", "Default language" (a dropdown menu with "Netherlands" selected), and "Phone".

To add a Group, you must set the credentials of the Group:

- Parent: The main group of which this group will be a subgroup
- User name: Must be between 6 and 20 characters and is unique
- Password: Must be between 6 and 20 characters and must be confirmed
- Company: Not required

- First name: Required
- Last name: Required
- Address: Required
- Zip code: Required
- City: Required
- Country: Choose applicable country
- Email: Required and is the address to receive backup reports
- Default language: Choose the preferred language
- Phone: Required

You can also set restrictions to the Group concerning the number of users that can be created and the amount of storage that can be assigned:

- Maximum Home CALs: Maximum of Workstation users the group can create.
- Maximum Server CALs: Maximum of Server users the group can create.
- Maximum storage (GB): Maximum of storage, in GB, the group can use to create new accounts.

Note: Setting the restrictions to '-1' will indicate that the restriction has no limit.

Group Restrictions

<p>Maximum Workstation CALs Maximum of Workstation users the group can create. -1 indicates that the group has no limit.</p>	<input type="text"/>
<p>Maximum Server CALs Maximum of Server users the group can create. -1 indicates that the group has no limit.</p>	<input type="text"/>
<p>Maximum storage (GB) Maximum of storage, in GB, the group can use to create new accounts. -1 indicates that the group has no limit.</p>	<input type="text"/>
<p>Allow trial accounts Here you can specify if the trial accounts are allowed</p>	<input checked="" type="checkbox"/>
<p>Allow accounts upgrade Here you can specify if the group is allowed to upgrade the users</p>	<input checked="" type="checkbox"/>
<p>Allow accounts downgrade Here you can specify if the group is allowed to downgrade the users</p>	<input checked="" type="checkbox"/>
<p>Allow restore files Here you can specify if the group is allowed to restore the files</p>	<input checked="" type="checkbox"/>
<p>Allow accounts deletion Here you can specify if the group is allowed to delete the users</p>	<input type="checkbox"/>
<p>Allow sub group management Here you can specify if the group is allowed to manage its groups</p>	<input type="checkbox"/>

- Allow trial accounts: Here you can specify if the trial accounts are allowed.
- Allow accounts upgrade: Here you can specify if the group is allowed to upgrade the users.
- Allow accounts Downgrade: Here you can specify if the group is allowed to downgrade the users.
- Allow restore files: Here you can specify if the group is allowed to restore the files.
- Allow accounts deletion: Here you can specify if the group is allowed to delete the users.
- Allow sub group management: Here you can specify if the group is allowed to manage its groups.

Further settings can be applied under 'Additional information':

Additional information

Storage locations
The storage locations which the group can use to host his users Default storage location Extra storage location APS Storage location

Default storage location
This is the default storage location that will be used when registering new customers

User account upgrade
If yes users are allowed to upgrade their own accounts Yes No

User account downgrade
If yes users are allowed to downgrade their own accounts Yes No

From Email
The mail address that will be used for the reply address of outgoing mail

Max. account usage to send warning mail
If this percentage is reached an user will receive an warning Email %

Days without backup before warning mail
A user will receive a warning mail if he didn't make any backups in the following number of days

Datagrid RowCount
The number of rows that will be visible, per page, in the different tables rows

Datagrid row high light
When on the rows in the datagrid wil high light on a mouse over Yes No

Default registration country
This country will be the default selected country at the registration page

Terms url*
The url of your terms page

Registration url*
The url of your registration page

Download client url*
The url of the page where the client can be downloaded

Upgrade url*
The url of your upgrade page

* Optional fields

- Storage locations: Check storage locations the Group can assign accounts to.
- Default storage location: The default location which is assigned if a user registers at this Group.
- User account upgrade: Specifies if users are allowed to upgrade their own accounts.
- User account downgrade: Specifies if users are allowed to downgrade their own accounts.
- From Email: The sender email address of the Group's communication with users.
- Max. account usage: The percentage for users to exceed and receive an email that the account is almost full.

- Days without backup: The number of days in which no backup has been made before the user receives a warning mail.
- Datagrid row count: The number of rows visible in the datagrid.
- Datagrid row high light: Highlights a data row when the mouse is moved over it.
- Default Registration Country: Selects the country which will be displayed by default at the registration page.

All URL fields are optional. If they are not filled out they will link to the default URLs (set by BackupAgent).

