

BackupAssist™ v9

MultiSite Manager

User Guide

Contents

1. Getting Started	2
Opening the MultiSite Manager.....	2
Navigating MultiSite Manager.....	2
2. The All Sites tab.....	3
All Sites	3
Reports	4
Licenses	5
3. The Manage Site tab	6
Manage Site – managed computers.....	6
Manage Site – single computer.....	9
Site Alerts.....	10
Site Licenses.....	11
4. Remote control of BackupAssist	12
Initiating a remote session.....	12
Using a remote session.....	14
5. MultiSite Manager Welcome menu	15
Welcome	15
Edit Setup	15
User accounts.....	15
Edit account.....	16
Email server settings.....	17
Support.....	17
License info	17
About.....	17

1. Getting Started

BackupAssist MultiSite Manager is a web application that allows you to remotely administer BackupAssist v8 and later computers over the internet. 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](#).

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 > 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 SSL HTTPS certificate.
- **From a remote computer that does not have MultiSite Manager installed on it** - You can open the MultiSite Manager web application across the internet using a web browser. Just enter the MultiSite Manager URL using the following format - HTTP (or HTTPS) ://< the MultiSite Managers FQDN or routable IP address>: port/index. For example - <http://servername:8455/index>.

When the web application opens, you will be prompted to enter the username and password. If you have forgotten your username or password, you can select **Forgot Password?** This will prompt you to enter your MultiSite Manager account's email address, and send you a link. Selecting the link will open a MultiSite Manager password reset screen where you can enter a new password, and log in.

Navigating MultiSite Manager

MultiSite Manager has 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 Registration
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 Install / 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

2. The All Sites tab

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.

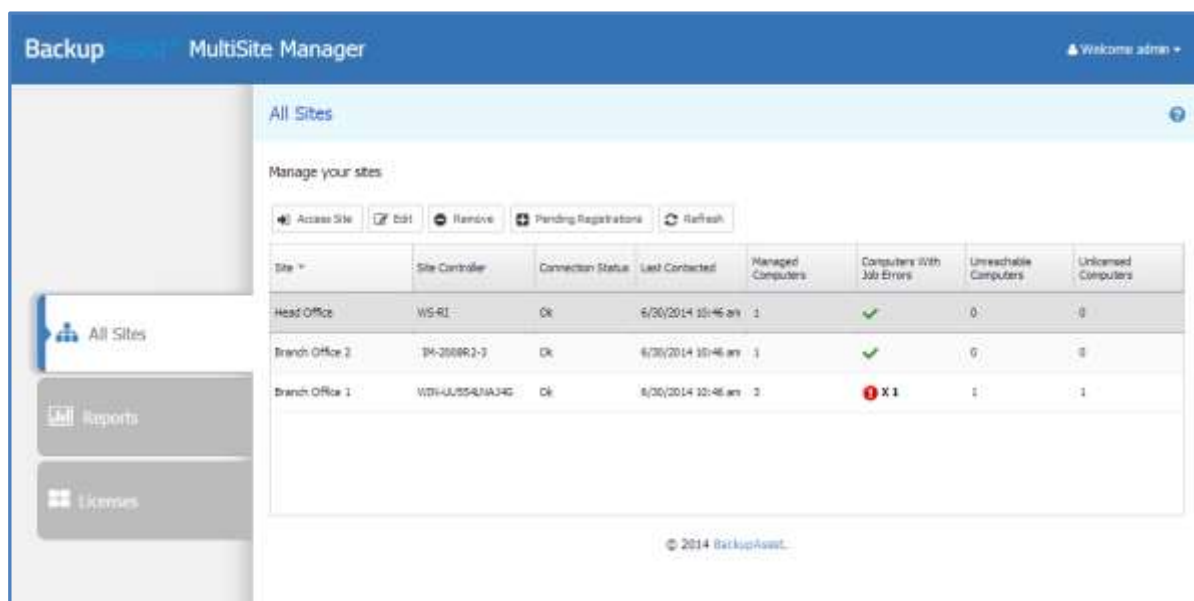


Figure 1: MultiSite Manager - All Sites tab

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.

