Centralized Monitoring Console

BackupAssist™
Windows® Backup Made Easy!

Cortex I.T.

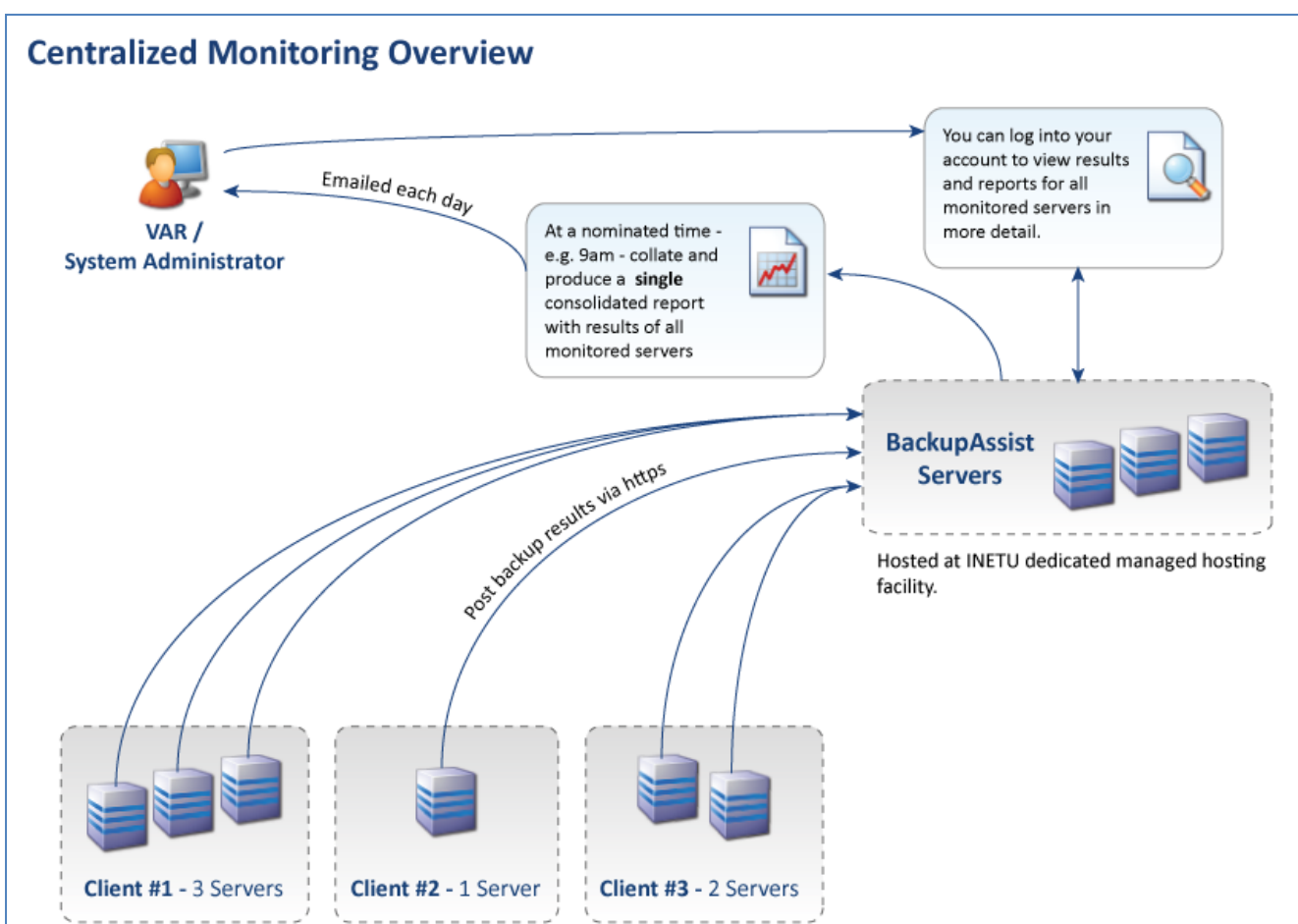# What is Centralized Monitoring?

