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.

With Kaseya EndPoint Backup, your data is protected in the Unitrends Cloud. Data is air gapped and cannot be modified or deleted by the source. It is AES 256 encrypted in flight and at rest.

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 https://www.microsoft.com/en-us/download/confirmation.aspx?id=45633).

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 or upgrade the Kaseya EndPoint Backup TAP module

1 Go to https://direct.backup.net/download/kaseya_endpoint_backup.vsaz 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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|-----------------------|---|--|
| < | Q Search Navigation | |
| \ \ \ \ \ | System1 User Settings System Preferences User Security | 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 2 | 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 | Reload sample scripts with every update and database maintenance cycle. Reload sample event sets with every update and database maintenance cycle. Reload sample monitor sets with every update and database maintenance cycle. |
| | OAuth Clients Chec | Automatically redirect to HTTPS at logon page. Automatically redirect to HTTPS at logon page. Enable VSA API Web Service. Enable Third Party App Installation Globally. Enable Invalid Patch Location Notifications. Allow non-authenticated users to download attachments from ticket notifications. |
| | Customize BMS Integration | Run database backup / maintenance every: 7 Days @ 2:00 am V Set Period |
| ₽ ₽ | Agent Agent Procedures | Backup folder on KWEB1 C:\Kaseya\UserProfiles\@dbBackup Change Default Enter 0 to disable recurring backups. Change DB Backup Now Restore |
| ‡ \$} ₽ | Anti-Malware Antivirus Audit | Archive and purge logs every day @ 4:00 am ▼ Set Period Log file archive path: C:\Kaseya\UserProfiles\@archive Change |
| ۲ ا | AuthAnvil Backup | KServer Log Live Connect KServer Stop KServer Restart MsgSys |
| Ð | Cloud Backup | Enable alarm generation. Disable during system maintenance. Enable logging of script errors marked "Continue script if step fails" |
| ŝ | Data Backup | Enable logging of successful child script execution in agent procedure log |

- 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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| Log | jon Policy | | 🔒 Vi | deos | ~ < | | | | > | |
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6 Click **Next** to work your way through the install wizard.

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



| Install Application | | ? 🗆 🗙 |
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| Custom Field | Custom Value | |
| No records found. | | |
| | Cancel Back Next | ٣ |



| Install Application | ? 🗆 🗙 |
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| Agent Procedures to be installed Deploy Endpoint Backup Agent | - |
| ServiceDesk Definitions to be installed There are no Service Desk Definition to be installed | |
| Cancel Back | Next 🖣 |

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

| Install Application | | ? 🗆 🗙 |
|------------------------------|---|-----------|
| \bigcirc | Kaseya Endpoint Backup Kaseya | |
| Your module is ready to be | | |
| Click Finish to register you | r module with the provider and activate it for use. Cancel Back F | inish راس |



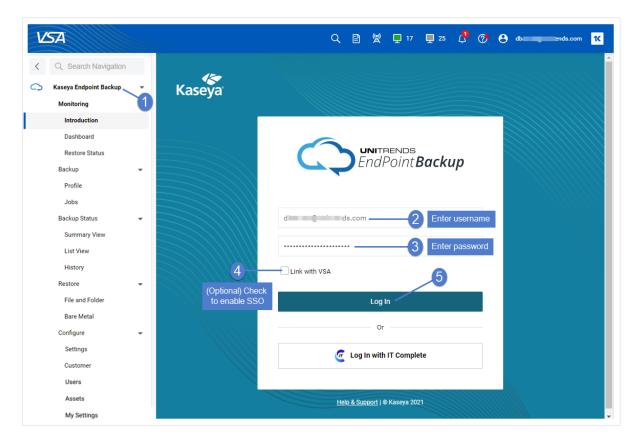
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| 3 | System | Ť | Tenant Name | | Application Name | | | Compar | ny Name | | | Applicati | on Desc | ription | App | olication |
| | User Settings | • | X00010359 | | Basic Tap | | | Kaseya | | | | A sample | e TAP ap | plication | 1.0 | |
| | System Preferences | | X00010359 | | Kaseya Endpoint Backup | - | | Kaseya | | | | An endpo | oint back | kup solution | 1.24 | 4.0 |
| | Gystern references | ŕ | X00010359 | | Office 365 Backup | | | Inche | | ula second | -1:1 | ning | Office | 365 Backup | 1.1 | |
| | User Security | • | X00010359 | | Unitrends Backup | | | insta | illea moa | ule now | uispia | /S nd | s Backuj | p | v3.0 | D |
| | Orgs/Groups/Depts/Staff | • | 4 | | | | | | | | | | | | | • |
| | Server Management | • | | | | | | | | | | | | | | |
| | 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.

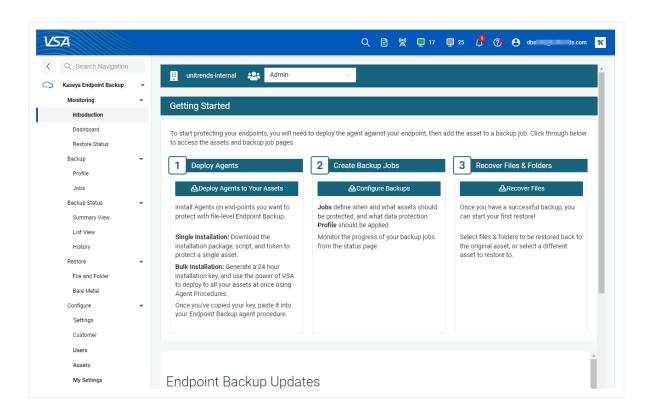
Upon logging in, your VSA account is linked and you no longer need to supply separate credentials to access the Kaseya EndPoint Backup module.

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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5 The customer is added.



| Kaseya Endpoint Backup Monitoring Introduction Dashboard Restore Status Profile Jobs Backup Status Backup Status Admin-regional | stomer Updated Successfully | Il Customers V | | ₽ 8 ₽ 74 | e ms ds.com |
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Step 5: Install the Kaseya EndPoint Backup agent

Use these procedures to install or upgrade the agent:

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

To install or upgrade 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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| Configure v | ws-ka-10168 | root | propellerhead | WS-KA-10168 | 80% | 05/20/2022 12:57 | | 1.24.0 |
| Customer Users | | | | ucb-windows- 10- | 100% | 10/01/2021 15:24 | | |

- 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 |
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| | File Transfer | 🐨 Schedule Agent Procedure 🕟 Run New 😵 Cancel 🕑 Refresh |
| | Get File | 14 4 1 of 1 10 1 5 |
| | Administration | Machine Id Last Time Exec Last Exec Status Next Exec Time |
| | Application Logging | |
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| \lor | | |
| ₽ | Backup | Selected: 2 Viewing: 1-42 of 42 |
| <u> </u> | | |

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

| Script Prompts | |
|----------------|------------------|
| - 🛋 | |
| • Schedule A | igent Procedure |
| Script Prompts | |
| Access Key: | 1 1ySf3J |
| | |
| | Enter Access Key |

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:



| Schedul | e Agent Procedure 🕟 Run Now | Cancel C Refree | sh | | |
|----------|-----------------------------|-----------------|------------------|-----------------------|------------------------|
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| ···· | Machine ID | Last Time Exec | Last Exec Status | Next Exec Time | Current Logged In User |
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| • | 11-helix-demo.ro | | | | |
| • | 3-muult-helix.roc t | | | | - |
| v 🕐 | 35-helix.ro est | | | 10:40:14 am 24-Sep-21 | |
| v 🕐 | 35-mcemo.roest | | | 10:40:14 am 24-Sep-21 | |
| m (M) | 5-demonvocaariest | | | | - |

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 or upgrade 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 or upgrade 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.

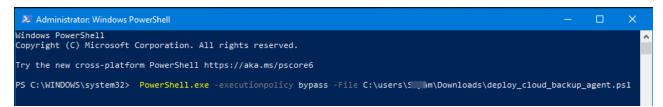
Note: You must run the install procedure within 30 days of downloading *deploy_cloud_backup_agent.ps1*.



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|---|---------------------------|--------------------------|--------------------------------|--|-----------------------------------|---------------------|--------------------|------------------|
| Kaseya Endpoint Backup 👻 | unitrends-int | ernal 😤 Ad | min 🗸 | 2 Sele | ct a customer | | | |
| Monitoring - | Oownload thit to 30 days. | is script to execute a l | bulk installation through your | favorite endpoint mana | igement system. J | An access key is er | nbedded. It is god | od for up |
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| Restore - File and Folder Bare Metal | v-1-22-staging- | base | myorg | v-1-22- staging hubb- 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 | | 1.24.0 |

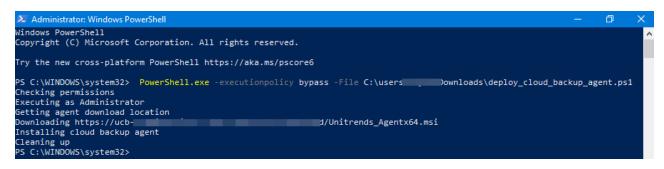
5 Log in to the Windows asset and launch PowerShell as administrator.

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.





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

| | | | | | |] Bulk Installation |
|---|-----------------------------|-----------------------------------|---------------------|-----------|------------------|--------------------------------|
| Machine ္ Machine ့ လျorganization င္ လ ID င်ာoup င္ | 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 |
| | v15-staging- ucb-199-83 | 100% | 07/07/2020 11:32 | | 1.25.0 | ✓ Run Full ✓ Run Once |
| | 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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| | Dashboard | | New Jo | b | | | | | | | | | | | | | | | |
| | Restore Status Backup | - | | | | | | | | | | | | | | | | | |
| | Profile | 1 | Name 👙 | | Interval 👙 | Profi | e ‡ | | Assets | | | Note | es ≑ | | Pending F | ulls | | Actions | |
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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".

| Name | Select Profile |
|------------------------------|--|
| Win2019 — 1 Enter a job name | Filter Profiles |
| Description | Service drive |
| | User Folder Profile |
| | d2c |
| 6 | Downloads |
| Select | profile C Drive Profile |
| | Work Files |
| | Raymond's PC |
| | v-1-19 Backup Profile |
| | Reports |
| | Reports < 1 2 3 4 5 ···· 3 > 10/page > |

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 | | |
| d -39 IN ANOTHER JOB | >>> | |
| | > | |
| Called a sets to protect | | |
| L I-windows - IN ANOTHER JOB | « | |
| L I-windows - IN ANOTHER JOB | 2 | |
| U windows - IN ANOTHER JOB | Clcik to add | 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 | | Assets | Schedu |
|----------------|------------------|--------|------------------------|
| Hourly | | | |
| Every 4 Hours | | | |
| Every 8 Hours | | | |
| Every 12 Hours | | | |
| Daily | | | |
| Every Day | Select the | | |
| Every 2 Days | 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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| Jobs | | | | | | | | | | | | | | |
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| Summary View | | Th | e job is added | | | | | | | | | | | |

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:

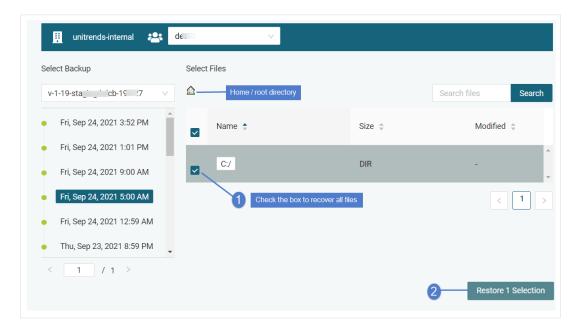
Notes:

- 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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| Backup Status | Fri, Sep 24, 2021 5:00 AM | | |
| File and Folder | Fri, Sep 24, 2021 12:59 AM | | |
| Bare Metal | • Thu, Sep 23, 2021 8:59 PM | | |
| Configure Settings | < 1 / 1 > | | |
| Customer | | | Restore Selection |
| Users | | | |

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



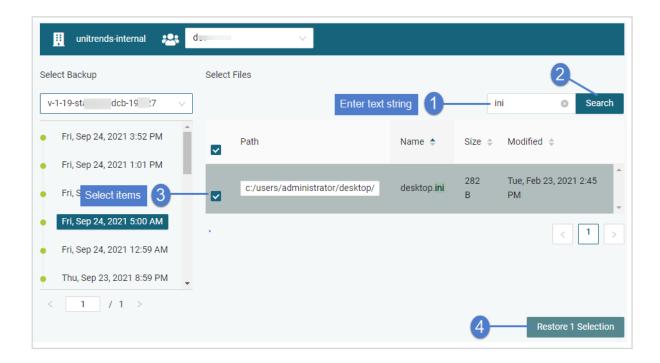


• You can recover the contents of an entire drive or folder by selecting its checkbox.

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|--|--------------------|---|---------------------------|--------------|----------------|
| Select Backup | Select Files | | | | |
| v-1-19-st' dcb-1 { 27 V | ☆ / c: / users / A | Click fold | | Search files | Search |
| • Fri, Sep 24, 2021 3:52 PM | Name 🗢 | drill down to th Size \$ | e directory Modified 🜲 | | |
| • Fri, Sep 24, 2021 1:01 PM | Deskten/ | DID | Tuo Cop 21, 202 | 1.2-20 DM | * |
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| • Fri, Sep 24, 2021 5:00 AM | | e box to recover ry and its contents | | | < 1 > |
| Fri, Sep 24, 2021 12:59 AM | | | | | |
| • Thu, Sep 23, 2021 8:59 PM | | | | | |
| < 1 / 1 > | | | | 3 Resto | re 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.gg kd.// 109-27 V | ☆ / c: / users / adm | ninistrator / Deski | top 1 Click folders to drill down to the directory | Search |
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| • Fri, Sep 24, 2021 5:00 AM | - | | | Ŧ |
| • Fri, Sep 24, 2021 12:59 AM | | | < . | |
| < 1 / 1 > | | | • | |
| | | | Restore 2 Sele | ections |

- 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 1215-87 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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| Backup | | - | 76000536 | 4e1c0c20 c7eb- 44d4 ba82- | 🖿 File | 1-7 ng- kdlk- | Tue, Oct 27, 2020 1:56 | | | |
| Profile | | | 10000000 | ee47263 | & Folder | 2.7.37 | PM | | | ٩ |
| Jobs | | | | | | | | | | |

Installing the VSA agent

Use this procedure to install or upgrade the VSA agent.

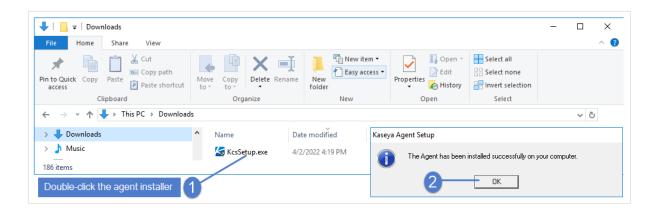
To install the VSA agent

- **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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| | Agents | * | M | 4 1 | of 1 | | ▶ I 100 ▼ Selected: 0 | Viewing: | 1-42 of | 42 | | | | | | Colu | mn Set: < Se | lect a Colui 🗸 | 0 |
| | Manage Agents | | | | | | Machine Id | Curre | ent User | | Last Re | boot Tin | ne | Last Che | ckin Tim | ne | Agent Versio | n Agent | Info |
| | Agent Logs | | | 0 | 4 | 2 | - sull sull lest | | | | 8:25:34 | am 23-4 | Aug-19 | 1:34:58 p | om 26-Au | ug-19 | 9.5.0.12 | | |
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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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| | Latest agent version available: 9.5.0.32 | | |
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| Ū. | 🔲 🚺 🧳 🖉 win-2016-38.base.myOrg The new machine is added 19 am 20-Nov-19 9: | :36:19 am 03-Jan-20 | 9.5.0.14 |
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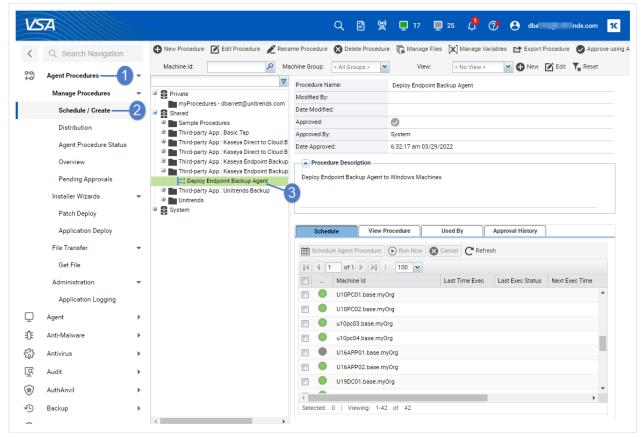
Troubleshooting Kaseya EndPoint Backup agent installs

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

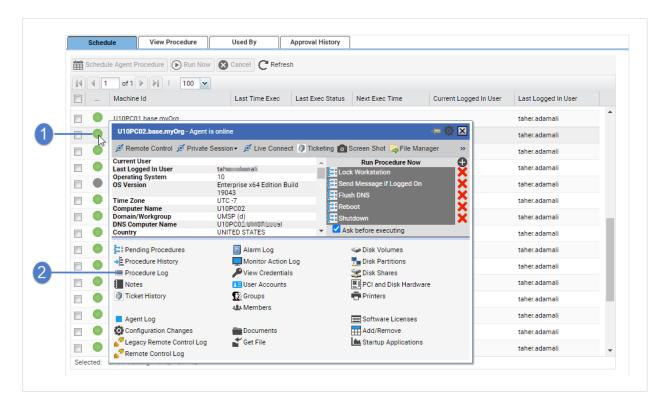
- 1 Select Agent Procedures > Manage Procedures > Schedule/Create.
- 2 Under Shared procedures > Thirdparty App: Kaseya Endpoint Backup, select Deploy Endpoint Backup Agent.



