

BackupAgent Integration Subscriber's Guide

APS2.0 for Parallels Automation

Revision 0.9 (February 18, 2014)



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Preface

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Documentation Conventions

Before you start using this guide, it is important to understand the documentation conventions used in it.

Typographical Conventions

The following kinds of formatting in the text identify special information.

Formatting convention	Type of Information	Example
Special Bold	Items you must select, such as menu options, command buttons, or items in a list.	Navigate to the QoS tab.
	Titles of modules, sections, and subsections.	Read the Basic Administration module.
<i>Italics</i>	Used to emphasize the importance of a point, to introduce a term or to designate a command line placeholder, which is to be replaced with a real name or value.	These are the so-called <i>shared VEs</i> . To destroy a VE, type <code>vzctl destroy VEid</code> .

Important

An important note provides information that is essential to the completion of a task. Users can disregard information in a note and still complete a task, but they should not disregard an important note.

Important: The device drivers installed automatically during Setup are required by your system. If you remove one of these drivers, your system may not work properly.

Note	A note with the heading “Note” indicates neutral or positive information that emphasizes or supplements important points of the main text. A note supplies information that may apply only in special cases—for example, memory limitations, equipment configurations, or details that apply to specific versions of a program.	Note: If Windows prompts you for a network password at startup, your network is already set up and you can skip this section.
Monospace	The names of commands, files, and directories.	Use <code>vzctl start</code> to start a VE.
Preformatted	On-screen computer output in your command-line sessions; source code in XML, C++, or other programming languages.	Saved parameters for VE 101
Preformatted Bold	What you type, contrasted with on-screen computer output.	# <code>rpm -V virtuo- release</code>
CAPITALS	Names of keys on the keyboard.	SHIFT, CTRL, ALT
KEY+KEY	Key combinations for which the user must press and hold down one key and then press another.	CTRL+P, ALT+F4

General Conventions

Be aware of the following conventions used in this book.

- Modules in this guide are divided into sections, which, in turn, are subdivided into subsections. For example, Documentation Conventions is a section, and General Conventions is a subsection.
- When following steps or using examples, be sure to type double-quotes (“), left single-quotes (‘), and right single-quotes (’) exactly as shown.
- The key referred to as RETURN is labeled ENTER on some keyboards.

Commands in the directories included into the PATH variable are used without absolute path names. Steps that use commands in other, less common, directories show the absolute paths in the examples.

Feedback

If you have found a mistake in this guide, or if you have suggestions or ideas on how to improve this guide, please send your feedback to sales@backupagent.com. Please include in your report the guide's title, chapter and section titles, and the fragment of text in which you have found an error.

Introduction

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About BackupAgent Services

Cloud Backup by BackupAgent offers service providers the opportunity to add a popular profitable service to their portfolio. This cloud backup platform offers all that (hosting) service providers, telcos and cloud service brokers long for; private labeled, multi-tenant and extremely scalable. SMB companies can back up their data, databases and documents from their servers, desktops and laptops to your private cloud. The package is available since 2009 and is currently deployed at most Parallels Automation platforms around the globe.

Check www.backupagent.com/parallels for more information.

Audience

This guide is for Providers using Parallels Automation looking to understand their customer's experience when they buy the Parallels Automation subscription with BackupAgent services included.

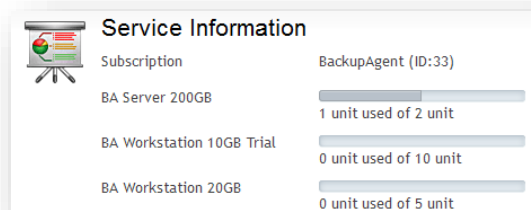
This document was developed by BackupAgent BV. For additional information, please contact sales@backupagent.com.

BackupAgent Functionality

BackupAgent for Parallels Automation enables great provisioning and monitoring functionality within your control panel.

