



Use Case Overview

Version 3.0

Developed and Powered by



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1. 4TRESS INTRODUCTION

Datawarrior is a long-term partner of Acronis. Our clients rely on our designer solutions derived from this partnership.

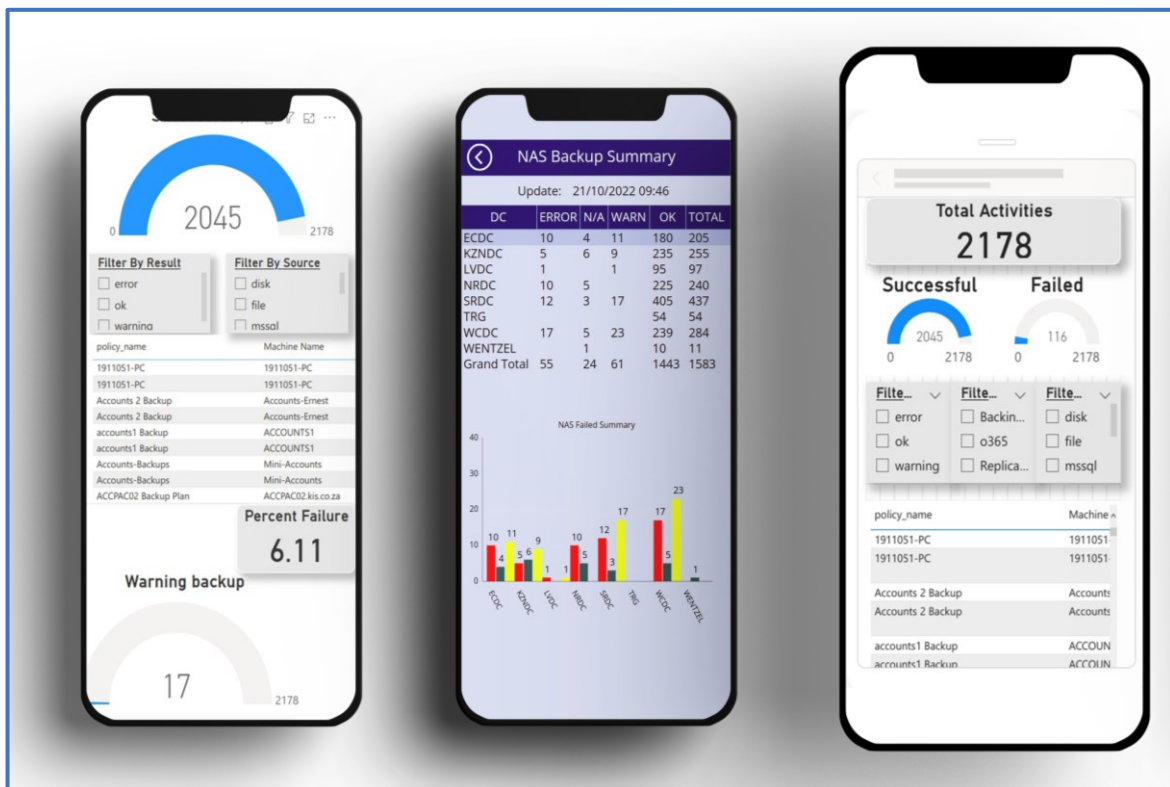
Within these solutions there are significant complexities in assessing backup reports, which Datawarrior has addressed in producing the ultimate offering for our client base.

The **4TRESS** tool was borne of the need to provide the perfect user-friendly status reporting platform for viewing meaningful and automated results.

This incredibly powerful reporting tool for use by Acronis MSPs unleashes their technical workforce by providing automated, intelligent, and cost-effective workload results for each of their clients through a **"single pane of glass"**.

With no further 3rd party license costs, the tool is not only cost-effective but hyper-efficient in that the SharePoint information store is viewed or analyzed using either your company's current proprietary tools or through our customized **Mobile App**.

The time and resources saved by 4TRESS are significant as a result.



2. IMPLEMENTED USE CASES

4TRESS places the Acronis Error and Cause descriptions on a single pane of glass.

Each error code is grouped in an error domain. The error domains are as follows (not an exhaustive list):

1. Bug
2. Environment
3. Network
4. Operating System Crash

Grouping the error codes greatly speeds up response times. Some, but not all examples of the error codes are:

1. BackupCorrupted
2. InternalError
3. BackupDestinationDiskFullWithPartition
4. CannotConnectToMachineWithBackupDestination
5. FailedToReadDisk
6. FileLockErrorPath
7. MemoErrorGracefulShutdown
8. SystemErrorWindows
9. CloudStorageUnavailable
10. NetworkConnectionFailedHost
11. MemoErrorCrashUnknown
12. No activity

With the above in mind, it is easy to see that fault and error recognition is fast-tracked.

Fault finding is reduced by automation to practically zero and the engineers know very quickly what needs to be corrected, or if the job can be given some time to **self-heal** in Acronis itself.

Addressing some scenarios (use cases) relevant to this MSP.

1. BackupDestinationDiskFullWithPartition - This would require an engineer to connect to the local storage to make space available.
2. CannotConnectToMachineWithBackupDestination - In many cases, this is power related. The error should be monitored. Intervention is not required immediately.
3. MemoErrorGracefulShutdown - Once again this could be power related.
4. CloudStorageUnavailable - In most cases this is due to loss of internet connectivity on the client end.
5. No activity - It is well known and understood that a backup job that has not been concluded does not have a result. These are reported in the error code. These can/should be ignored for at least 1 reporting cycle refresh (currently 3 times daily)

Other Use Case information provided in the tool for MSPs relates to the following questions that MSPs should/would need to ask:

1. Was the job scheduled or manually triggered?
2. Is the job daily, weekly, or monthly?
3. Is the job full or incremental (important for storage and quota management)
4. How many Bytes are processed and saved.
5. Is the job a VM, disk, sequel, or O365?
6. Are all activities in the job completed (in other words in the case of an error which failed)
7. Is the Policy applied?
8. Is the Backup completed?
9. Is Retention applied?
10. Is this a Cloud Only Backup?
11. What is the backup destination?

At this point, it is worth mentioning that each error requires intervention by one or more of three parties (Acronis, the MSP, and/or the Client)

The use cases mentioned above enable and empower decision-making as to who is required to resolve the error, making it an efficient process.

The process of raising support tickets is simplified because it is clear who needs to intervene to resolve the error(s).

3. LOCATION AND CONTACT DETAILS

WHERE WE OPERATE - Internationally

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