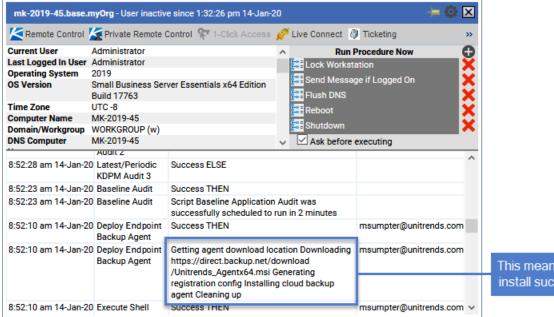


- 3 On the Schedule tab, hover over the machine's agent check-in icon to launch the agent Quick View window.
- 4 Click Procedure Log.





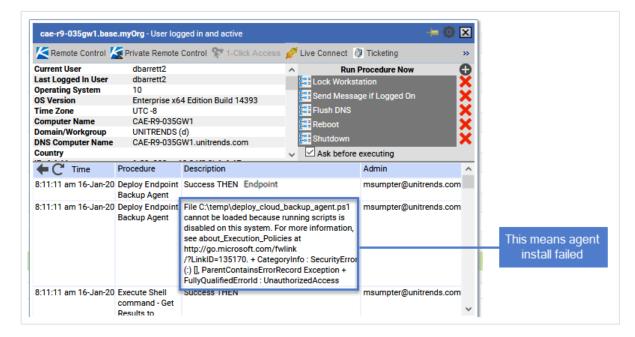
- 5 Check the log for Deploy Endpoint Backup Agent messages.
 - Example agent install success message:



This means agent install succeeded



• Example agent install failure message:

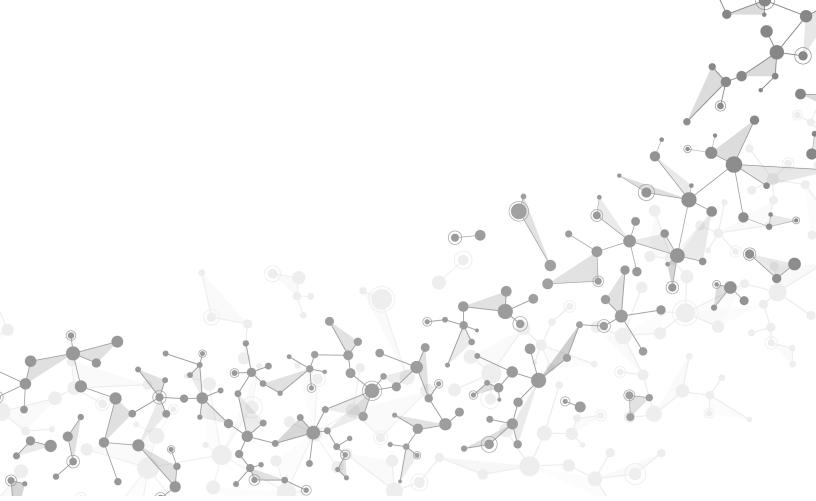




Kaseya EndPoint Backup Guide

Release 1.30.2 | June 2023

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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

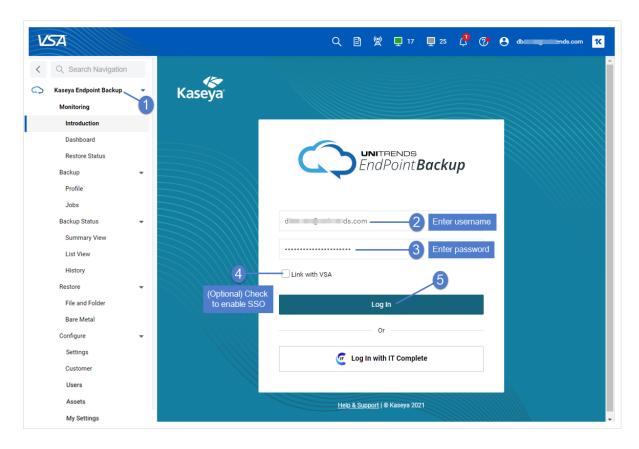
- 1 Log in to the VSA.
- 2 Select Kaseya Endpoint Backup.
- 3 Enter the username and password of your Kaseya EndPoint Backup account.
- 4 (Optional) Check the Link with VSA box to link your Kaseya EndPoint Backup and VSA accounts.

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.

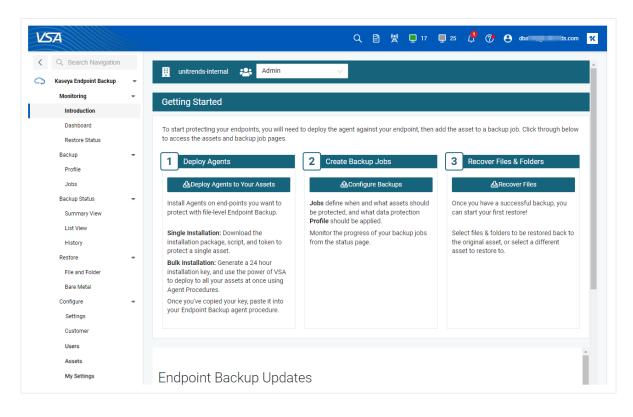






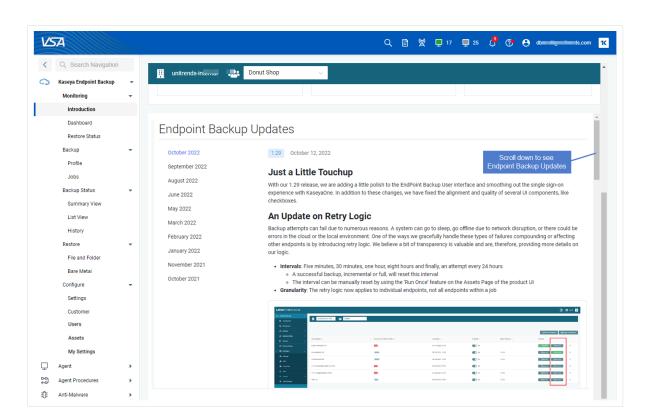
6 The Introduction page displays.





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 129.



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|) | Kaseya Endpoint Backup* | ~ |
| | Monitoring | - |
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| | My Settings | |
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| | Agent Procedures | |
| | 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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| | My Settings | | | |
| | Agent | • | | |
| | Agent Procedures | | | |
| | Anti-Malware | | | |

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.



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| | Help <u>& Support</u> © Kaseya 2022 | |
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6 You are logged in to Kaseya EndPoint Backup and the Introduction page displays.

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| Kaseya Endpoint Backup | - | | | |
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| Introduction | | | | |
| Dashboard | | To start protecting your endpoints, you will need to deplo | y the agent against your endpoint, then add the asset to a | backup job. Click through below to access the assets and |
| Restore Status | | backup job pages. | | |
| Backup | * | 1 Deploy Agents | 2 Create Backup Jobs | 3 Recover Files & Folders |
| Profile | | | | |
| Jobs | | 去Deploy Agents to Your Assets | ACOnfigure Backups | A Recover Files |
| Backup Status | * | Install Agents on end-points you want to protect | Jobs define when and what assets should be | Once you have a successful backup, you can start |
| Summary View | | with file-level Endpoint Backup. | protected, and what data protection Profile should be applied. | your first restore! |
| List View | | Single Installation: Download the installation | Monitor the progress of your backup jobs from the | Select files & folders to be restored back to the |
| History | | package, script, and token to protect a single asset. | status page. | original asset, or select a different asset to restore to. |
| Restore | • | Bulk Installation: Generate a 24 hour installation | | |
| File and Folder | | key, and use the power of VSA to deploy to all your assets at once using Agent Procedures. | | |
| Bare Metal | | Once you've copied your key, paste it into your | | |
| Configure | * | Endpoint Backup agent procedure. | | |
| Settings | | | | |
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| Assets | | | | |

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



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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 | • | All Drives Data Type Files and Folders | ~ |
| | Jobs Backup Status | • | C Drive Profile Default profiles Included File Paths fobject Object] | |
| | Summary View List View | | System State | |

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.



| | 5 5 |
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| 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 | • 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). |
| | • 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 Paths | *.txt |
| 1 4(1)5 | 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: |
| | • *folder_abc cannot be used to exclude all folders that match <i>folder_abc</i> on the protected asset. The full path must be provided. |
| | 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



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

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| History | C Drive Profile | Excluded File Paths |
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| Bare Metal | | Home | • Add |
| Configure Settings | • | Profile is added | |
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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 😑 to remove a file path.)
- See "Considerations for including and excluding files" for additional information.



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| Configure 👻 | | Delete New Save |
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To view or edit a backup profile

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



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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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| Profile Jobs Backup Status Summary View List View | Finance drive C Drive Profile All Drives | Included File Paths E:\Finance Add (Optional) Modify settings |
| History Restore - File and Folder Bare Metal Configure - | | Excluded File Paths |
| Settings Customer Users Assets | | Delete New Save |

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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| Profile | |
| Jobs | E:\Reports |
| Backup Status | O Add |
| Summary View | |
| List View | |
| History | |
| Restore 👻 | O Confirm Profile Removal |
| File and Folder | Are you sure that you wish to delete "Reports"? This action is not reversible. You will not be able to |
| Bare Metal | delete a profile if it's active in an existing job. |
| Configure 👻 | Cancel Delete 4 |
| Settings | |
| Customer | |
| Users | 3 Delete New Sove |

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".



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- **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".



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| Jame | Select Profile |
|------------------------------|----------------------------------|
| Win2019 — 1 Enter a job name | Filter Profiles |
| Description | Service drive |
| | User Folder Profile |
| | ○ d2c |
| | 2 Downloads |
| | Select a profile C Drive Profile |
| | Work Files |
| | Raymond's PC |
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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 |
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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**:

| 1 Profile | | 2 Assets | | 3 Schedu |
|----------------|-----------------------------|----------|----------|----------------|
| Hourly | | | | |
| Every 4 Hours | | | | |
| Every 8 Hours | | | | |
| Every 12 Hours | | | | |
| Daily | | | | |
| Every Day | Coloct the | | | |
| Every 2 Days | Select the backup frequency | | | |
| Every 3 Days | | | | |
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| | | | Cancel P | revious Finish |
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| | | | | |

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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| Summary View | | The | e 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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| | Giorgio | Every Day | Work Files | ucb-windows-10-templa | le | | | 1 / 1 ✔ Run Al | Ø | <u>Lat</u> | 1 |

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 | | | | | | | | |
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| Work Backup | Every Day | 🖵 Full Desktop Backup | | Granular backup of business critical company files. | 0 / 0 🗸 Run All | Ø | <u>Lui</u> | Û |
| Win2019 | Every Day | C Drive Profile | DESKTOP-VNQV3IV, WS- dpinheiro-01 | | 2 / 2 🗸 Run All | Ø | <u>lad</u> | Û |
| V: ert Name | Every 4 Hours | 🖵 Home | ucu yu ∠ i 5-39, u 15-6, u(15-8 | | 3/3 🗸 Run All | Ø | <u>laa</u> | Û |

To edit a backup job

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

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|--|------------------|------------------------|--------------------|------------|-----------------|-----------------------|
| Q. Search Navigation Kaseya Endpoint Backup | unitrends-interr | nal 😤 Donut Shop | ~ | | | |
| Monitoring - | | | 2 Select | a customer | | |
| Dashboard Restore Status | New Job | | | | | |
| Profile | Name 🌲 | Interval 💠 Profile ≑ | Assets | Notes 🍦 | Pending Fulls | Actions |
| Jobs | Giorgio | Every Day 🖿 Work Files | ucb-windows-10-tem | plate | 1 / 1 🗸 Run All | ۶ 🔟 🛈 |

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).



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4 Click the job's *⊘* icon:

| unitrends-internal | Ponut S | hop 🗸 | | | | |
|--------------------|------------|-----------|-------------------------|---------|-----------------|---------|
| | | | | | | |
| 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 | > | |
| content-nas | > | |
| d -29 IN ANOTHER JOB | < | |
| da3-39 IN ANOTHER JOB | « | |
| DESKTOP-R7GKCJ2 IN ANOTHER JOB | | |
| DESKTOP-VNQV3IV | | |
| e 24 IN ANOTHER JOB | | |
| L | - | |

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

| 1 Profile | 2°A | ssets | 3 Schedule |
|----------------|---------------------------------|-------|------------------------|
| Hourly | | | |
| Every 4 Hours | | | |
| Every 8 Hours | | | |
| Every 12 Hours | (Optional) Modify job frequency | | |
| Daily | • | | |
| Every Day | | | |
| Every 2 Days | | | |
| Every 3 Days | | | Cancel Previous 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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| Image: Constraint of the sector of the se | unitrends-internal | 🐣 Donut | t Shop 🗸 | | | | | | | | |
| Monitoring - Introduction Dashboard | New Job | | | 2 Select a | customer | | | | | | |
| Restore Status Backup Profile | Name ≑ | Interval 🌲 | Profile ≑ | Assets | | Notes 👙 | | Pending Full | s | Actions | |
| Jobs | Giorgio | Every Day | Work Files | ucb-windows-10-templ | ate | | | 1/1 ✔ Run | All | Ø Lat C | נ |

3 Locate the job in the list.

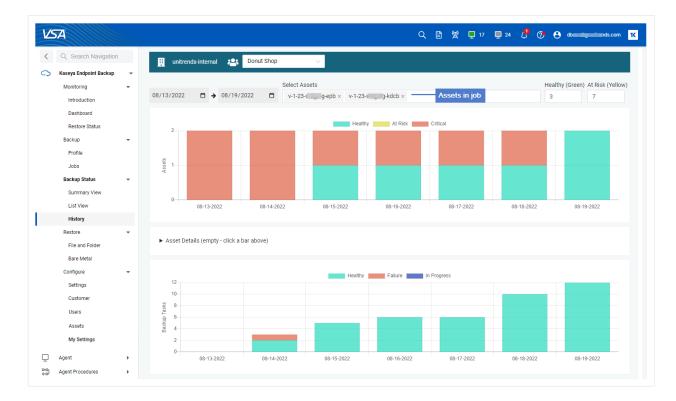
If needed, click on a column to sort alphabetically (a to z). Click the column again to reverse the order (z to a).

4 Click the job's 📖 icon.

| VSA | | | | | ۹ (| 3 👷 (| 1 6 🖵 25 | 2 7 | 8 db | ds.cor | n <mark>1</mark> K |
|--|---------|--------------------|------------------|----------------------------------|--|-------|-----------------|---------------|-------------|----------|--------------------|
| < Q Search Navi | | unitrends-internal | 🕾 Donut Sho | op v | | | | | | | Î |
| Kaseya Endpoint B: Monitoring Introduction | ackup 👻 | New Job | | | | | | | | | |
| Dashboard Restore Status | | Name 🖕 | Interval 🍦 | Profile 👙 | Assets | Notes | ÷ Pe | nding Fulls | Actions | | |
| Backup | • | 1.17 Backup Job | Every 4 Hours | Testing Profile (do not change) | v-1-17- 9-53 | | 1 | / 1 🗸 Run All | Ø | Lui (î | J |
| Jobs Backup Status | Ŧ | 1.3 kd Upgrade | Every 4 Hours | User Folder Profile | sta - 199-30-E , sta inc. kick 100-31-Si le | | 2 | / 2 🗸 Run All | 679 | Lat C | I |
| Summary View List View History | I | v.1.23 Backup | Every 4 Hours | v-1-23 Backup Profile Testing | v-1-23-s g-epb, v-1-23- s y-kdcb | | 0 | / 2 📋 Run All | Ø | Lill Cli | ick he |

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.

| VSA | | | | | ۹ (| 3 8 | I 7 | D 25 | P (| , 9 | db | ds.com | 1(|
|----------------------------|-----------------|------------|------------|--------------------|-----------|-----|------------|-------------|------------|--------|----|---------|----|
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| Monitoring - | | | | 2 Selec | t a custo | mer | | | | | | | |
| Introduction | | | | | | | | | | | | | |
| Dashboard | New Job | | | | | | | | | | | | |
| Restore Status | | | | | | | | | | | | | |
| Backup | Name 💠 | Interval 💠 | Profile 👙 | Assets | | Not | es 🌲 | | Pending F | ulls | | Actions | |
| Profile | | | | | | | | | | | | | |
| Jobs | Giorgio | Every Day | Work Files | ucb-windows-10-ten | nplate | | | | 1/1✔ R | un All | Ø | Lad C | Ĭ |
| | | | | | | | | | | | | | |

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.



| 👖 unitrends-internal | Donut Shop 🗸 | | | | | |
|----------------------|--|--------|-----------------|---------|---------|---|
| New Job | | | | | | |
| Name 🔶 | Confirm Job Removal | × | Pending Fulls | Actions | | |
| Work Backup | Are you sure that you wish to delete "Win2019"? This action is not reversible. | Remove | 0/0 - Run All | 679 | <u></u> | Û |
| Win2019 | Every Day C Drive Profile ucb-windows-10-, ws- | | 2 / 2 🗸 Run All | Ø | | Û |