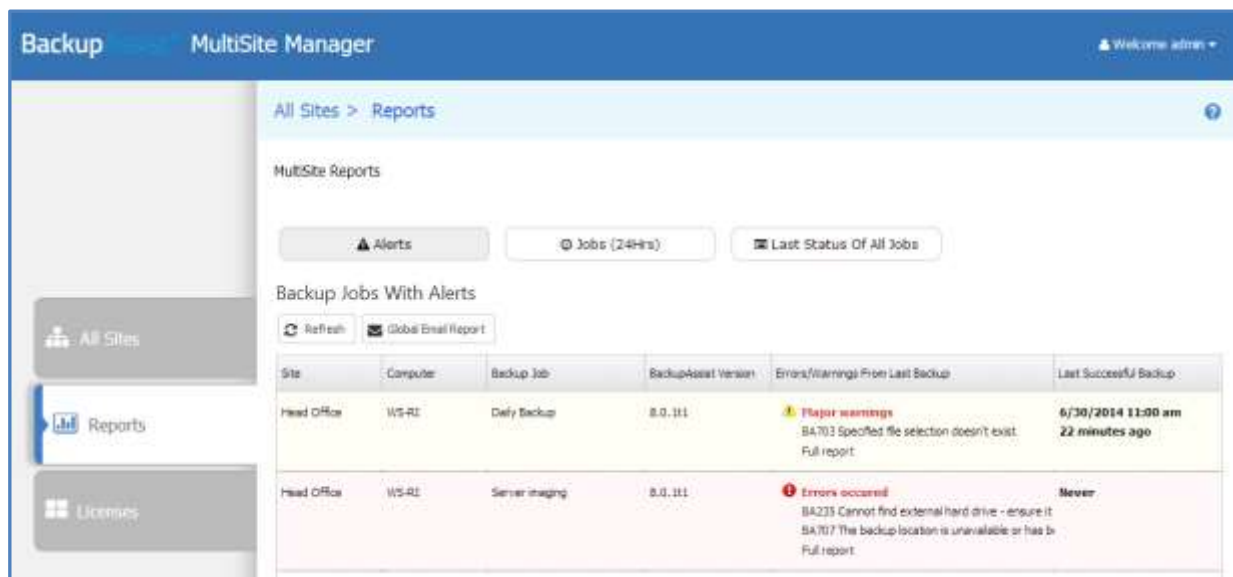


Figure 2: MultiSite Manager - Reports tab

- **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 or disable Global Email Reports:

1. Select or deselect *Activate notification emails*. This is selected by default.
2. Use the *Every day at* field to specify what time the notifications are to be sent.
3. Selected the reports to be sent: Alert and or Last Status Of All Jobs.
4. Select *Submit*.

The **Configure SMTP Server** button is a link to the Welcome menu's [Email Server Settings](#).

Figure 3: Global Email report

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.

Site	Computer	BackupAssist version	Upgrade Protection	BackupAssist	Native SQL Server Backup	Exchange Mailbox Backup	Raync Internet Backup	Zip Backup to Tape	Hyper-V Granular Restore	Exchange Granular Add-On
Test Site	IP1-2008R2-3	8.0	541 days left	Unlicensed	Unlicensed	Unlicensed	Standalone	Unlicensed	Unlicensed	Unlicensed
Test Site	IP1-2008R2-2	8.0	-	5 days left	Trial / Beta	Trial / Beta	Trial / Beta	Trial / Beta	Trial / Beta	Trial / Beta
My Site	IP1-2008R2	8.0	-	93 days left	Trial / Beta	Trial / Beta	Trial / Beta	Trial / Beta	Trial / Beta	Trial / Beta
My Site	WS-3	8.0	541 days left	Licensed	Trial / Beta	Licensed	Trial / Beta	Trial / Beta	Trial / Beta	Licensed

Figure 4: 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 tab

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 tabs displayed are **Site Alerts** and **Site Licenses**.

The Manage Site tab displays two levels of information:

- **Manage Site (managed computers)** - 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 – managed computers

This tab is used to manage computers within a specific site, and includes the options for adding computers, performing remote installs and initiating remote BackupAssist sessions.

