

BackupAssist™ v8

MultiSite Manager

User Guide

Contents

| | |
|--|-----------|
| 1. Getting Started | 2 |
| Opening the MultiSite Manager..... | 2 |
| Navigating MultiSite Manager..... | 2 |
| 2. The All Sites tabs | 3 |
| All Sites | 3 |
| Reports | 4 |
| Licenses | 5 |
| 3. The Manage Site tabs | 6 |
| Manage Site – All computers..... | 6 |
| Manage Site – Single computer | 8 |
| Site Alerts..... | 9 |
| Site Licenses..... | 10 |
| 4. Remote control of BackupAssist | 11 |
| Initiating a remote session..... | 11 |
| Using a remote session..... | 13 |
| 5. MultiSite Manager Welcome menu | 13 |

1. Getting Started

BackupAssist MultiSite Manager is a web application that allows you to remotely administer BackupAssist v8 and later computers over the internet. BackupAssist MultiSite Manager is installed onto the computer that will manage your BackupAssist computers. This computer will be the MultiSite Manager and you can interface with it using a web browser.

To learn how to **implement a MultiSite Manager solution**, see our [MultiSite Manager setup guide](#).

To learn more about **MultiSite Manager licensing**, see our [licensing webpage](#).

Opening the MultiSite Manager

MultiSite Manager is opened in a web browser, using one of the following methods:

- **The shortcut on the computer MultiSite Manager is installed on** - Select the Windows Start button > All Programs > BackupAssist MultiSite Manager v8 > BackupAssist MultiSite Manager.
Important: A browser warning will appear if you use HTTPS. You can dismiss/ignore this warning as the shortcut uses the computer name, rather than a FQDN from the HTTPS certificate.
- **From a remote computer** - open a web browser and enter the MultiSite Manager URL. This URL is HTTP (or HTTPS) ://< the MultiSite Managers FQDN or routable IP address>: port/index.

When the web application opens, you will be prompted to enter the username and password.

Navigating MultiSite Manager

MultiSite Manager has three tabs down the side. The top tab will display either **All Sites** or **Manage Site**. The names and contents of tabs 2 and 3 will depend on what top tab is selected - as shown below.

| Tab | Tab name | Displays | Specific Features |
|-----|----------------------|--|--|
| 1 | All Sites | All managed sites | <ul style="list-style-type: none"> ▪ Access/ Edit site ▪ Approve/Reject Site Registrations |
| 2 | Reports | MultiSite Manager reports and report configurations | <ul style="list-style-type: none"> ▪ Global email report ▪ Alerts ▪ Jobs status (all /last 24hrs) |
| 3 | Licenses | Licenses of all BackupAssist installations on all sites | <ul style="list-style-type: none"> ▪ Info only |
| 1 | Manage Site | Computers screen - displayed by accessing the site | <ul style="list-style-type: none"> ▪ Remote Update ▪ Remote Session ▪ Add computers |
| | | Backup jobs screen -displayed by accessing a computer | <ul style="list-style-type: none"> ▪ Backup job management ▪ View job reports ▪ System Info |
| 2 | Site Alerts | All Alerts for the site | <ul style="list-style-type: none"> ▪ Site email reports |
| 3 | Site Licenses | All BackupAssist licenses in the site | <ul style="list-style-type: none"> ▪ Activate, buy and renew |

Use the breadcrumbs at the top of the UI to navigate back.

[All Sites](#) > [Head Office](#) > [Computers](#) > [WS-RI](#)

2. The All Sites tabs

When the **All Sites** tab is shown, the two tabs below it will be the **Reports** tab and **Licenses** tab, which provide information for the sites displayed under the All Sites tab.

All Sites

The **All Sites** tab displays the BackupAssist sites that have been registered to the MultiSite Manager. A site is a set of grouped computers (BackupAssist installations) located in the same local area network (LAN). Computers from different networks cannot be grouped into the same site.

The example below shows three sites, with columns of information about each site. Selecting the right edge of a column will open a drop down list of sorting options, filters and column selections.

| Site | Site Controller | Connection Status | Last Contacted | Managed Computers | Computers With Job Errors | Unreachable Computers | Unlicensed Computers |
|-----------------|-----------------|-------------------|--------------------|-------------------|---------------------------|-----------------------|----------------------|
| Head Office | WS-RI | Ok | 6/30/2014 10:46 am | 1 | ✓ | 0 | 0 |
| Branch Office 2 | IM-2008R2-3 | Ok | 6/30/2014 10:46 am | 1 | ✓ | 0 | 0 |
| Branch Office 1 | WIN-UJ554LNAJ4G | Ok | 6/30/2014 10:46 am | 3 | ✗ X 1 | 1 | 1 |

Figure 1: MultiSite Manager - All Sites tab

The following functions are available on the *All Sites* tab:

Access site

This button will take you to the *Manage Site* screen, for the site selected.