- Terms URL: The URL of your terms page
- Registration URL: The URL of your registration page
- Download URL: The URL of the page where the client can be downloaded
- Upgrade URL: The URL of your upgrade page

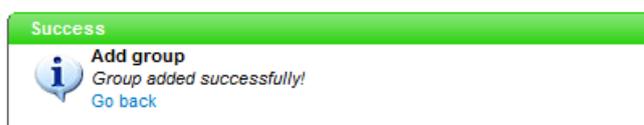
In case of a Private Label Group, extra links must be filled out:

Whitelabel options

Support url The url of your support page	<input style="width: 100%;" type="text" value="http://"/>
Logo You can upload your company logo	<input style="width: 80%;" type="text"/> <input type="button" value="Browse..."/>
Home url The url of your home page	<input style="width: 100%;" type="text" value="http://"/>
Service name The name of the service	<input style="width: 100%;" type="text"/>

- Support URL: The URL of your support page
- Logo URL: You can upload your company logo
- Home URL: The URL of your home page
- Service name: The name of the service

Click on 'add' after filling out all fields for a Group. The Group is added to the system:



4.3.3 View or change Group information

The Groups are shown in the 'Group' tab on the home dashboard. To view or change settings of (Private Label) Groups, click on the 'User name' of the specific Group. This way it is also possible to reset the Group password.

This covers all functionality for managing Groups as a Reseller.

4.4 Service settings

For service settings the MC offers functionality divided in three submenus:

- Common information
- Account info
- Change password

4.4.1 Common information

Service

Server common page shows a tabbed page to change server settings for Management Console. These settings can be changed while the application is running and serving clients.

Note: Default Groups have fewer options than Private Label Groups, since Private Label functionality will be missing. A default Group will only have the 'service'-tab available without the 'Private Label options' part.

Server settings

Service | Email | Content | Header and Footer | Stylesheet | Message

Group

Additional information

Default storage location
This is the default storage location that will be used when registering new customers

Default storage location
Extra storage location
APS Storage location

Use private labeling
When on the private label options will be active and visible for the end users Yes No

User account upgrade
If yes users are allowed to upgrade their own accounts Yes No

User account downgrade
If yes users are allowed to downgrade their own accounts Yes No

From Email
The mail address that will be used for the reply address of outgoing mail

Max. account usage to send warning mail
If this percentage is reached an user will receive an warning Email 80 %

Days without backup before warning mail
A user will receive a warning mail if he didn't make any backups in the following number of days 30

Datagrid RowCount
The number of rows that will be visible, per page, in the different tables 10 rows

Datagrid row high light
When on the rows in the datagrid will high light on a mouse over Yes No

Default registration country
This country will be the default selected country at the registration page Netherlands

Terms uri*
The url of your terms page http://

Registration uri*
The url of your registration page http://

Download client uri*
The url of the page where the client can be downloaded http://

Upgrade uri*
The url of your upgrade page http://

'Additional information' contains:

- Storage locations: The storage locations which the group can use to host users
- Default storage location: The default location which is assigned when a user registers to this Group
- User account upgrade: Specifies if users are allowed to upgrade their own accounts
- User account downgrade: Specifies if users are allowed to downgrade their own accounts
- From Email: The mail address of the Group when communicating with users
- Max. account usage: The percentage for users to exceed and receive an email when the account is almost full

- Days without backup: The number of days in which no backup has been made before the user receives a warning mail
- Datagrid row count: The number of rows visible in the datagrid
- Datagrid row high light: Highlights a data row when the mouse is moved over it
- Default registration country: Selects the country which will be displayed by default at the registration page

All URL fields are optional. If they are not filled out they will link to the default URLs (set by BackupAgent).

- Terms url: URL for the terms and conditions of services of the Group
- Registration url: Alternative registration url
- Download url: Alternative client download url
- Upgrade url: Alternative account upgrade url.