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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|---|---|--------------|---|--|-----------------|-----------------|---------|-----------------|---|
| C Search Navigation Kaseya Endpoint Backup Monitoring | • | | ends-Internal 🤐 Donut Shop 🗸 | | | | | | |
| Introduction 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 or backup can take significantly longer to run than an increment recommended you maintain a strong network connection dur | | 1 / 1 ✔ Run All | Ø | Lu Û | | |
| Jobs | • | -11.3 kdcb | recommended you maintain a strong network connection dur recommended to run a full backup unless it is absolutely nec affect all of the assets connected to the 1.5 backup Test job. | essary. This action will | | 2 / 2 🗸 Run All | Ø | <u>ы</u> О́ | |
| Summary View List View History | | 1.3 ucb U | Can | cel Queue Full Backups | -4 | 2 / 2 🗸 Run All | Ø | Litt D | |
| Restore File and Folder Bare Metal | • | 1.5 backup 1 | Test Every 4 User Folder Profile Hours | v15-s1, v15- -82, v15- s1, u15- s1, u15- s | 3 | 3 / 4 🛱 Run Ali | Ø | Liii 🗇 | |
| Configure | - | | | | | | | | |

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.

| SA Q. Search Navigation | | 👯 unitrends-internal 🔮 | Q Donut Sho | v _ 00 | Q . | 🕢 Sue | ccessfully upda ull Backup. | | | |
|--|---|------------------------|------------------|---------------------------------|---------------------------------|---------|--------------------------------|----------|------------|---|
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| Monitoring Introduction | | New Job | | | | | | Asset is | updated | |
| Dashboard Restore Status | | Name 🖕 | Interval 👙 | Profile ≑ | Assets | Notes 👙 | Pending Fulls | Actions | | |
| Backup Profile | • | 1.17 Backup 📑 t | Every 4 Hours | Testing Profile (do not change) | v-1-17- | | 1 / 1 🗸 Run All | Ø | <u>.u.</u> | Û |
| Jobs Backup Status | • | 1.3 Upgrade Tes | Every 4 Hours | User Folder Prome | st 9-30-Bulk, st 9-31-Single | | 2 / 2 🗸 Run All | Ø | <u>lan</u> | Û |
| Summary View List View History | | 1.3 u g | Every 4 Hours | User Folder Profile | staging use | fulls | 2 / 2 🗸 Run All | Ø | <u>Lui</u> | Û |
| Restore File and Folder Bare Metal | • | 1.5 backup Test | Every 4 Hours | User Folder Profile | v1 | | 4 / 4 ✓ Run All | Ø | <u>Lui</u> | Û |

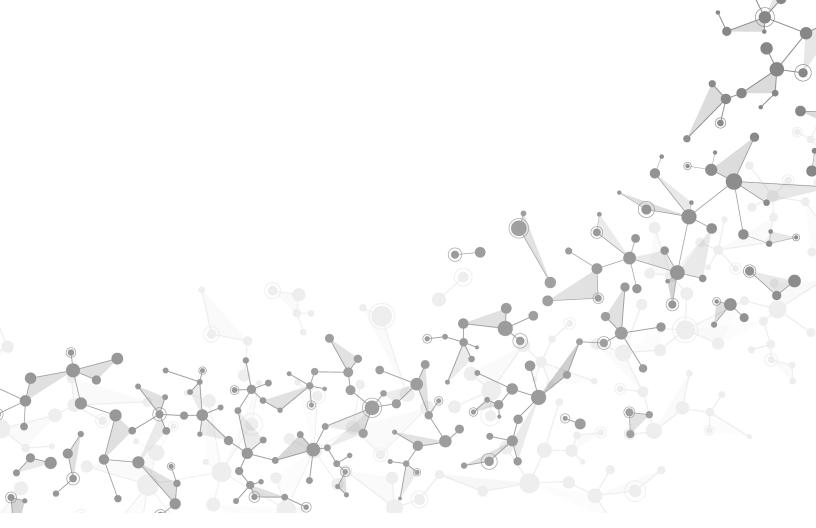
- 7 The button returns to blue once any pending Run All job starts. Note that you cannot initiate Run All for the job if the button is gray (all assets are disabled) or green (all Run All jobs are pending)
- 8 Select Backup Status > List View to view jobs.



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Chapter 3: Protecting Assets with Kaseya EndPoint Backup

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).



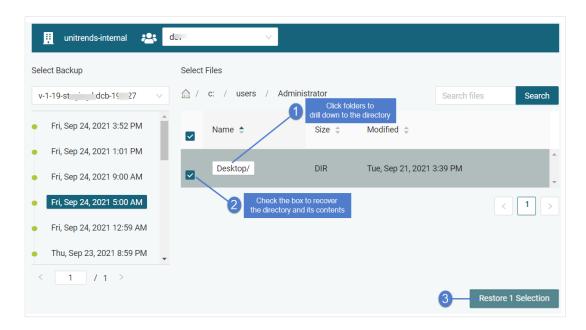
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| Monitoring | Select Backup Select Files | | _ |
| Dashboard | v-1-19-ste **** :b-199:27 🗸 🛆 | Configure MSP Settings | Search files Search |
| Restore Status Backup | Fri, Sep 24, 2021 3:52 PM Select asset Name ♦ | Customer SIZE \$ | Modified \$ |
| Profile | Fri, Sep 24, 2021 1:01 PM | | |
| Jobs | • Fri, Sep 24, 2021 9:00 AM | DIR | - |
| Backup Status Restore | Fri, Sep 24, 2021 5:00 AM | | |
| File and Folder | Fri, Sep 24, 2021 12:59 AM | | |
| Bare Metal Configure | • Thu, Sep 23, 2021 8:59 PM | | |
| Settings | < 1 / 1 > | | |
| Customer | | | Restore Selection |
| Users | | | |

- 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 |
| Fri, Sep 24, 2021 3:52 PM | Name ≑ | Size 🌲 | Modified 🍦 |
| Fri, Sep 24, 2021 1:01 PM | - | | |
| Fri, Sep 24, 2021 9:00 AM | C:/ | DIR | - |
| Fri, Sep 24, 2021 5:00 AM | 1 Check the box | k to recover all files | < 1 |
| 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.



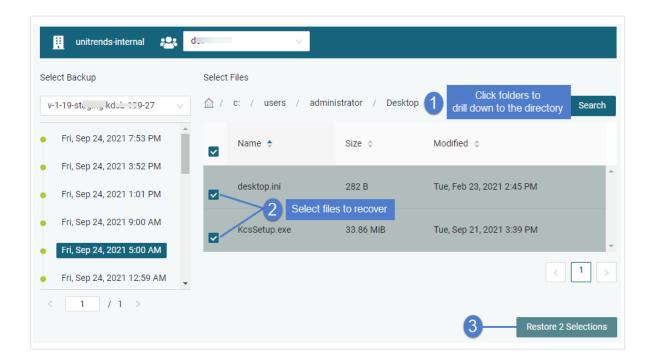


• You can search for and recover individual files/folders. Enter a text string in the Search Files field, then click **Search**. Files and directory names containing the string you entered display in a list. Check boxes to select items to recover.

| Search |
|-----------|
| |
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| 2021 2:45 |
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• 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.



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| 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 |
| * Restore Path: C:/recover |
| Conflict Resolution: Preserve Newer |
| Folder Structure : Preserve \lor |
| 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.

| VSA | | | | | Q 🗎 | 🛱 🖵 8 🖵 74 | ¢ 🕐 | \rm e msu | ds.com 1 |
|---|---|-----------|--|------------------|----------------|---------------------------------|-------------|-----------|----------|
| Q Search Navigation Kaseya Endpoint Backup | • | unitrends | -internal 😤 dev | Ň | / | | | | |
| Monitoring Introduction Dashboard | • | Task ID | Job 💠 | Type | Target | Start Time | End Time | ÷ | Status 🍦 |
| Restore Status Backup Profile | • | 76000536 | 4e1c0c20 07eb- 44d4 ba82- ee47c_c01063 | File & Folder | 1-7 ing- kd | Tue, Oct 27, 2020 1:56 PM | | | 9 |

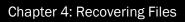


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Chapter 5: Bare Metal Recovery

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: | | | | | | |
| | It was run using agent version 1.24 or higher (agent 1.25 or higher for Windows 11 or | | | | | | |
| | Windows Server 2022). | | | | | | |
| | • It is successful. | | | | | | |
| | • 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 system state backups" and "To create a backup job". | | | | | | |

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



Chapter 5: Bare Metal Recovery

| Dequirement | Description | | | | |
|---------------------------------------|---|--|--|--|--|
| 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 Restore > Bare Metal 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: | | | | |
| | 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>.) | | | | |
| | • 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 metal 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 | GPT disks are supported. Dynamic disks are not supported. 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". | | | | |
| RAID configurations | Software RAID configurations are not supported. Hardware RAID configurations are not supported. | | | | |
| Additional hardware requirement | Hardware not included in the Windows 10 PE environment is not supported. | | | | |



| Requirement | Description |
|---|--|
| 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 cannot be used for the recovery. |
| 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: |
| recovery 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: |
| | • IaaS VMs – BMR recovery of a failed Azure, AWS, or Google Cloud Computing (GCP) VM that was configured with IaaS roles is not supported. |
| | • 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. |

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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| Kaseya Endpoint Backup | - | 👖 unitrends-internal 😤 Admin | ✓ | |
| Monitoring Introduction | * | Create Access Key Download ISO | Bare Metal Sessions | * |
| Dashboard | | My Ne 2 | > Session ID: 31dce54f-df21-4394-b347-37d208aa3aa0 Restore Delete | |
| Restore Status Backup | • | Access Key: 5dr all alleqjs9 | > Session ID: 80d0a467-9530-4fc5-96da-f7e6b3842ab4 Restore Delete | |
| Profile Jobs | | Fri, Mar 11, 2022 3:31 PM | > Session ID: 3100329d-6123-4b17-a549-56f226f3c5a3 Restore Delete | |
| Backup Status | - | | > Session ID: 935321b9-7257-433c-8253-4980a1ff38c6 Restore Delete | |
| Summary View List View | | My New Key | > Session ID: 6c5d7bdb-6171-4acb-8081-a6abaf46558d Restore Delete | |
| History Restore | Ŧ | Access Key: xmpl :f7g Tue, Mar 15, 2022 7:12 AM | > Session ID: 87125478-ad7a-47b3-9a38-9ac73f3047a1 Restore Delete | |
| File and Folder | _1 | training and in guilt inds.com 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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| Monitoring - | | |
| Introduction | Create Access Key Download ISO 🕜 | > Session ID: 736943e7- |
| Dashboard | | Restore Delete |
| Restore Status | Access Key: 53j 71d57 f7 | > Session ID: 31003/ 56f226f3c5a3 |
| Backup 👻 | Tue, Mar 15, 2022 8:34 AM | Restore Delete |
| Profile | el ds.com Delete | |
| Jobs | | > Session ID: 935321b80a1ff38c6 |
| Backup Status 👻 | My New Key | Restore Delete |
| Summary View | Access Key: egef | > Session ID: 6c5d ⁻¹ do 10 ⁻¹ had a balance a bala f46558d |
| List View | | Restore Delete |
| History | Tue, Mar 15, 2022 2:08 PM | |
| Restore 👻 | erhds.com 3 (Optional) A | Add a label & click Save 25478- 25478- 25478- 25478- 25478- 25478- 25478- 25478- 25478- 25478- 25478- 25478- 25478- |
| File and Folder | | Restore Delete |
| Bare Metal | Angel's access key Save | > Session ID: fadff89f |
| Configure 👻 | Access Key: g637 hmknr8 | Restore Delete |
| Settings | Thu, May 19, 2022 10:33 PM | |
| Customer | s inds.com Delete | > Session ID: f0b18d4 |
| Users | | 2 Access key is created Restore Delete |
| Assets | 8.4. · 8117 | Session ID: f6ee6580-dfiddidd bb5e |
| My Settings | | 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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| BMR | |
|----------------------------|--|
| File Edit View Window Help | |
| | |

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.



| ۲ | BMR | |
|------------------|--|--|
| File Edit View V | 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 | |
| | Ø Time Settings Ø Network Interfaces ✓ Connected to server | |
| | 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:

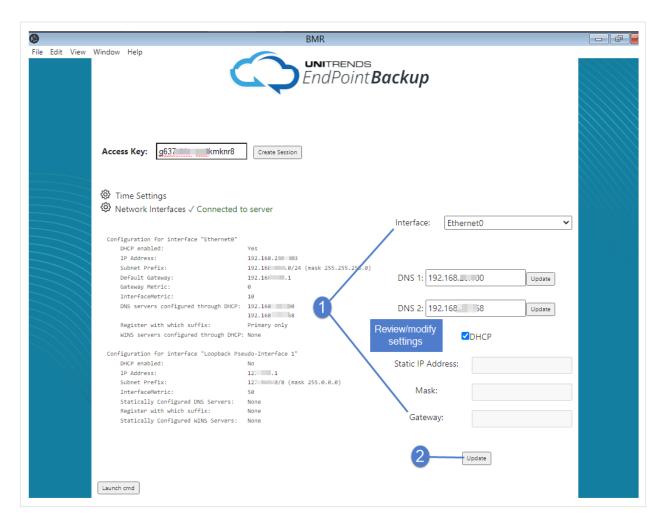
- Network settings do not need to match those of the original asset. The only requirement is that the machine can communicate with EndPoint Backup (to access the backup you will use for recovery).
- The network settings that you configure during this step are used only for the recovery. They are not 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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| 6 | BMR | |
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| File Edit View | | |
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| | | |
| | 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 Settings | |
| | Q Network Interfaces √ Connected to server | |
| | | |
| | Launch cmd Click here | |
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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.



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|------------------|--|--|
| File Edit View V | 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: g637Kmknr8 Create Session Click here | |
| | Image: Connected to server № Network Interfaces ✓ Connected to server | |
| | Launch cmd | |
| | | |
| | | |



| ۵ | BMR | |
|------------------|---|--|
| File Edit View \ | Window Help | |
| | | |
| | | |
| | EndPoint Backup | |
| | | |
| | | |
| | Access Key: g637 kmknr8 Create Session | |
| | The operation completed successfully. | |
| | Time Settings | |
| | Date 05/20/2022 Select the date and click Save Date | |
| | 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**.

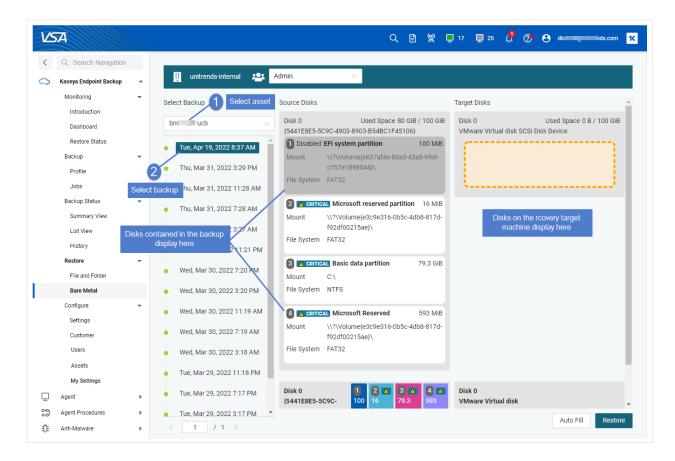
Note: To view information about the machine you are recovering to, click > to expand session details.



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| Kaseya Endpoint Backup | - | 👖 unitrends-internal 😤 Admin | |
| Monitoring | - | 0 | |
| Introduction | | Create Access Key Download ISO | > Session ID: 736943e7- Click here 2 Restore Delete |
| Restore Status | | Access Key: 53j 7-52d57 f7 | |
| Backup | | Tue, Mar 15, 2022 8:34 AM | Session ID: 31003: 56f226f3c5a3 Restore Delete |
| Profile | | et ds.com Delete | |
| Jobs | | | > Session ID: 935321b 80a1ff38c6 |
| Backup Status | | My New Key | Restore Delete |
| Summary View | | | |
| List View | | Access Key: eqef | Session ID: 6c5dT har to be the session adapted 558d Restore Delete |
| History | | Tue, Mar 15, 2022 2:08 PM | |
| Restore | | erhds.com Delete | > Session ID: 87125478- |
| File and Folder | Ť | | Restore Delete |
| Bare Metal | | Angel's access key (Optional) Click to view mac | hine details |
| Configure | | Arrest Kenner (27 | Restore Delete |
| Settings | Ť | Access Key: g637 hmknr8 | |
| Customer | | Thu, May 19, 2022 10:33 PM | > Session ID: f0b18d4 |
| | | s Delete | Restore Delete |
| Users | | • | > Session ID: f6ee6580-df |
| Assets | | | Restore Delete |
| My Settings | | | |

- **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.