Edit

This button allows you to add or edit a comment. The comment will appear in the site's *Comment* field.

Remove

This button will remove the selected site from the MultiSite Manager.

Pending registrations

This button is used to approve Site Controllers that have been registered with the MultiSite Manager. This button will be red if registrations are awaiting approval. Selecting the *Pending Registrations* button will open a dialog and display any pending requests. You can then select the **Approve** tick next to the Site Controller to add its site to the MultiSite Manager. Select Refresh to update the sites listed.

Refresh

This button will refresh the listed sites and their information.

Reports

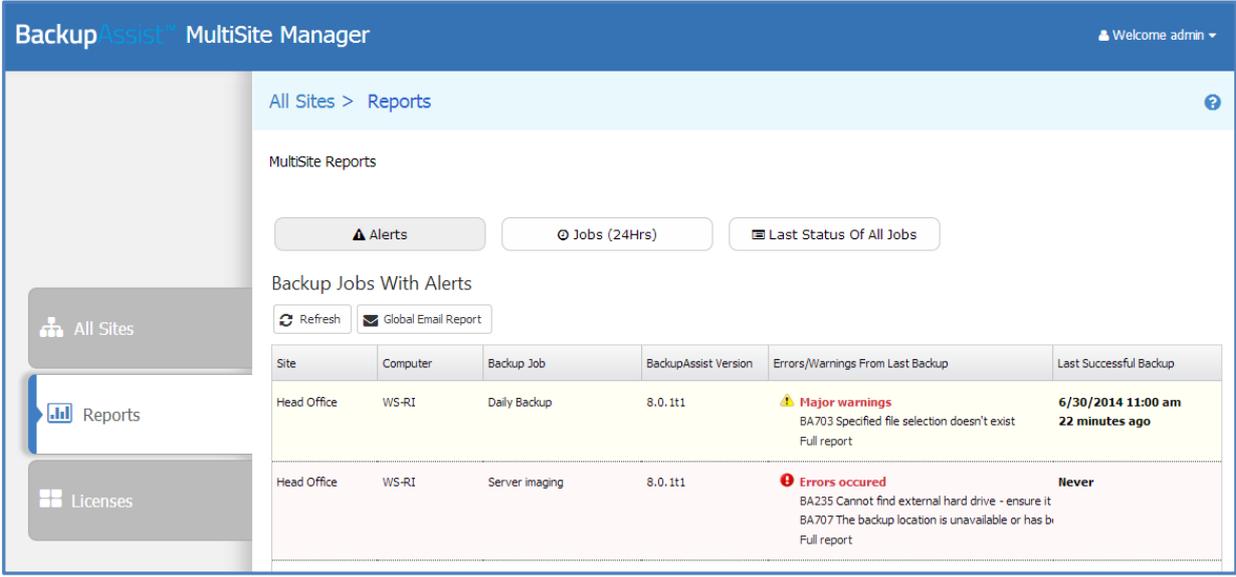
The Reports tab displays information about all backup jobs on all computers managed by MultiSite Manager. This information is divided into three screens: **Alerts**, **Jobs (24hrs)** and **Last Status Of All Jobs**. The Reports tab is also used to configure a **Global Email Report**.

- The Reports tab will only display backup jobs that are enabled in BackupAssist.
- The drop-down arrow by each column's heading allows you to select what columns are displayed.

Alerts

When you select this button, the *Alerts* screen will display:

- **Backup jobs with Alerts** sections - lists all backup jobs with alerts.
 - If you click *refresh*, the alerts displayed will be updated.
 - If you click on *Full report* in the *Errors / Warning* column, the backup report for that job opens.
 - If you click the Knowledgebase BA error code, the knowledgebase article for that error opens.



| Site | Computer | Backup Job | BackupAssist Version | Errors/Warnings From Last Backup | Last Successful Backup |
|-------------|----------|----------------|----------------------|---|--------------------------------------|
| Head Office | WS-RI | Daily Backup | 8.0.1t1 | Major warnings BA703 Specified file selection doesn't exist Full report | 6/30/2014 11:00 am 22 minutes ago |
| Head Office | WS-RI | Server imaging | 8.0.1t1 | Errors occurred BA235 Cannot find external hard drive - ensure it BA707 The backup location is unavailable or has b Full report | Never |

Figure 2: MultiSite Manager - Reports tab

- **Non-Contactable Machines** section - lists all computers in all sites that are not currently accessible.
- **Machines with expired BackupAssist Trial or Upgrade protection** section.