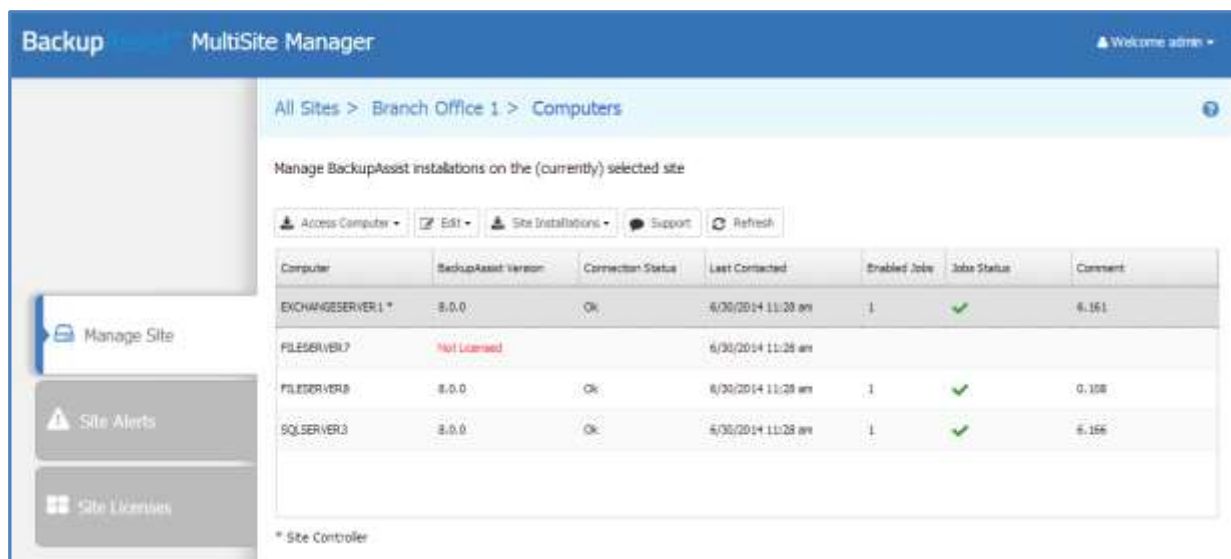


Figure 5: Manage Site – Computers

This section explains the menu options available in the *Manage Site* tab's managed computers view.

Access Computer

This button has two selectable options:

- **Access computer** will display the backup jobs on the selected computer.
- **Initiate Remote Session** will 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 more information about this feature and how to use it.

Edit

This button has two selectable options:

- **Edit** allows you to add or edit a comment. The comment will appear in the site's *Comment* field.
- **Remove** removes the selected computer from the site.

Site Installations

This button provides access three BackupAssist installation dialogues.

- **Download Latest BackupAssist:** used to download a newer version of BackupAssist and store it in the Site Controller's BackupAssist directory. This copy is used to install and update BackupAssist on the Site Controller and the other computers. If a newer version is required, select it from the dialog's dropdown list and select *Download*.

- **Update Existing Computers:** used to upgrade the version of BackupAssist on the Site computers. The *Install version* field displays the last version downloaded.

The *Remote Computer Credentials* section is used to select an account to perform the updates. The account must have Administrator access to the selected computers.

The *Available Computers* section displays all computers with a version of BackupAssist older than the current *Install Version*.

To perform the updates, tick the computers to be updated and click *Update Computers*.

Include	Computer	Progress	Installed Version
<input type="checkbox"/>	JDN-S3112R2		9.0.0
<input type="checkbox"/>	JDN-SVR2008R2		8.4.4

- **Install to New Computers:** used to install BackupAssist onto remote computers that do not have BackupAssist installed.

The *Remote Computer Credentials* and *Remote Computer Details* sections are used to enter the details of the computer that is to have BackupAssist remotely installed.

Select *Install BackupAssist* to start the remote installation. Repeat the process for each computer as required.

The *Remote Computers Installation status* section displays the progress of all remote installations. BackupAssist is installed concurrently on all computers added to the *Remote Computers* section.

For Windows 2008R2 and earlier, you will be prompted to execute a script to **enable PowerShell Remoting**, which the remote install process uses.

A Windows 2008 R2 or earlier machine will need to **have .Net Framework 4.0 or later installed** to be able to use the remote install feature.

Computer	Username	Progress	Action

- **Add Other Installations to Site**

A Site Controller can detect computers running BackupAssist 9.2 or later and add them to MultiSite Manager. However, before a computer can be detected, it must be configured in BackupAssist.

BackupAssist requirements: the computer's BackupAssist installation needs to have the following selections made in the BackupAssist Remote tab > Remote Setup dialog: *Enable Remote Management* and *Enable automatic registration with Site controllers within this network*.

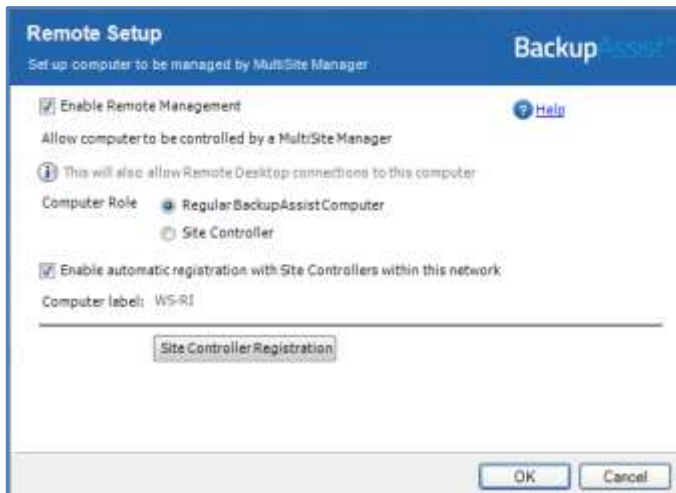


Figure 6: BackupAssist Remote setup

Selecting **Add Other Installations to Site** in **MultiSite Manager** will open the dialogue used to make provisional computers managed BackupAssist computers.