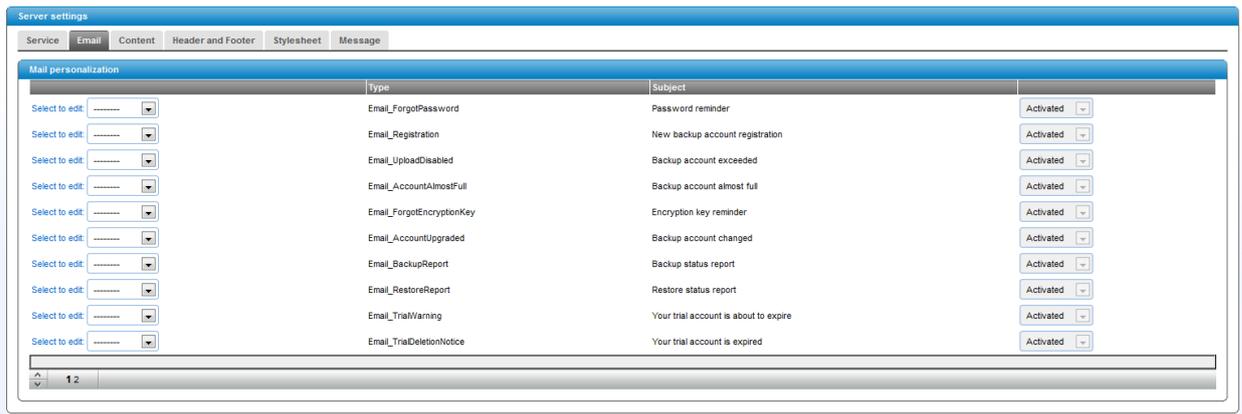
In case of a white label Group, extra links must be filled out:

Whitelabel options

<p>Support url The url of your support page</p>	http://
<p>Logo You can upload your company logo</p>	<input style="width: 100%;" type="text"/> <input type="button" value="Browse..."/>
<p>Home url The url of your home page</p>	http://
<p>Service name The name of the service</p>	<input style="width: 100%;" type="text"/>

Email tab

Next to these server appearance settings the exact content of the emails sent by the system can be changed. Currently twelve languages are supported: Dutch, English, French, Spanish, German, Italian, Danish, Polish, Hungarian, Portuguese, Romanian and Russian.



There are eighteen types of emails in the systems that are sent to clients, administrators and Groups:

- **ForgotPassword:** Sends the password to the requesting user by email.
- **Registration:** Sends a registration email with activation link to the new user.
- **UploadDisabled:** Sends an email after the account is full.
- **AccountAlmostFull:** Sends an email with a warning if the account reaches the warning limit.
- **ForgotEncryptionKey:** Sends a reminder of the encryption key to the user
- **AccountUpgraded:** Sends a notification to the administrator and user if the account is upgraded.
- **BackupReport:** Sends a backup report after the backup is finished.
- **RestoreReport:** Sends a restore report after the restore is finished.
- **TrialWarning:** Sends a reminder when the trial account is about to expire.
- **TrialDeletionNotice:** Sends an email to users when their trial account is deleted.
- **AccountChanged:** Sends a notification to the administrator and user when an account has been changed.
- **RegistrationNoActivation:** Sends a registration email without an activation link, if the account was activated by the administrator.
- **NoBackupWarning:** Sends a warning email to the user when no backup has been made by the user after set number of days.
- **AccountWillExpire:** Sends a warning email that an account is about to expire.
- **AccountExpired:** Sends an email to the user that the account has expired.
- **ResetPassword:** Sends an email with a new password to the user, if the administrator resets the password.

- ASPNetVersion: Sends an email to the administrator when BackupAgent doesn't run on ASP.Net 2.0.
- LicenseExpired Sends an email to the administrator when the license is about to expire.

Select a language from the pull-down menu on the left to change the email for a specific language. This will open a view at the bottom of this page that will allow you to edit the email.

Edit mail

Email type
Email_ForgotPassword

BCC

Subject

Email content type
 Text Html

Email text

```

<table cellSpacing="0" cellPadding="0" width="500" align="center" border="0">
  <tr>
    <td class="leftTopInforMation"></td>
    <td class="TopInforMation"></td>
    <td class="rightTopInforMation"></td>
  </tr>
  <tr>
    <td class="leftInforMation"></td>
    <td>
      <a href="$-url-$" target="_blank">
        
      </a>
    </td>
    <td class="rightInforMation"></td>
  </tr>
  <tr>
    <td class="leftBottomInforMation"></td>
    <td class="BottomInforMation" height="15"></td>
    <td class="rightBottomInforMation"></td>
  </tr>
</table>

```

The view shows all email settings. You can change:

- BCC: A BBC recipient of the sent email
- Subject: The email subject
- Content type: Either text or HTML
- Email text: The content of the email.