Jobs (24Hrs)

When you select this button, all backup jobs that ran in the last 24 hours will be displayed. This will include both successful backup jobs and backup jobs with errors / warnings.

- The *View Reports* button will display the past backup jobs run by the selected backup job.
- The *Refresh* button will update the status of the backup jobs displayed.

Last Status Of All Jobs

When you select this button, the last backup report for every backup job will be displayed. This will include both successful backup jobs and backup jobs with errors / warnings.

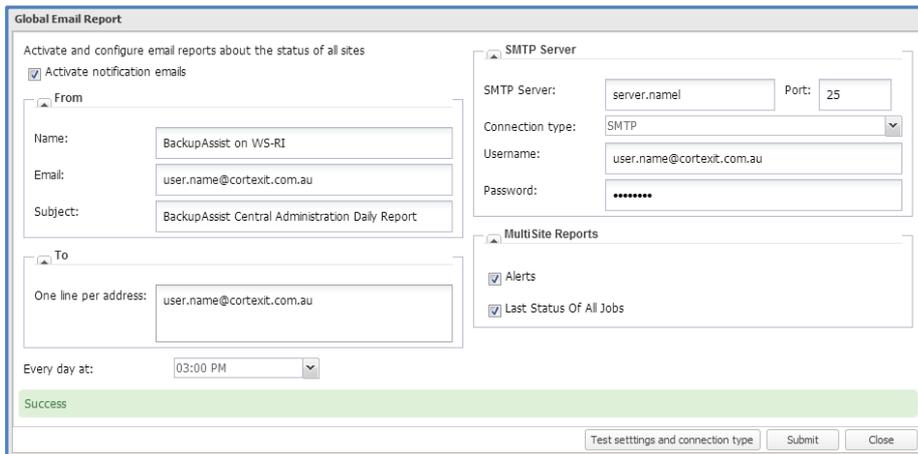
- The *View Reports* button will display the past backup jobs of the selected backup job
- The *Refresh* button will update the status of the backup jobs displayed.

Global Email Report

This button opens the *Global Email Report* configuration screen. Use this screen to enable daily email notifications. The Global Email Report provides a snapshot of all backup jobs in all sites.

To enable Global Email Reports, select *Activate notification emails* and enter the following information:

1. From: Use this field to enter the name you want to appear in the *From* field in the email's header.
2. To: Enter the recipients email addresses in separate lines, by pressing enter after each recipient.
3. SMTP Server: Enter the mail server information for the mail account that will be sending the emails.
4. MultiSite Reports: Select the type of information to be included in the report.
5. Every day at: Select the time of day that the report is to be sent
6. Use the *Test settings and connection type* button, if you want to send a test email.



Licenses

The *Licenses* tab displays the status of all BackupAssist licenses in all sites. Use the drop down arrow by each column's heading to select the columns that are displayed and to sort their contents.