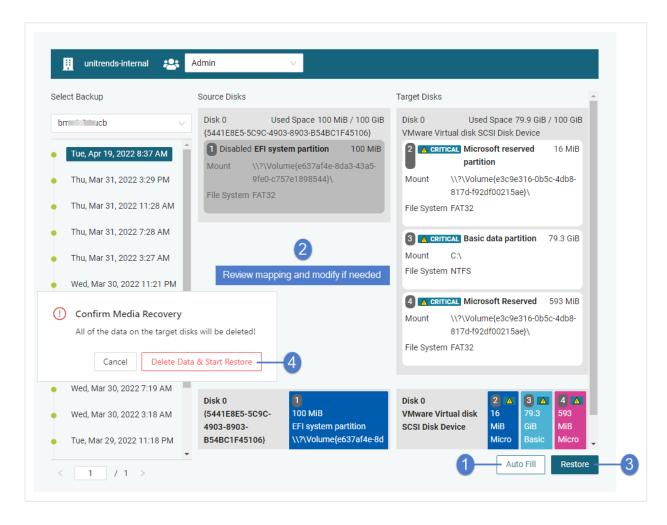


- 14 Click **Auto Fill**. Source disks are mapped to disks on the target machine. In our example, source disks 2, 3, and 4 will be recovered to Disk 0 on the target machine.
- **15** Review the disk mapping. If needed, modify the mapping. Simply drag a disk to move it to another location on the target.

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*.



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|----------------|---|-------|
| File Edit View | Window Help | |
| | | |
| | Access Key: g637 | |
| | Time Settings Network Interfaces ✓ Connected to server Launch cmd | |
| | | |



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| 0 | | BMR | |
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| File | Edit View | Window Help | |
| | | | |
| | | Image: Successful gestored! Access Key: g637 Image: g637 Create Session | |
| | | Ø Time Settings Ø Network Interfaces ✓ Connected to server Launch cmd | |
| | | | |

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.



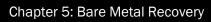
- (If needed) The bare metal recovery restored only the system critical volumes. If backups of the original Windows machine include other volumes, you must create and format those additional volumes.
- Install the agent on the recovered asset. For details, see "To install or upgrade the agent manually 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:

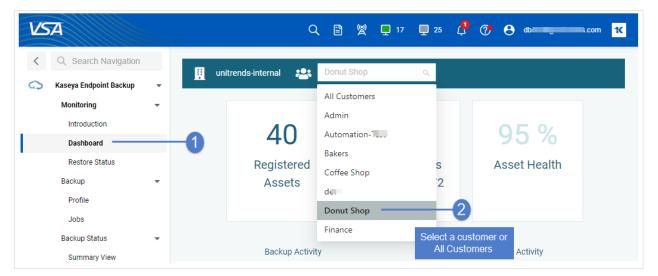
- "Working with the Dashboard"
- "Viewing backup status"
- "Viewing backup history"
- "BackupIQ alerts"
- "Viewing restore status"

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.





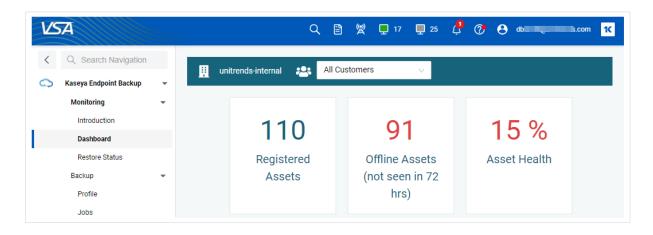
89

- 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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| > Kaseya Endpoint Backup | - | | | | | | |
| Monitoring | - | | | | | | |
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| Dashboard | | | 02 | • | וכ | 09 /0 | |
| Restore Status | | | Registered | Offlin | e Assets | Asset Health | |
| Backup | - | | Assets | (not s | een in 72 | | |
| Profile | | | | | hrs) | | |
| Jobs | | | | | | | |
| Backup Status | • | | Poolsup Activity | | | Dectore Activity | |
| Summary View | | | Backup Activity | | | Restore Activity | |
| List View | | 60 50 | | | 50 40 | | |
| History | | 40 | 9/24 | | 40 30 | | |
| Restore | - | 30 20 | | | 20 | 9/24 | |
| File and Folder | | 10 | | | 10 | 9/24 | |
| Bare Metal | | 0 9/2 | | 9/28 9/29 | 9/23 | 9/24 9/25 9/26 9/27 9/28 | |
| 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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|--|---|
| C Search Navigation Kaseya Endpoint Backup | II unitrends-internal 🕰 All Customers 🔍 |
| Monitoring | All Customers Plea: Admin Customer |
| Dashboard Restore Status | Automation-Test This page requires a Bakers one from the context banner above. |
| Backup Profile | Coffee Shop dev |
| Jobs Backup Status | Donut Shop2 |
| Summary View | -0 |
| List View | |

- 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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| Monitoring - Introduction Dashboard | Organization \Rightarrow | Machine Group | Machine ID $\mitsigned \end{tabular}$ | Hostname 💠 | Today | | | | | | 1 W | eek Ag | 10 | | | | |
| Restore Status Backup 🗸 | myOrg | base | v-1 ^{1−} sta i−1 | v-1-* * stagl | | | | | | | | | | | | | |
| Profile Jobs Backup Status ∽ | myOrg | base | uch windows-10- -5 | v-1 ^2-stacij- kdart-2 | • • | • | • | • | • | • | • | • | • | • | • | ×× | |
| Summary View List View History | myorg | base | v- st g- | v-1-25-staçi kub-2022-05-17- 11) | • • | • | • | • | | | | • | • | • | • | • | |
| Restore - | myorg | base | v1 st:j-k | v11-1-sta | • • | • | • | • | • | • | • | • | • | • | • | • • | |
| Configure 👻 Settings | myorg | base | v-1_21- stailig- | v-1ying- | | | | | | | | | | | | | |
| Customer Users Assets | myorg | base | v-1· sta g- | v-1-16-st g- ucl 100 113 | • • | • | • | • | • | • | • | • | • | • | • | • • | |

4 (Optional) Click a status icon to view details.



| Organization 🍦 | Machine Group | Machine ID | Hostname 🍦 | Toda | y | | | | | | 1 We | ek Ag | 0 | | | | |
|----------------|------------------|---------------------------|---|------|---|---|---|---|----------|----|------------|--------------|-------------|---------------------|---|---|---|
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| nyorg | base | v- st g- | v-1-25-staçi kub-2022-05-17- 11 JJ -1 | | • | • | • | • | A | Ci | ick an icc | • on to r | • view (| e detail: | 6 | • | |
| nyorg | base | v1 st:j-k | v11-1-stagj- kGeo 2.10-75 | • | • | • | • | • | • | • | • | • | • | • | • | • | • |
| nyorg | base | v-1-01- stallig- | v-1ing- | | | | | | | | | | | | | | |
| nyorg | base | v-1· - stag-g- | v-1-16-st g- | • | • | • | • | • | • | • | • | • | • | • | • | • | • |

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.
 Success, <a>Warning, or <a>Failed.
- 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.



- 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.

| 5/15/2022 | | | | ☐ → 05, | | | | | Select Assets | | ct another asse | et(s) Click | o clear asset field | 0 |
|--------------|------------------|------------|-------------|---------------------------|----------------|------------|-----------|------------|-------------------------|-------------|---------------------------|------------------------------|----------------------------------|----------|
| Organization | Machine Group | Machine ID | Asset | ange of jobs di Status | Last Backup | File Count | Protected | Duration | Avg Transfer Rate | doL | Profile | | jobs for all assets) End Time | Task |
| | | | ws-ka-10168 | • | 2 days | 3858 | 1.46 GiB | 15 minutes | 16.6 Mbit/s | Tejas Teini | 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 | c2d5731 |
| | | | ws-ka-10168 | • | 2 days | 34653 | 8.11 GiB | 24 minutes | 51.2 Mbit/s | Tejas T | 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€ 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".)

| unitrend | s-internal 🐉 | Ac in | \vee | | | | | | | Task Details Download Logs | 4 | |
|--------------|------------------|------------|-------------|---------|----------------|------------|-----------|------------|---------------------|--|---|-------------|
| 6/15/2022 | | | | □ → 05/ | 22/2022 | | | | Sele | asset | • | |
| 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 display | End Time | Task |
| | | | ws-ka-10168 | • | 2 days | 3858 | 1.46 GiB | 15 minutes | 16.6 | asset_uuld "f6e086d2-8749-4f58-803e-3059f54e2dfc" compatible_prc true | Sun, May 22, 2022 9:5 AM | 7 5f63566a |
| | | | ws-ka-10168 | • | 2 days | 12653 | 3.57 GIB | 21 minutes | 24.8 Mbit | customer_id 29 delete_state "NODELSTATE" | Click a t Fri, May 20, 2022 10:0 AM | |
| | | | 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 "68732d85-4728-4588-80f9-335ec54c0166" last_known_sta "REGISTERED" |) Mon, May 16, 2022 9: AM | i8 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 9:4 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.

| unitren . | nds-internal 😣 Admin | | | | | | | |
|------------|--|---|---------------|---|---|---|--|--|
| | | | Modify date r | range | | | | Select assets |
| 05/20/2022 | 22 | | □ → 05/22/ | 2022 | | | • | ws-ka-10168 and x ucb-windows-10-x Selected assets display |
| | May 2022 • $\uparrow \downarrow$ | | | Last | | | | ucb-windows-10- |
| on | Su Mo Tu We Th Fr Sa 1 2 3 4 5 6 7 | Asset | Status | Backup | File Count | Protected | Duration | , ucb-windows-10- ucb-windows-10- |
| | 8 9 10 11 12 13 14 15 16 17 18 19 20 21 | | | A | | 1 11 010 | 15 | ucb-windows-10- |
| | | WS-Ka-TUT68 | • | 2 days | 3858 | 1.46 GIB | minutes | v-1-22-stagingbase.myorg |
| | 5 6 7 8 9 10 11 Clear Today | ws-ka-10168 | | 2 days | 12653 | 3.57 GiB | 21 | v-1-22-sta g-base.myorg v-1-22-sta g-u-p-199-251 |
| | Organizat _{at} on | May 2022 - ↑ ↓ Organizati on Su Mo Tu We Th Fr Sa So 5 6 7 8 9 10 11 12 13 14 15 16 17 8 20 21 21 21 14 22 23 24 25 27 28 29 24 25 27 28 29 24 25 67 74 29 24 25 27 28 29 24 25 26 27 28 29 24 25 26 27 28 29 24 25 26 27 28 29 24 25 26 27 28 29 10 11 14 15 16 17 16 16 17 16 16 17 16 16 17 18 16 17 16 16 16 16 16 16 16 16 16 | May 2022 - | May 2022 · ↓ <th< td=""><td>May 2022 · ↑ ↓ Asset Status Last 01 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 9 10 11 12 13 14 15 16 17 18 9 10 11 12 13 14 15 16 17 18 9 10 <</td><td>May 2022 - Image: Company 2010 - Image:</td><td>May 2822 · ·</td><td>May 2022 · \box</td></th<> | May 2022 · ↑ ↓ Asset Status Last 01 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 9 10 11 12 13 14 15 16 17 18 9 10 11 12 13 14 15 16 17 18 9 10 < | May 2022 - Image: Company 2010 - Image: | May 2822 · · | May 2022 · \box |

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:

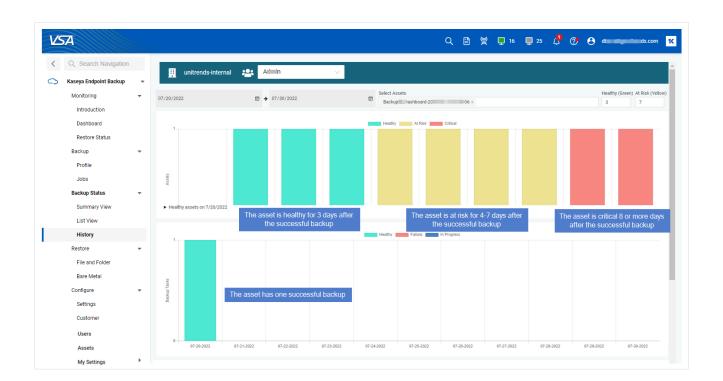
- Modify the date range included in the graphs. The maximum date range is 31 days. If you attempt to enter a range of greater than 31 days, the start date or end date is automatically modified to include 31 days.
- Filter the view by selecting a customer
- Modify the number of days used to measure asset 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.





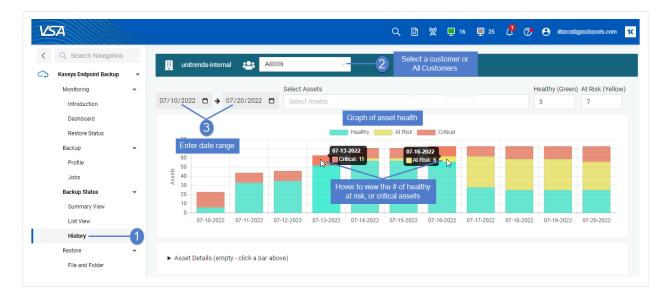
To view backup history

- **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.

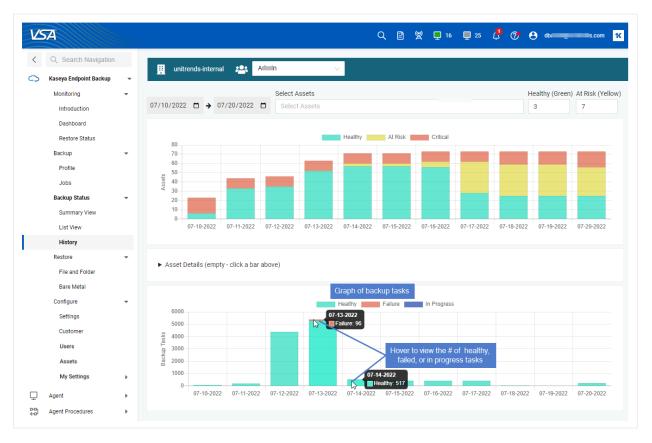
Note: The maximum date range is 31 days. If you attempt to enter a range of greater than 31 days, the start date or end date is automatically modified to include 31 days.

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.





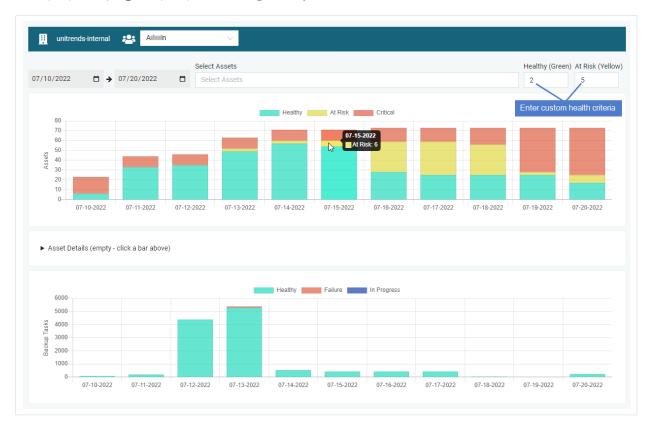
Backup tasks display in the bottom graph. Hover over a bar in the graph to see the number of *healthy* (green), *failed* (red), or *in progress* (blue) tasks for a given day.





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.



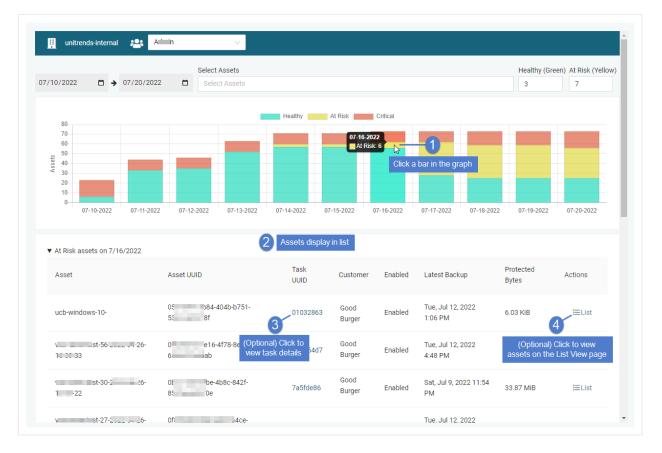
5 (Optional) Filter by asset:

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 UniView Portal (formerly known as *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 UniView 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.

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| 0 | Kaseya Endpoint Backup Monitoring | • • | | | All Customers | |
| | Introduction | | | | Admin | Select a Customer |
| | Dashboard | | | | Automation-Test Bakers | c customer. Please select one from the context banner above. |
| | Restore Status | , U | | | Coffee Shop | |
| | Profile | | | | dev | 0 |
| | Jobs | | | | Finance | -0 |
| | Backup Status | • | | | | |

- 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,

 Warning, or
 Failed.