Centralized Monitoring allows system administrators who are managing multiple BackupAssist installations to:

1. Receive one summary report email per day instead of one email per BackupAssist installation

2. Log into a central console to see the status of all machines, and view reports from one location

This will be useful for:

1. Resellers – who have multiple clients running BackupAssist[1]

2. Businesses / schools – that have multiple sites or campuses, and a centralized IT department

Notes

- Use of Centralized Monitoring is OPTIONAL – at a VAR/administrator level, at a server level, and at a backup job level[1].
- Posted information is encrypted when being transmitted via the Internet
- Our privacy and data collection policy outlines exactly what data is transmitted – but the brief summary is: only the data needed to display the reports are transmitted, and will not be used for solicitation, sales or marketing purposes!

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[1] Use of the Centralized Monitoring Console is only available to Gold Resellers with clients that have a current BackupCare subscription.

Sample Reports and Screens

The table below summarises the current report structure:

	Report	Emailed daily?	View from web login?
1	Overnight backup status across all clients	✅	✅
2	Last backup status across all clients		✅
3	Backup status for an individual client		✅
4	Backup Report for an individual job		✅
5	Graph of data size for individual backup job		✅

Report 1: Overnight backup status across all clients

This summary table shows the status of jobs that ran the previous night (or alternatively, in the 24 hours leading up to the daily cut-off time). This report will be delivered via email each night.

Jobs that ran in the last 24 hours for monitoring account "First Computers Pty Ltd":

Jobs that require urgent attention

Client	Computer	Job Name	Last successful*	
Carrot Ltd	SBSSERVER Ver. 4.1.0	🗄 Daily USB HDD backup	**26/May/20008 10 days ago** ⛔	Click for details
Apple Ltd	SBSSERVER Ver. 4.0.16	💾 Daily full tape backup	**02/June/2008 3 days ago** ⚠	Click for details

Results for 06 June 2008

Client	Computer	Job Name	Last Result	Date Run	Duration	Size	Next Run	Last successful*
Apple Ltd Comments [2] Add / Edit	SBSSERVER Ver. 4.0.16	💾 Daily full tape backup	❌ **Errors occurred** BA211 - No tape in the tape drive Full report	5/6/2008 03:00 AM	1h5m	30.6GB	6/6/2008 03:00 AM	**02/June/2008 3 days ago** ⚠
		HDD	✅ Successful Full report	5/6/2008 04:30 AM	45m	10GB	9/6/2008 12:00 AM	Last backup
Carrot Ltd		HDD	⚠ **Major warnings** BA237 – The wrong external hard disk is connected. Full report	5/6/2008 04:00 AM	1h35m	15.5GB	6/6/2008 04:00 AM	**26/May/20008 10 days ago** ⛔
		D/DVD	⚠ **Minor warnings** BA705 – One or more files were skipped Full report	5/6/2008 06:00 AM	45m	3.6GB	12/6/2008 06:00 AM	Last backup
	EXCHSVR Ver. 4.0.16	🖥 Daily NAS backup	✅ Successful Full report	5/6/2008 03: 00 AM	2h5m	70.4GB	6/6/2008 03:00 AM	Last backup
Durian Ltd	SBSSERVER Ver. 4.0.16	💾 Weekly tape backup	❌ **Errors occurred** BA235 – Cannot find	5/6/2008 03:00 AM	2h5m	30.3GB	12/6/2008 03:00 AM	**22/May/2008 14 days ago**

01-Jul-2008
Tape Drive is in closet located in back office next to Sam Smith's desk

30-Jun-2008
Spoke with Becky about reaching 90% tape capacity and she will order larger tape drive

Add / Edit Comments

			external hard drive – ensure it is connected Full report					
	EXCHSVR2 Ver. 4.0.16	Daily NAS backup ✅	Successful Full report	5/6/2008 03:00 AM	2h5m	70.2GB	7/6/2008 03:00 AM	Last backup
Eggplant Ltd	SBSSVR1 Ver. 4.0.16	Daily REV drive backup ✅	Successful Full report	5/6/2008 01:00 AM	2h5m	66.4GB	6/6/2008 01:00 AM	Last backup
	EXCHSVR Ver. 4.0.16	Weekly NAS backup ✅	Successful Full report	5/6/2008 03:00 AM	2h5m	70.4GB	12/6/2008 03:00 AM	Last backup

***Last successful:** Specifies date when this backup was last successful (includes backups that completed successfully or with minor warnings).