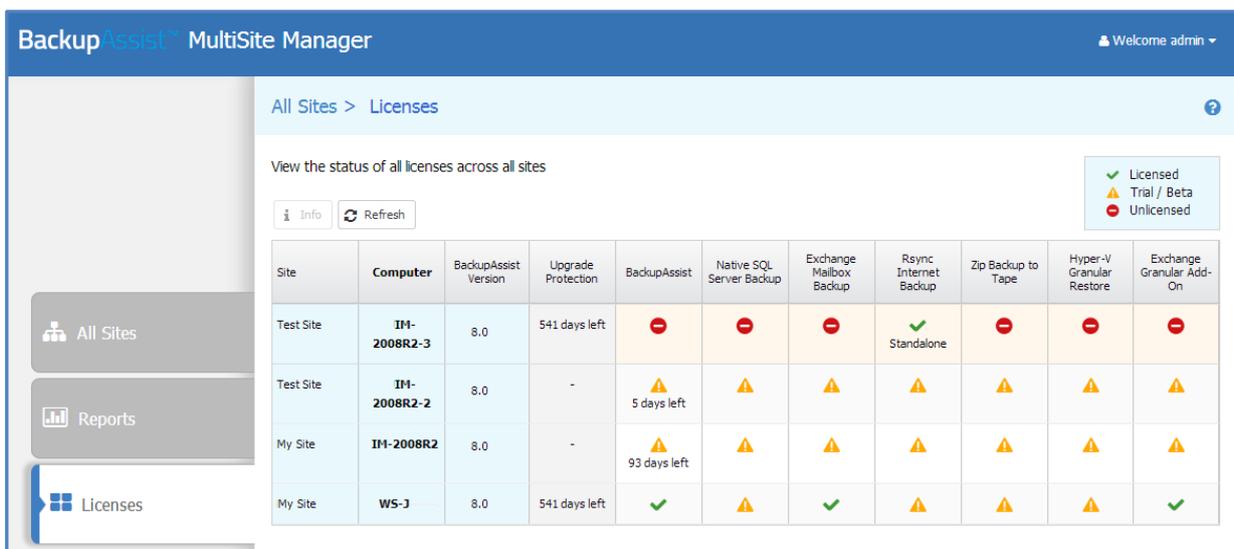


Figure 3: All Sites - Licenses tab

Info

This button will display the licenses of a selected computer and how long each license is valid for. To update licenses you need to use the [Site Licenses tab](#) with the **Manage Site** tab selected

3. The Manage Site tabs

When you select a specific site in the All Sites tab, MultiSite Manager will display the **Manage Site** tab. At the *Manage Site* level, the next two tabs displayed are **Site Alerts** and **Site Licenses**. The content displayed in these three tabs is for the selected site.

The Manage Site tab displays two levels of information:

- **Manage Site (All computers)** - Default, for managing BackupAssist computers in the selected site.
- **Manage Site (Single computer)** - For managing all backup jobs on a selected computer.

This section explains the two *Manage Site* tab levels, the *Site Alerts* tab and the *Site Licenses* tab.

Manage Site – All computers

This tab is used to manage computers in the selected site, and includes the **Remote Update** and **Initiate Remote Session** features.

A BackupAssist computer is added to a site using the BackupAssist *Remote* tab > *Remote Setup* option. This section explains the options and features available for computers that have been added to a site.

The screenshot displays the 'Manage Site - Computers' interface. The breadcrumb navigation shows 'All Sites > Branch Office 1 > Computers'. Below the navigation, there is a heading 'Manage BackupAssist installations on the (currently) selected site' and a toolbar with buttons: Access Computer, Edit, Remove, Manage Update, Initiate Remote Session, Support, and Refresh. A table lists the following computers:

| Computer | BackupAssist Version | Connection Status | Last Contacted | Enabled Jobs | Jobs Status | Comment |
|-------------------|----------------------|-------------------|--------------------|--------------|-------------|---------|
| EXCHANGESERVER1 * | 8.0.0 | Ok | 6/30/2014 11:28 am | 1 | ✓ | 6,161 |
| FILESERVER7 | Not Licensed | | 6/30/2014 11:28 am | | | |
| FILESERVER8 | 8.0.0 | Ok | 6/30/2014 11:28 am | 1 | ✓ | 0,108 |
| SQLSERVER3 | 8.0.0 | Ok | 6/30/2014 11:28 am | 1 | ✓ | 6,166 |

* Site Controller

Figure 4: Manage Site – Computers

Access Computer

This button (or double clicking a computer) will open the selected computer and display its backup jobs.

Edit

This button allows you to add or edit a comment. The comment will appear in the site's *Comment* field.

Remove

This button removes the selected computer from the site.

Manage update

This button is available (instead of *Remote update*) if the Site Controller is selected.

The button opens a window that lists:

- The version of BackupAssist installed on the Site Controller.
- The version of BackupAssist downloaded from BackupAssist and ready for deployment.
- The current version of BackupAssist available from BackupAssist.com.

Download will download the most recent copy of BackupAssist and store it in the BackupAssist directory of the Site Controller. This copy will be used to install and update BackupAssist on other computers.

Install will install the downloaded version of BackupAssist onto the Site Controller.

Support

The support button opens an email template, so you can send a support request to BackupAssist Technical support. The template allows you to select BackupAssist installations within the site and send their BackupAssist diagnostics, as well as the MultiSite Manager diagnostics, with the support request.

Remote update

Remote Update is used to update the version of BackupAssist installed on computers within the site. The *Remote Update* button will appear when a Regular BackupAssist Computer is selected.

To perform an update:

1. Downloaded the latest version of BackupAssist using the Site Controller's *Manage Update* feature.
2. Select the *Remote Update* button to open a dialog for the selected computer.
3. Enter the *Remote Computer Credentials*. The credentials can be the remote computer's BackupAssist User Identity or a Windows account with permission to install software onto the remote computer.
4. Select *Update Computer*.

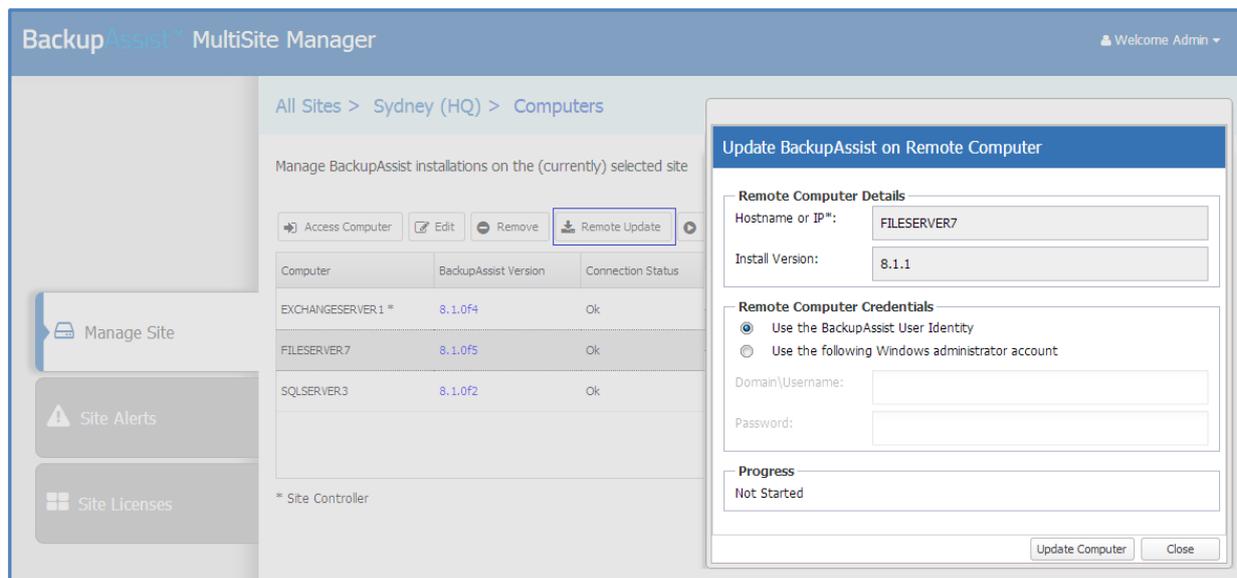


Figure 5: Manage Site – Remote update

Initiate Remote Session

This menu item is used to initiate a remote session to the selected computer. This feature allows you to remotely create and modify backup jobs and perform remote restores. See the, [Remote Control of BackupAssist](#) section, for information about this feature and how to use it.

Refresh

This button will reload and update the list of computers in the site.

Manage Site – Single computer

When you open a computer from the *Manage Site* tab, you can view the backup jobs, reports and system information for that computer using three screens: **Manage**, **Reports** and **System Info**.

This section explains each of these screens and their features.

Manage

This default screen is used to manage the backup jobs on the computer, using the following options:

- *Edit Job*: Initiates a BackupAssist remote session to the computer so that the backup job can be edited. See the, [Remote Control of BackupAssist](#) section for more information.
- *Enable Job & Disable Job*: Enables or disables the selected backup job.
- *View Reports*: Opens a window with a list of past backup reports for the selected job. Double-clicking a backup report from the list, will open the report.
- *Run Job & Cancel Job*: Start or stop the selected backup job.
- *Launch Job Monitor*: Displays a summary of the last backup job that was run. This window will automatically open when *Run Job* is selected and display the job's progress in real-time.
- *Refresh*: Updates the backup jobs displayed and their status.

| Backup Job | Engine | Destination | Rotation Scheme | Last Backup | Started | Duration | Next Backup | Current Status |
|--------------------------|--------|-------------|--------------------|-------------|--------------------|----------|--------------------|----------------|
| Daily Backup | | | Basic | ⚠ | 6/30/2014 11:00 am | 11s | 7/4/2014 10:00 am | Not Running |
| Exchange Server | | | Mirror (1:1 copy) | | | | Disabled | Not Running |
| File Protection - Remote | | | Mirror (1:1 copy) | | | | Disabled | Not Running |
| File Server MLB1 | | | Grandfather-fat... | ✓ | 6/30/2014 10:56 am | 6s | 6/30/2014 10:00 pm | Not Running |
| File Server MLB2 | | | Grandfather-fat... | ✓ | 6/30/2014 10:56 am | 5s | 6/30/2014 10:00 pm | Not Running |

Figure 6: Manage Site – computers screen

Reports

This screen lists the reports of all backup jobs that have been run on the BackupAssist computer. Select *View Backup Report* or double-click the report to display its contents.

System Info

This screen displays system information such as the selected computer's operating system and the version of BackupAssist installed.

Site Alerts

The *Site Alerts* tab is used to manage alerts within a site by providing:

- A list all current alerts on all computers in the site.
- A list of computers with expired BackupAssist Trial or Upgrade Protection in the site.
- Email report configuration for all backup jobs on all BackupAssist computers within the site

Alerts requiring attention for the selected site

This section is used to access alert information within the site.

- An alert is an error / warning reported by a backup report.
- The alerts displayed are from a backup job's most recent backup report.

The following actions can be performed:

- If you click on *Full report* in the *Errors / Warning column*, the backup report for that job will open.
- If you click the Knowledgebase BA error code, the knowledgebase article for that error will open.
- Select *Refresh* to recheck the backup reports and update the results displayed.

The screenshot shows the BackupAssist MultiSite Manager interface. The main window displays the 'Alerts' tab for the 'Head Office' site. It shows a table of alerts requiring urgent attention. One alert is highlighted: 'Major warnings' for computer WS-R1, backup job Daily Backup, version 8.0.111, with error BA703. A 'Report Details' window is open over the alert, showing the 'Daily Backup' report summary, including environment, configuration, and statistics.

| Computer | Backup Job | BackupAssist Version | Errors/Warnings From Last Backup | Last Successful Backup |
|----------|--------------|----------------------|---|--------------------------------------|
| WS-R1 | Daily Backup | 8.0.111 | Major warnings BA703 Specified file selection doesn't exist Full report | 6/30/2014 11:00 am 48 minutes ago |

| Item | Details / Results | Backup User | Backup Type: |
|---------------|--|---|-----------------|
| ENVIRONMENT | Operating System: Microsoft Windows 7 Enterprise N (27) - 64-bit Locale / Language: en-US - English (United States) / en-US - English (United States) | CORTEXN | File Protection |
| CONFIGURATION | BackupAssist Version: 8.0.111 Backup Destination: Local directory - C:\Test backup destination\Daily Backup\ | Backup Label: Friday | File Protection |
| STATISTICS | Start Time: Monday, June 30, 2014 11:00:45 AM Duration: 11 seconds Files Backed Up: 489 | End Time: Monday, June 30, 2014 11:01:00 AM | |

Figure 7: Manage Site- Site Alerts tab

Site Email report

This button opens the *Site Email Report* configuration window. Use this window to enable daily email notifications to a defined selection of recipients. The email can provide a snapshot of all backup jobs in the site. The *Test settings and connection type* button will send a test email.

The configurations for this email use the same setup as described in the *Global Email Report* item under the All Sites [Report tab](#) section.

Machines with expired BackupAssist Trial or Upgrade Protection

This section displays any computer with expired BackupAssist Trial or Upgrade Protection.

Site Licenses

The *Site Licenses* tab displays the status of all BackupAssist licenses in the site. You can use this tab to buy, renew, activate and deactivate any BackupAssist license or Add-on license.

To view the licenses for all sites, select the [License tab](#) while the *All Sites* tab is selected.

BackupAssist™ MultiSite Manager Welcome admin ▾

All Sites > My PC > Licenses ?

View the status of all licenses on the (currently) selected site

| Computer | BackupAssist Version | Upgrade Protection | BackupAssist | Native SQL Server Backup | Exchange Mailbox Backup | Rsync Internet Backup | Zip Backup to Tape | Hyper-V Granular Restore | Exchange Granular Add-On |
|-----------|----------------------|--------------------|--------------|--------------------------|-------------------------|-----------------------|--------------------|--------------------------|--------------------------|
| IM-2008R2 | 8.0 | - | 93 days left | ⚠️ | ⚠️ | ⚠️ | ⚠️ | ⚠️ | ⚠️ |
| WS-J | 8.0 | 541 days left | ✅ | ⚠️ | ✅ | ⚠️ | ⚠️ | ⚠️ | ✅ |

✅ Licensed
⚠️ Trial / Beta
❌ Unlicensed

Figure 8: Manage Site – Site Licenses tab

The following buttons are used to administer BackupAssist keys and licenses.

Buy

This button will take you to the BackupAssist purchasing page, so you can buy BackupAssist licenses and Add-on licenses.

Renew

This button will open the BackupAssist upgrade protection renewal page, where you can extend the upgrade protection for your BackupAssist licenses.

Activate License

Selecting activate will open a dialogue that allows you to enter a license key to activate the selected license.

Deactivate license

Selecting deactivate will open a confirmation prompt to deactivate the selected license.

Info

This button will display a list of all BackupAssist licenses on a selected computer, and how long each license is valid for.

Refresh

Selecting refresh will recheck the licensing information and refresh the Site Licenses displayed.

4. Remote control of BackupAssist

MultiSite Manager can be used to open a remote BackupAssist session on another computer.

The remote session will give you access to:

- The *Backup* tab so you can create and modify your backup jobs.
- The *Restore* tab so you can run:
 - The BackupAssist Restore Console
 - The BackupAssist SQL Restore tool
 - The BackupAssist Hyper-V Restore Console
 - The BackupAssist Exchange Granular Restore console
- The *Settings* and *Remote* tab so you can modify your BackupAssist settings.

Initiating a remote session

To start a remote BackupAssist session:

1. From the **All Sites** tab, select the site with the computer that you want to open a remote session to.
2. From the **Manage Site** tab, select the computer that you want to open a remote session to.
3. Select, **Initiate Remote Session**. If *Initiate Remote Session* is greyed out, review the [MultiSite Manager Setup guide's Remote Setup](#) section.

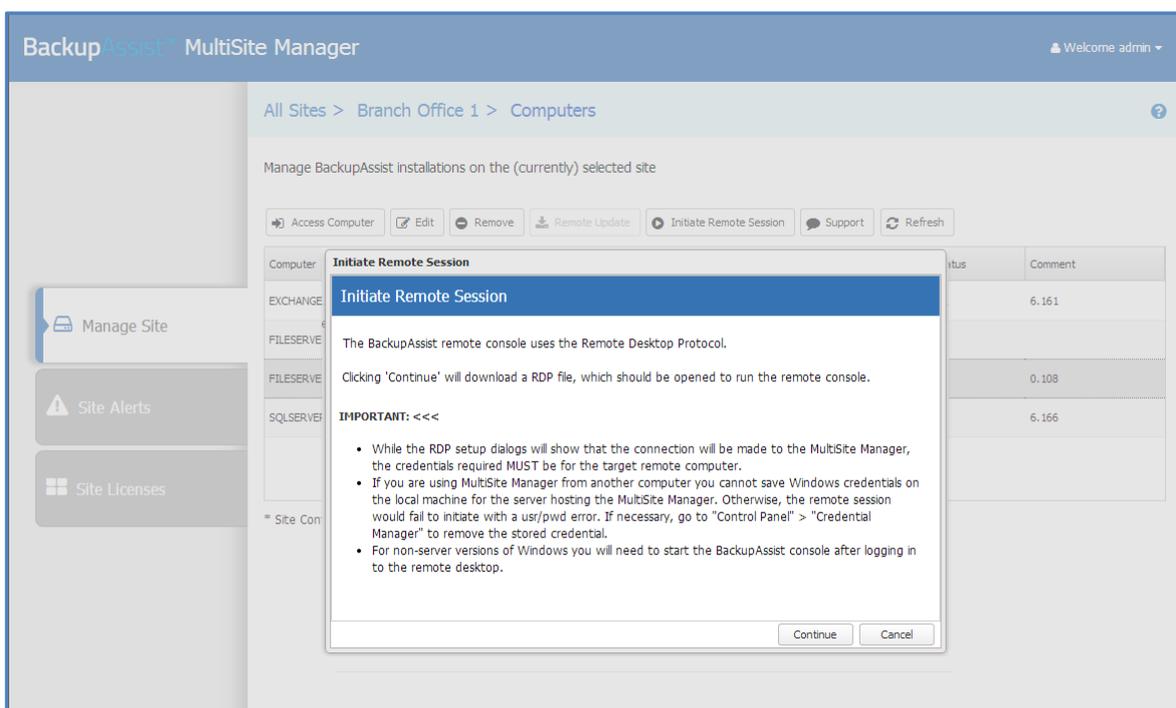


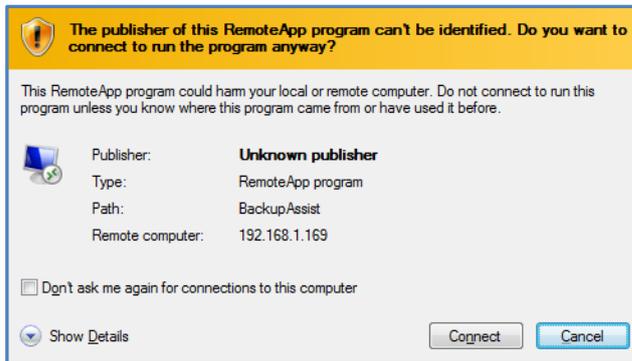
Figure 9: MultiSite Manager – Initiate remote session

When you select *Initiate Remote Session*, a RDP configuration file will be downloaded by your web browser. This download can prompt web browser specific messages.

If this is the first time you have opened a remote session, read the information in the dialog.

4. Select and Open the RDP connection file

When you select the RDP connection file, a remote connection will be initiated and you will be asked to confirm that you want to run the program.



- Select *Connect* to proceed with the remote session.
- Select the tick box if you do not want to be prompted with this message again.

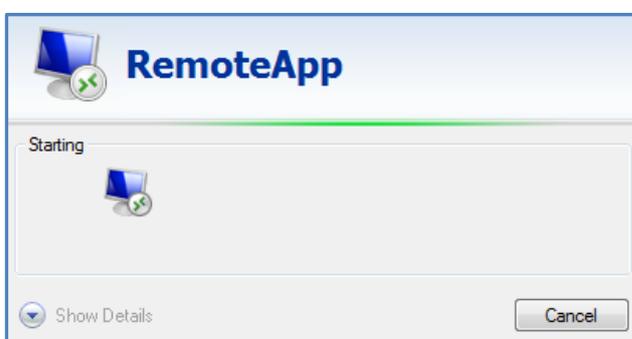
5. Authenticate the remote connection

When you select *Connect*, the remote session's authentication window will open.



Enter the username and password for the remote computer. These are the credentials you would use to log into the computer locally.

- Once you have authenticated, a remote BackupAssist session will be established.

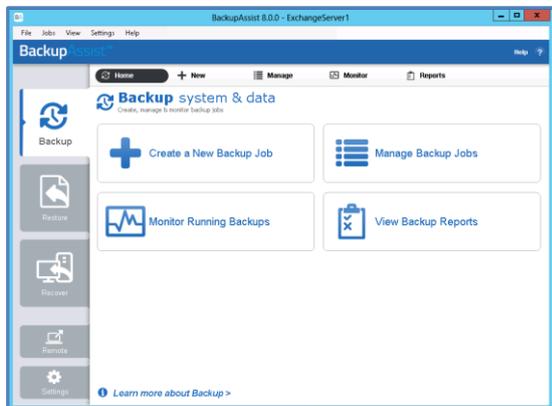


If *User Account Control* is enabled on the remote machine, a *Yes* confirmation will be required to allow the program to run before the remote session is established.

Using a remote session

When the connection is established, BackupAssist will open. The BackupAssist session is displayed on the computer running the MultiSite Manager web application, but running on the remote computer and updating the remote computer's BackupAssist installation.

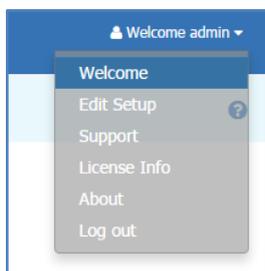
The heading at the top of the BackupAssist session will display the remote computer's name.



You can use this remote BackupAssist session to access the *Backup*, *Restore*, *Settings* and *Remote* tabs.

When you have finished using the remote session, select File > Exit.

5. MultiSite Manager Welcome menu



The MultiSite Manager *Welcome* menu appears at the top right of the MultiSite Manager web application. This menu has six options available, and each one is explained below.

Welcome

Displays an overview of the MultiSite Manager setup process and a link to the setup guide.

Edit Setup

Allows you to change the MultiSite Manager authentication information and HTTPS / Port settings. These options are documented in detail in the MultiSite Manager [Setup guide](#).

Support

The Support option allows you to send a support request to BackupAssist Technical Support. You can also select and send diagnostics for the MultiSite Manager's computer. To provide diagnostic information for BackupAssist computers in a site, select the *Support* button from the *Manage Site* level.

License info

Provides information about the MultiSite Manager's license subscription.

About

Displays the currently installed version of MultiSite Manager.

Logout

Selecting logout will take you back to the MultiSite Manager login screen.