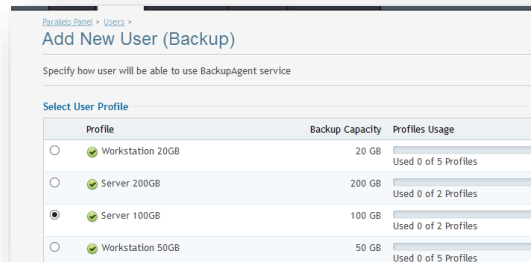
Service plans overview

The Home tab the control panel provides you with a clear overview of all the plans within your current BackupAgent subscription.



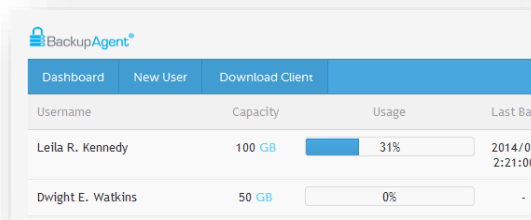
Backup provisioning

Easily add BackupAgent to your existing users within one view. BackupAgent presents you all users without a plan, and you can select the preferred plans on the fly.



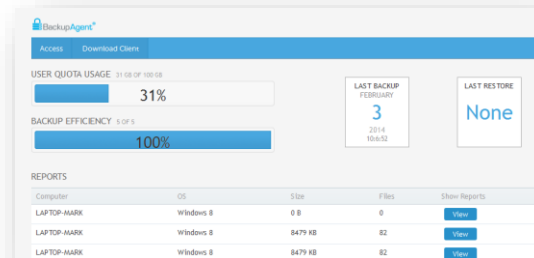
Monitor service usage

In one overview you can see your users using BackupAgent with their assigned plans and their current storage usage. Moreover, you can monitor when the last performed backups and restores, giving good insights in the service's usage patterns.



Monitor backup efficiency

Impersonate your users to see the detailed status reporting dashboard. At one glance you can see the efficiency of their backups and read detailed reports of all backup tasks.



Upgrade backup plans

Upgrading the plans of your users in exactly three clicks. Within a few seconds you have upsized their plans to fit their backup needs.

The screenshot shows a dialog box for upgrading a backup plan. The 'Plan' dropdown menu is currently set to 'Server 200GB'. There are 'Update' and 'Cancel' buttons at the bottom of the dialog.

CHAPTER 4

Typical Scenarios of BackupAgent Usage

Learn about the most common operations that you can perform within your BackupAgent APS subscription.

In This Chapter

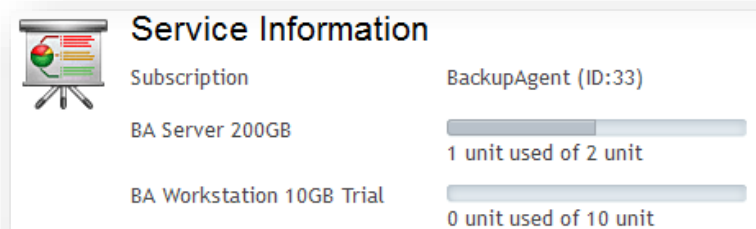
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Provision BackupAgent directly when creating a new user

When creating a user in your control panel, you have the possibility select services that need to be provisioned for this particular customer on the fly.

1. Pre check

Before creating the user, be sure that you have plan units available to assign to the user. In the home screen you see all units and their usage.



2. Create the user

Go to the **Users** tab and click **Add New Service User**. Fill in the details and check **BackupAgent** under *Services*. Then press **Next**.

Typical Scenarios of BackupAgent Usage

The screenshot shows the 'Add New Service User' form. The navigation bar includes 'Home', 'Users', 'BackupAgent', 'Account', and 'Help & Support'. The breadcrumb trail is 'ParallelPanes > Users >'. The form fields are: 'Display name' (Lella R. Kennedy), 'Login' (lella@northwindtraders.com), 'Password' (masked with dots, with a note: 'generated password is "q*!U>u41"'), and 'Confirm password' (masked with dots). A 'Generate new password' button is located below the password fields. Under the 'Services' section, 'BackupAgent2' is selected with a checked checkbox.

3. Select the backup plan

Select the preferred backup account plan to the user using the radio buttons in front of each plan listed. Then press **Next**.

The screenshot shows the 'Add New User (Backup)' form. The navigation bar is the same as in the previous screenshot. The breadcrumb trail is 'ParallelPanes > Users >'. The form title is 'Add New User (Backup)'. Below the title, it says 'Specify how user will be able to use BackupAgent service'. The 'Select User Profile' section contains a table with the following data:

Profile	Backup Capacity	Profiles Usage	Remaining Profiles
<input type="radio"/> Workstation 20GB	20 GB	Used 0 of 5 Profiles	5 Profiles
<input type="radio"/> Server 200GB	200 GB	Used 0 of 2 Profiles	2 Profiles
<input checked="" type="radio"/> Server 100GB	100 GB	Used 0 of 2 Profiles	2 Profiles
<input type="radio"/> Workstation 50GB	50 GB	Used 0 of 5 Profiles	5 Profiles
<input type="radio"/> Workstation 10GB Trial	10 GB	Used 0 of 10 Profiles	10 Profiles
<input type="radio"/> Server 50GB	50 GB	Used 0 of 5 Profiles	5 Profiles
<input type="radio"/> Server 25GB	25 GB	Used 0 of 5 Profiles	5 Profiles

4. Check submission

Check the information that you have entered for the user and the BackupAgent plan. Confirm with **Finish**.

Add New Service User

✔ You are ready to create new service user. Check data below to ensure that it is correct.

Main

Display name	Leila R. Kennedy
Login	leila@northwindtraders.com
Password	*****

BackupAgent2

Backup Client	Server 100GB
Backup Quota	100 GB

The user should now appear in your Users overview and *BackupAgent* should be stated in the *Enabled Services* column.

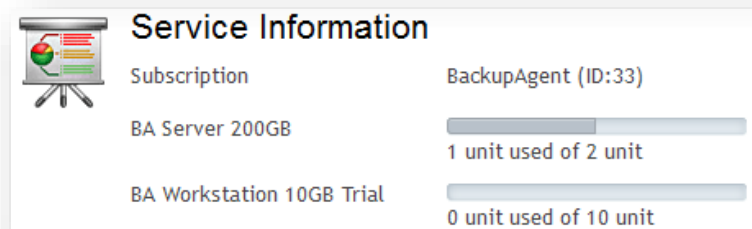
ID	Display name	Login	Enabled Services	Status	Enabled	Read only	Login
<input type="checkbox"/> 156	Leila R. Kennedy	leila@northwindtraders.com	BackupAgent2	✔ Ready	✔ Yes	<input type="radio"/> No	Login

Provision BackupAgent to an existing user

The BackupAgent integration allows you to provision a backup account to an existing user in a blink of an eye. You can even provision multiple users within one screen!

1. Pre check

Before provisioning BackupAgent to a user, be sure that you have plan units available to assign to the user. In the home screen you see all units and their usage.



2. Select the user

Go to the **BackupAgent** tab. Here you see the users that already have a backup plan. In order to add a plan to a user, click on **New User** in the toolbar on top of the table.

The screenshot shows the BackupAgent user management interface with the following components:

- Navigation tabs: Home, Users, BackupAgent, Account, Help & Support
- Alert: Has been detected that not all the users in your account has BackupAgent, we strongly encourage you to ensure that all users are...
- BackupAgent logo
- Toolbar: Dashboard, New User, Download Client
- User Table:

Username	Capacity	Usage	Last Backup	Last Restore	Back
Leila R. Kennedy	100 GB	31%	2014/02/18 2:21:00 PM	2014/02/18 11:43:00 AM	5 o

3. Select preferred plan

You now see a list of all your users that are not yet provisioned for BackupAgent. Use the dropdown list next to the user to select the preferred plan.

The screenshot shows a 'CREATE USER' form with a table containing one row. The 'User' column contains 'Dwight E. Watkins', the 'Profile' column contains a dropdown menu with 'Not Assigned' selected, and the 'Status' column is empty.

User	Profile	Status
Dwight E. Watkins	Not Assigned	

As soon as you select a plan, the dropdown list will go in pending mode. When a green check appears under Status, the backup plan is successfully configured for this user.

Tip: you can provision plans for multiple users at once.

The screenshot shows the 'CREATE USER' form with the 'Profile' dropdown set to 'Workstation 50GB' and a green checkmark in the 'Status' column.

User	Profile	Status
Dwight E. Watkins	Workstation 50GB	✓

When closing the *Create User* screen, you see that the user is immediately listed in the table.

The screenshot shows the BackupAgent dashboard with a table of users. The table has columns for Username, Capacity, Usage, Last Backup, Last Restore, and Backups.

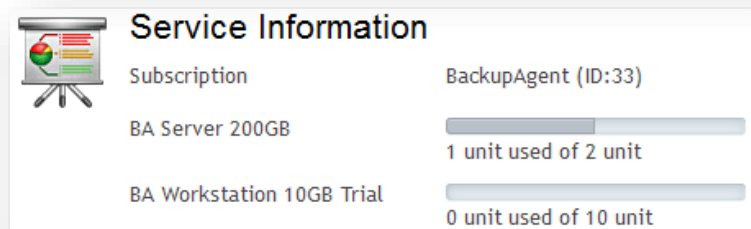
Username	Capacity	Usage	Last Backup	Last Restore	Backups
Lella R. Kennedy	100 GB	31%	2014/02/18 2:21:00 PM	2014/02/18 11:43:00 PM	5 of 5
Dwight E. Watkins	50 GB	0%	-	-	No backup

Upgrade a backup plan

When creating a user in your control panel, you have the possibility select services that need to be provisioned for this particular customer on the fly.

1. Pre check

Before upgrading your user, be sure that you have plan units available to assign to the user. In the home screen you see all units and their usage.



2. Select the user

Go to the **BackupAgent** tab. Here you see all the users with a backup plan. Now click on the row of the user you would like to upgrade in the table.

The screenshot shows the BackupAgent control panel with the following table of users:

Username	Capacity	Usage	Last Backup	Last Restore	Backups
Leila R. Kennedy	100 GB	31%	2014/02/19 10:06:52	-	5 of 5
Dwight E. Watkins	50GB	96%	2014/02/19 10:06:52	-	5 of 5

3. Edit backup user

You now see the details of the backup account related to your user. Click on **edit** to change the account details.



Now in the dropdown list next to *Plan*, select the preferred plan you would like to upgrade to. After that, click on **Update** to submit the change.

The new plan is immediately updated as can be seen in the table.

Advanced Scenarios of BackupAgent Usage

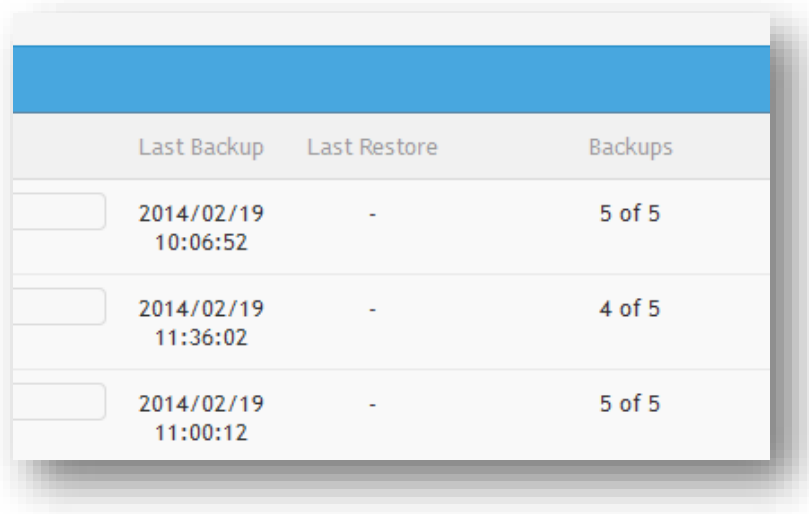
Learn about some advanced operations that you can perform within your BackupAgent PA subscription.

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Monitor the status of your users

In the *BackupAgent* tab in your control panel, you are able to see the success ratio of the last 5 backups of your customers. If you notice that this is not 100 percent – e.g. it displays ‘4 of 5’ – you can investigate and trouble should this further within your control panel itself.

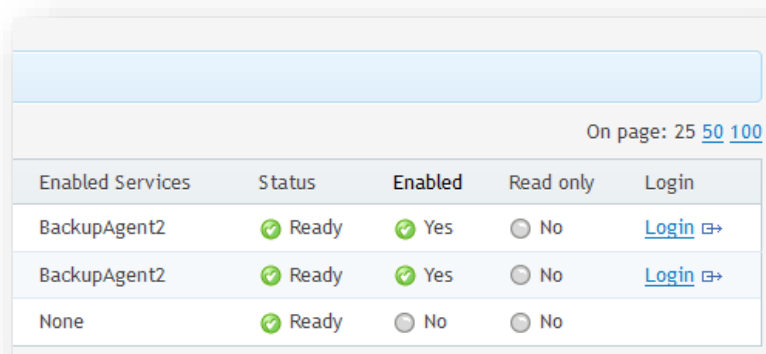


The screenshot shows a table with three columns: 'Last Backup', 'Last Restore', and 'Backups'. Each row represents a user's backup history. The first row shows a backup on 2014/02/19 at 10:06:52 with a success ratio of 5 of 5. The second row shows a backup on 2014/02/19 at 11:36:02 with a success ratio of 4 of 5. The third row shows a backup on 2014/02/19 at 11:00:12 with a success ratio of 5 of 5. All 'Last Restore' values are '-'. There are empty input fields to the left of each row.

	Last Backup	Last Restore	Backups
<input type="text"/>	2014/02/19 10:06:52	-	5 of 5
<input type="text"/>	2014/02/19 11:36:02	-	4 of 5
<input type="text"/>	2014/02/19 11:00:12	-	5 of 5

1. Impersonate the user

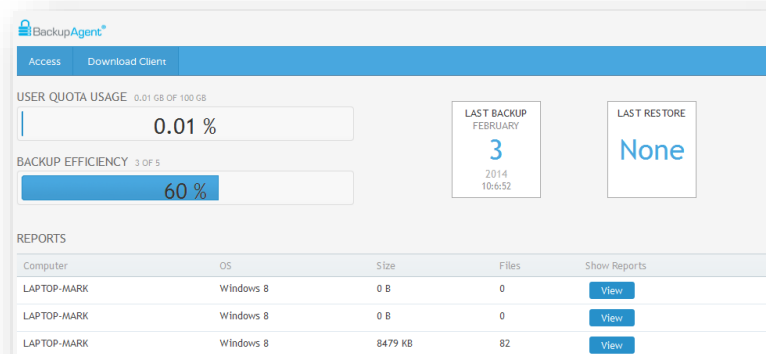
In the *Users* tab of the control panel, click on **Login** → in the row of the user concerned.



Enabled Services	Status	Enabled	Read only	Login
BackupAgent2	Ready	Yes	No	Login ↗
BackupAgent2	Ready	Yes	No	Login ↗
None	Ready	No	No	

2. Read the report

As the impersonated user, go to the *BackupAgent* tab, here you see the usage and the efficiency of the service.



Computer	OS	Size	Files	Show Reports
LAPTOP-MARK	Windows 8	0 B	0	View
LAPTOP-MARK	Windows 8	0 B	0	View
LAPTOP-MARK	Windows 8	8479 KB	82	View

In the Reports table you'll find the last 5 reports with its status. Click on **View** of the reports with a *Warning* or *Failed* status, to learn what caused the backups to not run successfully.

3. Need more details?

If you need logging information to get even more details about what happened during a backup task, you can click **Access** in the toolbar. This logs you in to the BackupAgent environment and allows you to read logs of this user on a per-task level.

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