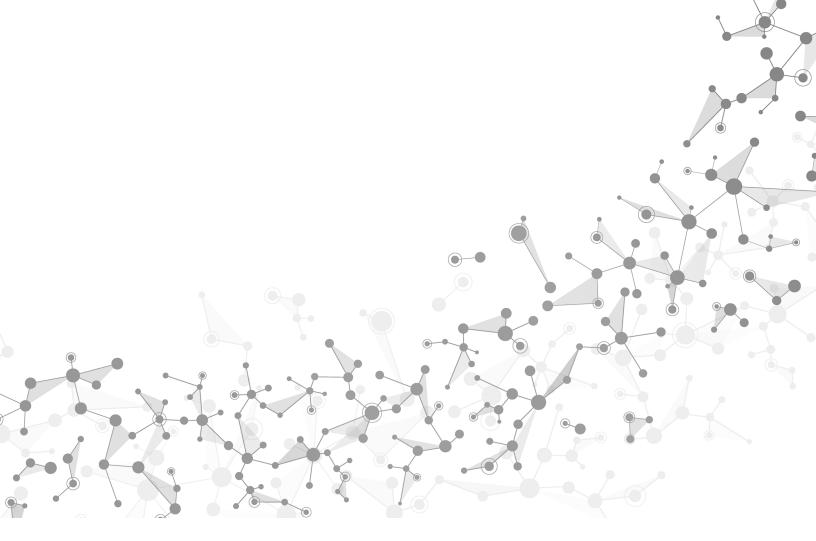


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| Monitoring Introduction Dashboard | • | Target Machine ID | Machine Group | Organization | Task ID | Job \$ | Туре | Target | Start Time | End Time 💲 | Status |
| Restore Status | | | | | | | File | v-1-15- | Mon, May | Mon, May | |
| Backup Profile | • | v-1-15- staji g-1 | base | myOrg | 450b5f8c | d25faca8-ff52-47fd- 8b7a-a60a3f62cdd1 | & Folder | staging Rob- 199-149 | 24, 2021 2:48 PM | 24, 2021 2:51 PM | • |
| Jobs Backup Status Summary View | Ŧ | | | | 0c1b952c | d25faca8-ff52-47fd- 8b7a-a60a3f62cdd1 | File & Folder | v-1-15- staging ucb- 199-154 | Mon, May 24, 2021 12:42 PM | Mon, May 24, 2021 12:45 PM | • |
| List View | | staj j- | | | | 0353-605173507882 | Folder | kc199-32 | PM | PM | |
| History Restore File and Folder Bare Metal | • | v-1-13- sta | base | myorg | c59d68db | 9366c943-73eb- 40e2-b3b4- 1ddd89d02726 | ■ File & Folder | v-1-13- stacing- kdc 215- 203 | Thu, Mar 18, 2021 7:07 PM | Thu, Mar 18, 2021 9:29 PM | × |
| Configure Settings Users Assets | • | v-1-13- staging- | base | myorg | b5b1707f | 6970070f-26d3-49fe- aca2-07d004c984b8 | File & Folder | v-1-13- station- kdc 15- 203 | Wed, Mar 3, 2021 6:02 PM | Wed, Mar 3, 2021 6:05 PM | • |
| My Settings Agent | • | | | | ba3e3e57 | 58a35587-56b4- 4976-bf90- 53a0e4a46c5c | File & Clic Folder | v1-12-1- k to view other p 215-1/9 | Wed Feb ages 021 4:06 PM Jobs | Wed, Feb 10, 2021 per page | 10 / page 20 / page 50 / page |
| Agent Procedures | | | | | | | 1 | 4 5 6 | 7 8 | | 100 / page |
| Anti-Malware Antivirus | | | | | | < | | 4 5 6 | 7 8 | 13 > | 10 / page |



Release 1.30.2 | June 2023

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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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| Backup Profile | Customer Name | Health | Assets | | Offline | | | Enabled | |
| Jobs Backup Status | Admin-renamed | 45% | 39 | | 38 | | | On On | |
| Summary View | After the horn test Automation-Test | 0% | 0 | | 0 | | | On On On | |
| List View History | Bakers | - | 0 | | 0 | | | 🕑 On | |
| Restore File and Folder | Coffee Shop | Bakers ck a name to edit | 0 | | 0 | | | 🕑 On | |
| Bare Metal Configure | dev | 71% | 201 | | 190 | | | On On | |
| Settings Customer | Donut Shop Click here | 0% | 0 | | 0 | | | Off | |
| Users | Click Here | 0% | 0 | | 0 | | | Off | |

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



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| Summary View | Auton | e | | | On |
| List View | | Customize column visibility an | d order | | |
| History Restore | Bakers | Show/hide columns with checkbo | xes. Drag and drop to reorder. | | On On |
| File and Folder | Coffee Shop | ✓ Select All | | | On |
| Bare Metal | d€ | 🗸 Customer Name | | | On On |
| Configure | • | 🗸 Health | 2 Check boxes to disp boxes to hide colum | | |
| Settings | Donut Shop | Assets | boxes to hide colum reorder c | | Off |
| Customer | Finance | Offline | | | On |
| Users | IT Solutions | Enabled | | 0 | On |
| Assets | | | | U. | |
| My Settings | ITGlue | | Restore Defa | ults Cancel Apply | Off |
| Agent | Marketing | | | | On On |

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

| store — 1 | Enter text string | | | 2 0 | of 38 Results |
|---------------|-------------------|--------|---------|---------|---------------|
| Customer Name | Health | Assets | Offline | Enabled | |
| | | | | | |
| Pet Store | 0% | 0 | 0 | 💽 On | |
| 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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|---------------------|-------------------|--------|---------|------------------|
| New Customer | 1 Click in f | ield | | |
| | ch keywords | | | 38 of 38 Results |
| Customer Name | Health | Assets | Offline | Enabled |
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| Au1 Coffee Shop | 0%) | 0 | 0 | On On |
| Bal Donut Shop | 0% | 0 | 0 | On |
| Finance CO1 | 0% | 0 | 0 | On |
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| unitrends-internal | All Customers | 3 V | | | |
|--|---------------|----------------------------------|---------|---------|-----------------|
| New Customer | | | | | |
| Customer Name: Bakers × ilter columns or Search I | | Filter is applied to the display | y - | | of 38 Results |
| ustomer Name | Health | Assets | Offline | Enabled | to clear filter |
| akers | 0% | 0 | 0 | 💽 on | |

To add a customer

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



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| Backup 👻 | Admin-re New | Customer | | × | on | |
| Profile | New | Customer | | ^ | I on on | |
| Jobs | Aftu. d., horr | | 3 Enter customer name | | | |
| Backup Status 👻 | AutoT | x Corporation ——— | 3 Enter customer name | | 👍 🔍 on | |
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| Bare Metal | Finance | 0% | 0 | 0 | On On | |
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5 The customer is added.

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| Dashboard | New Customer | | |
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| Profile | Customer Name Health Asset | s Offline | Enabled |
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| Configure | • | | |
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| Customer | | | |



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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| Customer | Donut Shop | 0% | 0 | 0 | Off |

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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| Restore Status Backup Backup Status |). | edward.smith@gmail.com | | Tenant Admin Read- only | 0 | | | | Fri | i, Dec 2, 20 M | 022 10:11 | | P | P | o |
| Summary View List View | | dends.com | | Tenant Admin Read- only | 0 | | - | | Tu PN | ie, Nov 22, M | 2022 4:2 | 9 | P | Ð | o |
| History Restore | | msp-or@williams-alerting.com | | Tenant Admin Read- only | 0 | | Mon, N 12:52 | lov 28, 2022 PM | | on, Nov 14 55 PM | , 2022 | | P | P | Ċ |
| Configure Settings | • | msp@williams-alerting.com | | Tenant Admin | 0 | | Fri, Dei AM | c 2, 2022 10:0 | в - | | | | P | Ø | Ċ |
| Customer | | m , ; | | Tenant Admin | 0 | | Fri, De AM | c 2, 2022 10:2 | 2 - | | | | 1 | ø | 0 |

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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|---|--------|--------------------------------|------|---|---|---|-------------|------------|
| Monitoring | • | Search for Email | | | | | 2— | - New User |
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| Summary View | | msp-or@williams-alerting.com | | * Role: Tenant Admin Read-only | ~ | 5:55 PM | le Ø | 0 0 |
| History Restore | , | msp@williams-alerting.com | | Tenant: Williams' Alerting Services * New password: | ø | | Ø | 0 0 |
| Configure Settings | - | sqlst'@unitrends.com | | Confirm new password: | ø | 5 Enter and Mon, Nov 21, 2022 4:02 PM | confirm pa | ssword |

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| File and Folder Bare Metal | | edward.smith@gmail.com | Tenant Admin Read- only | 0 | | Thu, Dec 1, 2022 5:44 PM | 0 | ØŌ | |
| Configure Settings Customer | • | g('s.com | User is added Tenant Admin Read- only | 0 | | Tue, Nov 22, 2022 4:29 PM | 0 | 0 0 | |

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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| | Users | | S | tr | Tenant Admin | 0 | | | | | | | / 21, 2022 | 4 | Ø | Û |

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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| Customer Users | -0 | \$Str | Tenant Admin | 0 - | Cancel Save | -4 |

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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The user is deleted:

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| Monitoring Backup | • | Search for Email | |] | | | | | | New User |
| Backup Status Restore | * | Email | ÷ | Roles | K1 Linked | | Last Login | Last Password Change | Actions | |
| Configure Settings | • | g ; ;nds.com User is d | eleted | Tenant Admin Read- only | 0 | | | Tue, Nov 22, 2022 4:29 PM | Ø | ØŌ |
| Customer | | msp-oi-alerting.com | | Tenant Admin Read- | 0 | | Mon, Nov 28, 2022 | Mon, Nov 14, 2022 | O | 00 |

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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| Monitoring | • | | | 2 | | | | | | | | |
| Dashboard Restore Status | | | | | | | | | 🗋 Bulk | Installation | ය Single In: | stallation |
| Backup Profile Jobs | • | Machine ID ♀ へ | Machine Group 후 익 | . Organization ≑ ⊂ | Asset Name [‡] ⊂ | Success Of Last 👙 10 Tasks | Last Seen [‡] | Enabled 💠 | Agent Version | Actions | | |
| Backup Status Summary View List View | • | 1-7-stanski dc | base | myorg | 1-7-staging- kdcb-billi 115- 87 | 80% | 09/29/2020 15:34 | Off Off | | 🛱 Run Full | ð Run Once | Ċ |
| History Restore | • | put multi-bl k | base | myorg | put multi- blo_i_ist-112 | 100% | 06/29/2020 21:55 | 💽 On | 1.27.0 | ✓ Run Full | ð Run Once | Û |
| File and Folder Bare Metal Configure | Ţ | sta _y ing kdc-199 | base | myorg | staging kdc- 199-201 | 100% | 06/15/2021 17:22 | 💽 On | | 🛱 Run Full | ð Run Once | Û |
| Settings Customer | | staging lideb-19- 2 | base | myOrg | stagi j'dcb- 199-206 | 100% | 07/07/2020 11:33 | 💽 On | | ✓ Run Full | ở Run Once | Û |
| Users Assets | _0 | staji jidob-19- 4 | base | myOrg | staging Itdeb- 199-250 | 100% | 09/29/2020 15:33 | 💽 On | | ✓ Run Full | ð Run Once | Û |

- 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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| achine 🖕 🔍 | Machine Group | g to sort by column Organization 🔶 🔍 | Asset Name | Success Of Last 💠 10 Tasks | Last Seen 🗘 | Enabled 🌲 | Agent Version | Actions | | |
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| u multi-block | base | myorg | pinulti- block-112 | 100% | 06/29/2020 21:55 | 💽 On | | ✓ Run Full | ð Run Once | ۵ |
| aging-kdc-199 | base | myorg | sta g g -kdc- 199-201 | 100% | 06/15/2021 17:22 | 💽 On | 1.27.0 | 🛱 Run Full | ð Run Once | Û |
| aging-kdcb-19- | base | myOrg | staging-kulsb- 199-206 | 100% | 07/07/2020 | 💽 On | | ✓ Run Full | ð Run Once | Û |

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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| Backup Profile Jobs | ID . | ⊂, Machine Group ∲ | ର Organization 🌲 ୍ | Asset Name [‡] ् | Success Of Last 10 ≑ Tasks | Last Seen ÷ | Enabled 💠 | Agent Version | Actions |
| Backup Status Summary View List View | Aiote-Sys4 | core | marvel-cloud | SE- Server2016 | O% Clie | 05/22/2022 ck to enable | Off | | 🛱 Run Full |
| | bm, kub-1-24 | base | myorg | bub-1-24 | | ck to disable 2. 10:51 | On | 1.24.0 | ✓ Run Full |
| File and Folder Bare Metal Configure | uol=qa-215-39 | root | endpoint-backup | uc 1a-215- 39 | 100% | 11/15/2021 17:27 | 💽 On | 1.18.0 | ✓ Run Full |
| Settings Customer | uc - 4a-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 i 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.
 - **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.)
- 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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| Q Search Navigatio | | unitrends-inte | ernal 😕 de 🔍 | ~ | | Delete "SF-Server2016" X |
| Kaseya Endpoint Backup Monitoring | , , , | | | 2 | | Delete "SE-Server2016" X |
| Introduction | | | | | | Agent Backups Metadata |
| Dashboard | | | | | | Decommission Endpoint |
| Restore Status | | | | | | Decommission Endpoint |
| 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 👙 | asset. |
| Jobs | | | | | | 🔿 Purge Data 🔲 🧭 |
| Backup Status | * | A-Remote-Sys4 | core | marvel-cloud | SE-Server2016 | Delete all backup data associated with "SE-Server2016" from the Cloud. The next backup after deletion will |
| Summary View | | | | | | be a full backup. Data deletion may take some time depending on the size. |
| List View | | 1-11-0 | | | | |
| History | | brur-kub-1-24 | base | myorg Select | 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 where possible including from the file system, registry, temporary files, etc. No backups will be taken and no |
| Restore File and Folder | * | | | options | 4 | data can be restored to this asset unless the agent is re-installed. |
| Bare Metal | | uciii ja-215-39 | root | endpoint-backup | ucb-qa-215-39 | Ø Run Once |
| Configure | | | | | | The application will wait for confirmation that the Endpoint Backup agent has been successfully removed |
| Settings | | uci a-215-6 | root | endpoint-backup | uc | from the asset before proceeding with the rest of the uninstall process. |
| Customer | | | | | | |
| Users | 1 | 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.



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| v-1-17-st cb-part-2-15,-06 | 0%) As | sset is decommissioned | Deleted AGENT | 1.24.0 | 🛱 Run Full 👌 Run Once | ť |
| Sam-Laptop | 0%) De | elete All is in progress | Deleting ALL | 1.24.0 | 🛱 Run Full 👌 Run Once | 1 |
| v-1-16-stadcb-112 | 60% | 07/24/2021 11:31 | On On | 1.24.0 | 🛱 Run Full 👌 Run Once | T |
| v-1-16-staging in b-197 ++4 | 60% | 07/24/2021 11:30 | 💽 On | 1.24.0 | 🛱 Run Full 🛛 👌 Run Once | ť |

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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| Backup Profile Jobs | Machine Asset Asset | iccess La FLast ¢ Se Tasks Se | Enabled | Agent ≎ Version ≑ | Actions | |
| | ds-w2016-252 | | :22 | On 1.24.0 3 | – 📋 Run Full 🛛 👌 Run Once | Ð |
| List View History | Queue Full On All Assets X | 0.0% | /27/2021 | On 1.24.0 | 🛱 Run Fuli 🛛 👌 Run Once | Ċ |
| Restore File and Folder | The next backup task ds-w2016-252 runs will be a Full Backup regardless of configuration. Full backups can take significantly longer to run than an incremental | | /27/2021 | | | |
| Bare Metal | backup. It is recommended you maintain a strong network connection during this process. It is not recommended to run a full backup unless it is absolutely necessary. | 00% 13 | :52 | On 1.24.0 | 🛱 Run Full 👌 Run Once | Û |
| Configure Settings | | 00% 14 | :08 | On 1.24.0 | 🛱 Run Full 👌 Run Once | Û |
| Customer Users | | 4 00% ⁰⁹ | /27/2021 | On 1.24.0 | 🛱 Run Full 🛛 👌 Run Once | 0 |
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| 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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| Restore status Backup Profile Jobs Backup Status | • | Machine ID 🗘 🤍 | Machine Group ♀ ○ | Organizatio | n. ¢ . Q | Asset Name ♀ ♀ | Success Of Last 10 Tasks | Last Seen [‡] | Enabled 💠 | Agent Version | Actions | | |
| Summary View List View History | · | ucb-windows- 10-5 | base | myOrg | | v-1-22-sta i j- kdcb-199-part | 100% | 02/28/2022 21:36 | 💽 On | 1.22.0 | (3) √Run Full | ල් Run Once | ۵ |
| Restore File and Folder | • | v11-1-sta jin j-k | base | myorg | Run O | | | | | × | ✓ Run Full | ð Run Once | Ū |
| Bare Metal Configure Settings | Ŧ | v1-12-1-si jing | base | myorg | not activ | i task will run on v-1- ely running another b This will not affect ai | ackup or restore | tasks. An asset c | hecks in once ev | | ✓ Run Full | ල් Run Once | Û |
| Customer Users Assets | | v112-stinging-kd | base | myorg | | | | | Cancel | In Once | -4 ✓ Run Full | ტ Run Once | Û |

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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| Profile | | 4 Change Password |
| Jobs | | · |
| Backup Status | - | |
| Summary View | | Link your account |
| List View | | |
| History | | Complete |
| Restore | • | |
| Configure | - | |
| Settings | | VSA User Settings |
| Customer | | Use Asset Names : |
| Users | | oge Asset (MBIRG). |
| 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 129.