To add a computer:

1. Tick the box next to the computer you want to add to the Site Controller.
2. Select *Add Selected To Site*.

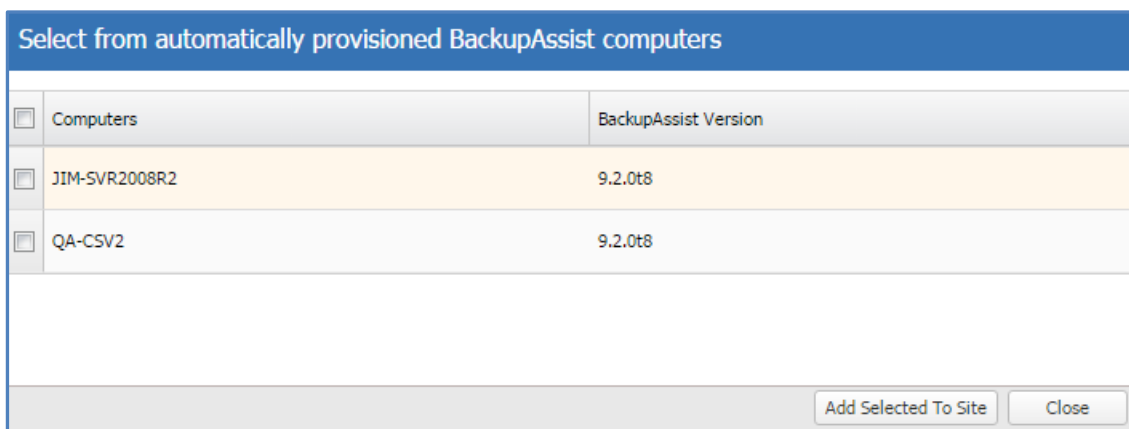


Figure 7: Add Other Installations to Site

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.

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 that computer's jobs, reports and system information using the **Manage, Reports and System Info** options.

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.

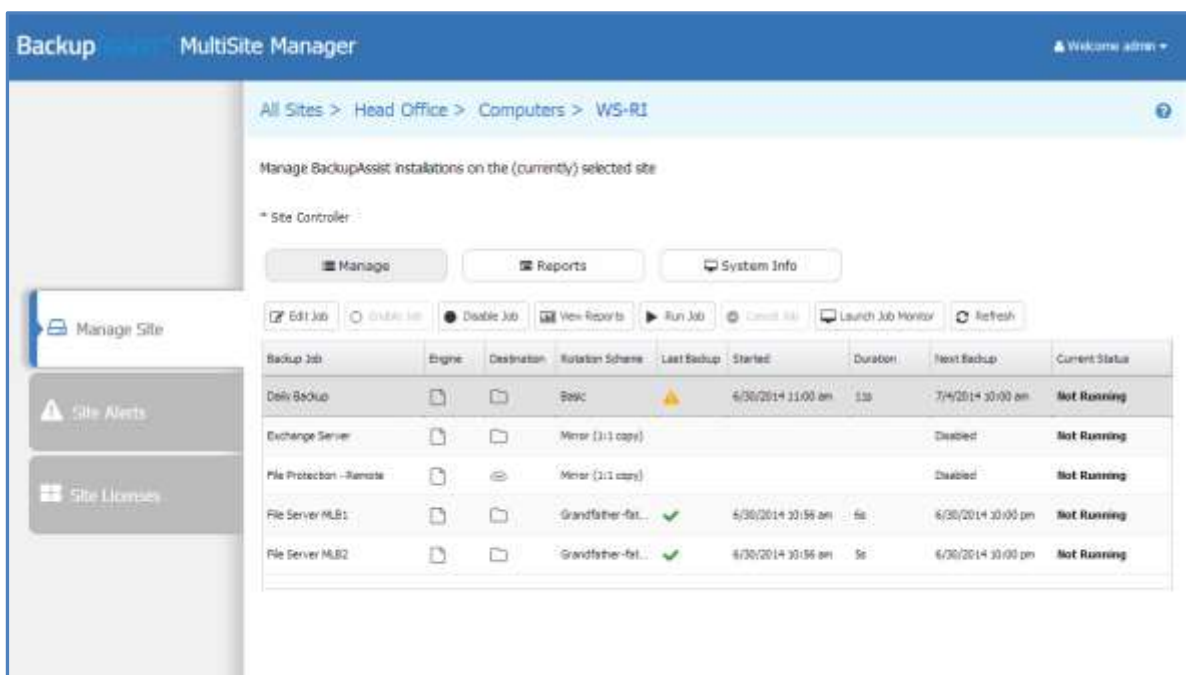


Figure 8: Manage Site – computers screen

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.