Report 2: Last backup status across all clients

This report is similar to Report #1 but shows the last result of every monitored backup job, including those that did not run in the last 24 hours (for example, backups jobs that run once each week).

Last Backup Results for monitoring account "First Computers Pty Ltd"

Client	Computer	Job Name	Last Result	Date Run	Duration	Size	Next Run	Last successful*
Apple Ltd	SBSSERVER Ver. 4.0.16	Daily full tape backups	❌ **Errors occurred** BA211 - No tape in the tape drive Full report	5/6/2008 03:30 AM	1h5m	30.6GB	6/6/2008 03:00 AM	**02/June/2008 3 days ago** ⚠️
	FILESERVER Ver. 4.0.14	Weekly tape backup	✅ Successful	2/6/2008 12:00 AM	45m	10GB	9/6/2008 12:00 AM	Last backup
	FILESERVER Ver. 4.0.14	Weekly CD/DVD Backup	✅ Successful	1/6/2008 12:00 AM	1h15m	4GB	8/6/2008 12:00 AM	Last backup
Carrot Ltd	SBSSERVER Ver. 4.0.16	Daily USB HDD backup	⚠️ **Major warnings** BA237 – The wrong external hard disk is connected. Full report	5/6/2008 04:00 AM	1h35m	15.5GB	6/6/2008 04:00 AM	**26/May/20008 10 days ago** 🔴
	FILESVR Ver. 4.0.13	Weekly CD/DVD backup	⚠️ **Minor warnings** BA705 – One or more files were skipped Full report	5/6/2008 06:00 AM	45m	3.6GB	12/6/2008 06:00 AM	Last backup
	EXCHSVR Ver. 4.1.0	Daily NAS backup	✅ Successful Full report	5/6/2008 03: 00 AM	2h5m	70.4GB	6/6/2008 03:00 AM	Last backup
Durian Ltd	SBSSERVER Ver. 4.0.16	Weekly tape backup	❌ **Errors occurred** BA235 – Cannot find external hard drive – ensure it is connected Full report	5/6/2008 03:00 AM	2h5m	30.3GB	12/6/2008 03:00 AM	**22/May/2008 14 days ago** 🔴
	EXCHSVR2 Ver. 4.1.1	Daily NAS backup	✅ Successful Full report	5/6/2008 03: 00 AM	2h5m	70.2GB	7/6/2008 03:00 AM	Last backup
Eggplant Ltd	SBSSVR1 Ver. 4.0.16	Daily REV drive backup	✅ Successful Full report	5/6/2008 01: 00 AM	2h5m	66.4GB	6/6/2008 01:00 AM	Last backup

***Last successful**: Specifies the date when this backup was last successful. This includes any backup that completed successfully or with minor warnings.

Report 3: Backup status for an individual client

This view is similar to the Reports screen in BackupAssist. Resellers can access this report from their Reseller Portal.

Backup History

Client: **Carrot Ltd** ▼   Computer: **All** ▼   Job: **All** ▼   View the last: **10 reports** ▼

Date Run	Job Name	Label	Computer	Backup Result	Duration	Size
6/6/2008 Full report	🎞 Daily full tape backup	Monday	SBSSERVER	❌ **Errors occurred** BA211 - No tape in the tape drive	1h5m	30.6GB
6/6/2008 Full report	💻 Daily NAS backup	Monday	EXCHSVR	✅ Successful	45m	10GB
6/6/2008 Full report	💾 Daily REV drive backup	Monday	SBSSVR1	✅ Successful	1h35m	15.5GB
6/6/2008 Full report	💾 Daily USB HDD backup	Monday	SBSSERVER	⚠ **Major warnings** BA237 – The wrong external hard disk is connected.	45m	3.6GB
6/6/2008 Full report	🎞 Weekly tape backup	Week 1	FILESERVER	✅ Successful	2h5m	70.4GB
5/6/2008 Full report	💿 Weekly CD/DVD backup	Week 1	FILESVR	⚠ **Minor warnings** BA705 – One or more files were skipped	2h5m	30.3GB
3/6/2008 Full report	🎞 Daily full tape backup	Friday	SBSSERVER	❌ **Errors occurred** BA235 – Cannot find external hard drive – ensure it is connected	2h5m	70.2GB
3/6/2008 Full report	💻 Daily NAS backup	Friday	EXCHSVR	✅ Successful	2h5m	66.4GB
3/6/2008 Full report	💾 Daily USB HDD backup	Friday	SBSSERVER	✅ Successful	1h10m	25GB

Report 4: Backup Report for an individual job

This is the HTML as generated when a user clicks on a backup job execution from the Reports tab in BackupAssist. This report is very similar to the reports currently generated in BackupAssist.
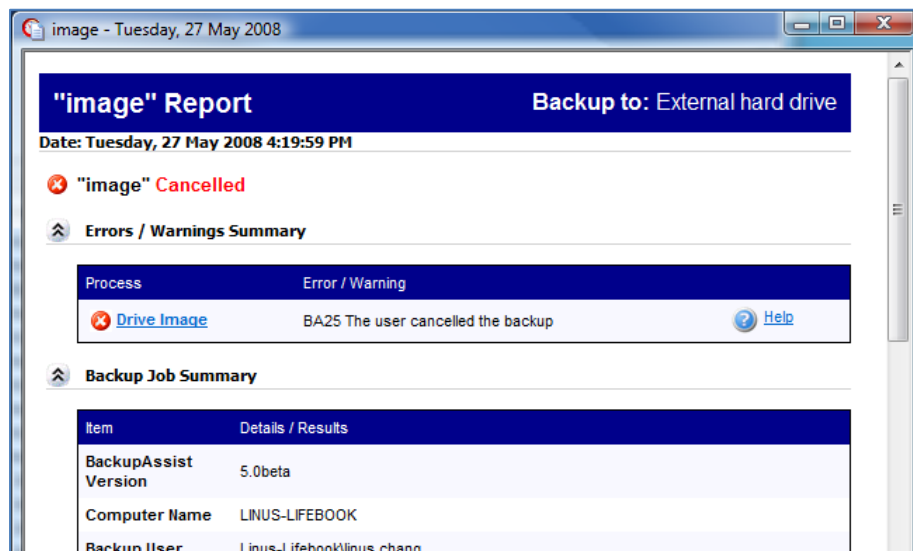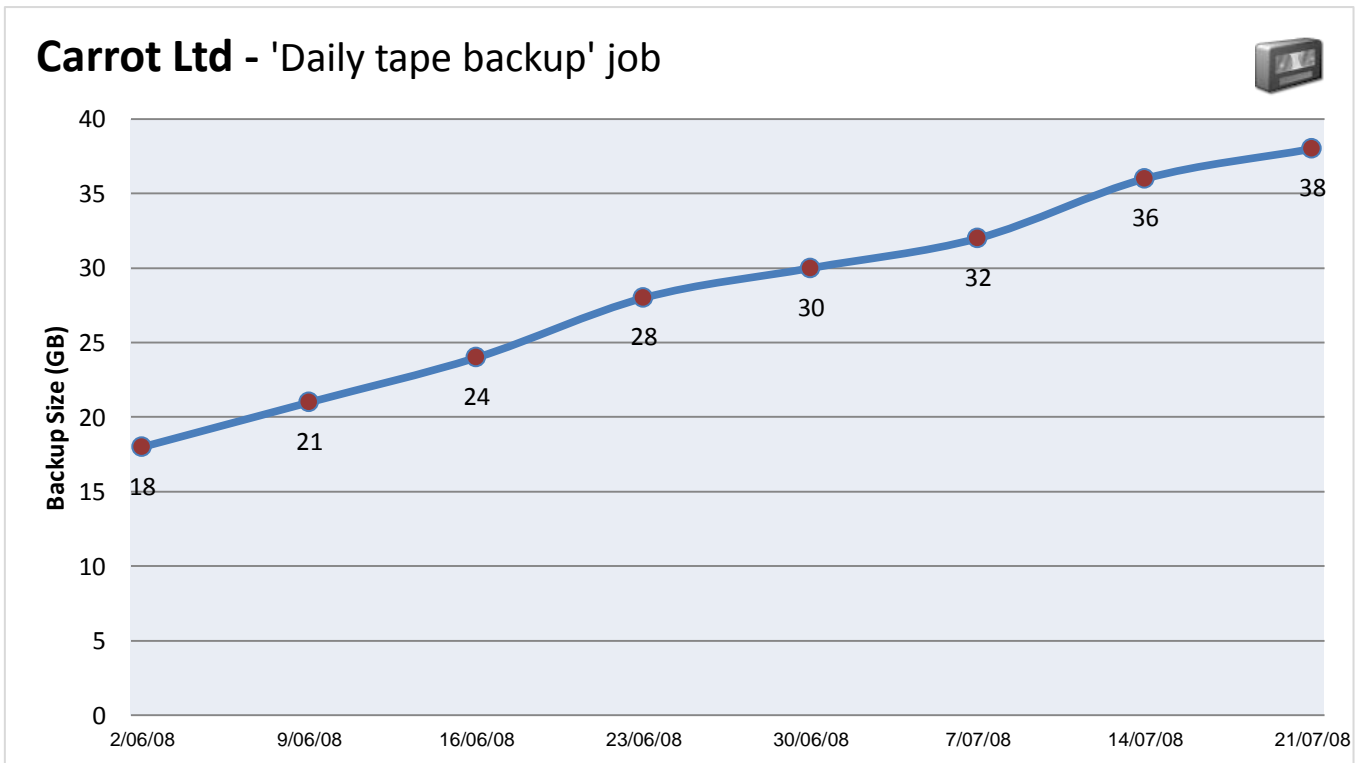
Report 5: Graph of data size for individual backup job