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To disable login with IT Complete

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



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| Configure | • | VSA User Settings | | | | | | |
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| Customer | | Use Asset Names: | | | | | | |
| Users | | | | | | | | |
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| My Settings | | | | | | | | |

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

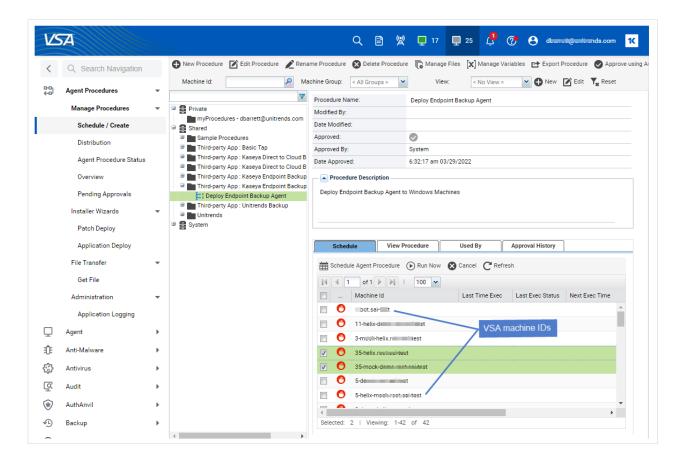


| Kaseya | | |
|--------|---|--|
| | | |
| | Username Password | |
| | Log In | |
| | Or Or | |
| | Log in with H Complete | |
| | <u>Help & Support</u> © Kaseya 2021 | |

To enable search by asset name

A Kaseya EndPoint Backup asset is known as a machine ID in the VSA:





By default, the Kaseya EndPoint Backup asset filters search by VSA machine ID (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:



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| Jobs | | | | | | | | | |
| Backup Status | * | | | | | | | | _ |
| Summary View | | VSA User Settings | | | | | | | _ |
| List View History | | Use Asset Names : Hostnames (Desktop0001) | | | | | | | ~ |
| Restore | • | VSA names (Mymachine001.groupname | e.myorg) (default) | | | | | | |
| Configure | - | Hostnames (Desktop0001) | | | | | | | |
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| Profile | - | | | | | | Change Password |
| Jobs | | | | | | | |
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| Summary Vie | iew | VSA User Settings | | | | | |
| | | | | | | | |
| List View | | Use Asset Names : Hostnames (Desktop00 | 01) | | | | |
| List View History | | Use Asset Names : Hostnames (Desktop00 | 01) | | | | |
| | , | | 01) Search by asset name is enabled | | | | |
| History | ÷ • | | | | | | |
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| History Restore Configure | | | | | | | |
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| History Restore Configure Settings Customer | | | | | | | |

Asset filters contain asset names rather than VSA machine IDs.

• Backup Status > List View example:



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| Monitoring Introduction | • | 01/13/2023 | → 01/20/2023 | | Select Assets ca | | | | | |
| Dashboard Restore Status Backup | | Asset | Status | Last Backu | CAE-R9-0FUYBX | | ssets field now d displays asset name | Avg Transfer Rate | Job Task | |
| Profile Jobs | | as 11 1002- | | an hou | r 2 | 6.04 KIB | 3 minutes | 2.06 Kbit/s | Bac for dedb7fed | |
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| List View | | | | | | | | | o | |

• Restore > File and Folder example:

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| Monitoring Introduction | Select Backup Select Files |
| Dashboard Restore Status | Select Assets desk Q Name Size Ø Modified \$ |
| Backup Profile | DESKTOP-R7GKCJ2 Select Assets field now searches by and displays asset names |
| Jobs | |
| Backup Status | Select Asset to view backups |
| Restore | • · |
| File and Folder | |
| Users | |



Kaseya EndPoint Backup Guide

Release 1.30.2 | June 2023

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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.
- Asset Log Storage Enable this feature to automatically upload asset logs to the Unitrends Cloud. Indicates log storage is enabled. For details, see "Working with asset log storage" on page 149.



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| Bare Metal | | 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. |
| Configure | - | |
| Settings | | |
| Customer | Click here | 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. |
| Users | | |
| Assets | | |
| My Settings | | Asset Log Storage Log storage is enabled |
| Agent | • | 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. |
| Agent Procedures | • | Allow asset logs to be stored in the cloud. This reature alus support when troubleshooting issues by uploading the relevant error logs to the Unitrends Cloud automatically. |
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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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| Backup Profile Jobs | VUID: 7493 5f71f5 Host Name: Willing Services |
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| 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 | BackupIQ Connect to BackupIQ, our free intelligence engine, available via the Unitrends module of UniView or your VSA. Take advantage of |
| Users Assets My Settings | powerful monitoring, actionable insights, trouble ticket automation and much more. |
| ing country. | |



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| Restore Status Backup Profile Jobs Backup Status Summary View | Region: 192.1171 95 UUID: 74931cbc uut uut 42595f71f5 Host Name: Williams' Alerting Services Alias: Williams' Alerting Services |
| List View History Restore File and Folder Bare Metal Configure | Integrations Integrations Integrated 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 | more. U 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. |

• 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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| Backup Profile | • UUID: 74931cbc0242595f71f5 |
| Jobs | Host Name: Alias: |
| Backup Status Summary View | Allas. organization's IT Complete registration? All users in this organization will lose their IT |
| List View | Complete link. |
| History | Integrations Cancel Unregister 2 |
| Restore | |
| File and Folder Bare Metal | T 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 |
| Settings | more. |
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| Users | Connect to BackupIQ, our free intelligence engine, available via the Unitrends module of UniView or your VSA. Take advantage of |
| Assets | powerful monitoring, actionable insights, trouble ticket automation and much more. |
| My Settings | |



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| List View History Restore - File and Folder Bare Metal Configure - | Integrations IT Complete Ornect 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 |
| Settings Customer Users Assets My Settings | more. 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. |

Working with your BackupIQ integration

After you have integrated BackuplQ, you can set up alerting for your Kaseya EndPoint Backup job tasks in the UniView Portal. You use UniView 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 UniView 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 BackupIQ alerts for Kaseya EndPoint Backup"
- "To view BackupIQ alerts"
- "To set up email notification for BackuplQ alerts"
- "To dismiss BackupIQ alerts"

To integrate your PSA system with UniView Portal, see Working with Integrations in the UniView Portal Guide.



To integrate BackuplQ

Notes:

- UniView Portal credentials are required for integration. If you have not received an email with credentials from the UniView Portal Onboarding team, contact your Account Manager to get started.
- A 1-to-1 UniView Portal to Kaseya EndPoint Backup relationship is enforced. (A Kaseya EndPoint Backup instance can be linked to only one UniView Portal instance. A UniView Portal instance can be linked to only one Kaseya EndPoint Backup instance.)
- **1** Locate the BackupIQ integration and click its *Pregister* button.

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| 🔿 Kaseya Endpoint Backup | | |
| Monitoring | Storage Configuration | |
| Introduction | Storage configuration | |
| Dashboard | | |
| Restore Status | Region: 192.16 1995 | |
| Backup | • UUID: 74931cbc 595f71f5 | |
| Profile | Host Name: Williams' Alerting Services | |
| Jobs | Alias: Williams' Alerting Services | |
| Backup Status | WIIIIams Atercing Services | |
| Summary View | | |
| List View | Integrations | |
| History | Integrations | |
| Restore | | |
| File and Folder | T Complete | ⊗Unregister |
| Bare Metal | 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 | 6 |
| Configure | tile kaseyaone portal you will have access to your account manager, billing, help uesk uckets, kaseya oniversity classes, and more. | |
| Settings | U BackupiQ Click here | Operator |
| Customer | | Register |
| 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 | | |

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





• Enter the username and password of your UniView Portal account. Click Log In.

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| Image: Section of the sec | | | |
| d trends.com 1 Password Forgot password? | | | |
| | | | |
| | | 2 | |
| | | Log In | |
| Help & Support © Kaseya 2023 | | Help & Support © Kaseya 2023 | |
| | | | |



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

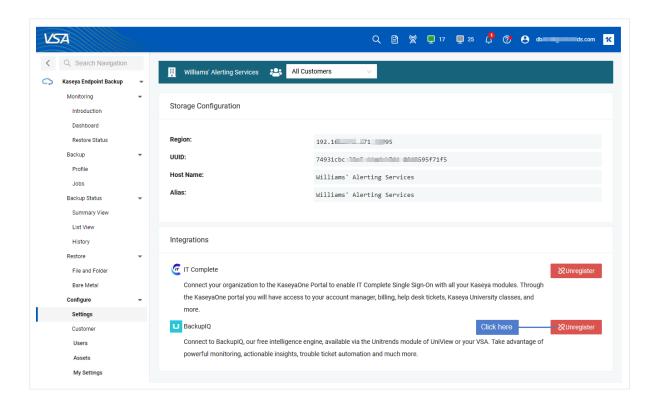
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| Jobs | | Host Name: Williams' Alerting Services |
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| Bare Metal | | Connect your organization to the KaseyaOne Portal to enable IT Complete Single Sign-On with all your Kaseya modules. Through |
| Configure | - | the KaseyaOne portal you will have access to your account manager, billing, help desk tickets, Kaseya University classes, and |
| Settings | | more. |
| Customer | | BackupIQ BackupIQ is integrated |
| Users | | Connect to BackupIQ, our free intelligence engine, available via the Unitrends module of UniView or your VSA. Take advantage of |
| Assets | | powerful monitoring, actionable insights, trouble ticket automation and much more. |
| My Settings | | |

To start receiving backup alerts, proceed to "To set up BackupIQ alerts for Kaseya EndPoint Backup" on page 139.

To remove the BackupIQ integration

1 Locate the BackupIQ integration and click its & www.



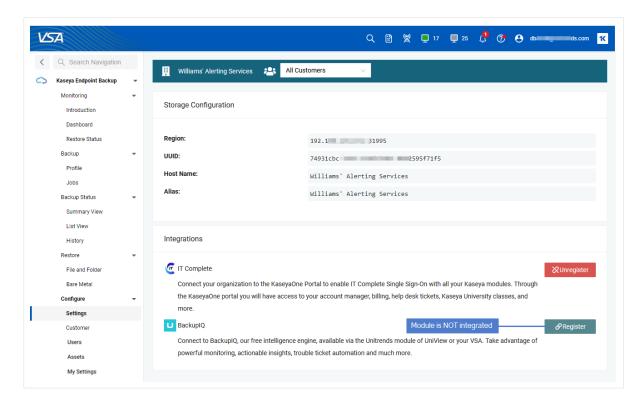


2 Click Unlink to confirm.

| 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 UniView 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. For details, see "To integrate BackupIQ".
- A UniView Portal superuser account is required to run this procedure.
- **1** Log in to your UniView Portal as a superuser:
 - Select the UniView module. (If you are running an older module version, select the Unitrends Backup module).

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

• Enter the username and password of your UniView Portal superuser account. Click Log In.



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| | Ø ≤ ge-backup.net | |
| | d Forgot password? | |
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| | | |

- 2 Click the BackupIQ icon in the upper-right corner.
- 3 Click the 🗐 icon.

| UNIVIEW | Dashboard | Status Jobs | Organizations | (| Click the Backup | IQ icon 1 🔅 📮 | 🤨 🔵 db 🛛 hitre 🗙 |
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| Dashboard | | | | 2- | ⊽ ⊛ | Notifications Inventory full sync comple | Clear all ted with 3 warning(s). |
| Appliances | 8 | Alerts | | Low Space Applian | ces | Appliance Organization | recovery-9()00 🖸 Recovery Series Team |

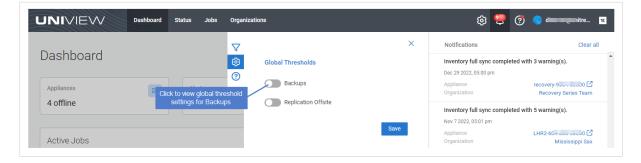
4 Click C to view global threshold settings for Backups.

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



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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 UniView 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.

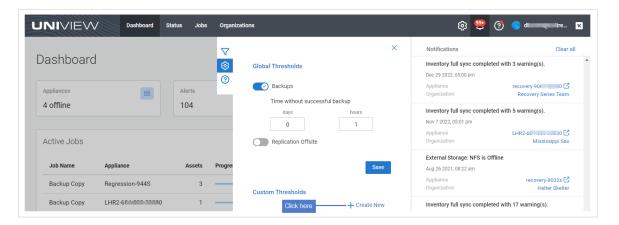
| JNIVIEW | Dashboard | Status | Jobs | Organiza | tions | © 🕊 🔅 | dba 🚛 re 🛪 |
|-------------|------------|--------|--------|----------|---|---|--|
| Daalahaand | | | | ∇ | × | Notifications | Clear all |
| Dashboard | | | | Ø | Global Thresholds | Inventory full sync completed | with 3 warning(s). |
| Appliances | 8 | | erts | 0 | Backups | Dec 29 2022, 05:00 pm Appliance Organization | recovery-90 00 🖸 Recovery Series Team |
| 4 offline | | 1 | 04 | | days hours | Inventory full sync completed Nov 7 2022, 05:01 pm | with 5 warning(s). |
| Active Jobs | | | | | 0 1 Replication Offsit | Appliance Organization | LHR2-6C DO 🖸 Mississippi Sax |
| Job Name | Appliance | | Assets | Pro | Enter global threshold settings Save | External Storage: NFS is Offlin | le |
| Backup Copy | Regression | -9445 | 3 | _ | | Aug 20 2021, 08.22 am | recovery-8032s 🖸 |

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:



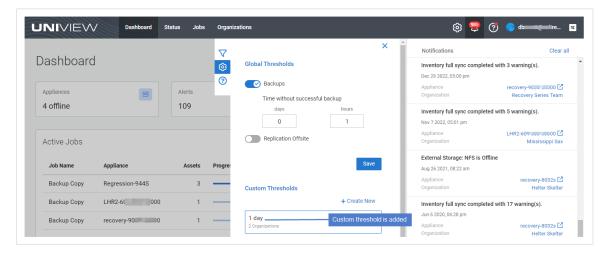


• Enter a title and threshold settings for Backups. Add one or more organizations. Click Save:

| | | | ∇ | ← Back | | × | Notifications | Clear a |
|-----------------|---------------|-----------|----------|----------------------|---|---------------------|-----------------------------|------------------------|
|)ashboard | | | (2) | Custom Thresholds | | | Inventory full sync complet | ed with 3 warning(s). |
| | | | 0 | Title | | | Dec 29 2022, 05:00 pm | |
| Appliances | 8 | Alerts | Ģ | 1 day 1 | Enter a title | | Appliance | recovery-960+ 00000 🗹 |
| 4 offline | | | | , (() | | | Organization | Recovery Series Team |
| 4 omine | | 109 | | Backups | | | Inventory full sync complet | ed with 5 warning(s). |
| | | | | Time without success | sful backup | | Nov 7 2022, 05:01 pm | |
| | | | | days | hours | | Appliance | LHR2-601 300 30300 🖸 |
| Active Jobs | | | | 1. | .0 | | Organization | Mississippi Sax |
| | | | | | , in the second | | External Storage: NFS is Of | fline |
| Job Name App | liance | Assets | Progree | Replication Of | fisit 2 Enter thresho | old settings for Ba | ckups 5 2021, 08:22 am | |
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| васкир сору тес | overy-900 | 1 | | Q Search | | * | Appliance | recovery-8032s 🗹 |
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| | | | | Coffee Shop | Remove | | | |
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| | | | | Finance | Add Click 1 | to add one or | | |
| Recent Jobs | | | | IT Solutions | | organizations | | |
| | | | | ITGlue | Add | | | |
| Appliance | Job Name | | | Lexington Office | Add | | | |
| | | | | Marketing | Add | • | | |
| Regression-944S | LOAD JOE | ALL ASSET | S 2 | | | | | |

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 BackupIQ integration sends last backup information to the UniView Portal. BackupIQ alerting does not begin for a given asset until the next successful backup runs (a successful backup must run after BackupIQ 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 BackupIQ, as shown in "To view BackupIQ alerts".

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

To view BackupIQ alerts

1 In the UniView Portal, click the BackuplQ icon. Alerts display below:

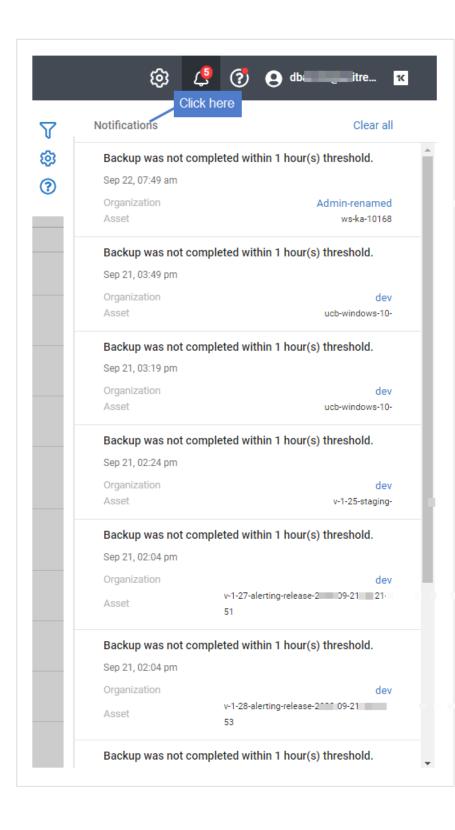


| NIVIEW | Dashboard St | atus Jobs | Organizatio | ns | | @ 🥞 | 🧑 🔵 db itre |
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| | | | | | | V Notifications | Clear all |
| ashboard) | | | | | | assets. | ds exceeded for one or more |
| | | | | | | 78 grouped. Jan 16, 01:23 am | 、 、 |
| Appliances | 8 | Alerts | | | Low Space Appliances | Appliance | Regression-944S 🖸 |
| 4 offline | | 109 | | | 2 | Organization | King Bee |
| | | | | | | One of the backup threshol assets. | ds exceeded for one or more |
| Active Jobs | | | | | Completed Jobs | 2 grouped. | |
| Job Name | Appliance | Assets | Progress | Duration | rts display in list 2 | Jan 13, 01:02 am App Organization Organization | recovery-9 00 🖸 Recovery Series Team |
| Backup Copy | Regression-944S | 3 | | 00:00:12 | 157.3 | Backup was not completed | within 1 hour(s) threshold. |
| Backup Copy | LHR2-60 | 1 | | 00:00:08 | 78.7 | and check the latest backup | licking on asset name below p attempts. |
| Backup Copy | recovery-90111000 | 1 | | - | | Jan 13, 01:02 am Asset Asset | t namebk-deb10-latest |

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

Note: A Kaseya EndPoint Backup *customer* is known as an *organization* in UniView Portal.