The content can contain escape fields which are replaced by user settings or settings of the parent Group/Administrator. Available escape fields are:

- UserName
- Password

- firstName
- lastName
- maxSize
- ActivationLink
- SupportLink
- SupportEmail
- ServiceName
- UpgradeLink
- ParentUser
- URL

For the backup and restore status reports extra fields are available:

- LongDate
- StatusText
- Computer
- ClientVersion
- OS
- StartDate
- EndDate
- Duration
- TotalFiles
- TotalSize
- BackupSources
- BackupUnavailableSources
- NewFiles
- NewFilesSize
- PatchFiles
- PatchFilesSize
- UnchangedFiles
- SkippedFiles
- ChangedFiles

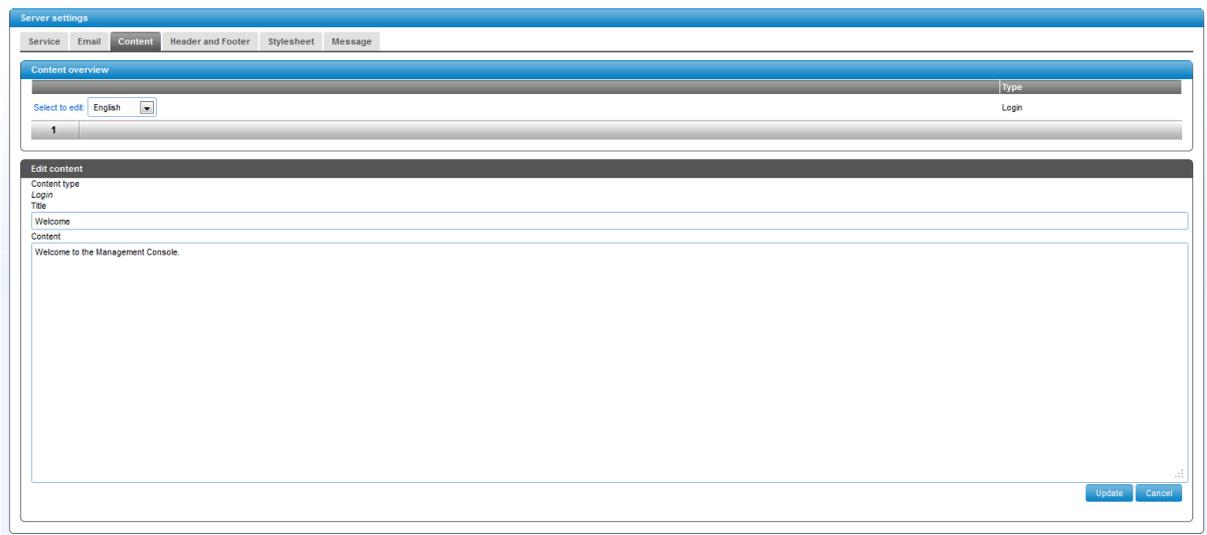
- ChangedSize
- UploadSize
- SkippedFiles
- NonExistentResources

Note: These fields must be marked up with a `$_field_` escape construction. All field names are case sensitive.

Click on 'Update' to save the changed email content. Click on 'Cancel' to cancel the change. You can also click on 'Test Email' to see the result of your changes.

Content tab

The content tab allows you to personalize the welcome text in the default.aspx page on all available languages:

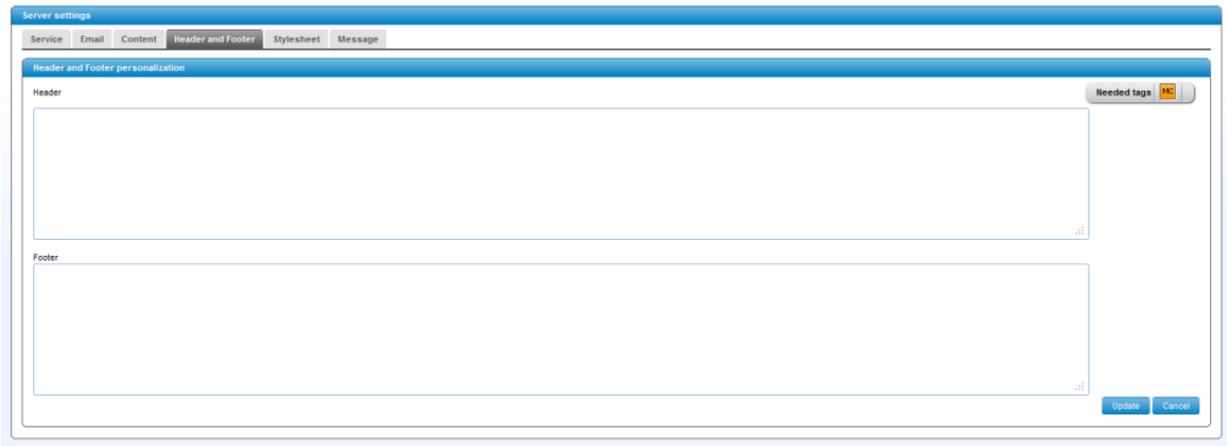


Click on the language to change the content and title of the welcome page for the specific language.

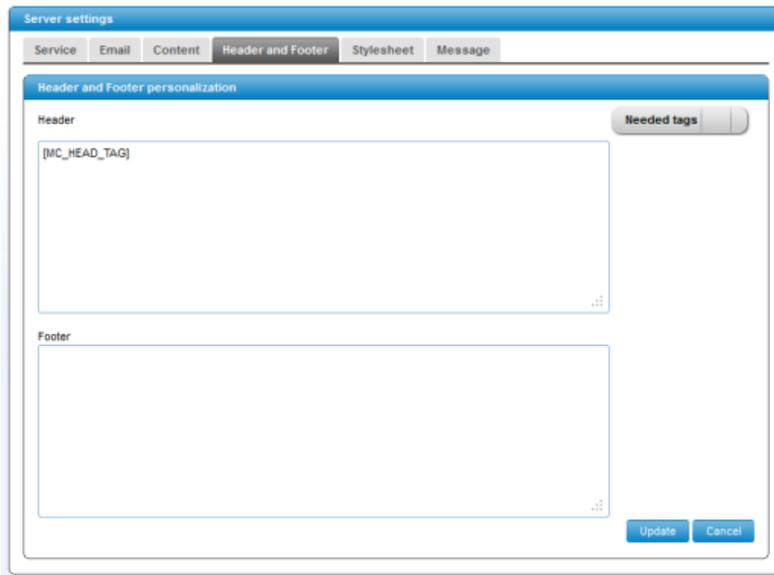
Click on 'Update' to save the changed content. Click on 'Cancel' to cancel the change.

Header and footer tab

The MC can be wrapped by a custom header and footer. The tab shows the html-content for the header and the footer.



The header and footer combination must contain a closing and matching HTML combination. The MC tag (escape field for custom stylesheet) is also required and can be inserted from the top right on the screen into the header by double-clicking on the tab:

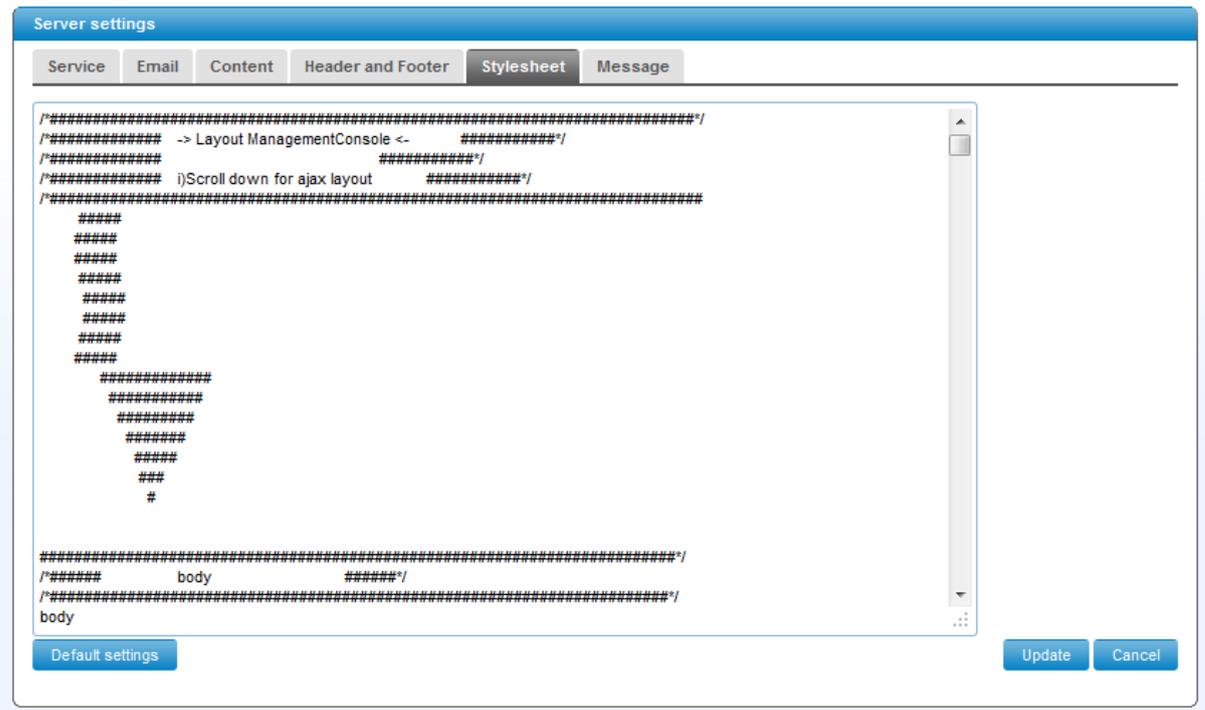


The screenshot shows a correct format of the header and footer to show 'Hello' on top of the Management Console and retain the stylesheet from within the Management Console using the MC_HEAD_TAG.

Click on 'Update' to save the changed content. Click on 'Cancel' to cancel.

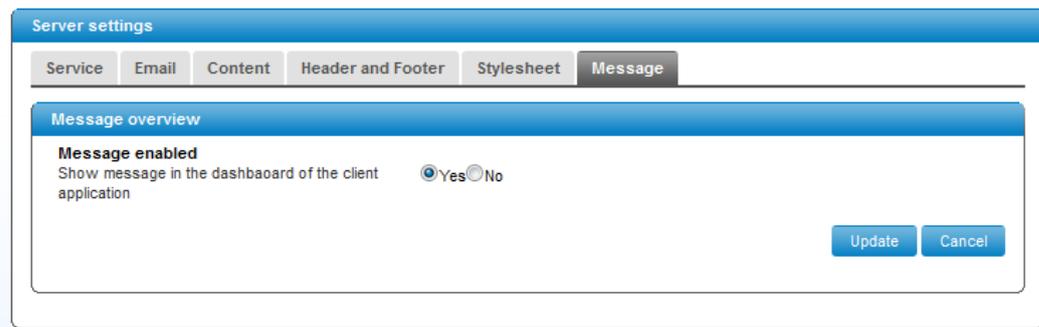
Stylesheet

The Stylesheet tab allows you to change the look of the MC. Settings like color settings, text size settings, logo settings, etc. can be modified here.



Message

The message tab allows you to create a message which will be shown in all Online Backup Clients that are connected to this Backup Server. You can publish a text message in the "Message text" box and a URL can be placed in the "Message link" box.



Note: The message will be shown in the Online Backup Client of all users that are assigned to this Group.

4.4.2 Account info

The Account info menu allows the Group manager to view and change his account information. He is also able to reset the login password when that is necessary.

Group

Group information

Parent	Administrator <input type="button" value="v"/>
User name	CompanyGroup
Company	<input type="text" value="BackupAgent BV"/>
First name	<input type="text" value="-"/>
Last name	<input type="text" value="-"/>
Address	<input type="text" value="-"/>
ZIP Code	<input type="text" value="-"/>
City	<input type="text" value="-"/>
Country	Netherlands <input type="button" value="v"/>
Email	dennis.ferdinandus@backupagent.cc
Default language	Nederlands <input type="button" value="v"/>
Phone	<input type="text" value="-"/>

4.4.3 Change password

Service management further offers functionality for changing the Group password. Click on 'Change password' to change the Group password:

Password

User name	CompanyGroup
Old password	<input type="text"/>
New password	<input type="text"/>
Confirm password	<input type="text"/>

Click on 'Update' to save the changed content. Click on 'Cancel' to cancel the change.

4.5 Other options

Furthermore the MC menu offers three more options for the Group:

- Support: Will open a browser window directed to support@backupagent.com unless the Group manager changed the support URL in the Private Label settings.
- Log out: Will log out the Group and redirect to the login page of the MC.
- Language: Changes the language of the MC.