Simple line chart to show data growth. This report will be available through a reseller's online reseller portal.

Data Growth

Client: [Carrot Ltd ▼]   Job: [Daily tape backup ▼]   Date range: [Weekly ▼]

Carrot Ltd - 'Daily tape backup' job

Quick Stats

	Data Size (in GB)	Date of Backup
Min. Backup Size	18 GB	02/06/2008
Max. Backup Size	38GB	21/07/2008

Media Usage for Last Backup

Backup Device	Data Capacity	Capacity Used
HPDAT72 (4mm DDS)	20 / 40 GB	**38GB (95%)*** ⚠️

*The latest backup used 95% of the backup device's maximum capacity.

Privacy and Data Collection Policy

How is data transmitted?

Data is sent to the BackupAssist servers via HTTPS – meaning that the data is strongly encrypted when being transmitted across the Internet.

What data is transmitted?

Only the data outlined below is transmitted to the BackupAssist servers.

For reporting purposes
- The HTML report (same as the report viewable from the BackupAssist Console) and the data contained therein (such as status, start date/time, end date/time, BackupAssist version, computer name, any warning or errors, data size, etc.)
- Backup Engine Type (eg. NTBackup, SQL, Exchange Mailbox, Drive Imaging)
- Job key and execution key
- Next expected run date
- Organization name for the client (to identify them in the reports)

For authentication purposes
- Centralized Monitoring Account ID
- Pre-shared Authorization Key (a non-human-readable hash)
- BackupAssist Installation ID (a non-human-readable GUID)
- BackupAssist Product Keys

How long is data stored?

It is anticipated that data will be stored for 100 days to allow to meet the current minimum reporting requirements. However, the minimum periods may change and the data could be stored for longer periods.

Where is data stored?

Data is stored on our servers, which currently run RedHat Enterprise Linux and are hosted by InetU Inc. Our servers are dedicated servers – they are not shared with any other company or user. InetU specialize in Managed Hosting, and have been highly ranked by NetCraft (even #1 at times) for reliability. InetU also monitor the security on our servers for things like intruder detection, etc.

Analysis of data for troubleshooting purposes

We reserve the right to analyse errors reported by BackupAssist for the purposes of improving our software and services to our clients. For example, periodically we may choose to data mine and rank the most commonly reported errors to try to solve them or streamline the debugging process. **Our only interest is to improve the BackupAssist user experience.**

Data is not collected for solicitation, sales or marketing purposes

None of the data sent contains names, addresses or contact details. Additionally, we will not approach your clients for any solicitation, sales or marketing purposes.

In the event that we need to correspond with someone regarding a particular BackupAssist installation, it will be done to the registered owner of the Centralized Monitoring account – ie. the VAR or system administrator.

Notification in case of discovery of bugs

If we discover major bugs in our software that are affecting your servers under management, we will endeavour to contact you and notify you so that you can take corrective action. However, we are not under any obligation to notify you of such bugs and cannot guarantee that this will be done.