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

| bs Organizations | | ¢\$ 🤌 7 | e db tre K |
|---|--------------------------------------|--|-------------------------------|
| Organization | Exit 3 —× | Notifications | Clear all |
| Image: Stress of the stress | 1 Select an organiization Dismiss | Backup was not completed within Sep 22, 07:49 am Organization Asset | Admin-reasonad 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 BackuplQ alerts list. If you have integrated UniView 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 UniView Portal, see *Working with Integrations* in the <u>UniView Portal</u> Guide.

1 In the UniView Portal, click **Settings**:

| UNIVIEW | Dashboard | Status | Jobs | Organizations | Click here | @ | 9 | 🧑 🔵 dba | ن <u>می ا</u> ز دهد | K |
|-----------|-----------|--------|------|---------------|------------|-------|----------|--------------|---------------------|--------------|
| | | | | | | Scope | | Organization | | ^ |
| Dashboard | | | | | | All | \sim | 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.



| JNIVIEW Dashboard Sta | tus Jobs Organizations | ې چ | 🧭 🔵 dl 👘 e 🗙 |
|--|------------------------|-----|--------------|
| Settings | | | |
| Alerts Integrations Users Scop | es API Access | | |
| Alert Categories | | | |
| Password changed | | | |
| Reboot required | | | |
| Replica failures | | | |
| Ransomware | | | |
| Alerts generated by our system will be sent to the | Add Email4 | | |
| pdc i i c i ends.com | r email address | | Û _1 |
| | | | Ų |

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

Once the alert condition has been resolved, UniView Portal automatically removes the alert from BackuplQ and emails notification that the alert has been dismissed.

To dismiss BackupIQ alerts

Once an alert condition has been resolved, UniView 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 UniView 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**.



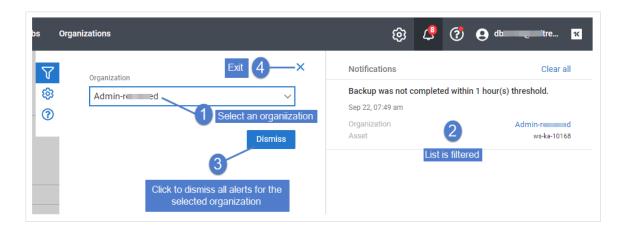
| JNIVIEW | Dashboard St | tatus Jobs Organiza | tions | | Click to view alerts 👸 🥠 🧭 | g dba iifa itre K |
|-------------------------|--------------|---------------------|-------------|----------------------|---|-----------------------------------|
| Dashboard | | | | | Notification: Click to dismiss all a Backup was not completed within 1 Sep 22, 07:49 am | |
| Appliances 4 offline | 8 | Alerts 109 | | Low Space Appliances | Organization Asset Backup was not completed within 1 | Admin ed ws-ka-10168 |
| Active Jobs | | | | Completed Jobs | Sep 21, 03:49 pm | niss one alert ucb-windows-10- |
| Job Name | Appliance | Assets Progre | ss Duration | 236 | Backup was not completed within 1 Sep 21, 03:19 pm | hour(s) threshold. |
| Backup Copy | LHR2-6 00 | 1 | 00:00:32 | 157.3 | Organization Asset | ducb-windows-10- |

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

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|------------|----|--|--------------------|--|--|--|--|--|--|
| Click here | -7 | Notifications | Clear all | | | | | | |
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| | | Organization | Admin-readed add | | | | | | |
| | | Asset | ws-ka-10168 | | | | | | |
| | | Backup was not completed within 1 hour(s) threshold. | | | | | | | |

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





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.



Kaseya EndPoint Backup Guide

Release 1.30.2 | June 2023

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| Dashboard Restore Status Backup Profile Jobs Backup Status Summary View | • | Region: UUID: Host Name: Allas: | ucl ng-storage.backup.net:443 09110cc2-0 a5-6alada9f785 den-ltr-d2c-612 flb den-ltr-d2c-612 flb |
| List View History | | Integrations | |
| Restore File and Folder Bare Metal Configure | • | IT Complete Connect your organization to the KaseyaOne Portal to enable IT Complete Singl University classes, and more. | Storegister |
| Settings Customer Users | | BackupiQ Connect to BackupiQ, our free Intelligence engine, available via the Unitrends m | Odule of UniView or your VSA. Take advantage of powerful monitoring, actionable insights, trouble ticket automation and much more. |
| Assets My Settings | > > | Asset Log Storage Click here Allow asset logs to be stored in the cloud. This feature aids support when tro | ubleshooting issues by uploading the relevant error logs to the Unitrends Cloud automatically. |

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| Monitoring Introduction Dashboard | • | Storage Configuration | |
| Restore Status Restxp Profile Jobs Backup Status Summary View | • | Region: UUID: Host Name: Allas: | ucl ng-storage.backup.net:443 09110cc2-0 a5-6a1ada967a85 dem-ltr-d2c-612 flb dem-ltr-d2c-612 flb |
| List View History Restore File and Folder | ÷ | Integrations | 28Unregister |
| Bare Metal Configure Settings | ÷ | | gle Sign-On with all your Kaseya modules. Through the KaseyaOne portal you will have access to your account manager, billing, help desk tickets, Kaseya |
| Customer Users Assets | | Connect to BackupIQ, our free intelligence engine, available via the Unitrends n | nodule of UniView or your VSA. Take advantage of powerful monitoring, actionable insights, trouble ticket automation and much more. |
| My Settings | • | Asset Log Storage Log storage is enabled | roubleshooting 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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| C Search Navigation | | unitrends- | internal 🙁 🖊 | dmin-reiliilid | V | | | | | | | | | | | |
| Monitoring Introduction | • | 11/29/2022 | □ → 12/06/2022 | — | Assets ct 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 | Ŧ | prope | 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, PM | 2 5a38044 9 |
| Summary View List View 1 History | | propeilininid | 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 | - | C 00bd4d4 b |

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

| Q Search Navigation | 👖 unitrends | -internal | 🐣 Admin-reliand 🗸 | | | | | |
|--|--------------|----------------|--|-----------------|-------------------------|------------------------------|----------------------|--------------|
| Monitoring - | 11/29/2022 | □ → 1 | Select Accets Task Details | 1 Download Logs | × | | | |
| Dashboard Restore Status Backup • | Organization | Machi Group | asset | | ofile | Start Time | End Time | Task |
| Profile Jobs Backup Status 👻 | propelling | root | agent, version 78.6.9.1.7271 agent, version_cloud 7.1.29.0° sest unid | | User older ofile | Sun, Dec 4, 2022 10:26 PM | Sun, Dec 4, 2 PM | 5a38044 9 |
| Summary View List View History | properiminad | root | "Bee6e92-3a5f-4def-8967-a8c76186e79c" compatible_profile true customer.id | | User der ofile | Fri, Dec 2, 2022 10:26 PM | Fri, Dec 2, 20 PM | 00bd4d4 b |
| Restore File and Folder Bare Metal Configure | propeilini | root | 158415 Gebeer, state "NODELSTATE" enabled | | l User ider ofile | Thu, Dec 1, 2022 10:25 PM | Fri, Dec 2, 20 AM | 77b200d 4 |
| Settings Customer Users | propellimini | root | true id 57214 job_tuid "9de085fa-2653-4edb-5804-ae03636531ea" | | User older ofile | Wed, Nov 30, 2022 9:14 PM | Wed, Nov 30 PM | 6730b5a c |
| Assets My Settings | propell- id | root | last_known_state "REGISTERED" | | User older | Tue, Nov 29, 2022 9:13 PM | Tue, Nov 29, PM | f641d21 |

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

| 🕨 🛛 🔁 📜 🗢 🛛 Downloads | | | | | | > |
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| 🖌 🖈 Quick access | _ | V Today (3) | . Open .zip file a | nd ovtract files | | |
| 🔜 Desktop | * | | | | | |
| Downloads | * | 98316_1669913195_7951dc69-c5d4-46c9-9c84-0a | 06b73c87c5 12/1/2022 8:57 AM | WinZip File | 795 KB | |
| * | | 98316_1669913195_7951dc69-c5d4-46c9-9c84-0a | 06b73c87c5 12/1/2022 8:58 AM | File folder | | |



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| → × ↑ 📜 « Do > 9 | 98316 | ✓ ♂ Search 98316_1669913195_ | 7951dc69-c5d4-46c9-9c84-0a06b73c87c5 | | |
| Ouick access | ^ | Name | Date modified | Туре | Size |
| | | C_• PCBP• Logs.dir• adapter_1 | 12/1/2022 4:46 AM | Text Document | 7 KB |
| Desktop | * | C_• PCBP• Logs.dir• adapter_2 | 12/1/2022 5:46 AM | Text Document | 7 KB |
| 🖶 Downloads | * | C_• PCBP• Logs.dir• adapter_3 | 12/1/2022 6:46 AM | Text Document | 7 KB |
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| Pictures | * | C_• PCBP• Logs.dir• adapter_5 | 12/1/2022 8:47 AM | Text Document | 7 KB |
| 📜 Cloud-Backup | | C_• PCBP• Logs.dir• agentconfig_1 | 11/14/2022 10:27 AM | Text Document | 1 KB |
| Image-replicas | | C_• PCBP• Logs.dir• agentconfig_2 | 11/14/2022 10:27 AM | Text Document | 1 KB |
| MSP-Portal | | C_• PCBP• Logs.dir• customInstall | 11/14/2022 10:27 AM | Text Document | 124 KB |
| recover-exchange | | C_• PCBP• Logs.dir• d2c_backup_1 | 12/1/2022 5:46 AM | Text Document | 6 KB |
| - recover exchange | | C_• PCBP• Logs.dir• d2c_backup_2 | 12/1/2022 6:46 AM | Text Document | 6 KB |
| OneDrive | | C_• PCBP• Logs.dir• d2c_backup_3 | 12/1/2022 7:46 AM | Text Document | 6 KB |
| OneDrive - Personal | | C_• PCBP• Logs.dir• d2c_backup_4 | 12/1/2022 8:47 AM | Text Document | 6 KB |
| onebilite i cisoliai | | C_• PCBP• Logs.dir• d2c_backup_5 | 12/1/2022 4:46 AM | Text Document | 6 KB |
| 🝉 This PC | | C_• PCBP• Logs.dir• d2c_restore_1 | 11/14/2022 10:37 AM | Text Document | 4 KB |
| 🧊 3D Objects | | C_• PCBP• Logs.dir• d2c_service_1 | 11/21/2022 2:07 AM | Text Document | 1,095 KB |
| 📃 Desktop | | C_• PCBP• Logs.dir• d2c_service_2 | 12/1/2022 8:46 AM | Text Document | 3,134 KB |
| Documents | | C_• PCBP• Logs.dir• d2c_service_3 | 11/14/2022 10:46 AM | Text Document | 3 KB |
| Downloads | | C_• PCBP• Logs.dir• d2c_service_4 | 11/16/2022 12:09 AM | Text Document | 462 KB |
| Music | | C_• PCBP• Logs.dir• d2c_service_5 | 11/17/2022 11:26 PM | Text Document | 585 KB |
| Pictures | | C_• PCBP• Logs.dir• d2c-logger-lock.lock | 11/14/2022 10:27 AM | LOCK File | 0 KB |

Restore Status Example

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

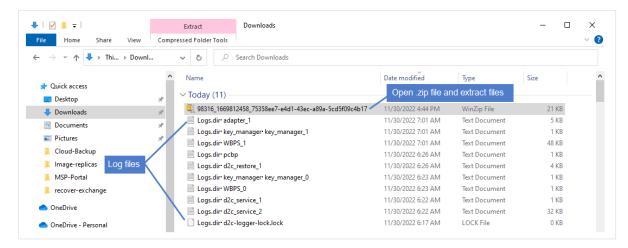
| VSA | | | | | Q [| 9 🛛 | 📮 17 📮 25 | ? ? | 8 | dbari Hend end | s.com <mark>1</mark> K |
|--|-------------------------|------------------|--------------|----------|--|------------------------|---|---------------------------------|--------|---------------------------------|------------------------|
| C Search Navigation Kaseya Endpoint Backup | <u> .</u> unitren | ds-internal | 🐣 🔳 | | v | | | | | | |
| Monitoring Introduction Dashboard | Target Machine ID | Machine Group | Organization | Task ID | Job ¢ | Туре | Target | Start Time | * * | End Time 💠 | Status ≑ |
| Restore Status | v-1-15- staging-1 | base | myOrg | 75358ee7 | 3f896853-2194-4881-b961- 47c09d3fb929 | ⊡ 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.



| Q Search Navigation | 1 | | | |
|--------------------------|---|--|--|---------------|
| Kaseya Endpoint Backup | • | Task Details | 0- | Download Logs |
| Monitoring | - | | | |
| Introduction | | | | |
| Dashboard | | asset | backup_config | |
| Restore Status | | | | |
| Backup | | agent_version | after_command | |
| Profile | | "10.6.9.2.7606" | "N/A" | |
| Jobs | | agent_version_cloud | application_type | |
| Backup Status | | "1.29.0" | "FILE" | |
| | • | asset_uuid | backup_type | |
| Summary View | | "27c5088c-d3c-3cbbdeacf251" | "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 | |
| | | true | "SYSTEM" | |
| Customer | | id | delay_after_sync_seconds | |
| Users | | 67217 | 0 | |
| Assets | | | | |
| My Settings | | job_uuid "3f896853-2194-4881-b961-47c09d3fb929" | <pre>file_selections { "exclusions": null, "inclusions": null, "path_type": "NOPATHTYPE" }</pre> | |
| Agent | | | | |
| Agent Procedures | • | last_known_state "REGISTERED" | name "Sustan State" | |
| Anti.Malware (denrecated | | REGISIERED | "System State" | |
| Anti-Malware (denrecated | | Logs are downloaded to | | |

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.



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| Introduction | | Storage Configuration | |
| Dashboard | | | |
| Restore Status | | Region: | ucl ng-storage.backup.net:443 |
| | * | UUID: | 09110cc2-0 a5-6alada967a85 |
| Profile | | Host Name: | den-ltr-d2c-612 f1b |
| | | Alias: | den-ltr-d2c-612 flb |
| Summary View | | | |
| List View | | | |
| History | | Integrations | |
| | • | C IT Complete | |
| File and Folder Bare Metal | | | e 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. | е одпон типан још каљеја поацел. Плоади не каљејаоле рока, јоа типате аселал о још асеоан панадел анину, пир асак коњел, каљуц |
| Settings | | U BackupIQ | ∂ [®] Register |
| Customer | | Connect to BackupiQ, our free intelligence engine, available via the Unitrends m | odule of UniView or your VSA. Take advantage of powerful monitoring, actionable insights, trouble ticket automation and much more. |
| Users | | | |
| Assets | | Asset Log Storage | |
| My Settings | | Click here | |
| | <u>*</u> | Allow asset logs to be stored in the cloud. This feature aids support when the | publeshooting issues by uploading the relevant error logs to the Unitrends Cloud automatically. |
| ⊖O Agent Procedures | • | | |

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| < Q. Search Navigation Kaseya Endpoint Backup | 🛄 unitrends-internal 🤹 Adri aned 🧹 |
| Monitoring v | Storage Configuration |
| Restore Status Backup + | Region: uclng-storage.backup.net:443 UUID: 09110cc2-0 |
| Profile Jobs Backup Status 🗢 | Host Name: den-ltr-d2c-612 flb Allas: den-ltr-d2c-612 flb |
| Summary View List View History | Integrations |
| Restore v File and Folder Bare Metal Configure v | Complete Connect your organization to the KaseysOne 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 | 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. |
| Assets My Settings | Asset Log Storage Log storage is disabled |
| ☐ 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. |



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 "To enable login with IT Complete" procedure 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 | Insight does not apply to: Disabled customers Disabled assets Systems without valid backups |
| 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. | Insight does not apply to: Disabled customers Disabled assets Deleted/decommissioned assets Recently installed assets (< 7 days) |

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.

| Kaseya One | | 4 0 e 🛏 | na an a |
|--|--|--|--|
| ନି Home ନି Home ତି Billing & Subscriptions | Cooper Here to provide you with daily insights on how you can optimize your business. | Scoreboard | |
| Cooper Support Admin Settings Xi IT Complete Community | To Do 16 Completed 21 Archived 2 Your Insights 2 Active insights display in To Do list \equiv line 100 \equiv line 100 | 53% Кеер ії црі Ж | |
| | You need to test your backups! If is been 90 days since you've completed recovery testing for some of your organizations. EndPoint Backup | Completed Remaining | |
| | 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' | Compliance Manager Network Detective Pro VulScan | 5/5 0/4 3/4 |
| - | 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 this feature enablement | Spanning Google Workspace Spanning Microsoft 365 | 2/2 2/2 |
| My Account Team ~ | | Cooper BullPhish ID | 0/4 1/2 |
| Account Manager | Stop the Manual Report Generation Madnessi Let Network Detective Pro's automation do the work! Your Network Detective Pro subscription includes a powerful Report Automation Server (we call it Reporter, 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).