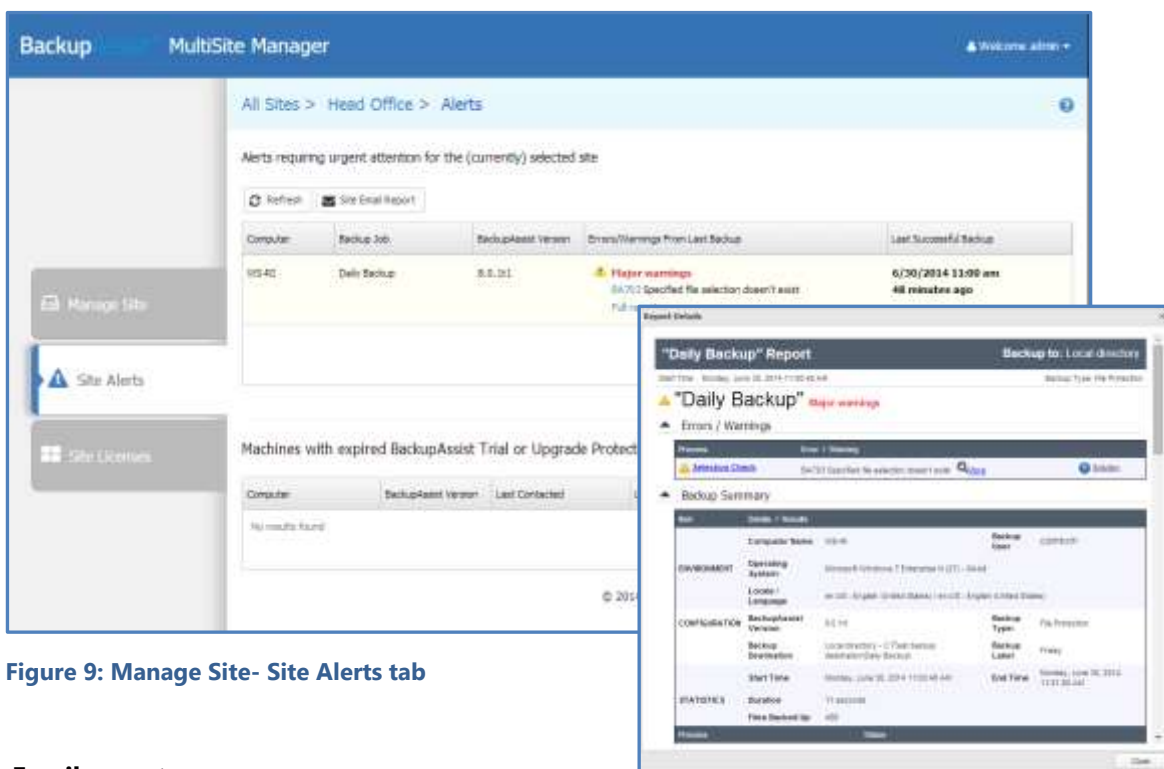


Figure 9: Manage Site- Site Alerts tab

Site Email report

This button opens the *Site Email Report* configuration window. To set up a sites notifications, tick the *Activate notification emails* box and enter details that will only be used for this site.

- Use the *From* fields to enter the sender's name and email address, and to provide a subject line.
- Use the *To* field to list the email addresses that the Site emails are to be sent to.
- User the *Every day at* field to specify the time that the Site Email report is to be sent.

Before reports can be sent, the administrator must configure the Welcome menu's [Email Server Settings](#).

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.

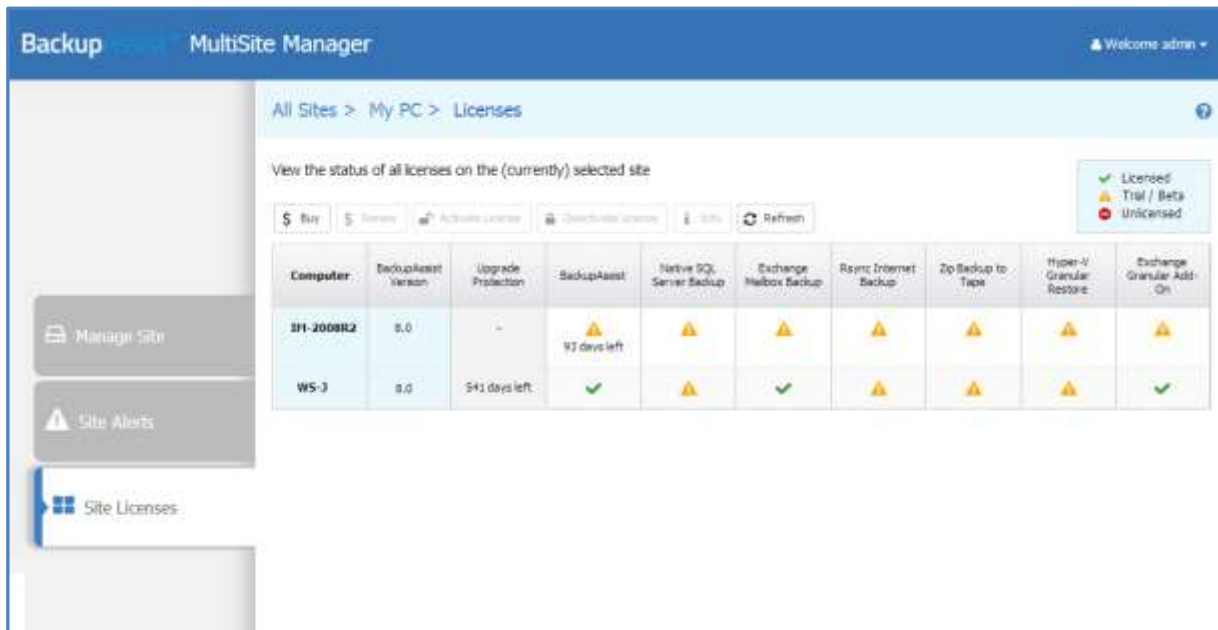


Figure 10: Manage Site – Site Licenses tab

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 following restore types:
 - Local and Network Files
 - Exchange Server
 - SQL Server
- The *Hyper-V* tab, so you can use the *Granular Guest Restore* menu to perform a Hyper-V Granular restore.
- 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.

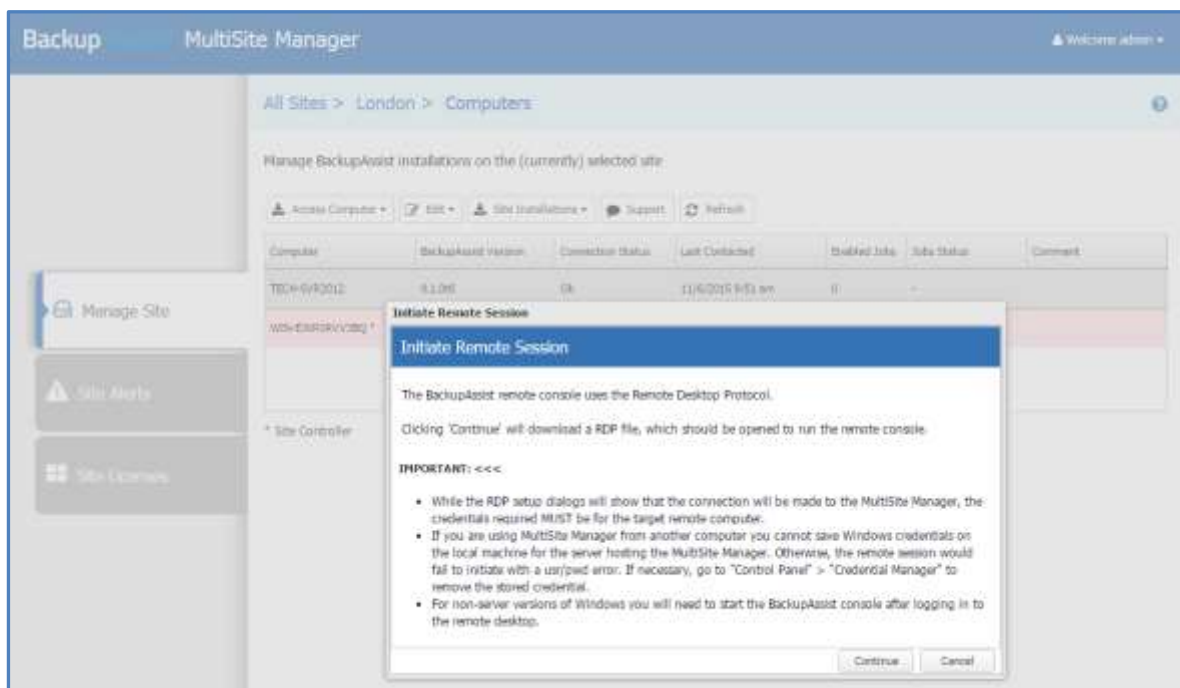


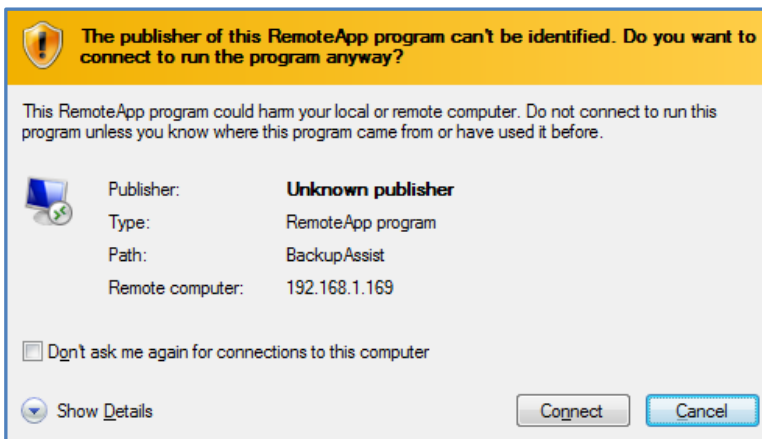
Figure 11: MultiSite Manager – Initiate remote session

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.

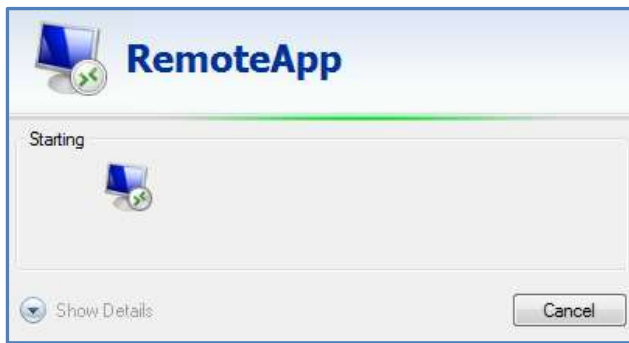
5. Authenticate the remote connection

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.

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

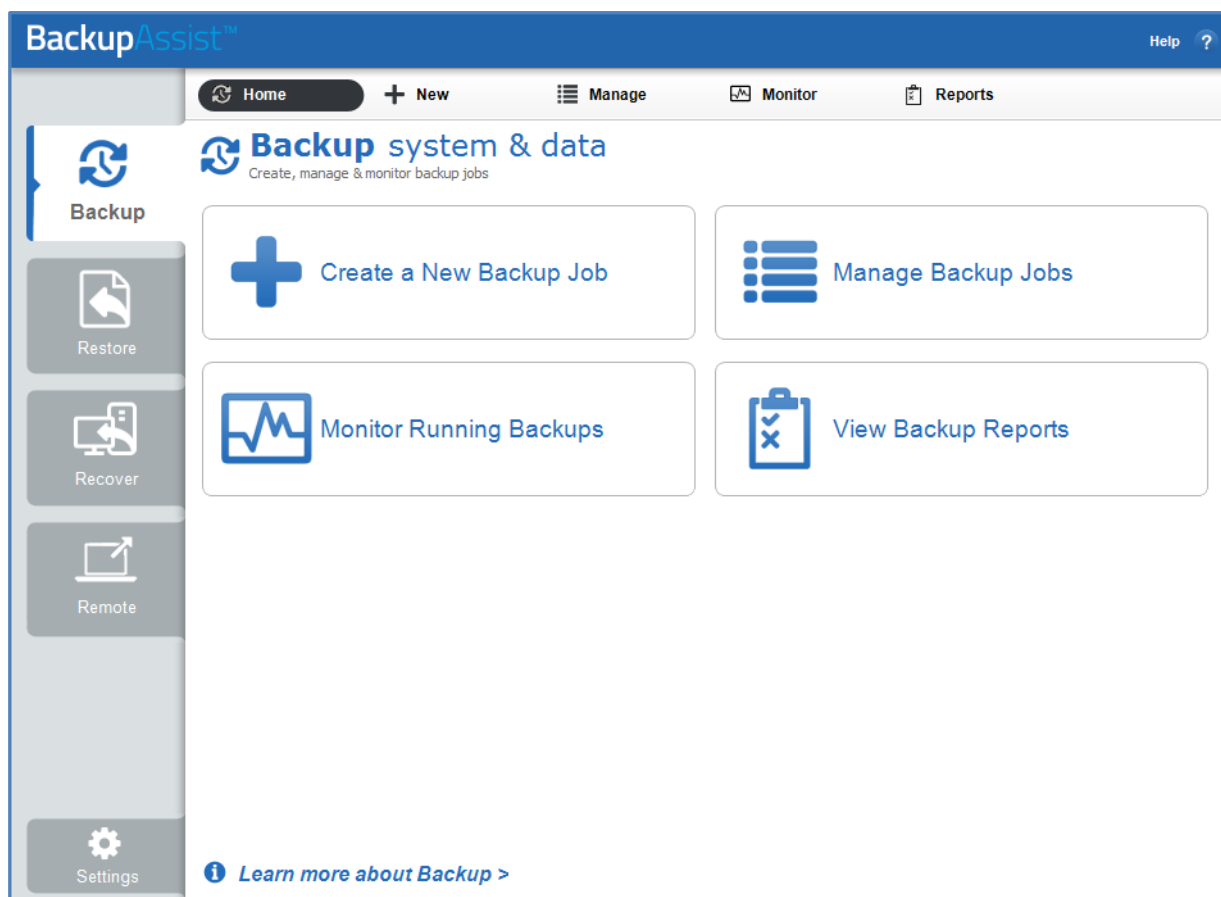


If *User Account Control* is enabled on the remote machine, a Yes confirmation will be required to allow the program to run before the remote session is established.

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

MultiSite Manager's *Welcome* menu appears at the top right of the MultiSite Manager web application.

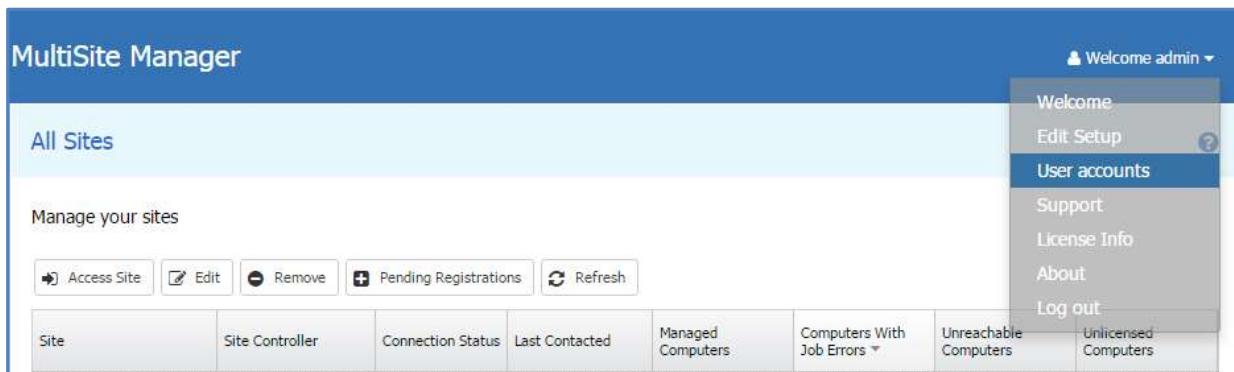


Figure 12: Multisite Manager Welcome menu

This menu has seven options available, and each one is explained below.

Welcome

Displays an overview of the MultiSite Manager setup process and has 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](#).

User accounts

MultiSite Manager is set up using an administrator's account. This account can access the *User accounts* menu to edit and create user accounts. User accounts can only manage the sites assigned to them by the administrator and will only receive notifications for those sites. When the MultiSite Manager administrator selects the *User accounts* option, a pop up screen will display the current user accounts.

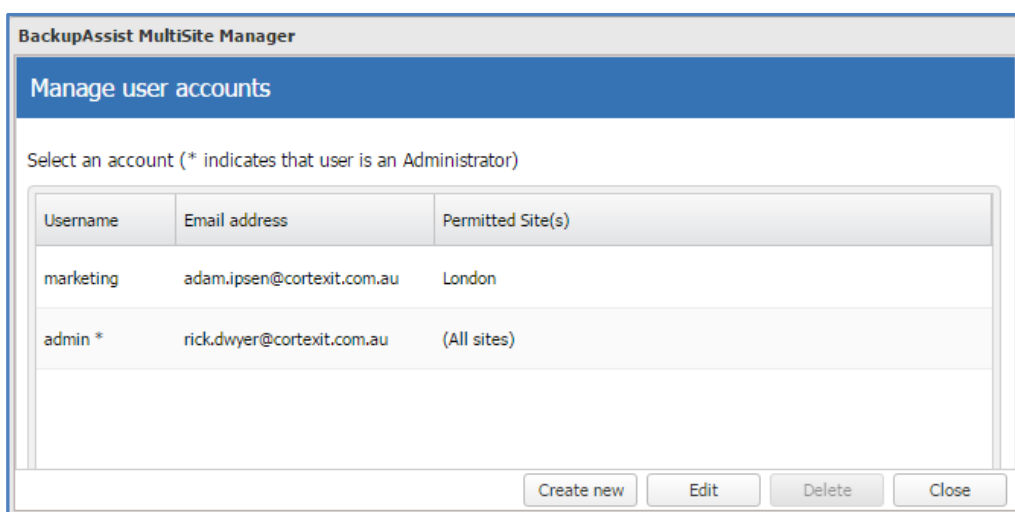


Figure 13: Manage accounts

Create new

Selecting *Create new* opens the *Create a new user account* dialog, which is used to create user accounts and assign access to the required sites.

To create an account:

1. Enter the username and password into the fields provided.
2. Enter an email address into the field provided.
3. Tick the sites that the account is to have access to.
4. Select *Register*.

All of the fields must be completed before you can Register the new account.

Permitted Site	Site Name
<input type="checkbox"/>	Wilson
<input type="checkbox"/>	Melbourne
<input type="checkbox"/>	London

Figure 14 : Create a new user dialog

Edit

Selecting an existing user account and then the *Edit* button will open the *Edit account* dialog. This dialog is used to change the user account's password, and to change the sites that the account can manage.

Delete

Selecting an existing user account and then the *Delete* button will delete the selected account.

Edit account

When you are logged into MultiSite Manager using a normal user account, an *Edit Account* option will be available instead of *User Accounts*. *Edit Account* allows a user to change their own details.

Email server settings

This option is available for the MultiSite Manager administrator to set up the Email server. The server is used for the *Global Email Report* in the Reports tab, and the *Site Email Report* on the Site Alerts tab.

Figure 15: Email Server setup

From and To

The From and To fields apply to the *Global Email Report*. Site Specific emails use the From and To defined in the *Site Email Report* dialog on the *Site Alerts* tab.

SMTP Server

- Enter the mail server's domain name and port
- Select the connection type used by the mail server
- Enter the username and password of the mail account to be used to send the emails.
- Use the *Test settings and connection type* button, if you want to send a test email.

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.