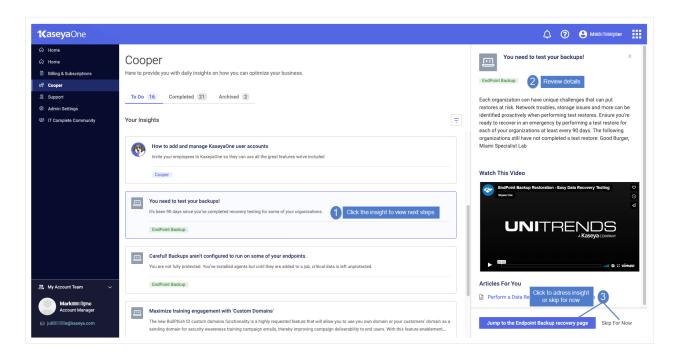
OR

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.

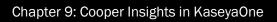


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Release 1.30.2 | June 2023

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Chapter 10: Upgrading to the Latest Release

To upgrade to the latest release:

- 1 Install the latest TAP module as described in "Upgrading the Kaseya EndPoint Backup TAP module".
- 2 Install the latest agent on all protected assets as described in "Upgrading the Kaseya EndPoint Backup agent".

Upgrading the Kaseya EndPoint Backup TAP module

Use this procedure to upgrade 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 or upgrade the Kaseya EndPoint Backup TAP module

- 1 Go to https://direct.backup.net/download/kaseya_endpoint_backup.vsaz 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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|--------|--|--|
| < | Q Search Navigation | |
| 贷 | System 1 - User Settings > System Preferences > User Security > | 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 2 | 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 | Reload sample scripts with every update and database maintenance cycle. Reload sample event sets with every update and database maintenance cycle. Reload sample monitor sets with every update and database maintenance cycle. |
| | System Log Logon Policy Outbound Email OAuth Clients Check box | Automatically redirect to HTTPS at logon page. Enable VSA API Web Service. Enable Third Party App Installation Globally. Enable Invalid Patch Location Notifications. Allow non-authenticated users to download attachments from ticket notifications. |
| | Customize BMS Integration Agent | Run database backup / maintenance every: 7 Days @ 2:00 am ▼ Set Period Backup folder on KWEB1 C:\Kaseya\UserProfiles\@dbBackup Change Default |
| - - | Agent Procedures | Enter 0 to disable recurring backups. Change DB Backup Now Restore |
| ₿ | Anti-Malware 🕨 | |
| 3 | Antivirus 🕨 | Archive and purge logs every day @ 4:00 am |
| ç | Audit 🕨 | Log file archive path: C:\Kaseya\UserProfiles\@archive Change Default |
| * | AuthAnvil 🕨 | |
| Ð | Backup 🕨 | KServer Log O <u>Live Connect KServer</u> Stop KServer Restart MsgSys |
| Ð | Cloud Backup | Enable alarm generation. Disable during system maintenance. Enable logging of script errors marked "Continue script if step fails" |
| E. | Data Backup 🕨 🕨 | Enable logging of successful child script execution in agent procedure log |

- 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.



| Q Search Na | vigation | Third Party | Licenses | License By Group | Role Types | | | | |
|-----------------|--------------|--------------------------|---------------|----------------------------|-----------------|--------------------|-----------------------------|--------------------|-------------|
| System —1 | • | 📝 Install 🚫 Rem | nove | | | | | | ? 🗆 |
| | · | Tenant Name | 3 | Application Name | Compa | - Instructions - | | | |
| User Settings | • | X00010359 | - | Basic Tap | Kaseya | | vsaz file to start the reg. | | |
| System Preferer | nces 🕨 | | | | | Please select a | vsaz me to start the reg | istration process. | |
| User Security | • | | | | | | | | 4 |
| Orgs/Groups/De | epts/Staff 🕨 | | | | | Manifest file name | 2: | | Browse File |
| Server Manager | nent 👻 | Open | | | | | | × | |
| Default Settin | gs | $\leftarrow \rightarrow$ | ~ 个 📜 > Thi | is PC > Downloads | | ~ Ū | Search Downloads | م | Cancel Next |
| License Mana | ger <u>2</u> | Organiz | e • New folde | r | | | | - 🔳 🕜 | |
| Import Center | | D | ocuments | ^ Name | | Date modified | Туре | Size | |
| System Log | | 淎 D | ownloads | kaseya_endpo | int_backup.vsaz | 9/23/2021 11:28 AM | VSAZ File | 5 KB | |
| Logon Policy | | 🚦 Vi | deos | ~ < | | | | > | |
| Outbound Em | ail | | File nam | ne: kaseya_endpoint_backup | .vsaz | ~ | All Files (*.*) | ~ | |
| OAuth Clients | | | | | | 5 | - Open | Cancel | |
| Customize | | | | | | - | | ai. | |

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

| Install Application | | ? 🗆 🗙 |
|-----------------------|---|-------------|
| Please select a .vsaz | file to start the registration process. | |
| Manifest file name: | kaseya_endpoint_backup_staging.vsaz | Browse File |
| | | Cancel Next |



| Install Application | | ? 🗆 🗙 |
|---------------------|---|---------|
| \bigcirc | Kaseya Endpoint Backup Kaseya | A |
| An endpoint backup | solution | • |
| | Cancel Back | Next Jm |

| nstall Application | 6 | |
|-------------------------------|-------------------|-------|
| Please enter the value for ye | ur custom fields. | |
| Custom Field | Custom Value | |
| No records found. | | |
| | Cancel Back Ne | ext 逝 |



| Install Application | ? 🗆 🗙 |
|---|----------|
| Agent Procedures to be installed Deploy Endpoint Backup Agent | ^ |
| ServiceDesk Definitions to be installed | |
| There are no Service Desk Definition to be installed | • |
| Cancel Back | Next 🔚 |

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 yo | our module with the provider and activate it for use. | |
| | Cancel Back | Finish 🕕 |



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|--------|-------------------------|---|--------------------|----------|------------------------|------|-----------------------------|-------------|-------------|------------------------|------------|-----------------|---------------------------|
| < | Q Search Navigation | | Third Party | Licenses | License By Group | Role | Types | | | | | | |
| , m | | | 📝 Install 🚫 Remove | | | | | | | | | | |
| ¢ | System | • | Tenant Name | | Application Name | | Compa | ny Name | | App | lication D | escription | Application |
| | User Settings | • | X00010359 | | Basic Tap | | Kaseya | | | A sa | mple TAP | application | 1.0 |
| | System Preferences | | X00010359 | | Kaseya Endpoint Backup | | Kaseya | | | An e | ndpoint b | ackup solution | 1.24.0 |
| | | | X00010359 | | Office 365 Backup | | Installed module now displa | | enlove | hing Office 365 Backup | | 1.1 | |
| | User Security | • | X00010359 | | Unitrends Backup | | 111510 | | | spiays | nds Bao | ckup | v3.0 |
| | Orgs/Groups/Depts/Staff | • | 4 | | | | | | | | | | ۰. |
| | Server Management | - | | | | | | | | | | | |
| | Default Settings | | | | | | | | | | | | |
| | License Manager | | | | | | | | | | | | |

Upgrading the Kaseya EndPoint Backup agent

Use these procedures to install or upgrade the agent:

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

To install or upgrade 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.



| VSA | | | | Q 🖹 🕅 | 📮 17 📮 | 25 🔮 🅐 | e at | inds.com |
|---|------------------|--------------------|-------------------------------------|--------------------------------------|-----------------------------------|---------------------|-----------|-----------------------|
| C Search Navigation Kaseya Endpoint Backup | unitrends-inte | ernal 🙁 | Admin 🗸 🗸 | | | | | |
| Monitoring - Introduction Dashboard Restore Status | Access key or | reated successfull | y. Paste this key into your Endpoir | nt Backup deploymen | t procedure: 29 | PRBZxU6T17UU8Mq | on 🖧 Sing | X gle Installation |
| Backup 👻 Profile Jobs Backup Status 🛩 | Machine D 수 역 | Machine Group | ् Organization 💲 ् | Asset Name [‡] ♀ | Success Of Last 10 Tasks | Last Seen | Enabled 💠 | Agent Version 🗘 |
| Summary View List View History | v-1-22-stagi j- | base | myorg | v-1-22- staning 'n'cb- 199-250 | 0% | 04/19/2022 10:50 | | 1.25.0 |
| Restore - File and Folder Bare Metal | 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 Assets | | | | ucb-windows- 10- | 100% | 10/01/2021 15:24 | | |

- 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 |
| 6 0 | Agent Procedures1 | Machine Id: Machine Groups View: No View > Soft Type Reset Procedure Name: Deploy Endpoint Backup Agent |
| | Schedule / Create | Private Modified By: Date Modified By: Date Modified: Date Modified: |
| | Distribution Agent Procedure Statu | Approved: Approved: Approved: Approved: Approved: Approved: Approved By: System Date Approved: 632:17 am 03/29/2022 |
| | Overview Pending Approvals | |
| | Installer Wizards | Berger Indonition Bockup Hein Dirici-party App Unitrends Backup Dirici-party App Unitrends Dirici-party App Unitrends System |
| | Patch Deploy Application Deploy | Select procedure to run Schedule View Procedure Used By Approval History |
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| ₽ | Agent | O 3-muul-helix.r |
| ÷ | Anti-Malware | Shelix reviewiewet |
| 5 | Antivirus | 35-mock-dame-mathematest |
| Ģ | Audit | Select machine IDs |
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| ₽ | Backup | Selected: 2 Viewing: 1-42 of 42 |
| ~ | | 4 |

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

| Script Prompts | |
|----------------|------------------|
| | |
| • Schedule A | igent Procedure |
| Script Prompts | |
| Access Key: | 1y1yS13J |
| | Enter Access Key |
| | |

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:



| Sched | ule Agent Proce | dure 🕞 Run Now | 🔇 Cancel C Refre | esh | | |
|-------|-----------------|----------------|------------------|------------------|-----------------------|------------------------|
| 44 | 1 of 1 🕨 | M 100 🗸 | | | | |
| ··· | Machine ID | | Last Time Exec | Last Exec Status | Next Exec Time | Current Logged In User |
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| • | 11-helix-dem | io.roi)st | | | | |
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| v 🕐 | 35-helix.ro | est | | | 10:40:14 am 24-Sep-21 | |
| v 🕐 | 35-mc er | no.roest | | | 10:40:14 am 24-Sep-21 | |
| • | 5-demonour | agu (est | | | | |

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 or upgrade 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 or upgrade 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.

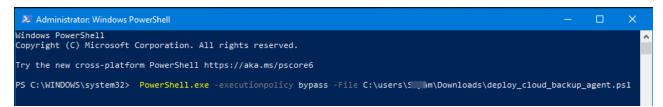
Note: You must run the install procedure within 30 days of downloading *deploy_cloud_backup_agent.ps1*.



| Q Search Navigation | | | | | | | | |
|---|---------------------------|--------------------------|--------------------------------|--|-----------------------------------|---------------------|--------------------|--------------------|
| Kaseya Endpoint Backup 👻 | unitrends-int | ernal 😤 Ad | min 🗸 | 2 Sele | ct a customer | | | |
| Monitoring - | Oownload thit to 30 days. | is script to execute a l | bulk installation through your | favorite endpoint mana | igement system. J | An access key is er | nbedded. It is god | od for up |
| Dashboard Restore Status | | | | | (| Bulk Installatio | on 🖧 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 History | v-1-22-stagi j- | base | myorg | v-1-22- sta ri gʻ cb- 199-250 | 0% | 04/19/2022 10:50 | | 1.25.0 |
| Restore - File and Folder Bare Metal | v-1-22-staging- | base | myorg | v-1-22- staging hubb- 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 | | 1.24.0 |

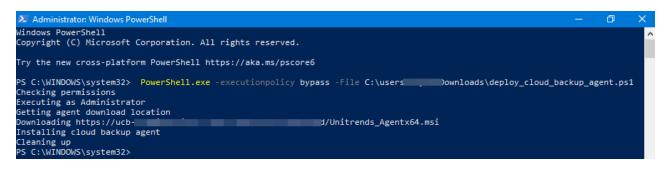
5 Log in to the Windows asset and launch PowerShell as administrator.

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.





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

| | | | | | | Bulk Installation |
|--|-----------------------------|-----------------------------------|---------------------|-----------|------------------|--------------------------------|
| Machine Achine ု Organization င္ ျ 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 |
| | v15-staging- ucb-199-83 | 100% | 07/07/2020 11:32 | | 1.25.0 | ✓ Run Fuli ✓ Run Once 🕯 Delete |
| | v15-staging- kdcb-199-85 | 100% | 09/28/2020 19:37 | | 1.25.0 | 📋 Run Full 🗸 Run Once 🖀 Delete |

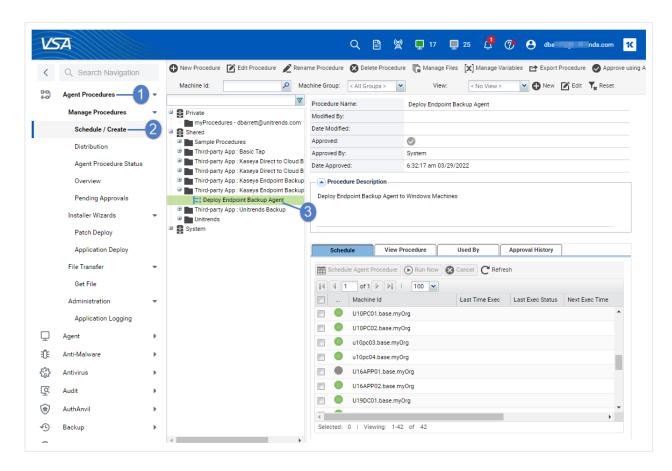
Troubleshooting Kaseya EndPoint Backup agent installs

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.



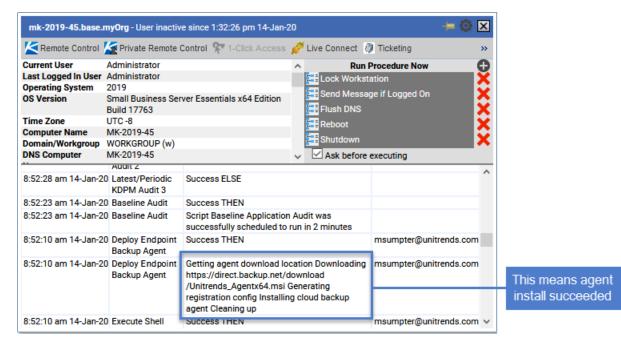


- 3 On the Schedule tab, hover over the machine's agent check-in icon to launch the agent Quick View window.
- 4 Click Procedure Log.



| Sched | ule View Procedure | Used By | Approval History | | | | |
|-----------|---------------------------------------|---------------------------------|------------------|------------------------------------|------------------------|---------------------|--|
| Schedu | le Agent Procedure 🕞 Run Now | Cancel C Refres | h | | | | |
| | of 1 🕨 🕅 100 🕶 | | | | | | |
| | Machine Id | Last Time Exec | Last Exec Status | Next Exec Time | Current Logged In User | Last Logged In User | |
| | U10PC01 base mv0rg | | | | | taher.adamali | |
| | U10PC02.base.myOrg - Agent is | online | | | | taher.adamali | |
| | 🔎 Remote Control 🔎 Private S | ession - 🧾 Live Conne | ct 🥘 Ticketing 👩 | Screen Shot 📑 File Mana | iger » | taher.adamali | |
| | Current User Last Logged In User | tah mali | | Run Procedure Now k Workstation | ĐXXX | taher.adamali | |
| | Operating System OS Version | 10 Enterprise x64 Edition Bi | | d Message if Logged On | × | taher.adamali | |
| | Time Zone Computer Name | 19043 UTC -7 U10PC02 | Flus | | S S | taher.adamali | |
| | Domain/Workgroup DNS Computer Name | UMSP (d) U10PC01.UNIT Local | Shu | | x . | taher.adamali | |
| | Country | UNITED STATES | 👻 🗹 As | k before executing | | taher.adamali | |
| | Pending Procedures | Alarm Log | | Disk Volumes | | taher.adamali | |
| | Procedure History Procedure Log | Monitor Action | 2 | The Disk Partitions | | taher.adamali | |
| | Notes | LE User Accounts | | Ell PCI and Disk Hardwar | e | taher.adamali | |
| | Ticket History | Groups | | Printers | | taher.adamali | |
| | Agent Log | ALL Members | | Software Licenses | | taher.adamali | |
| | Ocnfiguration Changes | Documents | | Add/Remove | | taher.adamali | |
| | Legacy Remote Control Log | Get File | | Startup Applications | | taher.adamali | |
| Selected: | Remote Control Edg | | | | | | |

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





• Example agent install failure message:

