Cloud Backup Setup Guide

Resellers, Distributors and Direct Customers

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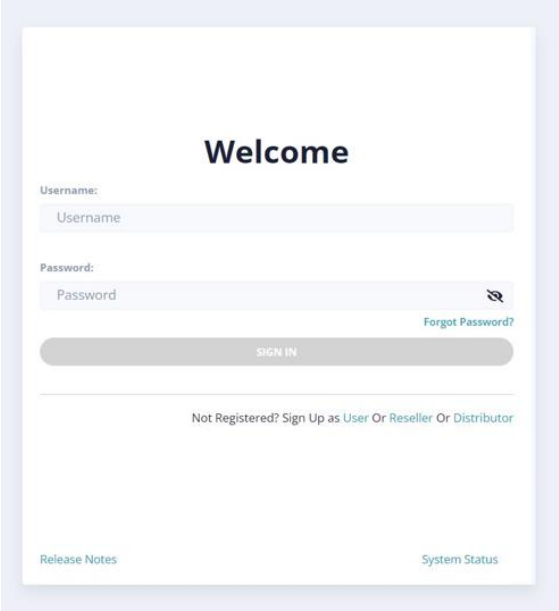
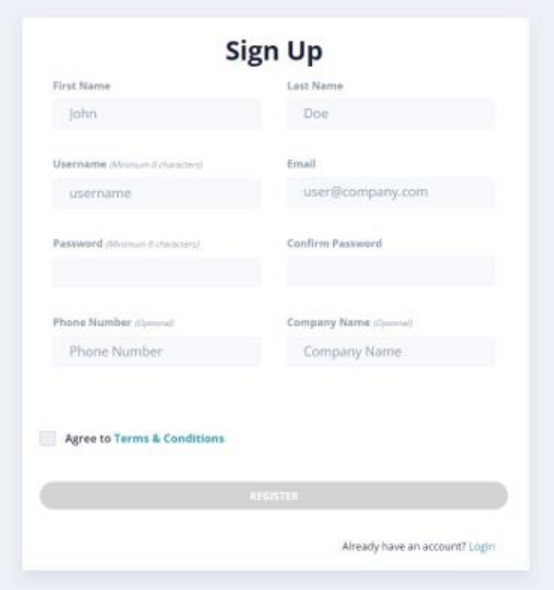
LOGIN & PRE-SETUP

Resellers

- Login to mywebportal at https://mywebportal.cloud

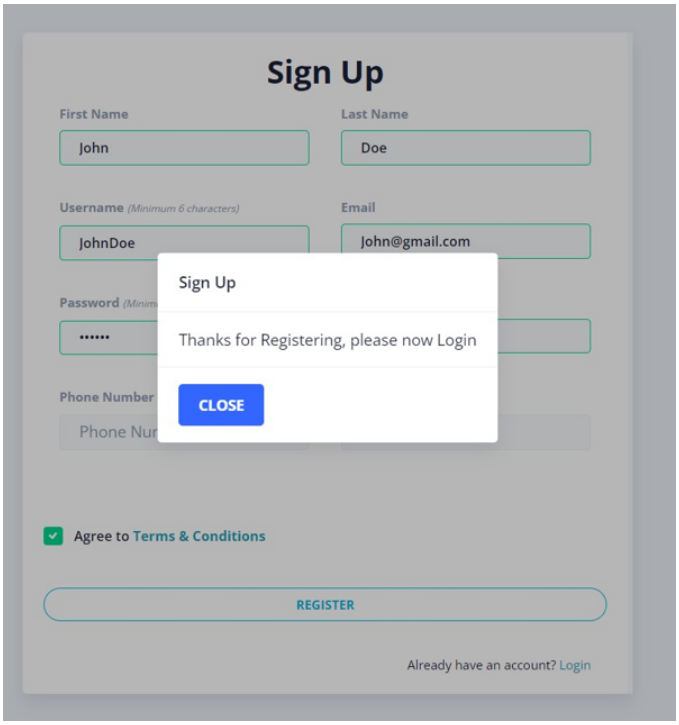


- Click on “Reseller” link for Sign up
- It will open a registration page as follows



- Enter the required details. Please note **Phone Number** and **Company Name** are optional

- Check the box next to “Agree to Terms & Conditions”
- Press “Register”
- On successful registration you should see the following message, close and continue

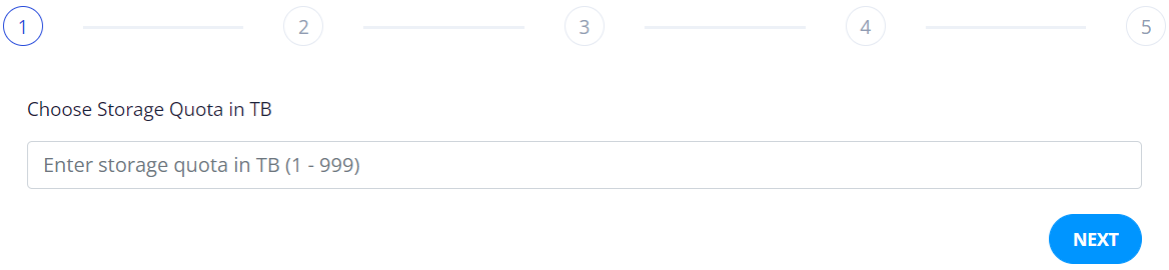


Please Note:

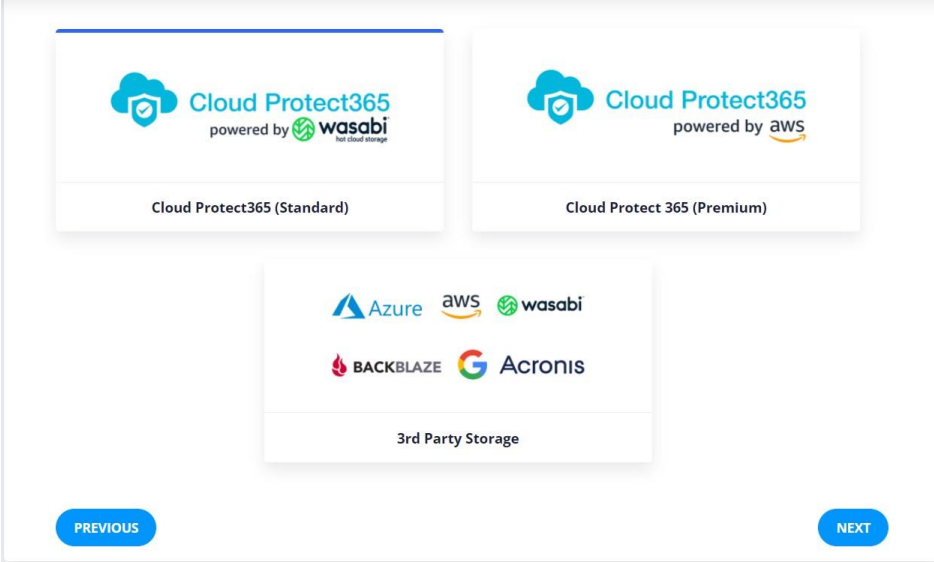
- Password must be at least **6 characters** long
- Username must be at least **6 characters** long
- You should receive a welcome email on successful registration
- You must agree to “**Terms & Conditions**” before registering to the portal
- Login using the username and password you just created

Post login, it is necessary to complete the following settings in the portal.

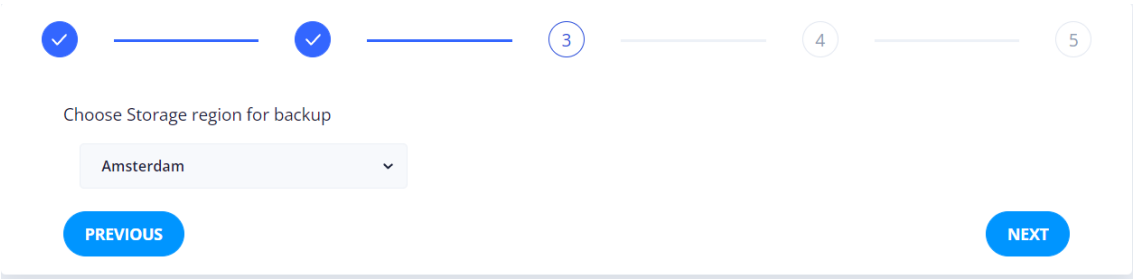
- Choose your storage quota in “TB’s”
- Click on **NEXT**



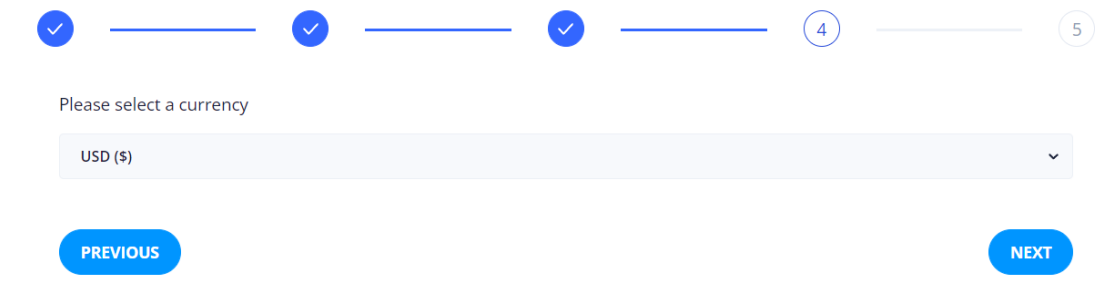
- You will be required to choose the type of storage. If you are unsure what to do, please contact us but the choices are as follows:
    - Standard Storage using Wasabi
    - Premium Storage using AWS S3 Standard
    - 3rd Party Storage from the providers listed



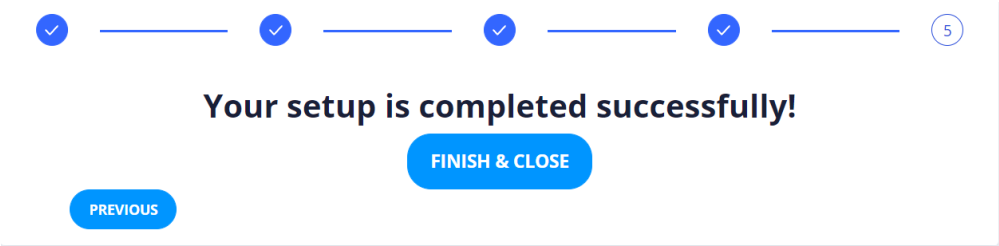
- For this guide, we are going with the standard storage region
- If you want to backup to your own hardware from Cloudian, NetApp, IBM, MinIO, Dell EMC, Cohesity or any other S3 related provider, then please contact us.
- Post selection, choose the region of the storage (only applies to Standard or Premium)



- Next choose the currency



- Finally click on “FINISH & CLOSE” to complete your setup



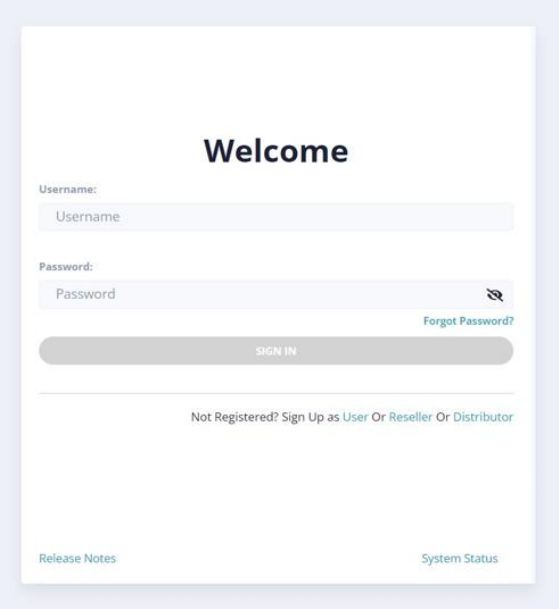
- Now you can create your end user accounts.
- Once you have created an end user account, you will be required to choose an encryption password which can be the same as the login password or you can set an alternative. **The encryption password CAN NOT be reset**, only the account password can be, therefore if changed it is your responsibility to keep safe. Not knowing the encryption password means that you will not be able to access the data on that account and will have to re-setup the account.

Please Note:

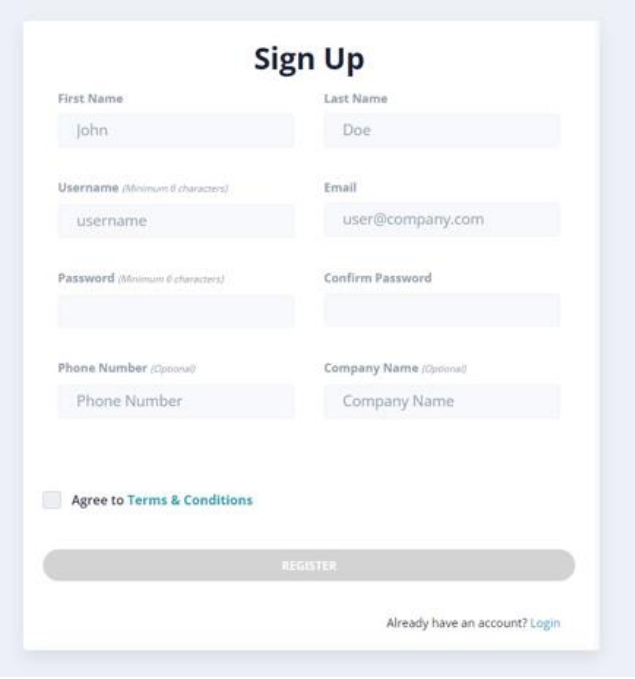
- If you create Sub-Resellers, they will use the same storage and currency selections as you have created.

Distributors

- Login to mywebportal at https://mywebportal.cloud

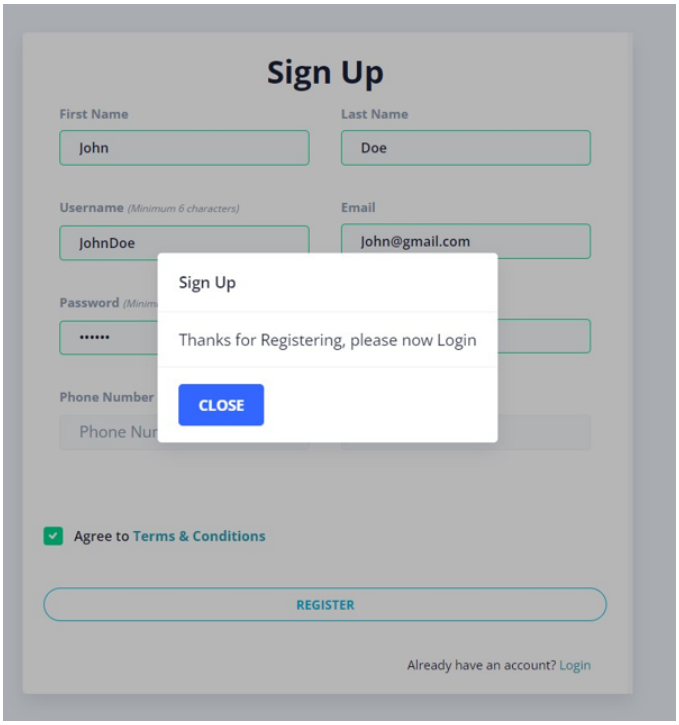


- Click on “Distributor” link for Sign up
- It will open a registration page as follows



- Enter the required details. Please note **Phone Number** and **Company Name** are optional

- Check the box next to “Agree to Terms & Conditions”
- Press “Register”
- On successful registration you should see the following message, close and continue



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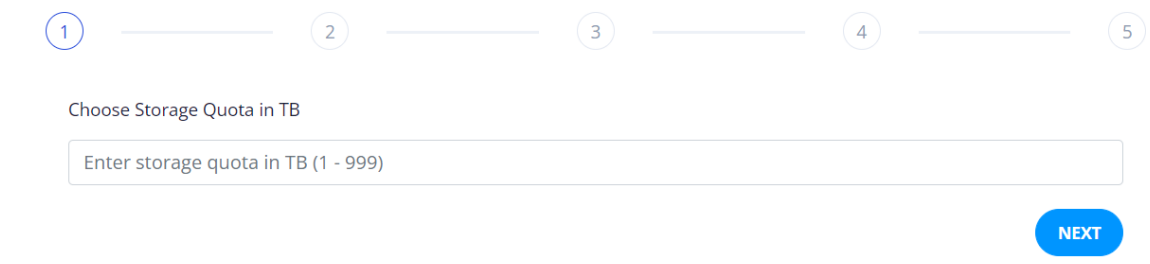

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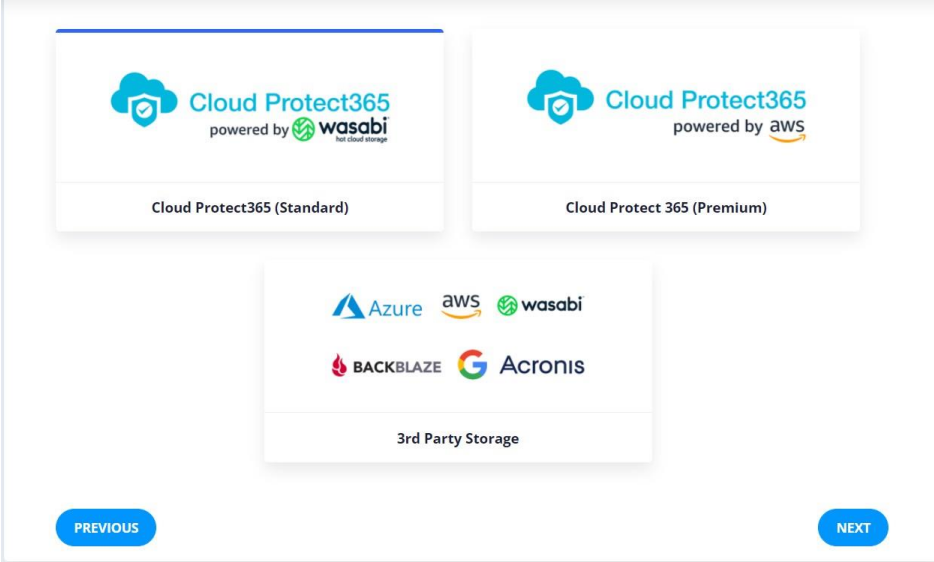

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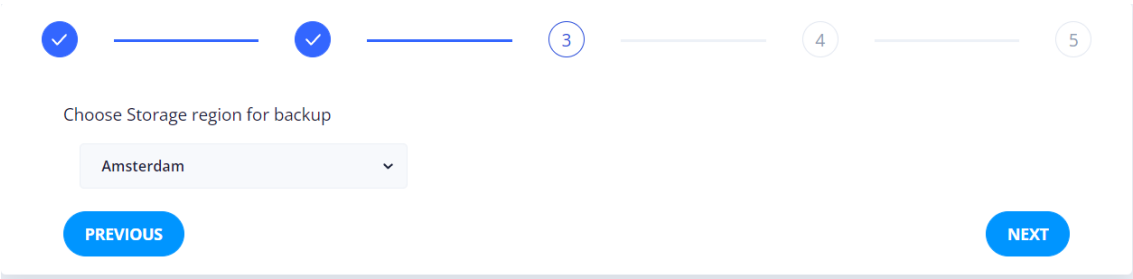

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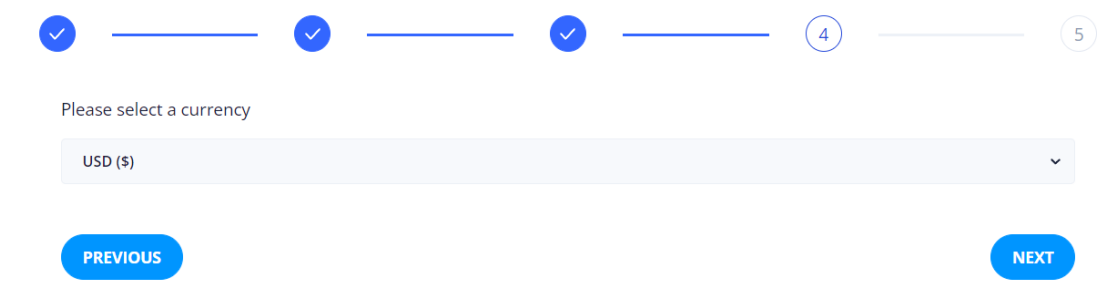
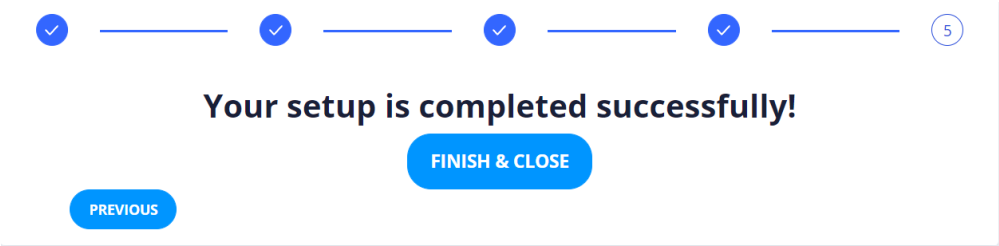


- Finally click on “FINISH & CLOSE” to complete your setup



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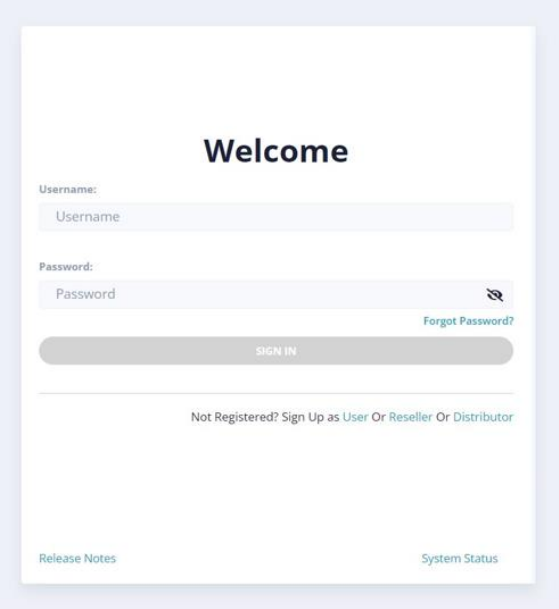
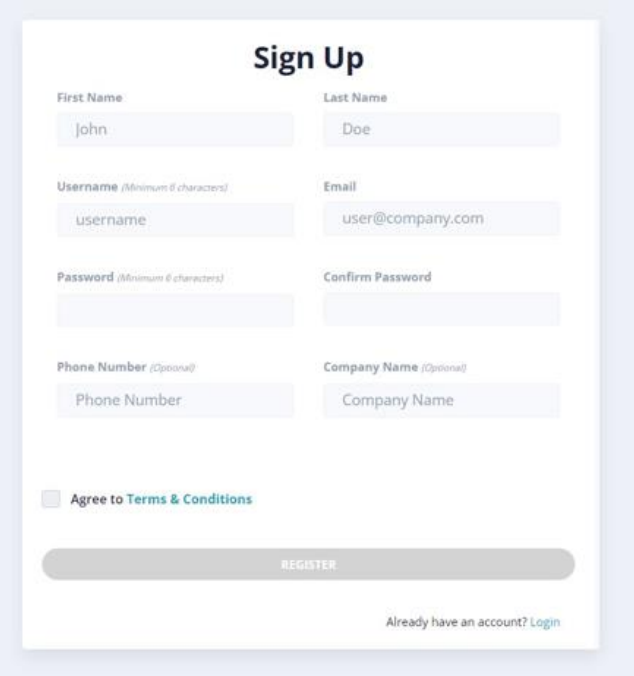
Direct Customer

- Login to mywebportal at https://mywebportal.cloud

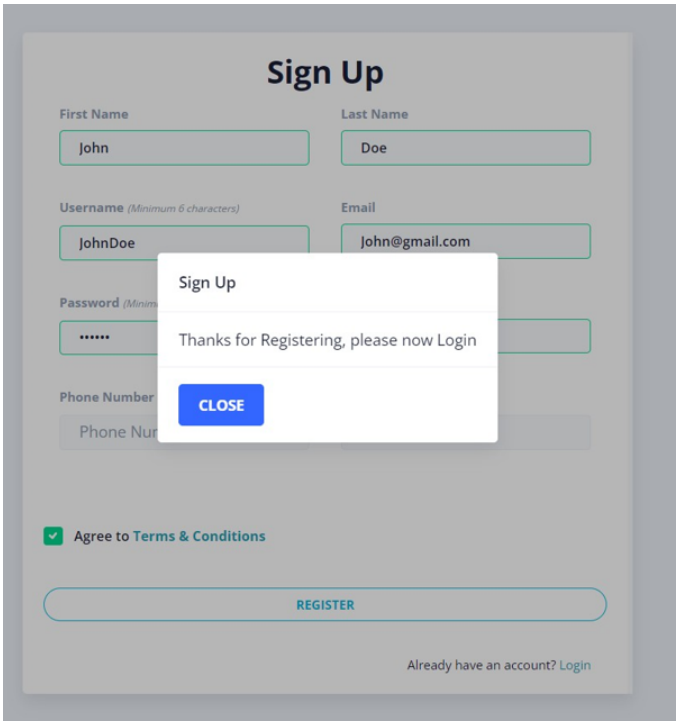


- Click on “User” link for Sign up
- It will open a registration page as follows



- Enter the required details. Please note **Phone Number** and **Company Name** are optional

- Check the box next to “Agree to Terms & Conditions”
- Press “Register”
- On successful registration you should see the following message, close and continue



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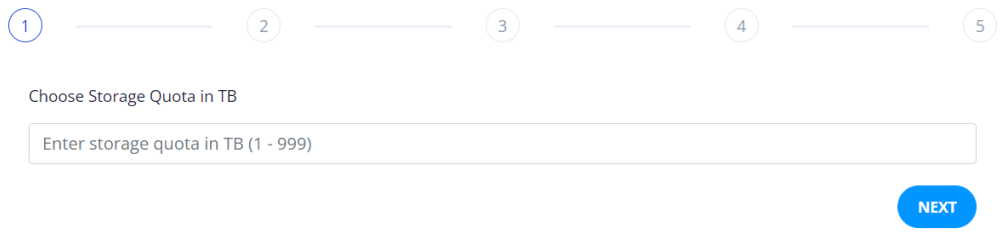

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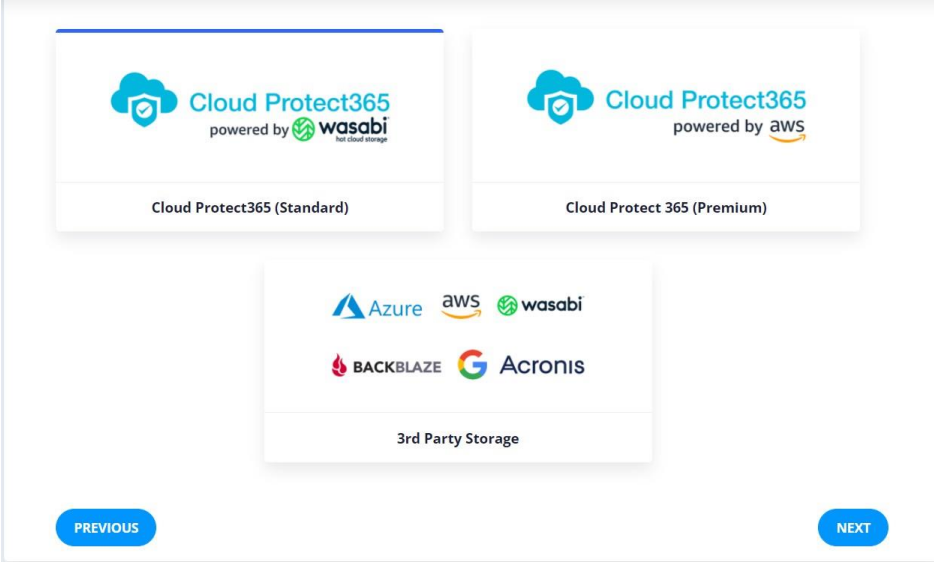

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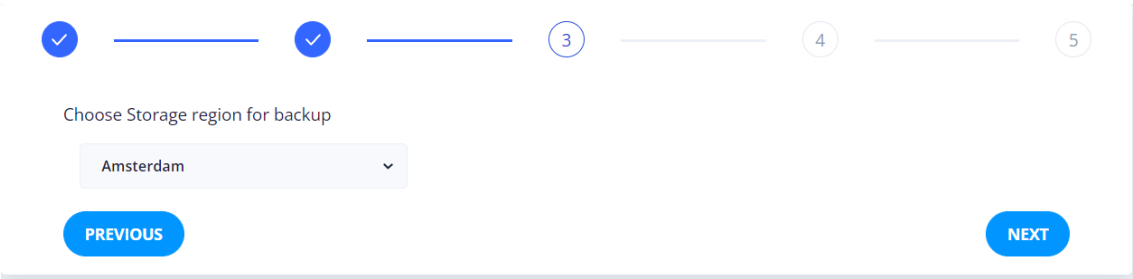
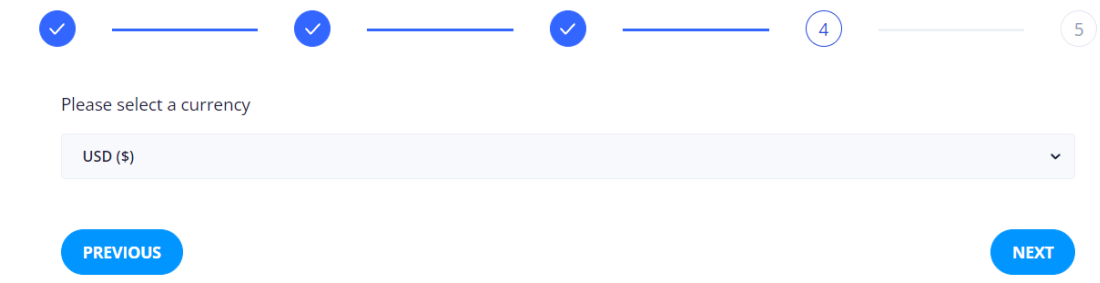


- Next choose the currency



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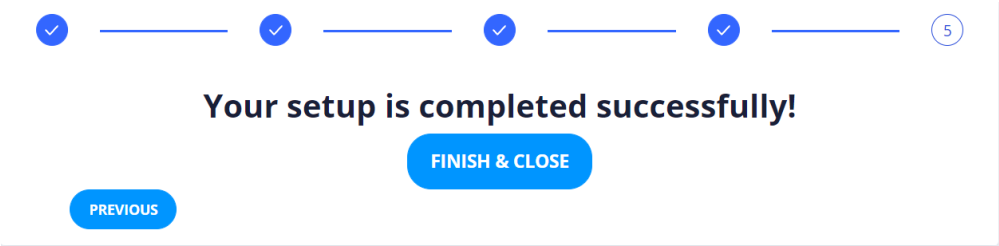

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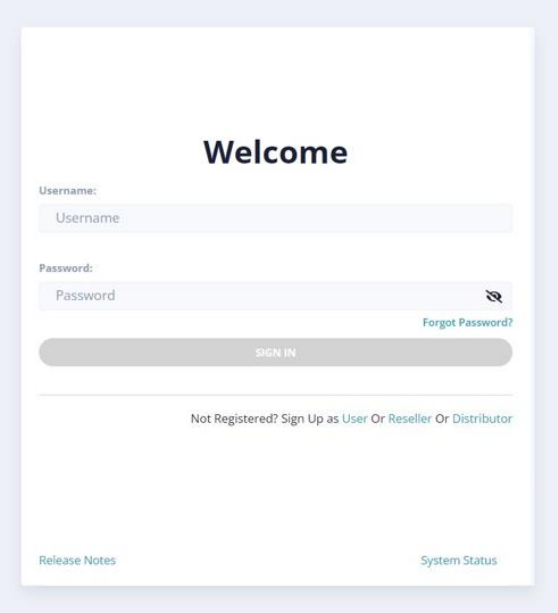
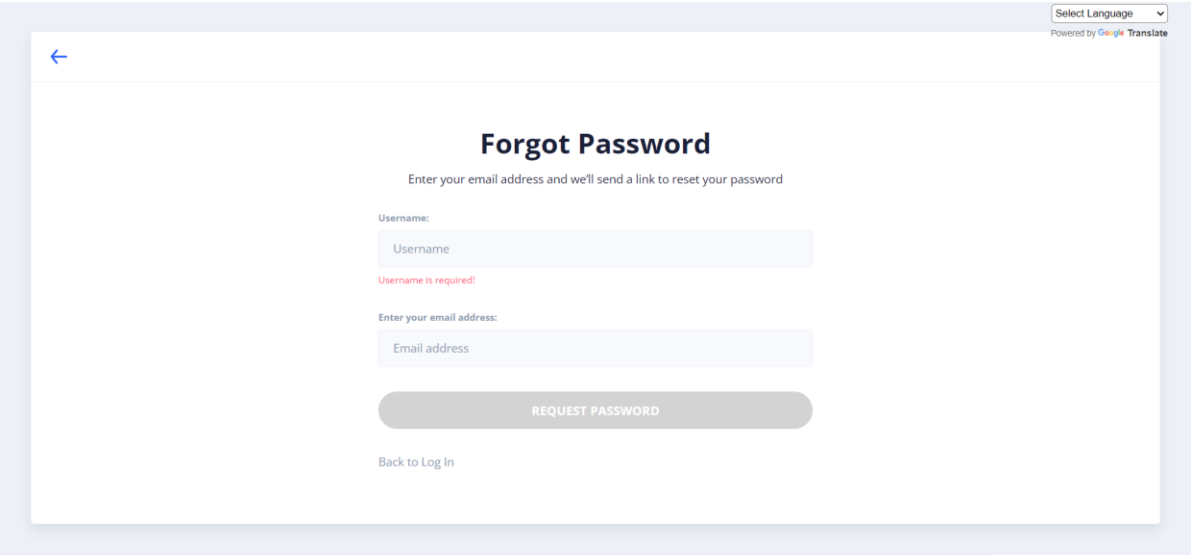
FORGOT PASSWORD

Recovering your password

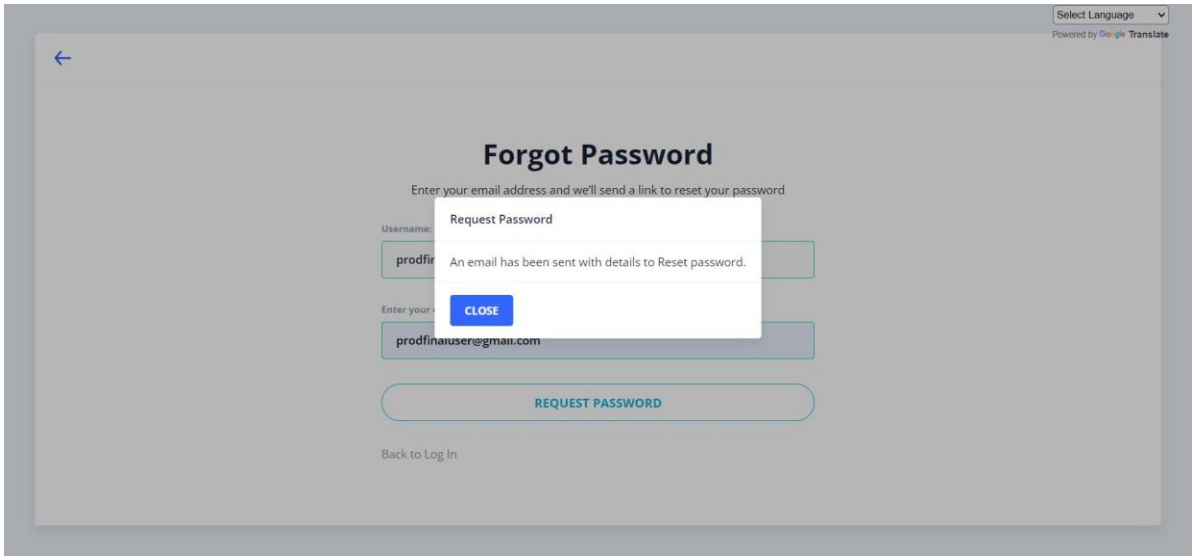
- Login to mywebportal at https://mywebportal.cloud



- Click on “Forgot Password” link
- It will open a page as follows



- Enter your “Username” and “Email Address”
- Press “Request Password”
- On successful submission, you should see a message as follows

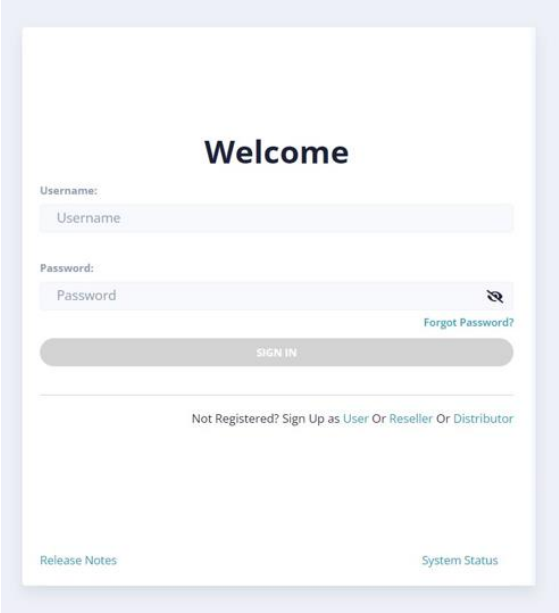


- If the entered details are correct, you should receive an email containing your username and password details
- We strongly recommend, you change your password soon after

EMAIL NOTIFICATIONS

How to enable/disable email notifications?

- Login to mywebportal at https://mywebportal.cloud



- Login with your credentials
- Post login, locate the bell icon on the header

- By default, email notifications are enabled
- Click on the icon to turn on/off the email notifications
- It will open a dialog as follows
- Please submit your valuable feedback and press submit

Please Note:

- Turning off the email notification will stop all the email notifications from the solution
- However, OTP emails, priority notifications will still be sent by the solution

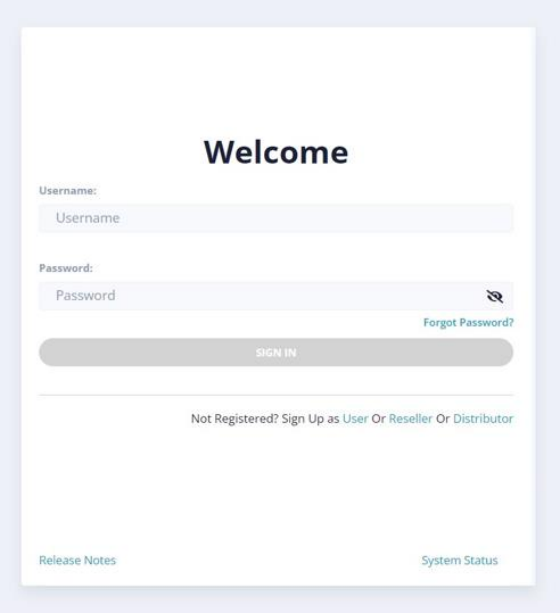
WHITELABEL

Mywebportal allows the distributors and resellers to whitelabel the solution as per their needs. The following parameters can be whitelabeled, please set this up first before creating accounts.

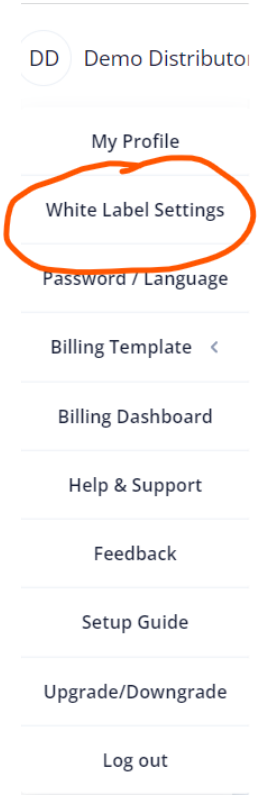
- Solution Name
- Support Email Address
- Terms Link
- Privacy Link
- Copyright Text
- Whitelabel logo

Editing Whitelabel Information

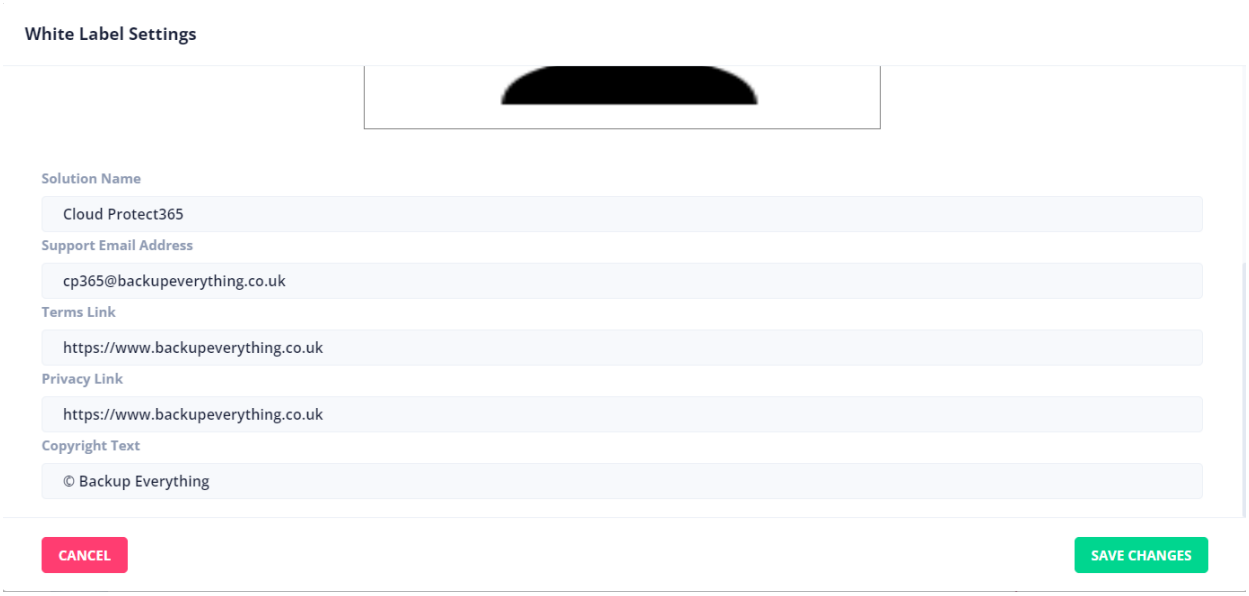
- Login to mywebportal at https://mywebportal.cloud



- Login with your credentials
- Post login, navigate to the profile section of the webportal
- From the profile dropdown, click on the “Whitelabel Settings” link



- It shall open a dialog displaying the white label details as as shown below



- Change any detail and press on the "**SAVE CHANGES**" to save the details

BILLING DASHBOARD

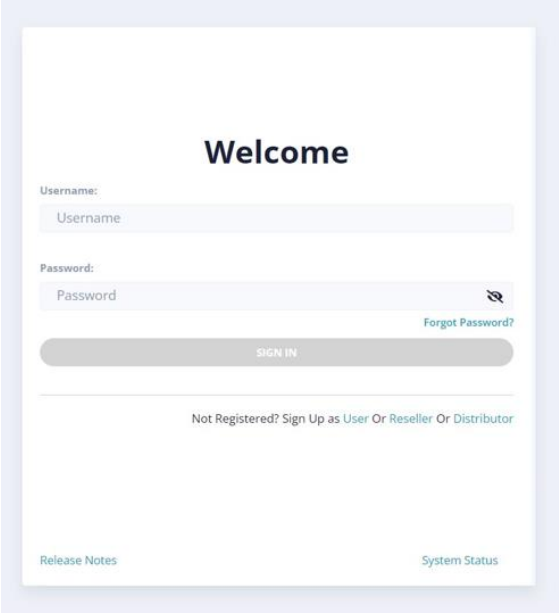
Billing dashboard displays the billing details for the current month. Billing dashboard is a real-time dashboard which tracks your live usage and computes the bill accordingly.

Components of a bill

- **Storage Price:** This is the total price incurred for the storage quota subscribed on a per TB basis.
- **Archive Price:** This is the total price incurred for the archive quota subscribed. This is an optional feature.
- **License Price:** This is the total price incurred for the device quota subscribed. This is optional.
- **Repository Price:** This is the total price incurred for the repository quota subscribed. This is optional.

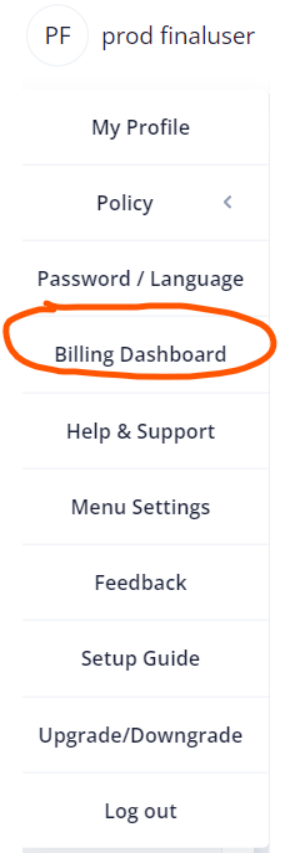
How to view the billing dashboard?

- Login to mywebportal at https://mywebportal.cloud



- Login with your credentials
- Post login, navigate to the profile section of the portal

- From the dropdown click on the “Billing Dashboard” option



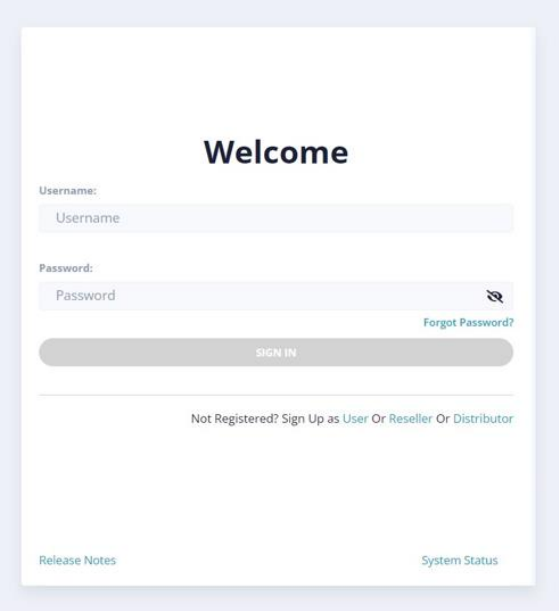
- It shall display all the details related to the bill for the current months usage

BILLING TEMPLATES

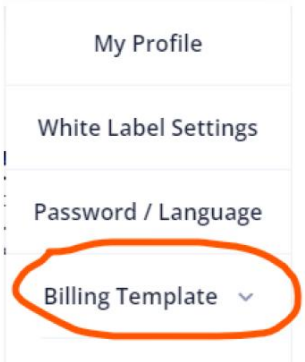
Any distributor or reseller of the solution can create unlimited billing templates under them. The distributor or reseller can define their own custom prices and can then apply these billing templates to any sub reseller or sub customer. Please set this up before creating any accounts.

Creating a billing template

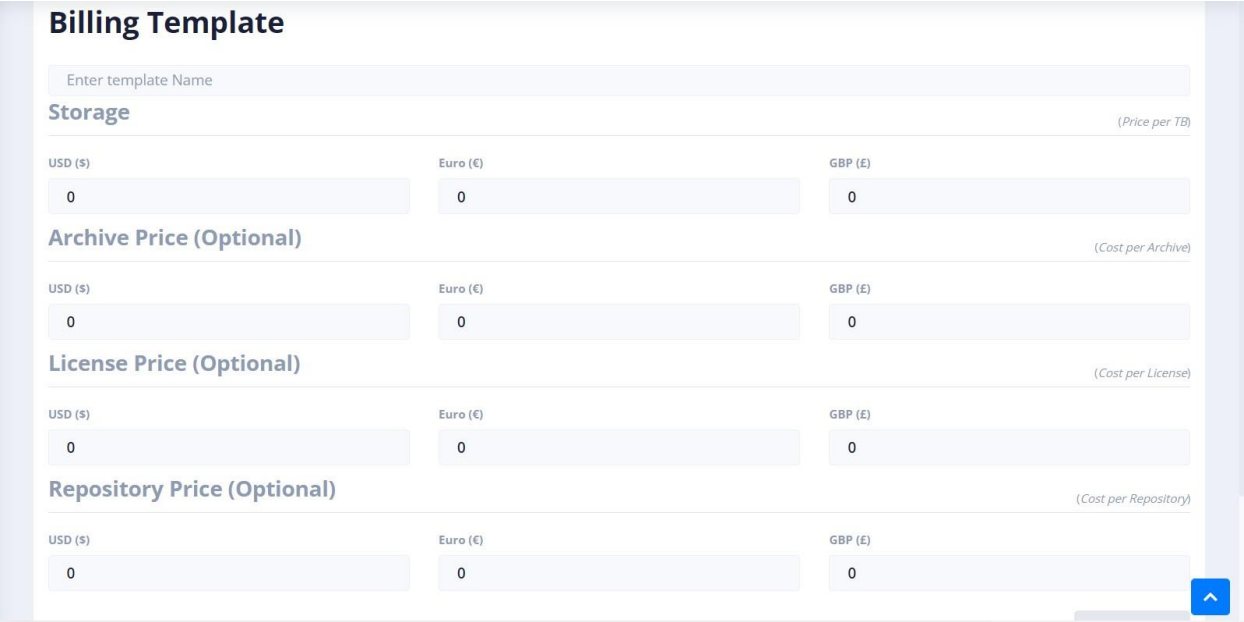
- Login to mywebportal at https://mywebportal.cloud



- Login with your credentials
- Post login navigate to the profile section
- Locate and click on the “Billing Template” link



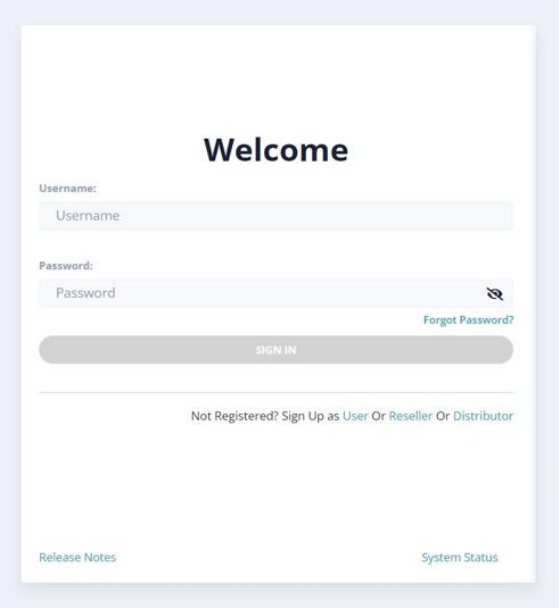
- Click on “Create” link
- It will open a form as shown below



- Enter the “Template name”. It must be unique
- Enter the prices for the different categories
- Press “Save Changes” to save the billing template

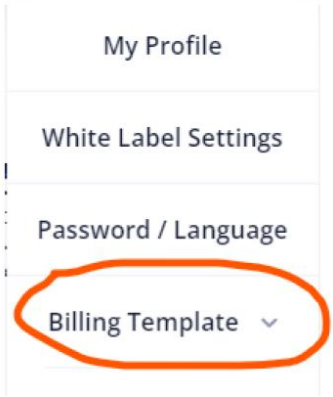
Editing a billing template

- Login to mywebportal at https://mywebportal.cloud

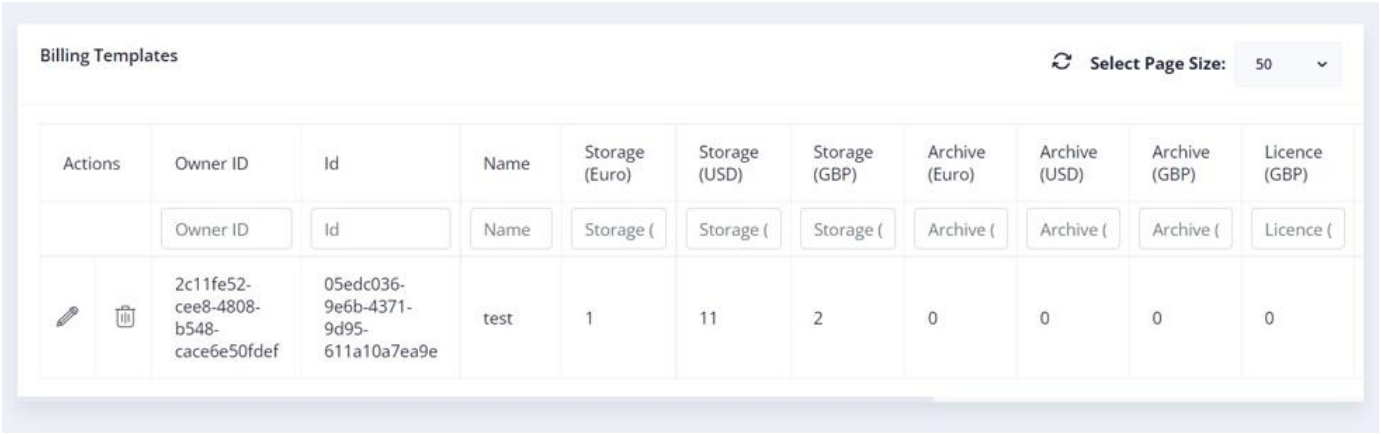


- Login with your credentials

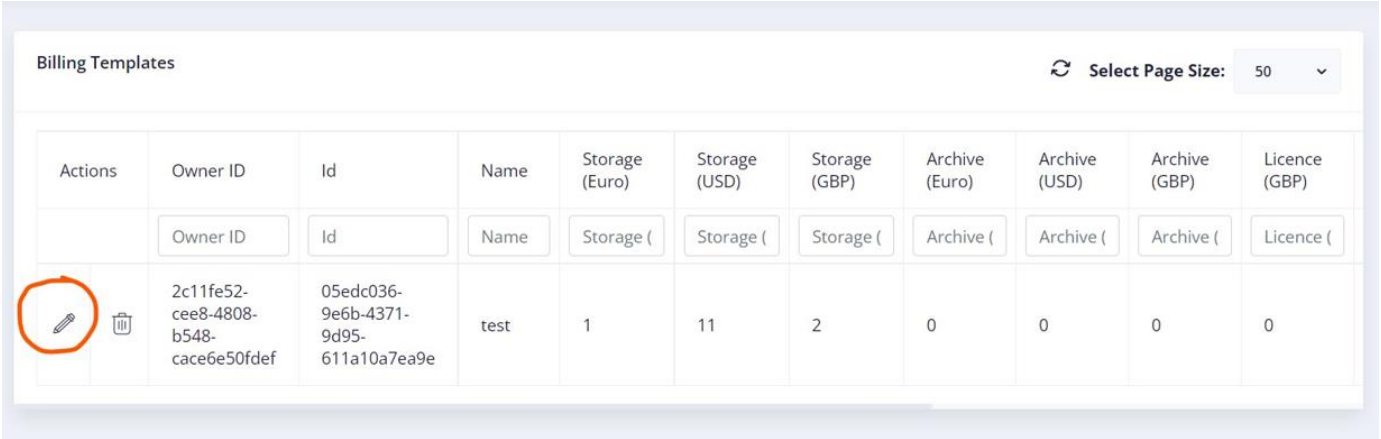
- Post login navigate to the profile section
- Locate and click on the “Billing Template” link



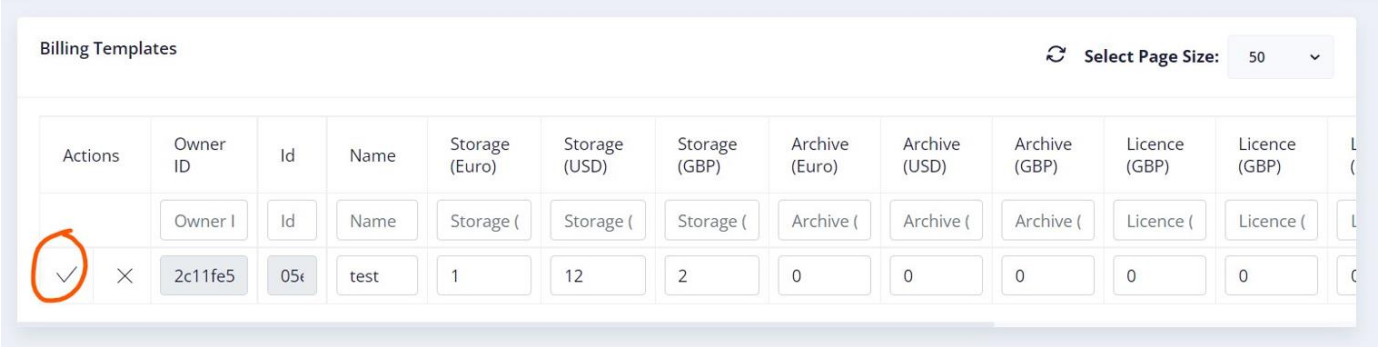
- Click on “View List” link
- It will display a list of billing templates created



- Click on the “Edit” icon to edit the billing template

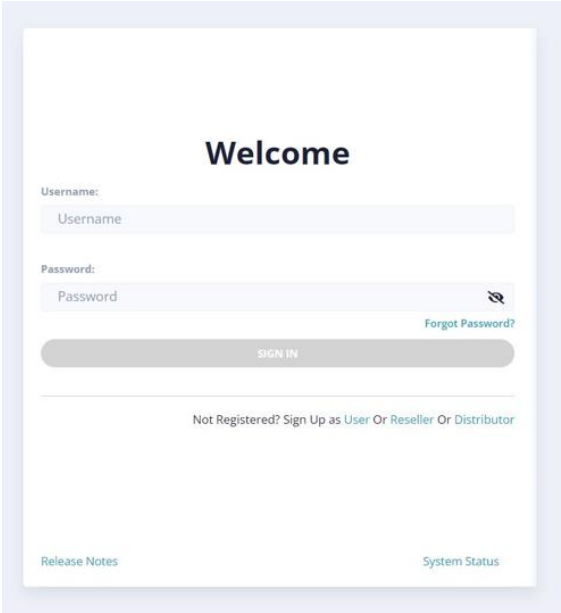


- Edit the billing template and click on “Save” icon to save the billing template

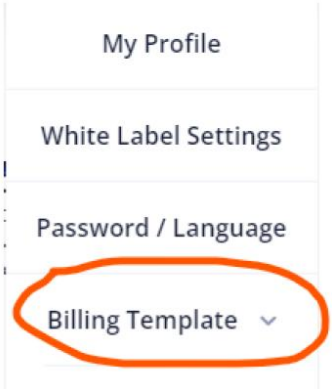


Deleting a billing template

- Login to mywebportal at https://mywebportal.cloud

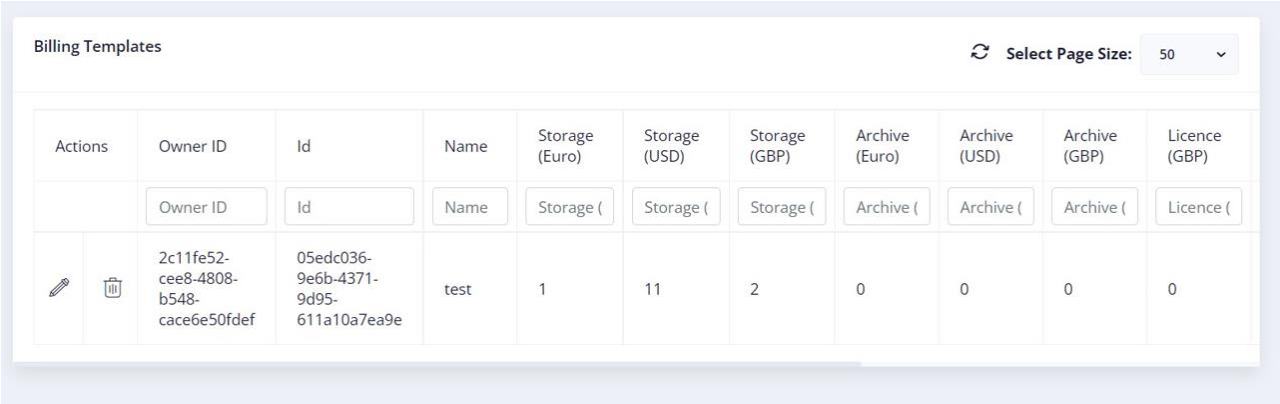


- Login with your credentials
- Post login navigate to the profile section
- Locate and click on the “Billing Template” link

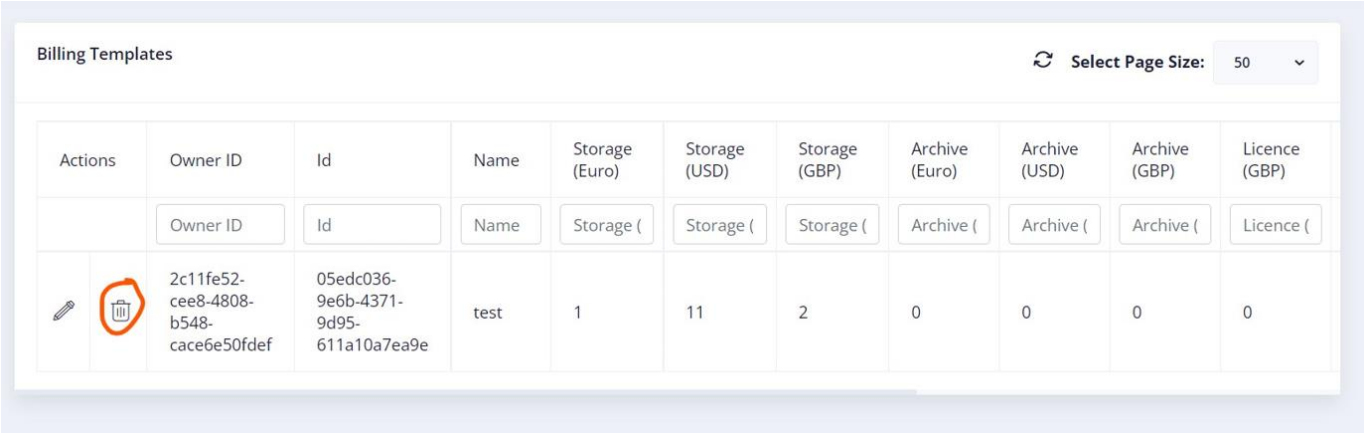


- Click on “View List” link

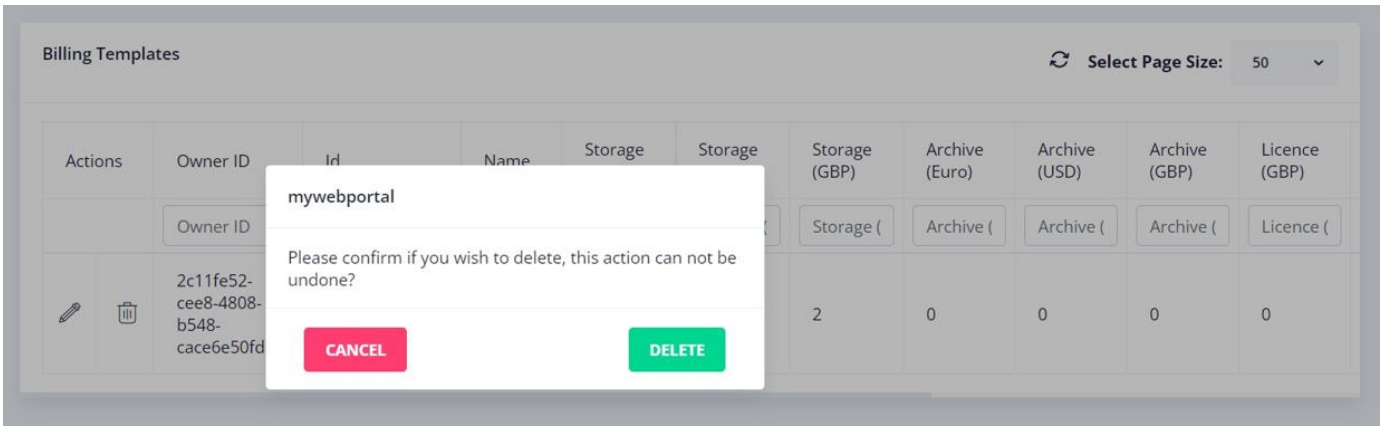
- It will display a list of billing templates created



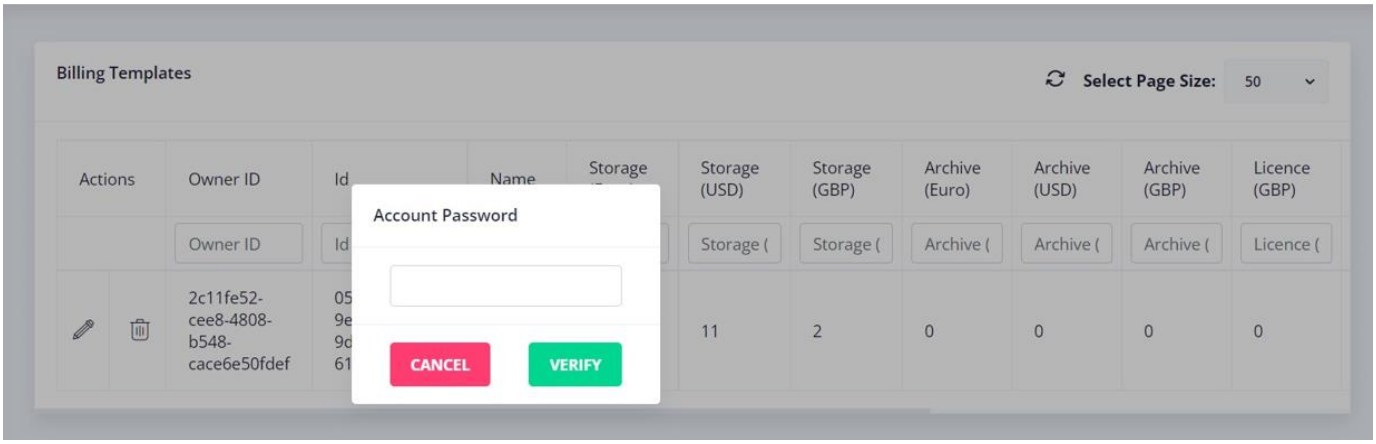
- Click on the delete icon to delete the billing template



- It will open a dialog to confirm the action as shown below. Press on “DELETE”



- Enter your account password to confirm the action and press on “VERIFY” to delete the billing template



POLICY

What is a policy?

A policy is a rule which governs the retention policy and generations aspect of a backup set. A policy can be applied to a backup set in particular. The same policy can be applied to multiple backup sets also.

Components

A policy is composed of the following components

Policy Name: A policy name is unique identifier of a policy in the system

Storage Retention Period: This is the time period post which a backup shall be permanently deleted from the system. For example: If you apply a retention period of 100 days to a backup set and then delete a file from the backup set. The file shall be moved to retention for a period of 100 days post which it shall be permanently deleted from the system.

The default retention period using **Wasabi Storage is 91 days**, for using **AWS S3 it is 30 days**.

Move to Archive after retention: If this is selected, the user gets an option to move the backup files from retention to archive storage post the completion of the retention period. Archive storage as the name suggests is suitable for long term storage of backups which are infrequently accessed.

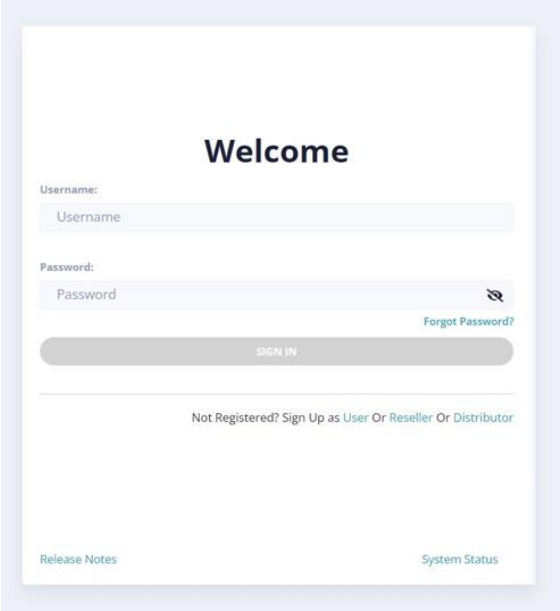
Archive Period: This period defines, how long a backup shall be stored in archive storage post retention

Generations: This is an important parameter which controls the number of versions for any given backup in the system. For example, if we define a generation count of 10, then the system shall support 10 consecutive versions of any backup before deleting the oldest version. By default number of generations for any given backup is **UNLIMITED** unless explicitly defined in the policy section.

TO CONFIRM – IF NO SETTINGS ARE CHANGED THEN THE DEFAULT RETENTION PERIOD WILL BE 91 DAYS FOR WASABI STORAGE AND 30 DAYS FOR AWS S3 STORAGE. THE GENERTIONS DEFAULT IS UNLIMITED VERSIONS. TO CHANGE FROM THE DEFAULT SETTINGS, PLEASE CREATE A NEW POLICY AS DESCRIBED BELOW.

How to create a policy?

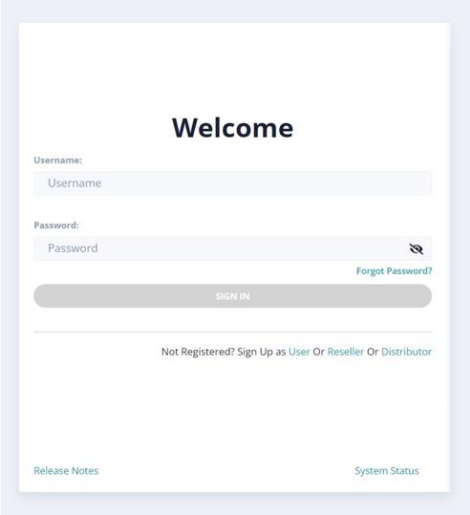
- Login to mywebportal at https://mywebportal.cloud



- Login with your credentials
- Post login, navigate to the profile section of the portal
- Click on “Policy” option and expand the same
- Click on the “Create New” option. It shall open a form as follows
- Fill in the required details as defined above
- Press on “Create Policy” button

How to view existing policies?

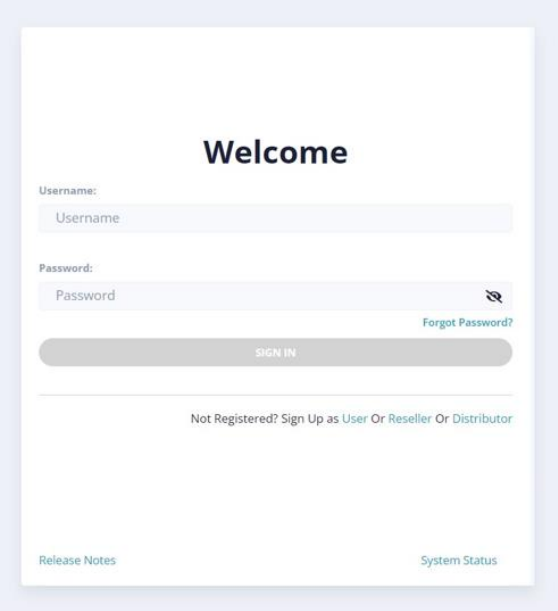
- Login to mywebportal at https://mywebportal.cloud



- Login with your credentials
- Post login, navigate to the profile section of the portal
- Click on “Policy” option and expand the same
- Click on the “View Existing” option.
- It shall display a list of all the policies created by the user

How to edit a given policy?

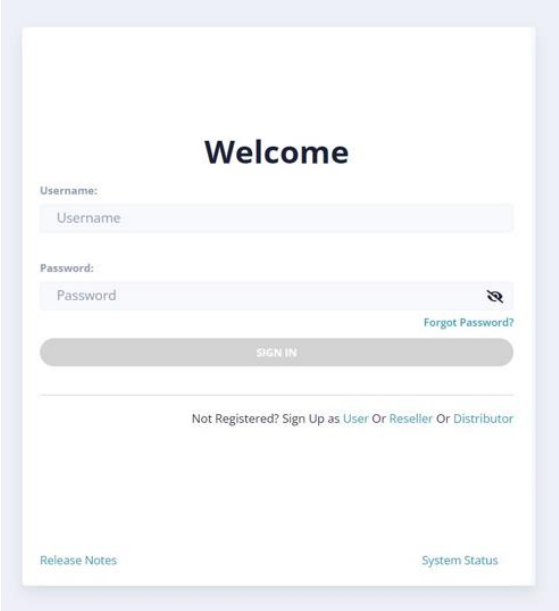
- Login to mywebportal at https://mywebportal.cloud



- Login with your credentials
- Post login, navigate to the profile section of the portal
- Click on “**Policy**” option and expand the same
- Click on the “**View Existing**” option.
- It shall display a list of all the policies created by the user
- Choose the policy, you want to edit
- Click on the edit button
- Edit the parameter and press the tick option
- It shall save the edited policy

How to delete a given policy?

- Login to mywebportal at https://mywebportal.cloud



- Login with your credentials
- Post login, navigate to the profile section of the portal
- Click on "**Policy**" option and expand the same
- Click on the "**View Existing**" option.
- It shall display a list of all the policies created by the user
- Choose the policy, you want to delete
- Click on the delete button
- It shall ask for your account password, enter the same to delete the selected policy

Notes:

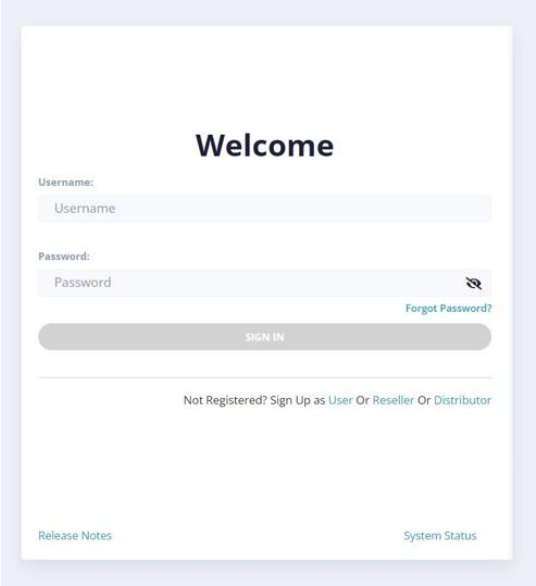
- Any new policy will have to be assigned to a backup set in order to take effect
- Data will be deleted from retention once the period stated expires

ADDING SUB CUSTOMERS

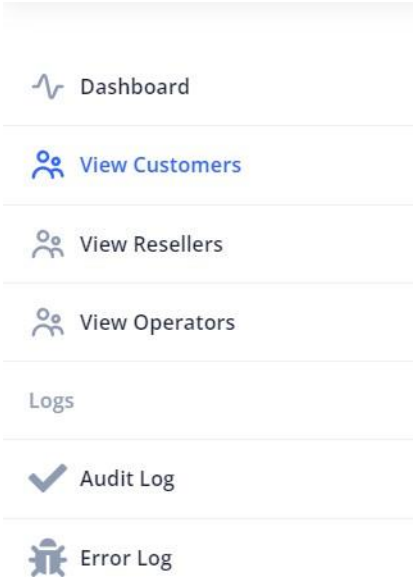
This is meant for distributors or resellers of the solution. Distributors/resellers can add unlimited sub customers under them. Please ensure your Whitelabel settings, billing templates and if applicable the policy settings are changed first before setting up any sub customers.

Creating the customer

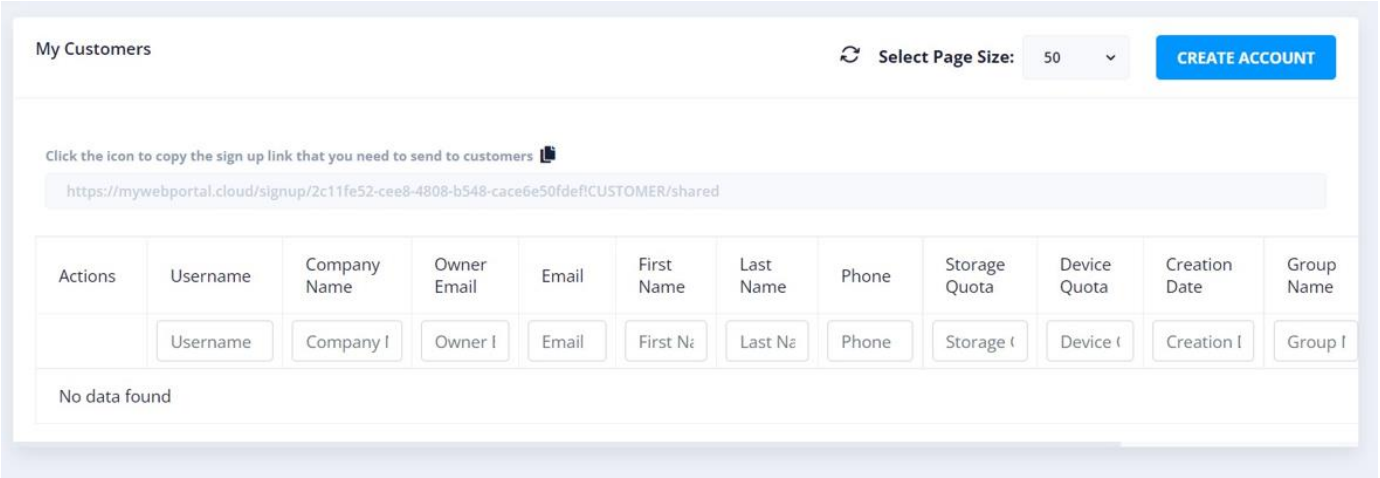
- Login to mywebportal at https://mywebportal.cloud



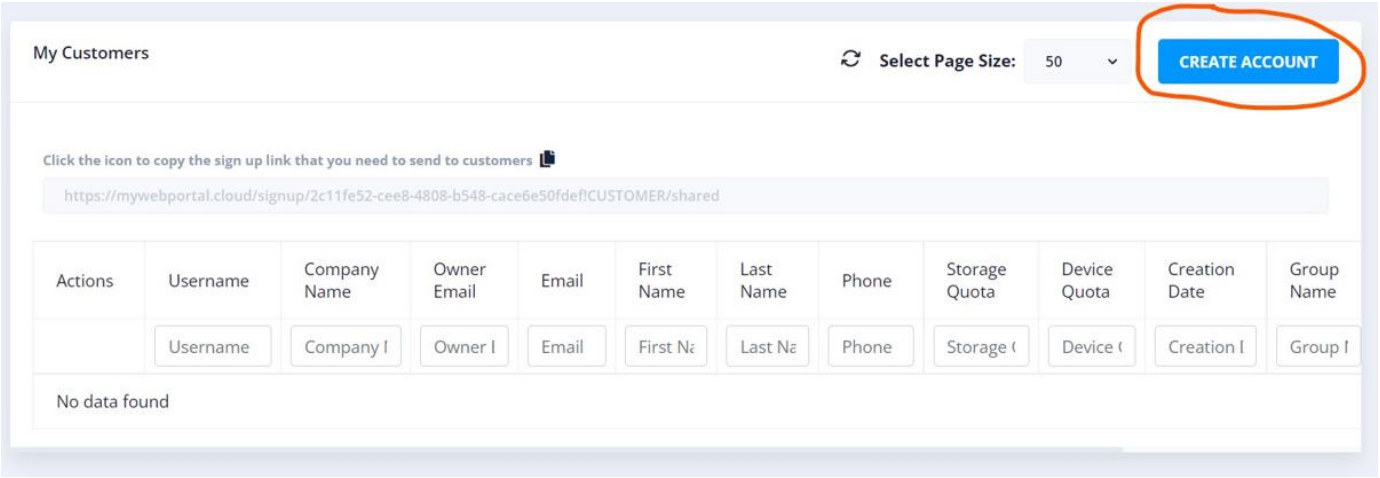
- Login with your credentials



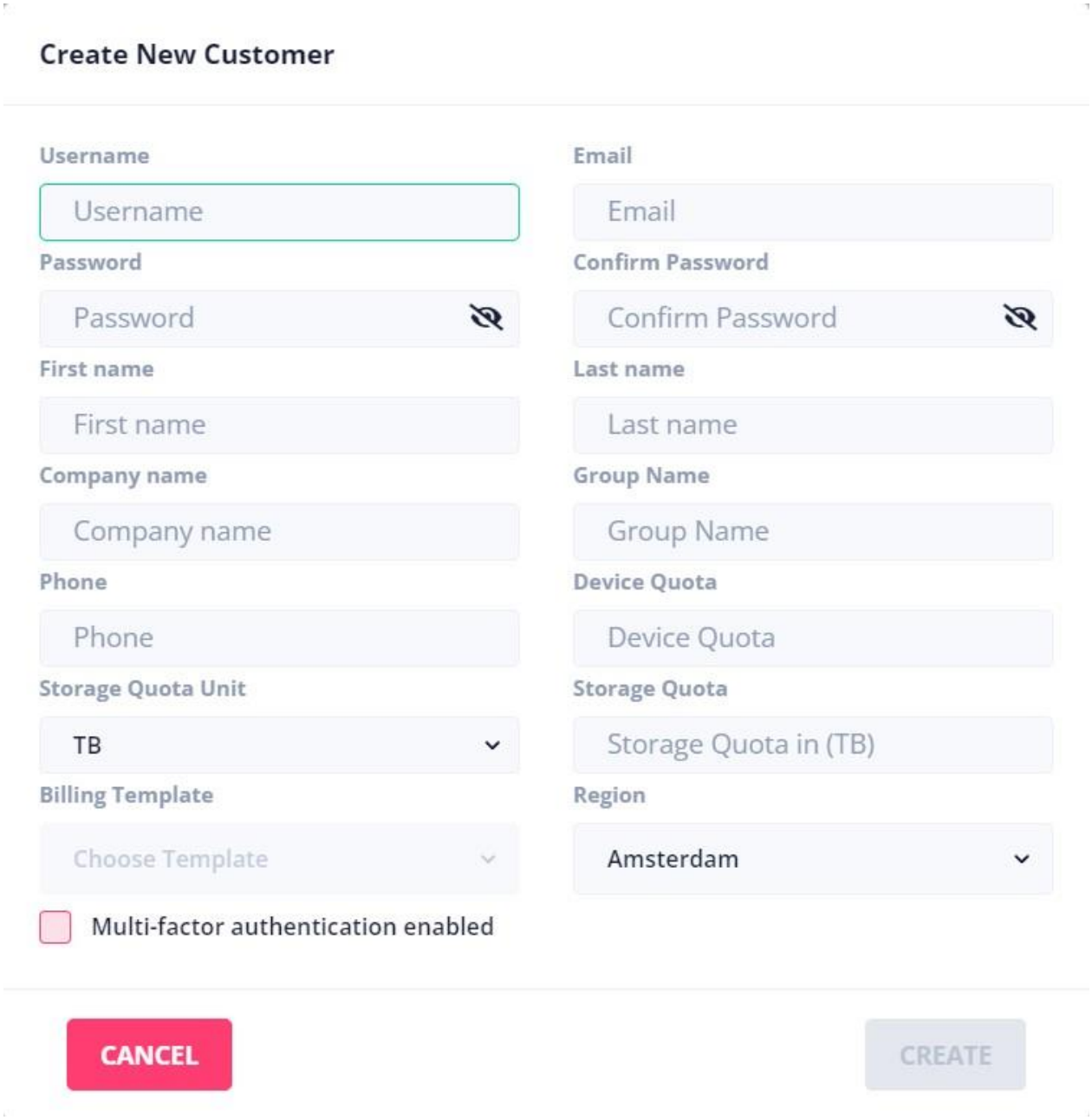
- Post login, Click on the “View Customers” link on the left sidebar
- It shall open a screen on the right like below which shows the list of all the sub customers



- To create a new account, click on the “Create Account” button



- It shall open a dialog as shown. Fill in the details and press on “**CREATE**” to create a new sub customer



- Description of the parameters are as follows

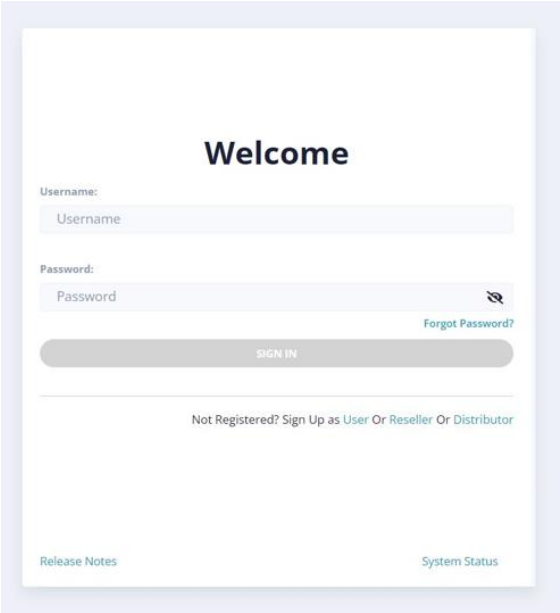
Field Name	Description
Username	This is the unique identifier of the user in the system. It must be unique across the system
Password	Password of the user to be created
Confirm Password	Same as above

First Name	First name of the user to be created
Last Name	Last name of the user to be created
Phone	Phone number of the user to be created
Company Name	Company name of the user to be created
Group Name	Group of the user to be created. You can created multiple users under a given group and then can sort them using the group name
Device Quota (optional) – for unlimited leave blank	This is the device quota to be assigned to the given user. A user can register the same number of devices under his/her account
Storage Quota	This is the storage quota to be assigned to the user. You can assign the quota in both GB or TB storage units
Region	Region of the user to be created. By default a user is created in the same region as the parent user. However, any other region can also be selected from the region dropdown
Billing Template	Choose the billing template which will be applicable to the user being created
Multi-Factor Authentication	Check this feature, if you want to enable multi factor authentication for the user to be created

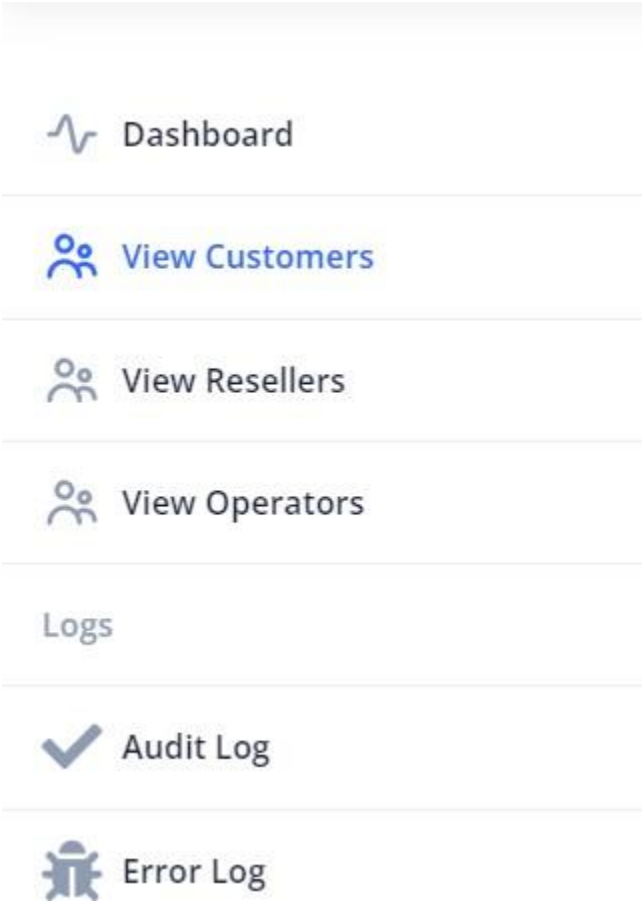
Editing a sub customer

Any sub customer can be edited. To Edit, follow the below steps

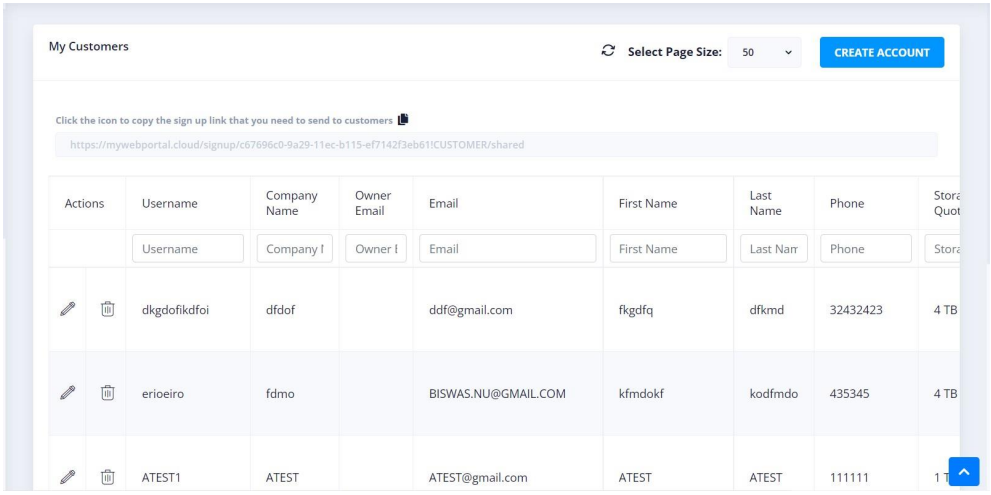
- Login to mywebportal at https://mywebportal.cloud



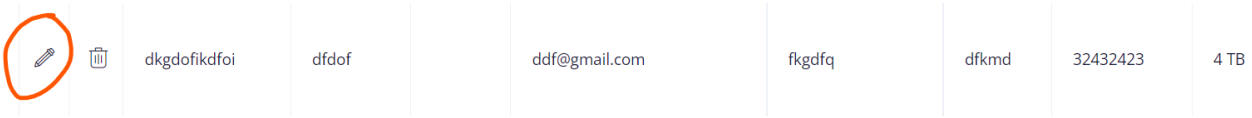
- Login with your credentials
- Post login, Click on the “View Customers” link on the left sidebar



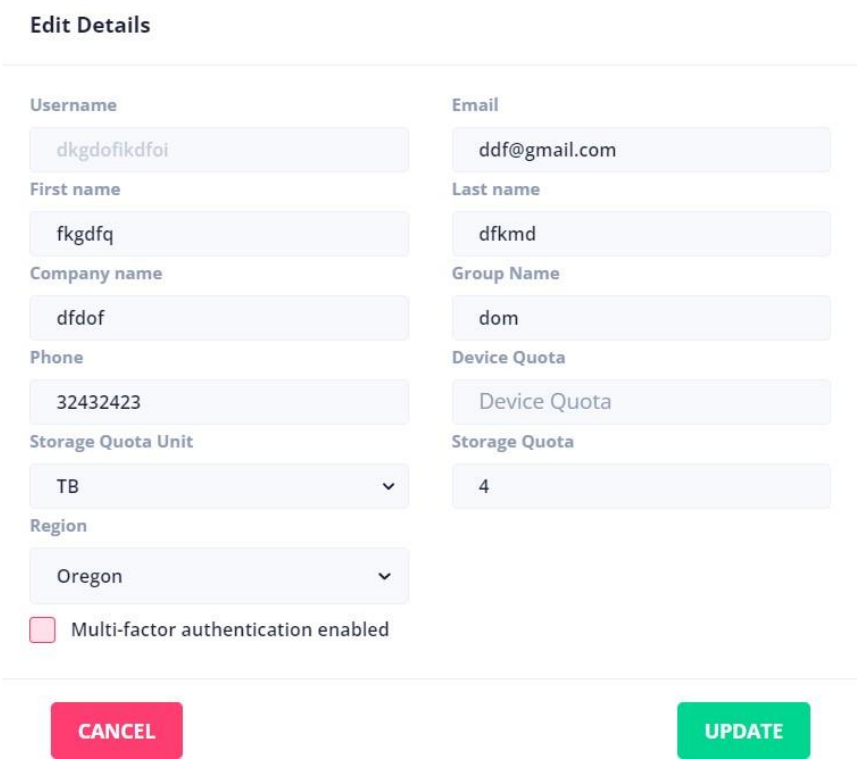
- It shall open a screen which shows the list of all the sub customers



- Click on the Edit icon to edit an user



- It shall open a dialog to edit the sub customer as follows

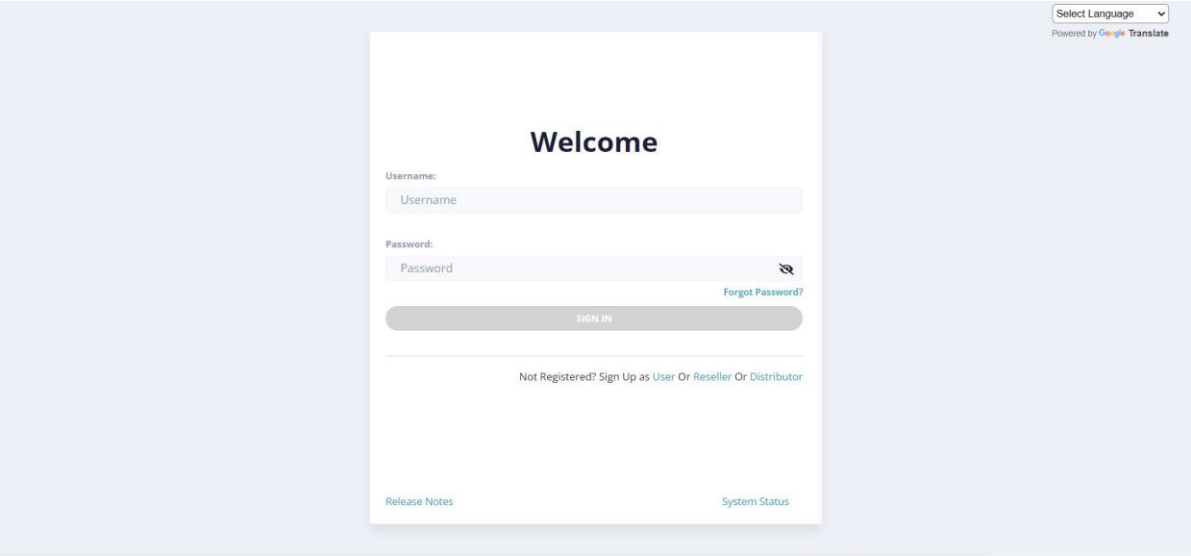


- Press “**UPDATE**” to update the sub customer

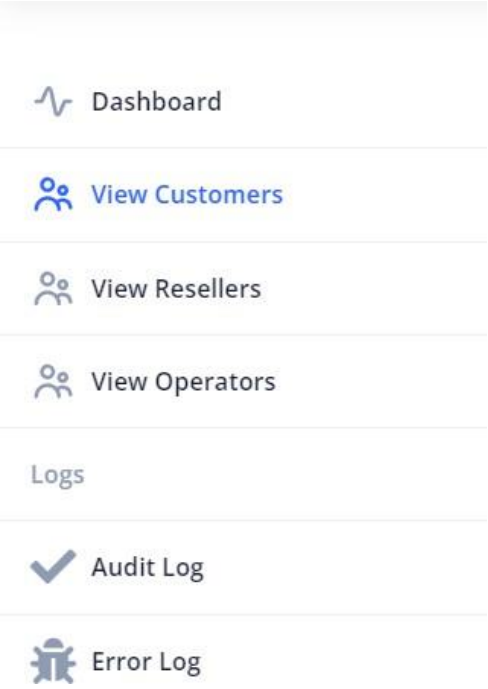
Deleting a sub customer

Any sub customer can be deleted at any time. To delete, follow the below steps

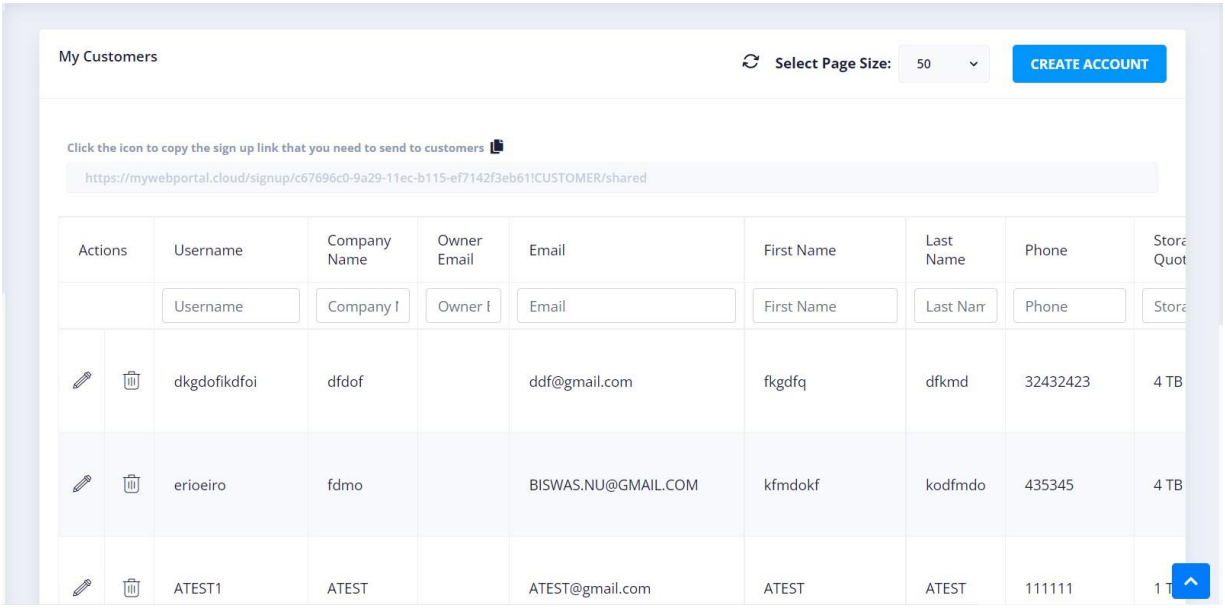
- Login to mywebportal at https://mywebportal.cloud



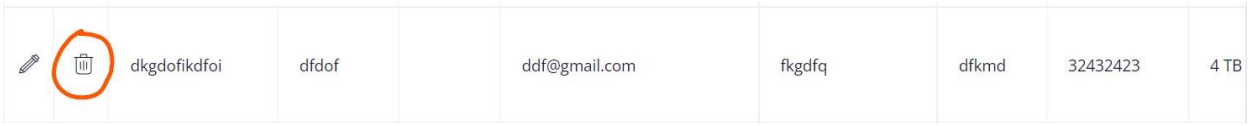
- Login with your credentials
- Post login, Click on the “View Customers” link on the left sidebar



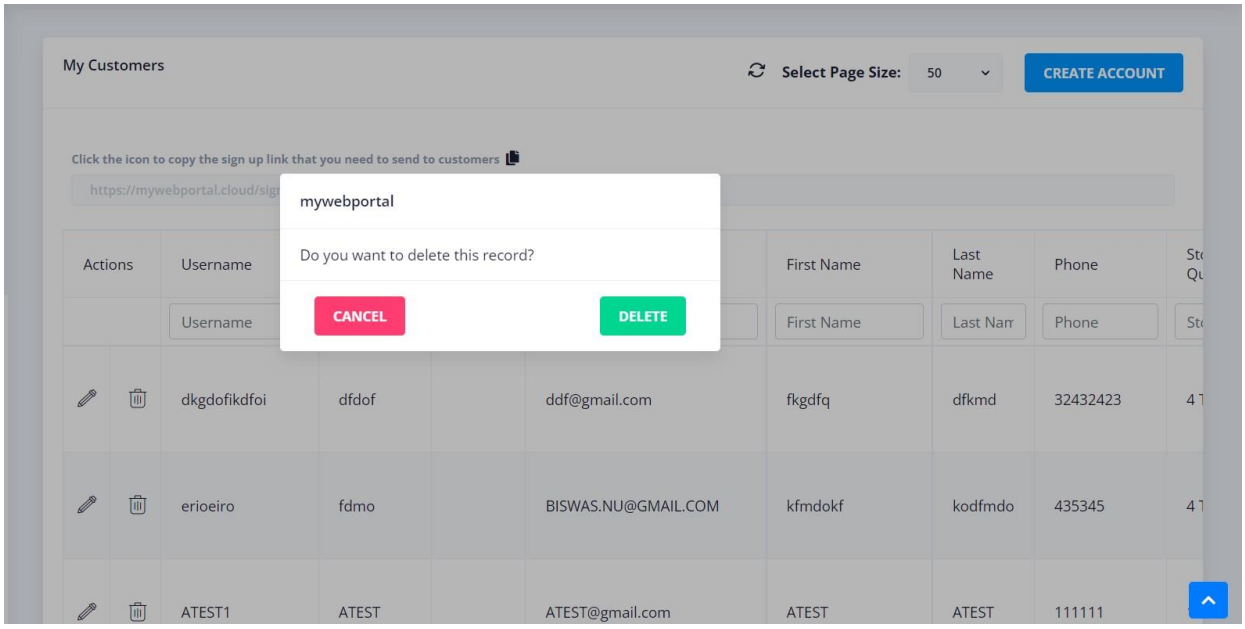
- It shall open a screen on the right like below which shows the list of all the sub customers



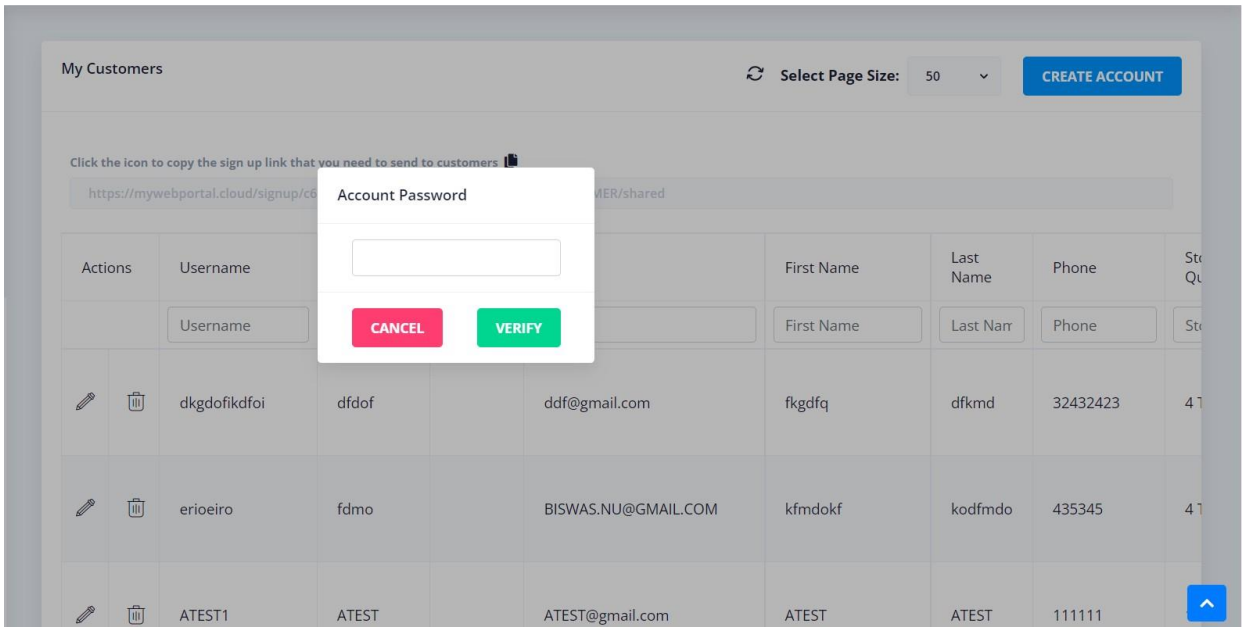
- Click on the delete icon to delete a sub customer



- It shall open a dialog to confirm the operation



- Click on the “**DELETE**” button
- It shall then open a dialog to enter your account password. This is to ensure that any account is not accidentally deleted



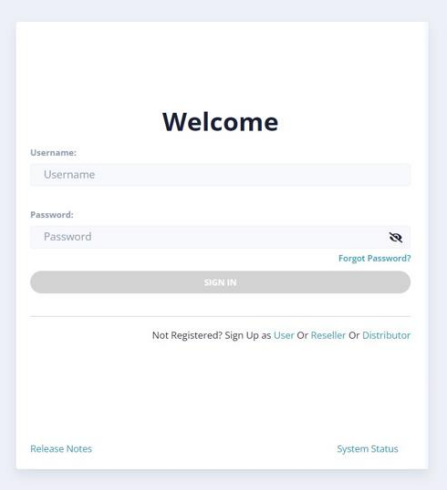
- Enter your account password and click on “**VERIFY**” to delete the account

ADDING SUB RESELLERS

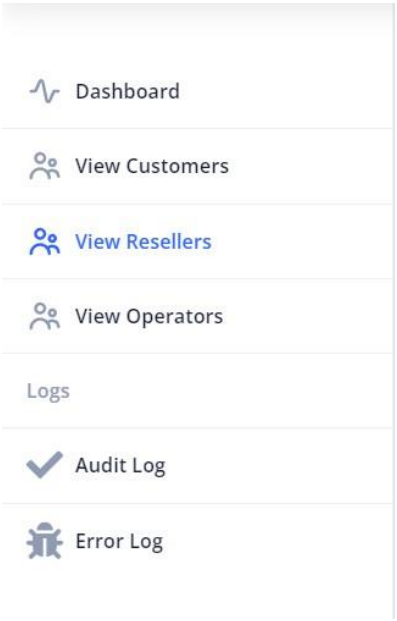
This is meant for direct distributors or resellers of the solution. Direct distributors/resellers can add unlimited sub resellers under them. Please ensure your Whitelabel settings, billing templates and if applicable the policy settings are changed first before setting up any sub resellers.

Creating the reseller

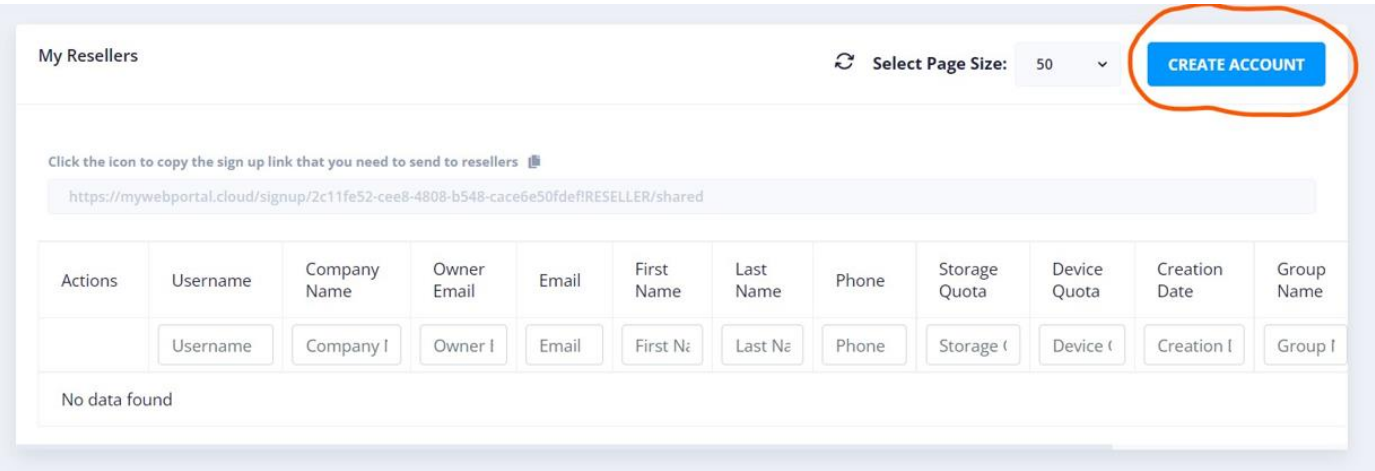
- Login to mywebportal at https://mywebportal.cloud



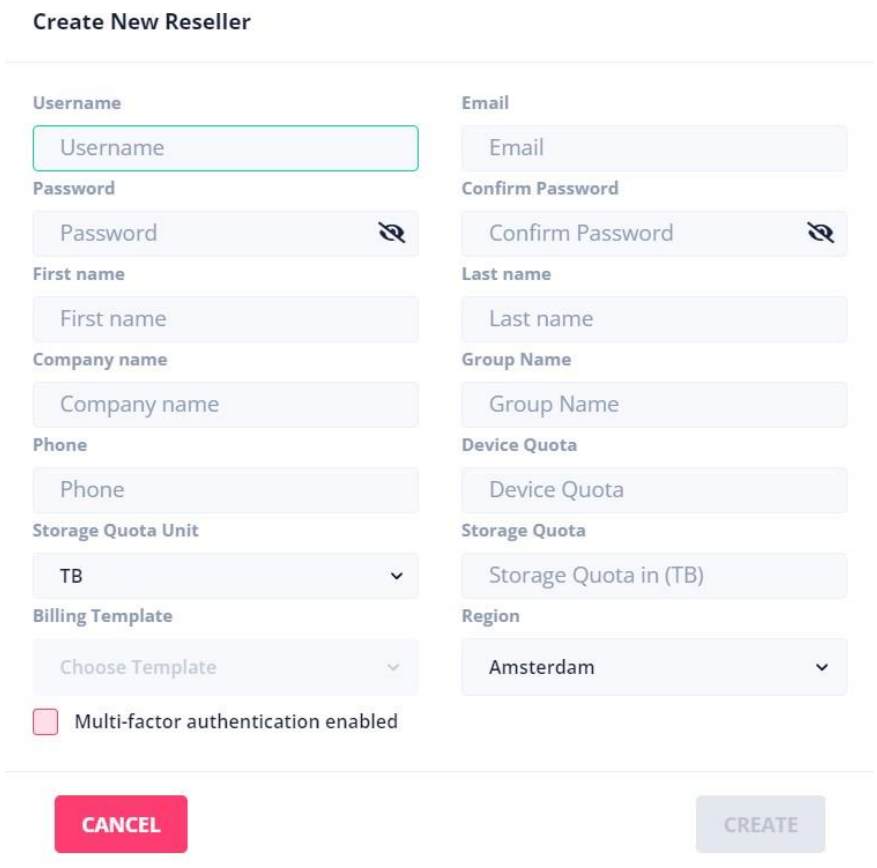
- Login with your credentials
- Post login, Click on the “View Resellers” link on the left sidebar



- It shall open a screen which shows the list of all the sub resellers
- To create a new account, click on the “Create Account” button



- It shall open a dialog as shown below. Fill in the details and press on “**CREATE**” to create a new reseller



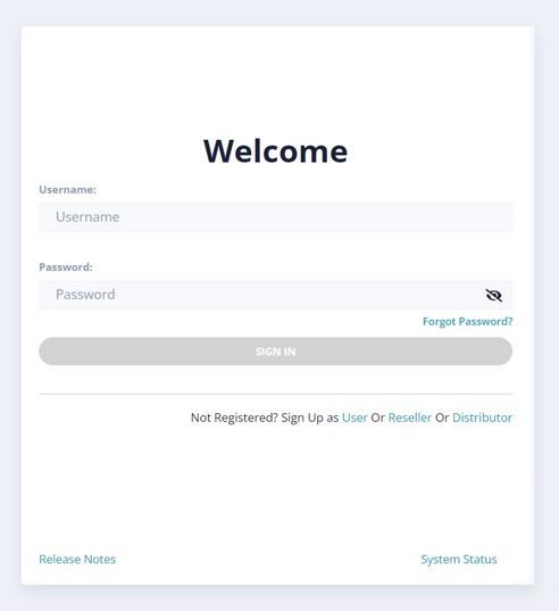
- Description of the parameters are as follows

Field Name	Description
Username	This is the unique identifier of the user in the system. It must be unique across the system
Password	Password of the user to be created
Confirm Password	Same as above
First Name	First name of the user to be created
Last Name	Last name of the user to be created
Phone	Phone number of the user to be created
Company Name	Company name of the user to be created
Group Name	Group of the user to be created. You can created multiple users under a given group and then can sort them using the group name
Device Quota (optional) – for unlimited leave blank	This is the device quota to be assigned to the given user. A user can register the same number of devices under his/her account
Storage Quota	This is the storage quota to be assigned to the user. You can assign the quota in both GB or TB storage units
Region	Region of the user to be created. By default a user is created in the same region as the parent user. However, any other region can also be selected from the region dropdown
Billing Template	Choose the billing template which will be applicable to the user being created
Multi-Factor Authentication	Check this feature, if you want to enable multi factor authentication for the user to be created

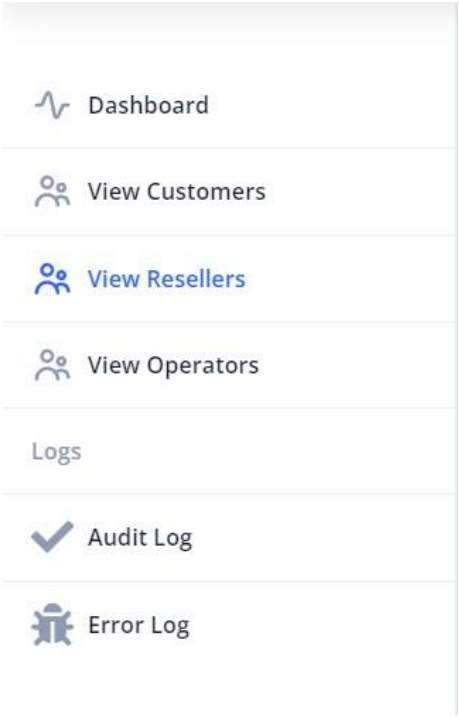
Editing a Reseller

Any sub reseller can be edited. To Edit a reseller, follow the below steps

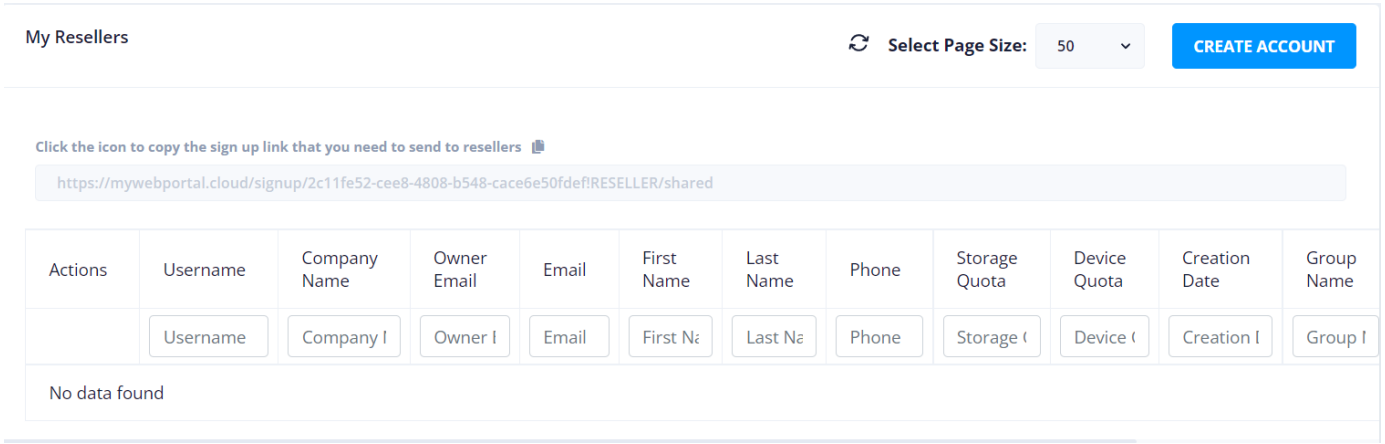
- Login to mywebportal at https://mywebportal.cloud



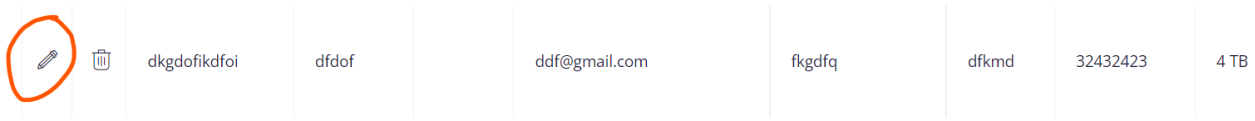
- Login with your credentials
- Post login, Click on the “View Resellers” link on the left sidebar



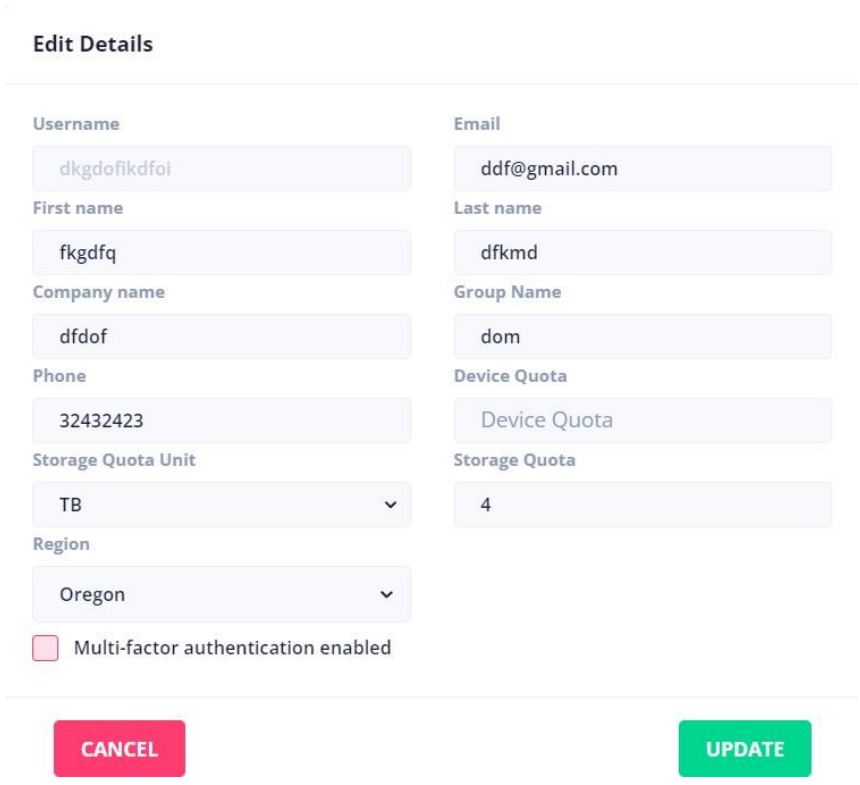
- It shall open a screen on the right like below which shows the list of all the sub resellers



- Click on the Edit icon to edit an user



- It shall open a dialog to edit the reseller as follows

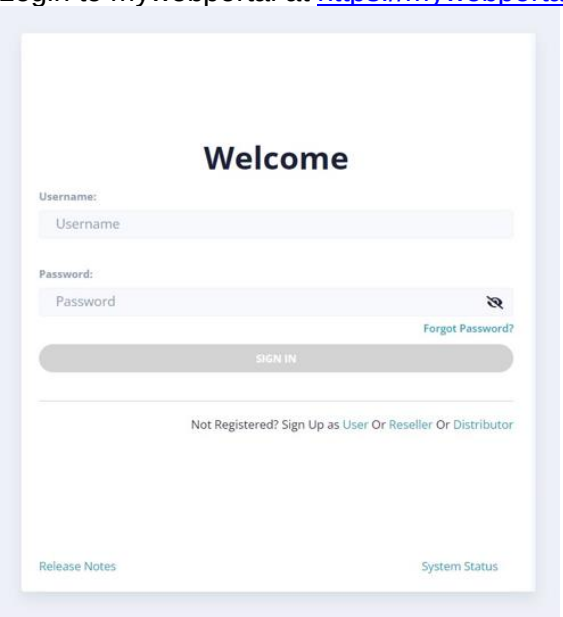


- Press "**UPDATE**" to update the reseller

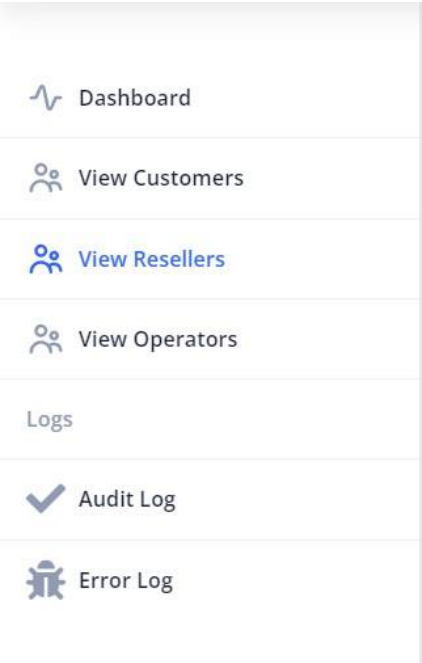
Deleting a reseller

Any sub reseller can be deleted at any time. To delete a reseller, follow the below steps

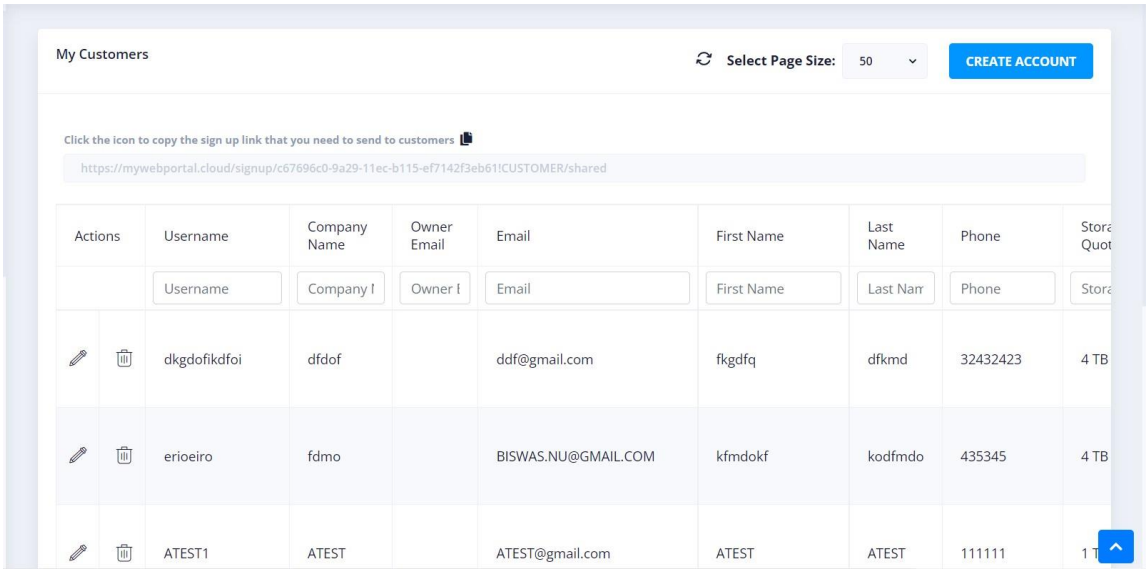
- Login to mywebportal at https://mywebportal.cloud



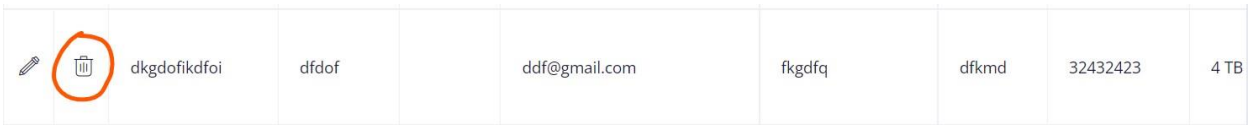
- Login with your credentials
- Post login, Click on the “View Resellers” link on the left sidebar



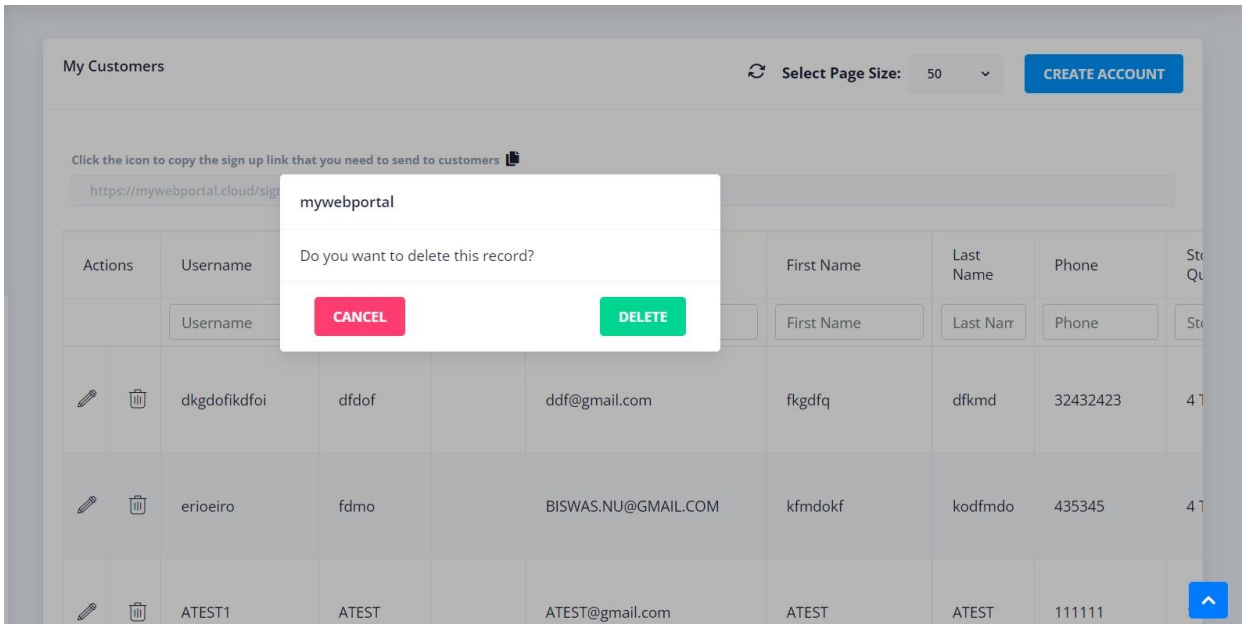
- It shall open a screen which shows the list of all the sub resellers



- Click on the delete icon to delete a sub reseller

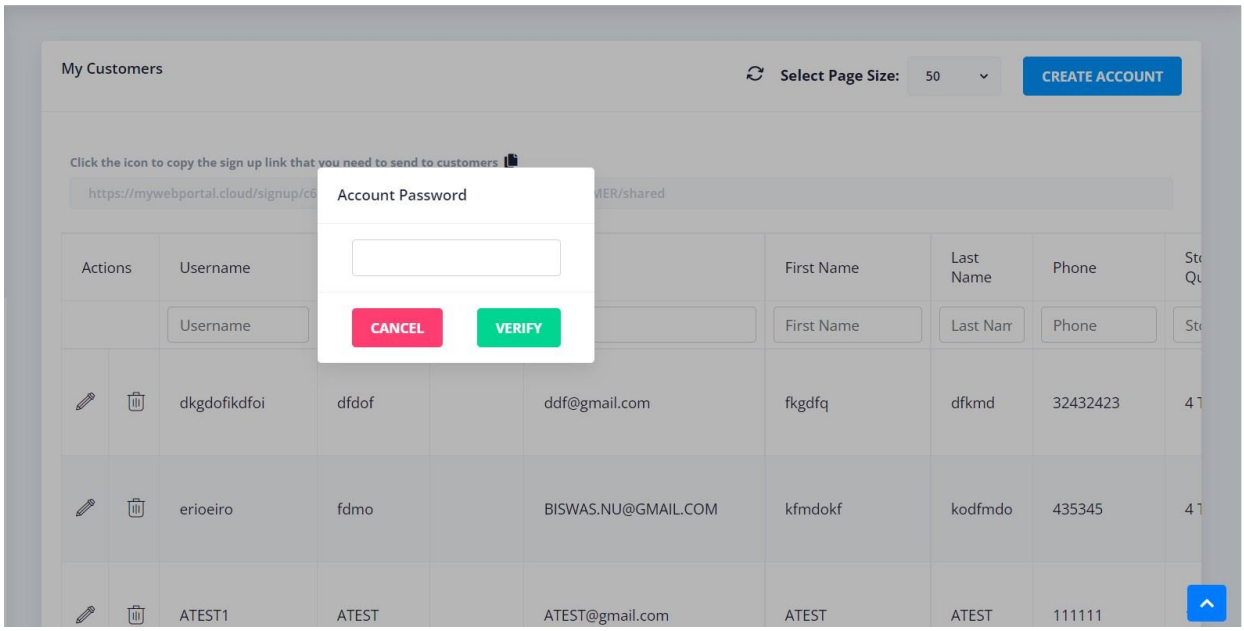


- It shall open a dialog to confirm the operation



- Click on the “**DELETE**” button

- It shall then open a dialog to enter your account password. This is to ensure that any account is not accidentally deleted



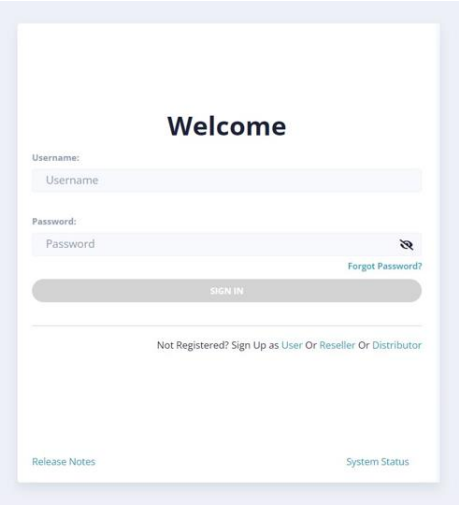
- Enter your account password and click on “**VERIFY**” to delete the account

ADDING AN OPERATOR

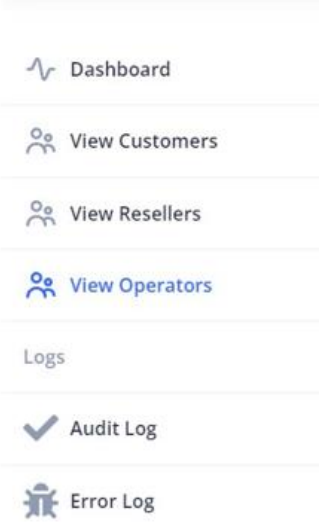
This is meant for distributors and resellers of the solution. Distributors and resellers can add unlimited operators under them. Below is the process for adding them

Creating an operator

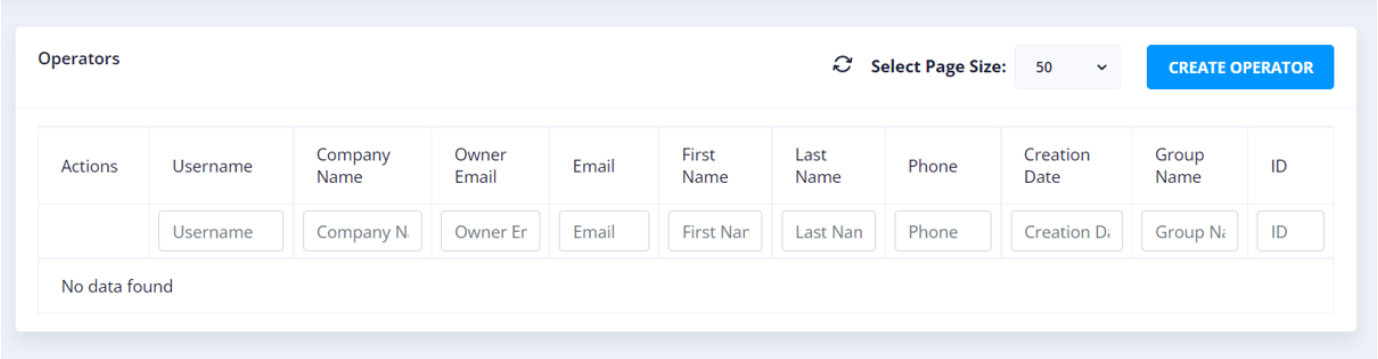
- Login to mywebportal at https://mywebportal.cloud



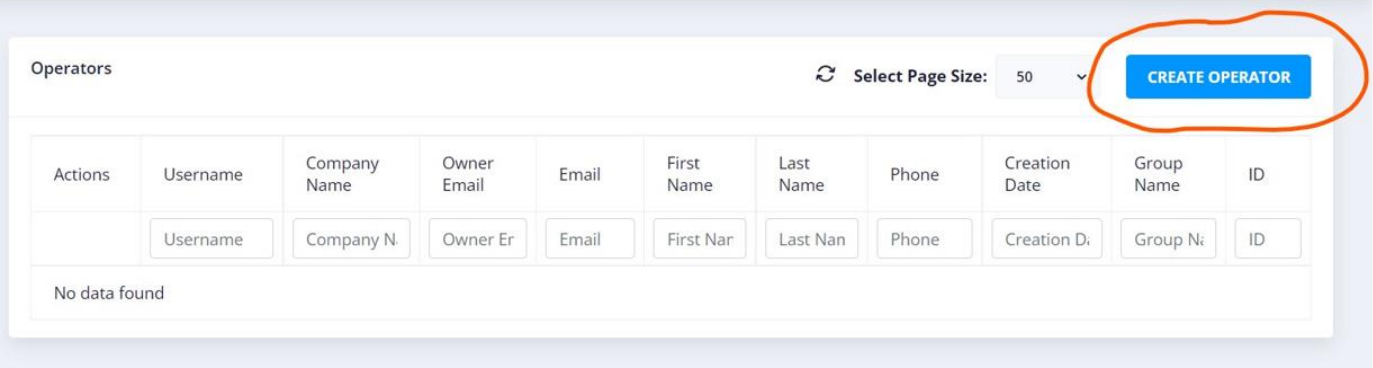
- Login with your credentials
- Post login, Click on the “View Operators” link on the left sidebar



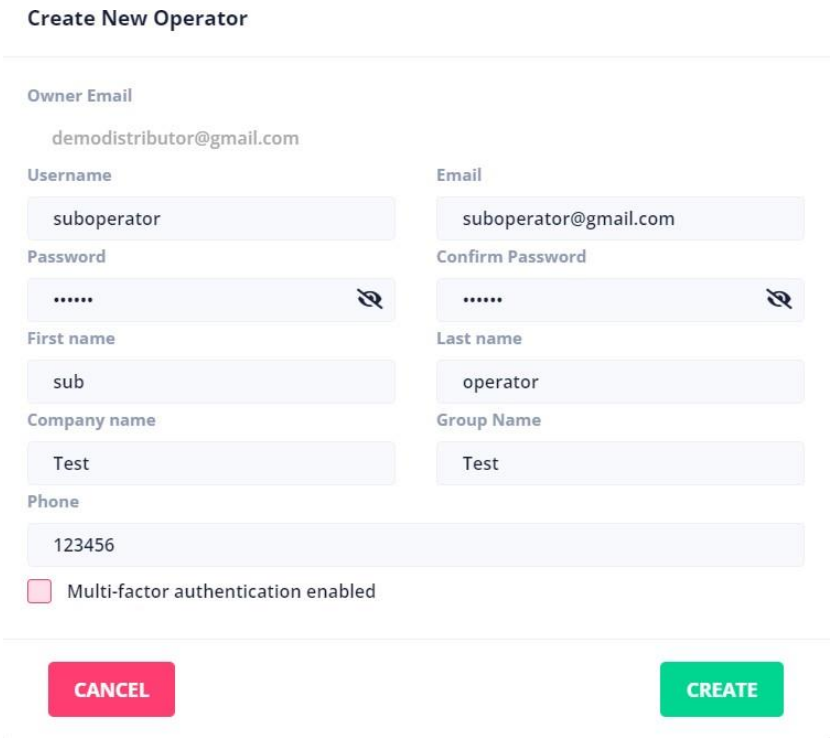
- It shall open a screen on the right like below which shows the list of all the operators



- To create a new operator, click on the “Create Operator” button



- It shall open a dialog as shown below. Fill in the details and press on “CREATE” to create a new operator



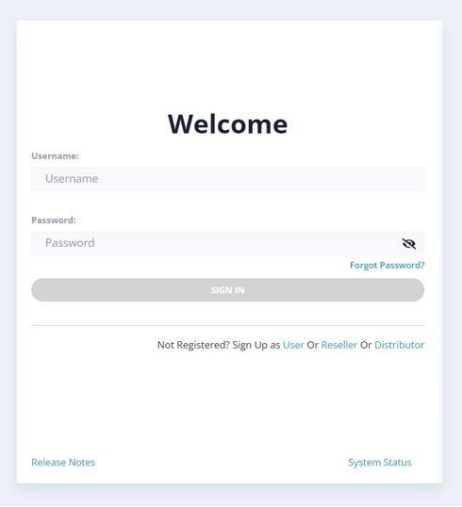
- Description of the parameters are as follows

Field Name	Description
Username	This is the unique identifier of the user in the system. It must be unique across the system
Email	Email id of the operator
Password	Password of the user to be created
Confirm Password	Same as above
First Name	First name of the user to be created
Last Name	Last name of the user to be created
Phone	Phone number of the user to be created
Company Name	Company name of the user to be created
Group Name	Group of the user to be created. You can created multiple users under a given group and then can sort them using the group name
Multi-Factor Authentication	Check this feature, if you want to enable multi factor authentication for the user to be created

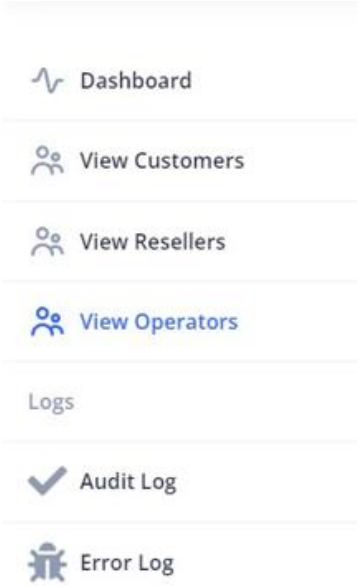
Editing an operator

Any operator can be edited. To Edit an operator, follow the below steps

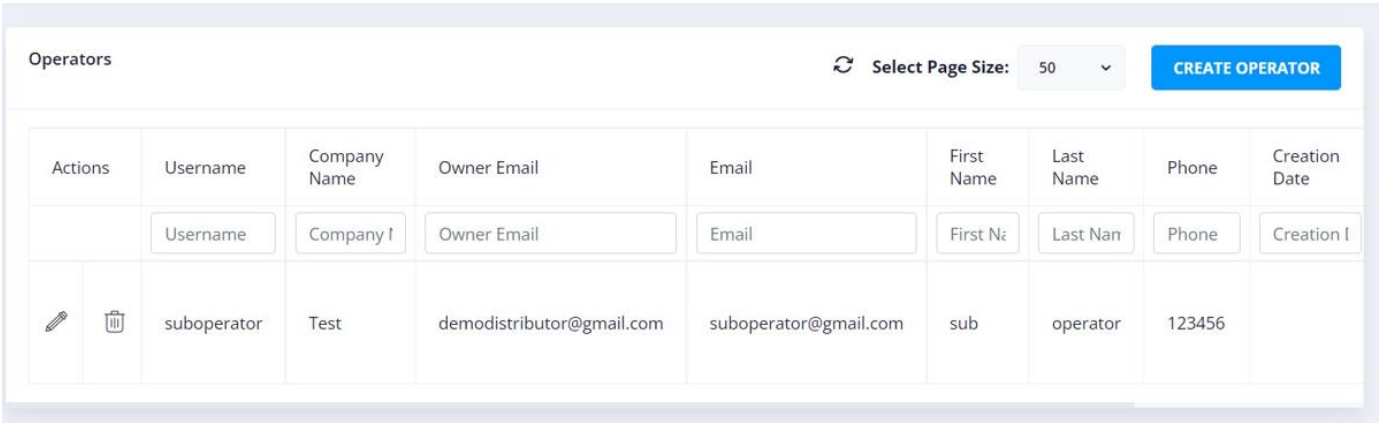
- Login to mywebportal at https://mywebportal.cloud
- Login with your credentials



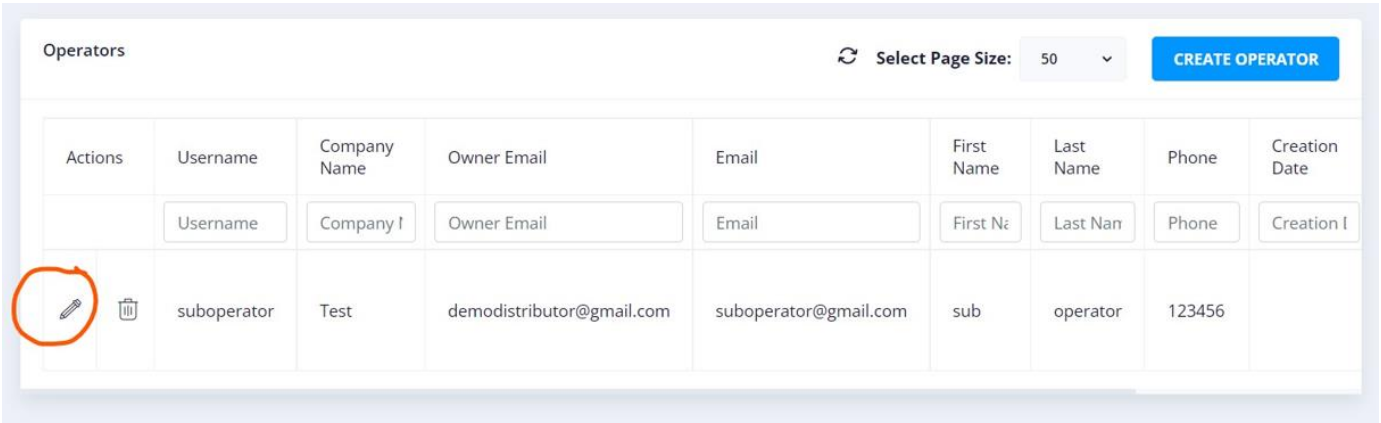
- Post login, Click on the “View Operators” link on the left sidebar



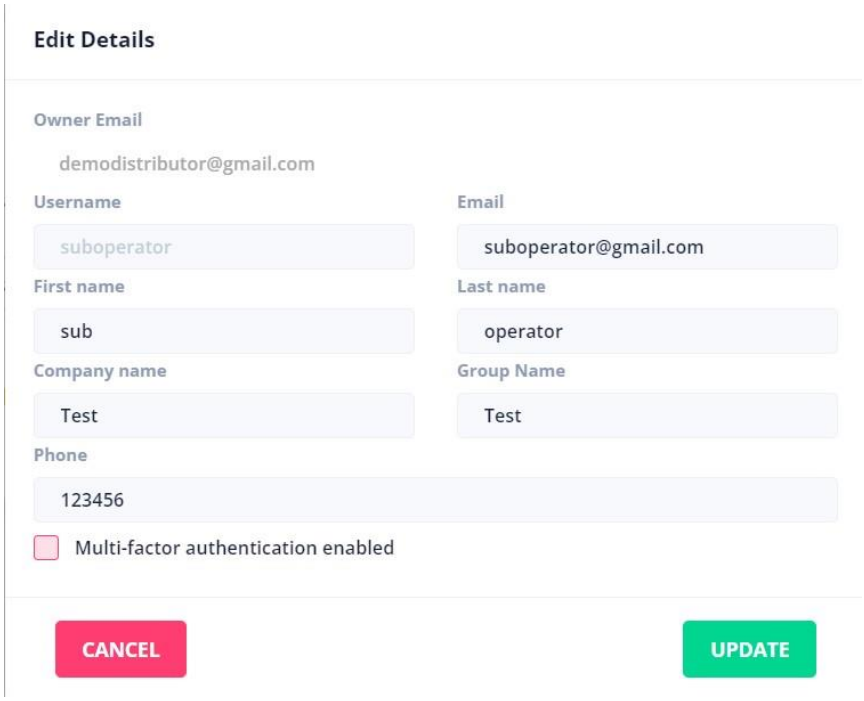
- It shall open a screen on the right like below which shows the list of all the users



- Click on the Edit icon to edit an user



- It shall open a dialog to edit the user as follows

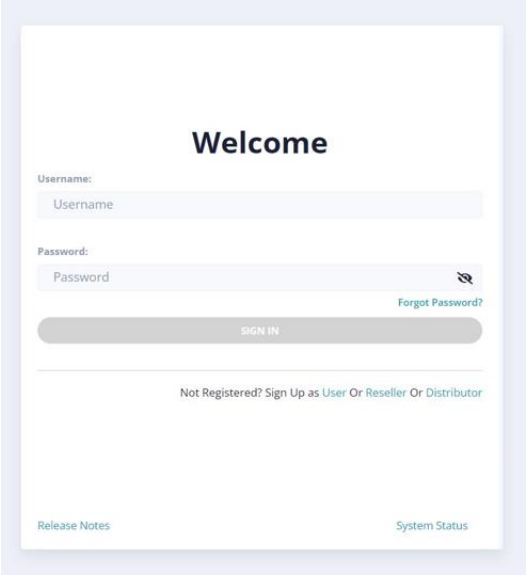


- Press "**UPDATE**" to update the operator

Deleting an operator

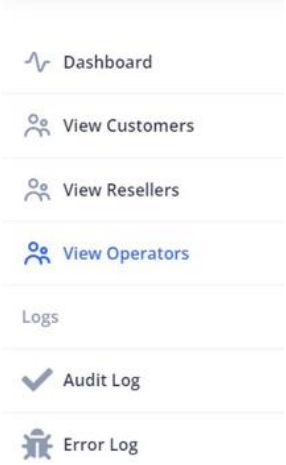
Any operator can be deleted at any time. To delete, follow the below steps

- Login to mywebportal at https://mywebportal.cloud

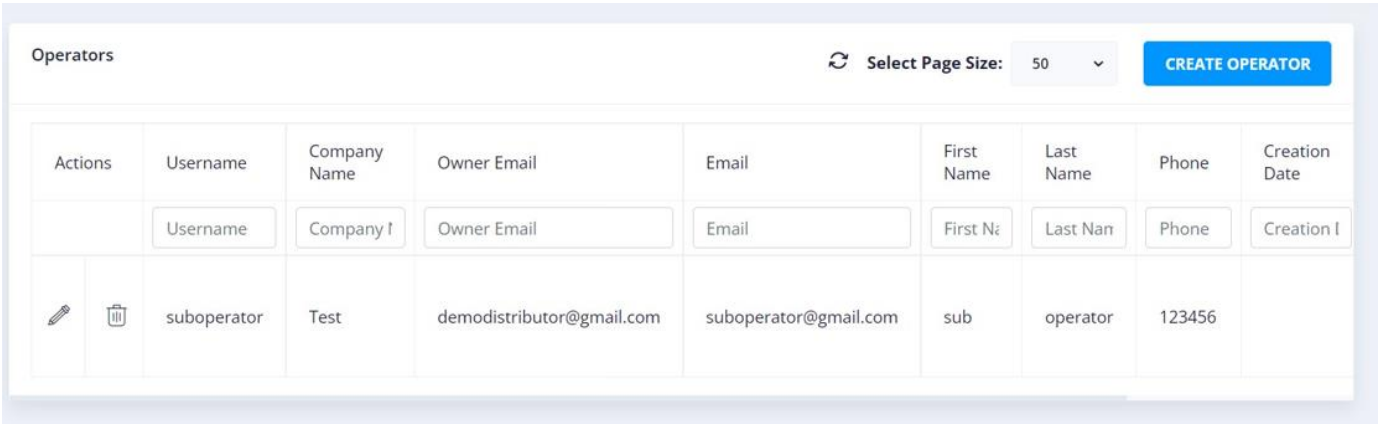


- Login with your credentials

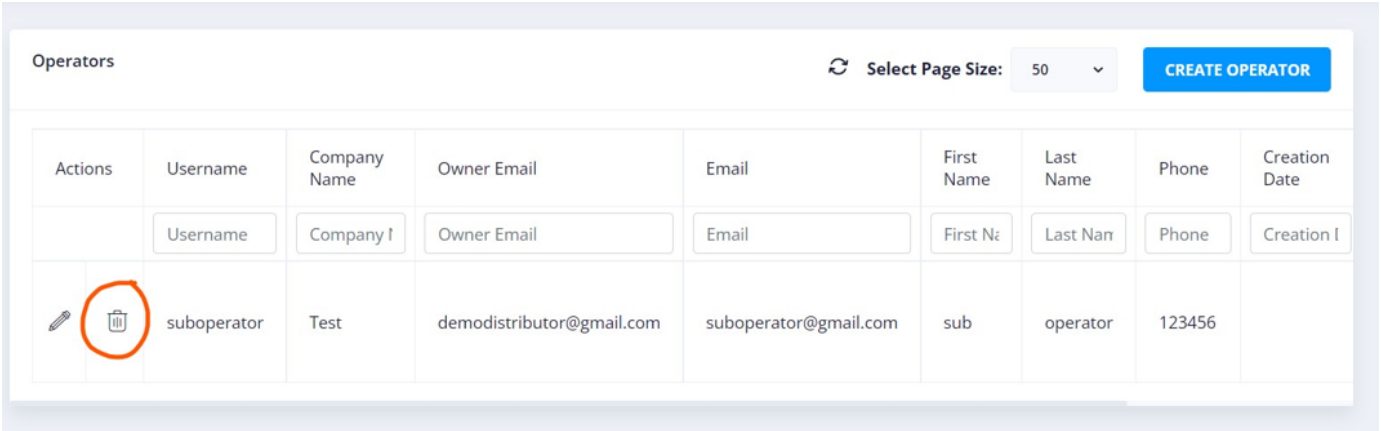
- Post login, Click on the “View Operators” link on the left sidebar



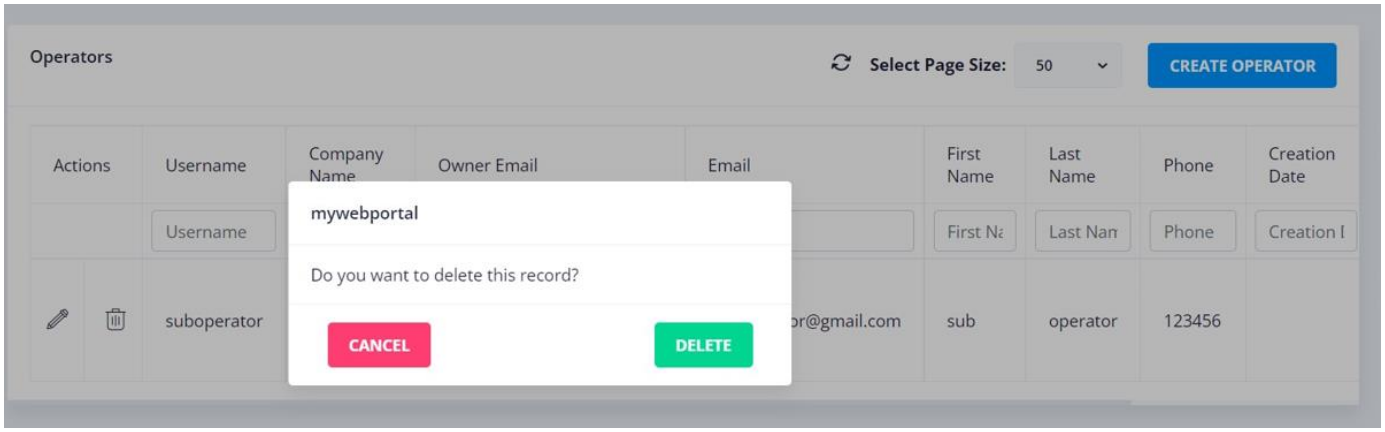
- It shall open a screen which shows the list of all the users



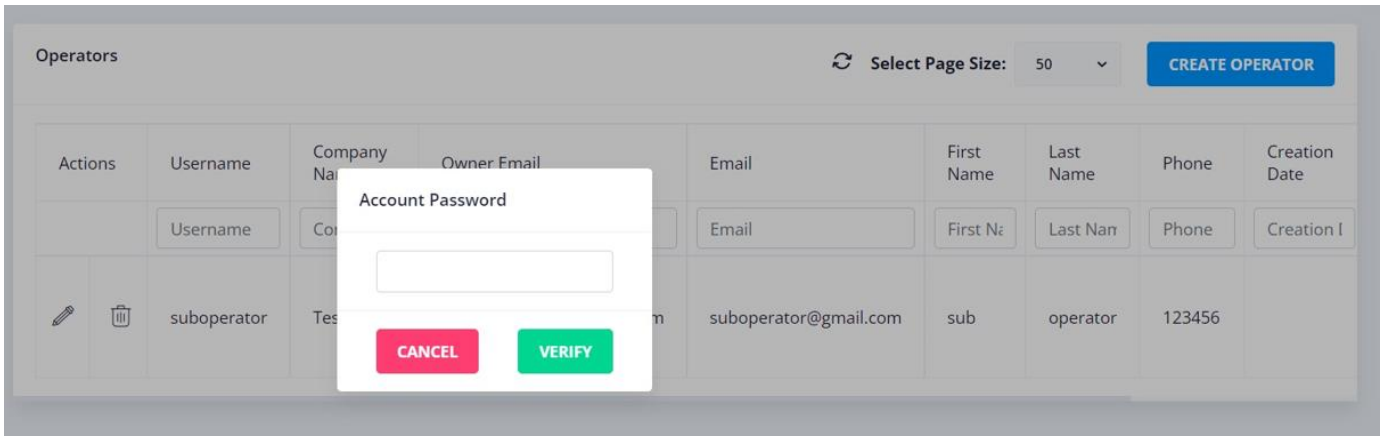
- Click on the Delete icon to delete an operator



- It shall open a dialog to confirm the operation



- Click on the "**DELETE**" button
- It shall then open a dialog to enter your account password. This is to ensure that any account is not accidentally deleted



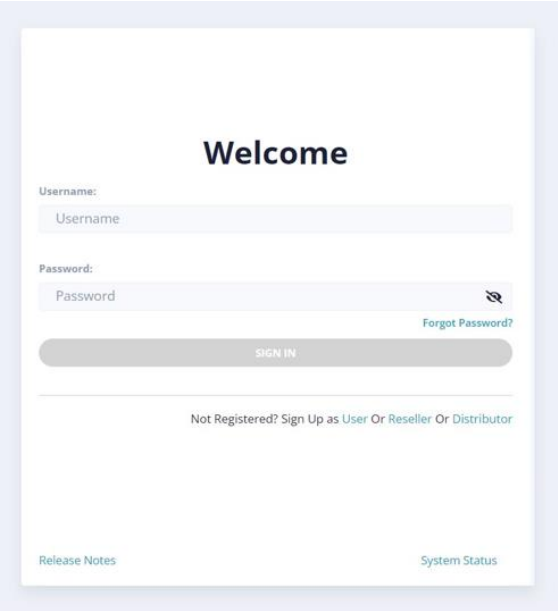
- Enter your account password and click on "**VERIFY**" to delete the account

ADDING SUB USERS

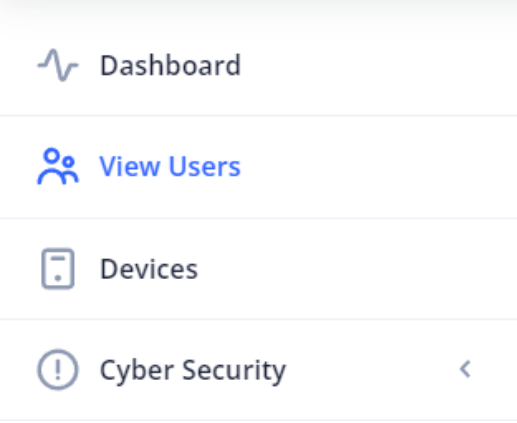
This is meant for direct customers of the solution. Direct customers can add unlimited sibling users under them. Below is the process for adding them

Creating the user

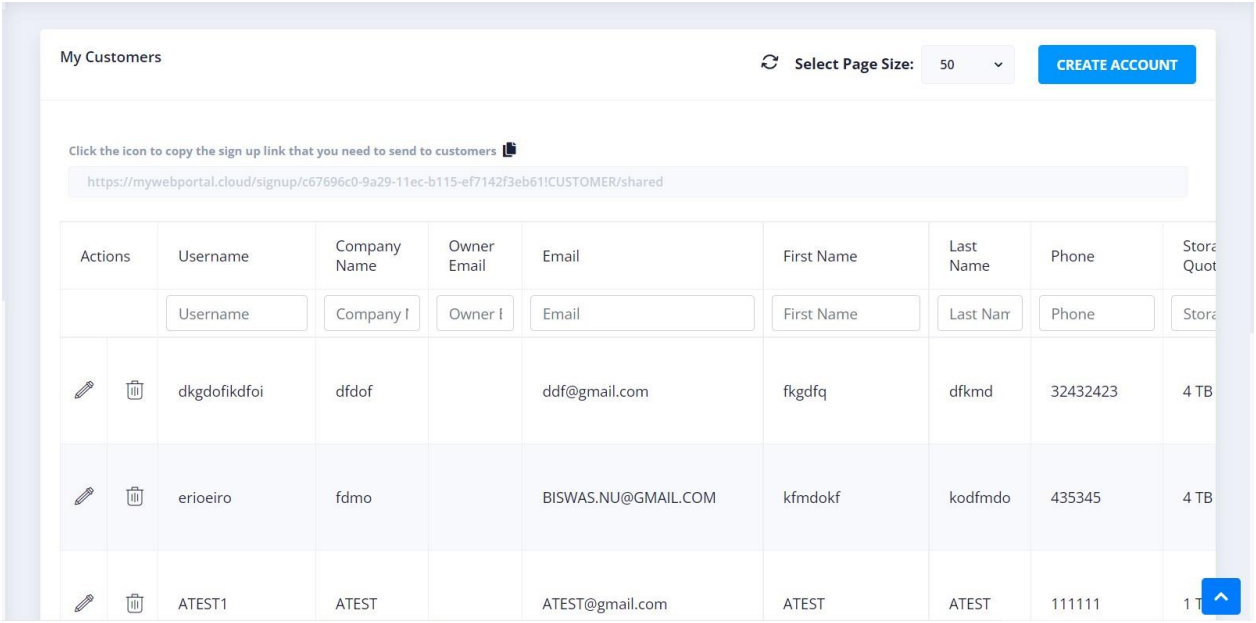
- Login to mywebportal at https://mywebportal.cloud



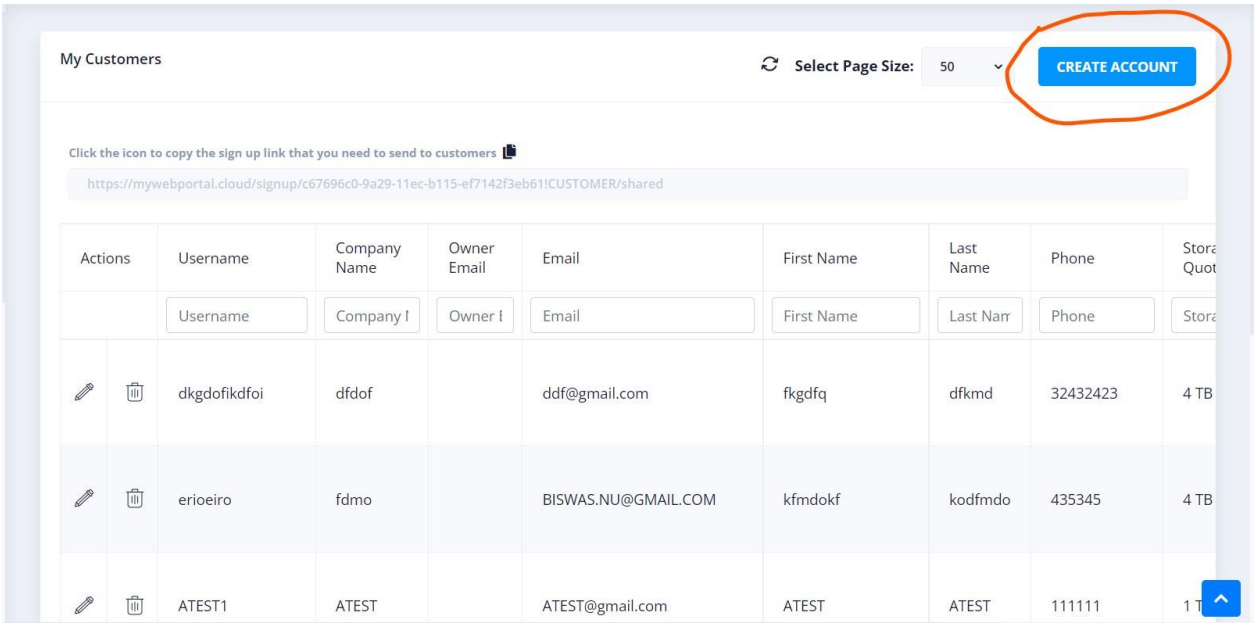
- Login with your credentials
- Post login, Click on the “View Users” link on the left sidebar



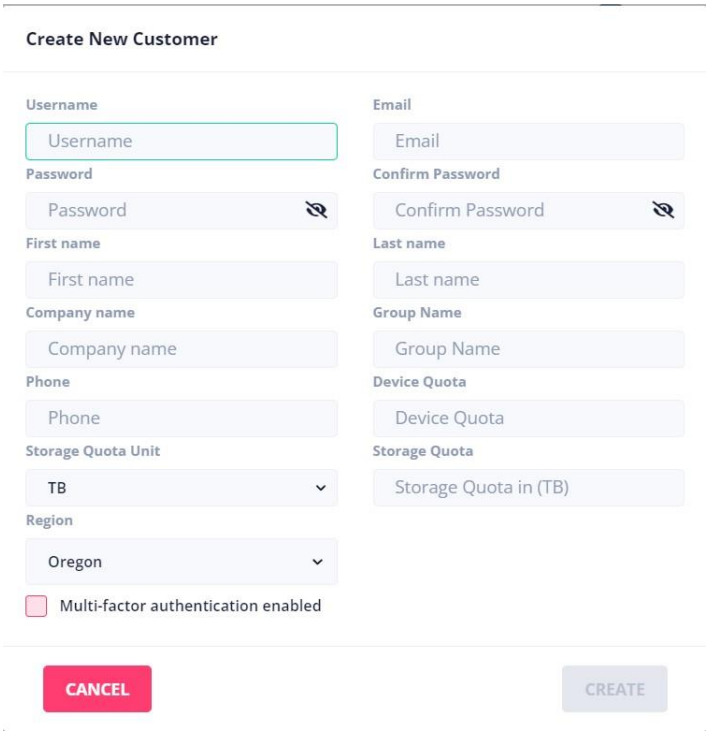
- It shall open a screen which shows the list of all the sibling users



- To create a new account/sibling user, click on the “Create Account” button



- It shall open a dialog as shown below. Fill in the details and press on “CREATE” to create a new sibling user



- Description of the parameters are as follows

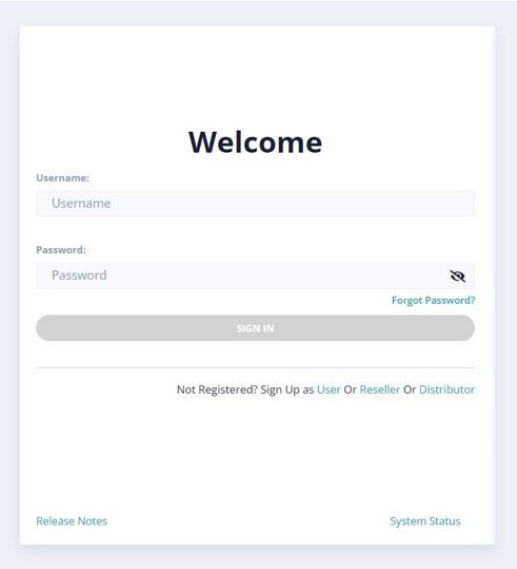
Field Name	**Description**
Username	This is the unique identifier of the user in the system. It must be unique across the system
Password	Password of the user to be created
Confirm Password	Same as above
First Name	First name of the user to be created
Last Name	Last name of the user to be created
Phone	Phone number of the user to be created
Company Name	Company name of the user to be created
Group Name	Group of the user to be created. You can create multiple users under a given group and then can sort them using the group name
Device Quota (optional) – for unlimited leave blank	This is the device quota to be assigned to the given user. A user can register the same number of devices under his/her account
Storage Quota	This is the storage quota to be assigned to the user. You can assign the quota in both GB or TB storage units

Region	Region of the user to be created. By default a user is created in the same region as the parent user. However, any other region can also be selected from the region dropdown
Multi-Factor Authentication	Check this feature, if you want to enable multi factor authentication for the user to be created

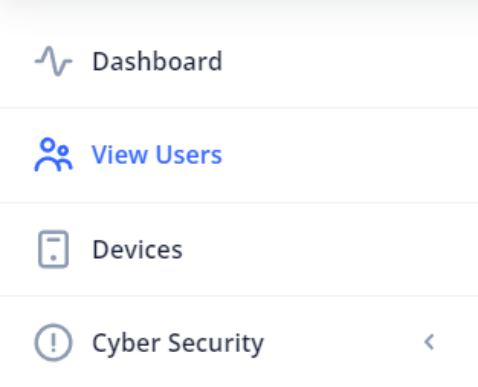
Editing a user

Any sibling user can be edited. To Edit an user, follow the below steps

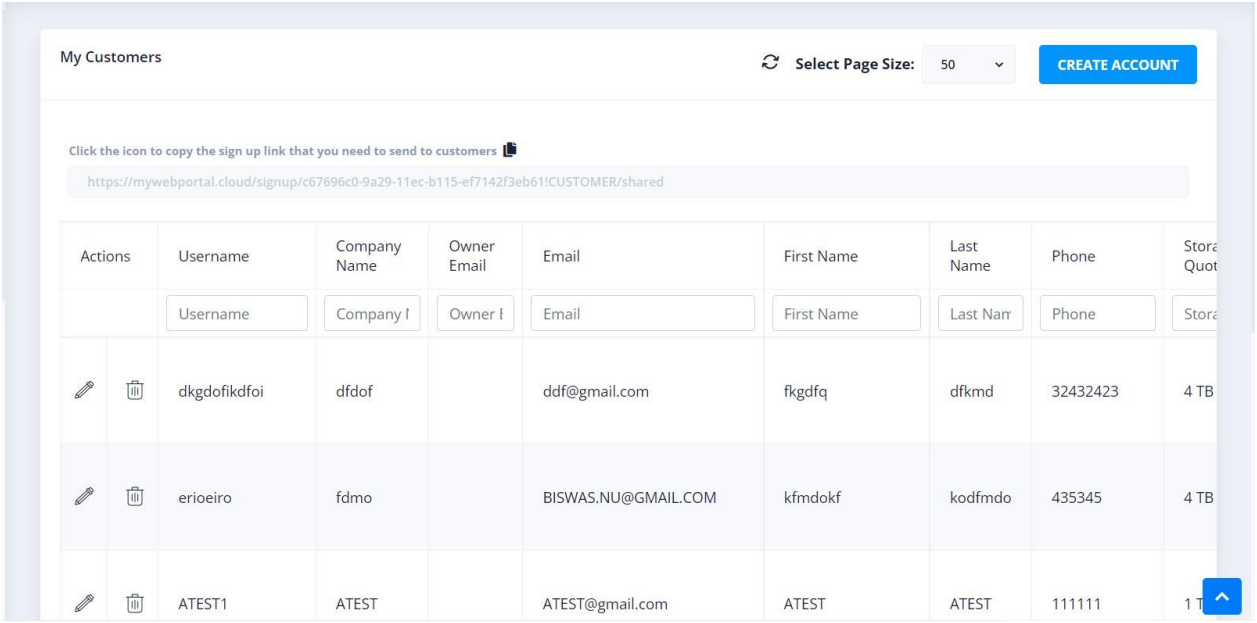
- Login to mywebportal at https://mywebportal.cloud



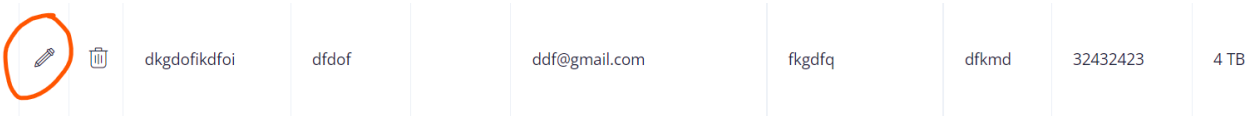
- Login with your credentials
- Post login, Click on the “View Users” link on the left sidebar



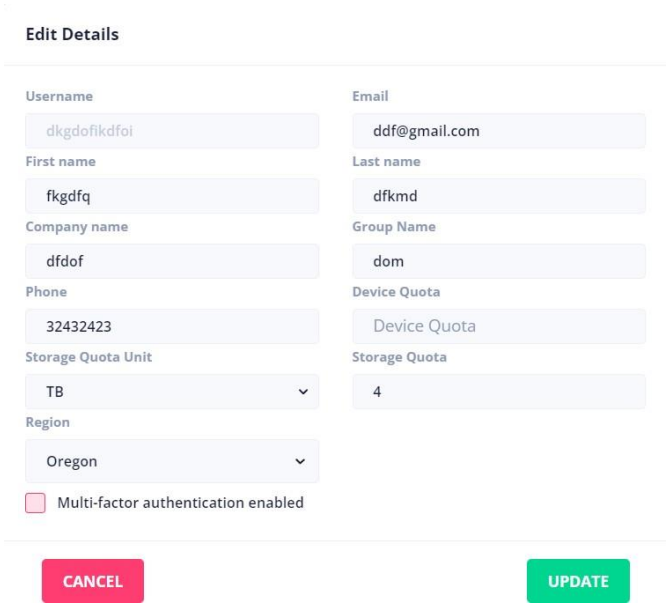
- It shall open a screen on the right like below which shows the list of all the sibling users



- Click on the Edit icon to edit an user
- It shall open a dialog to edit the user as follows



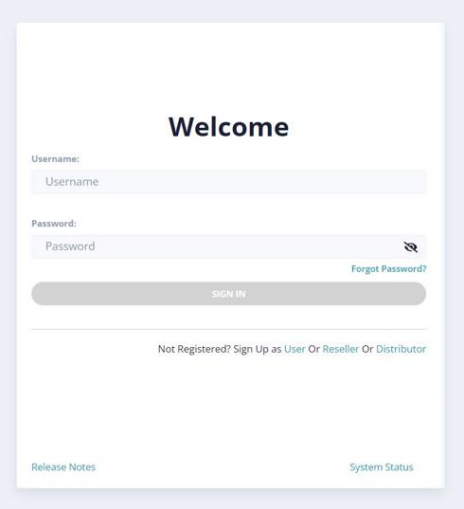
Press “**UPDATE**” to update the user



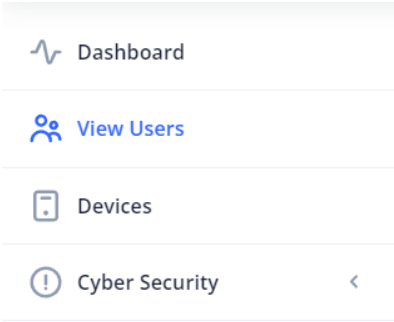
Deleting a user

Any sibling user can be deleted at any time. To delete a user, follow the below steps

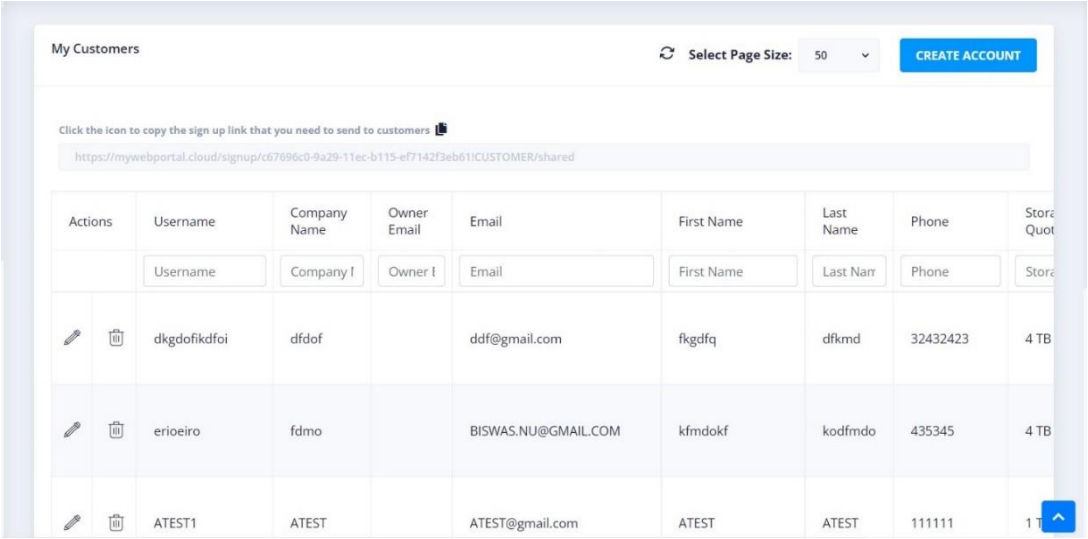
- Login with your credentials



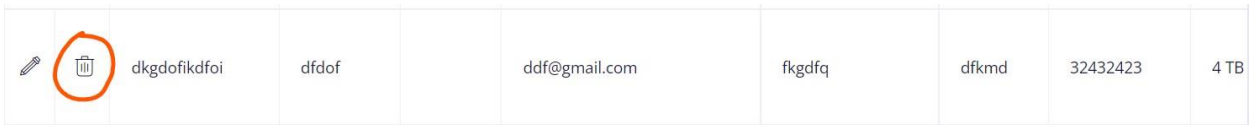
- Post login, Click on the “View Users” link on the left sidebar



- It shall open a screen on the right which shows the list of all the users

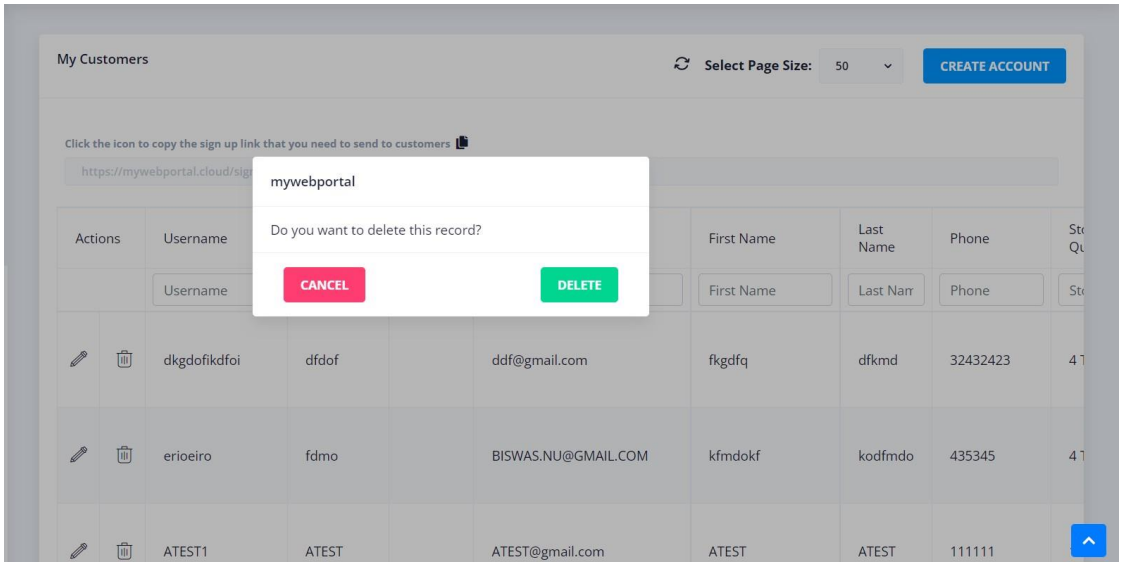


- Click on the Edit icon to edit a user

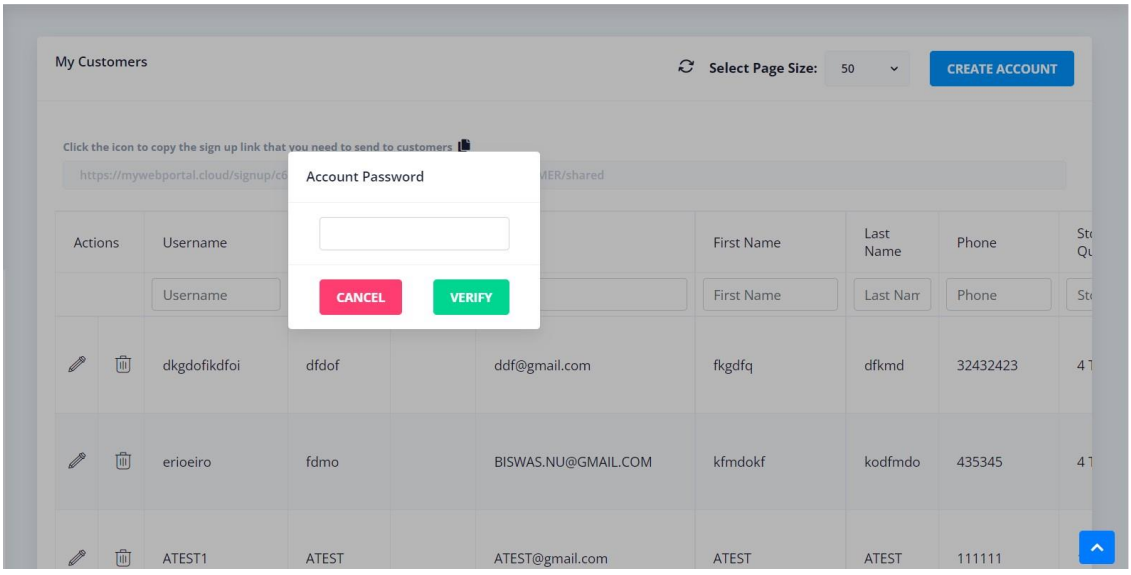


- It shall open a dialog to confirm the operation

Click on the “**DELETE**” button



- It shall then open a dialog to enter your account password. This is to ensure that any account is not accidentally deleted



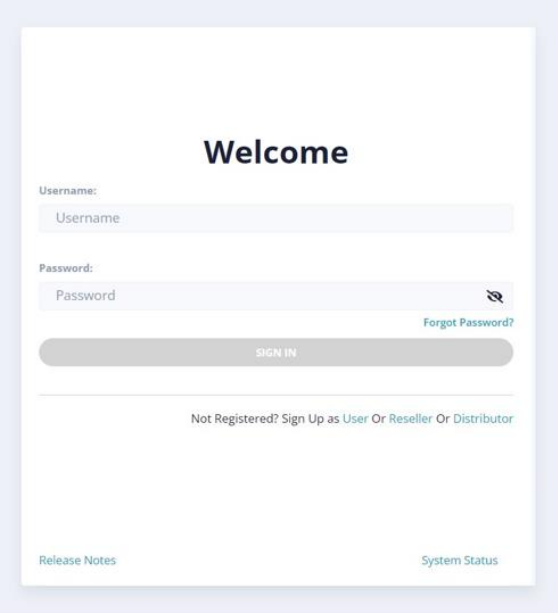
- Enter your account password and click on “**VERIFY**” to delete the account

DEVICES

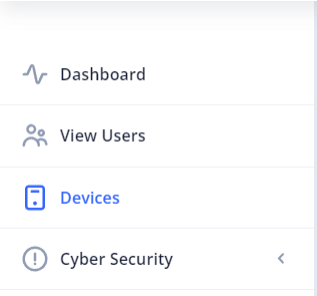
Any customer of the solution can register devices limited to the device quota assigned to them. The default setting is blank for device quota i.e. unlimited machines can be setup.

Listing Devices

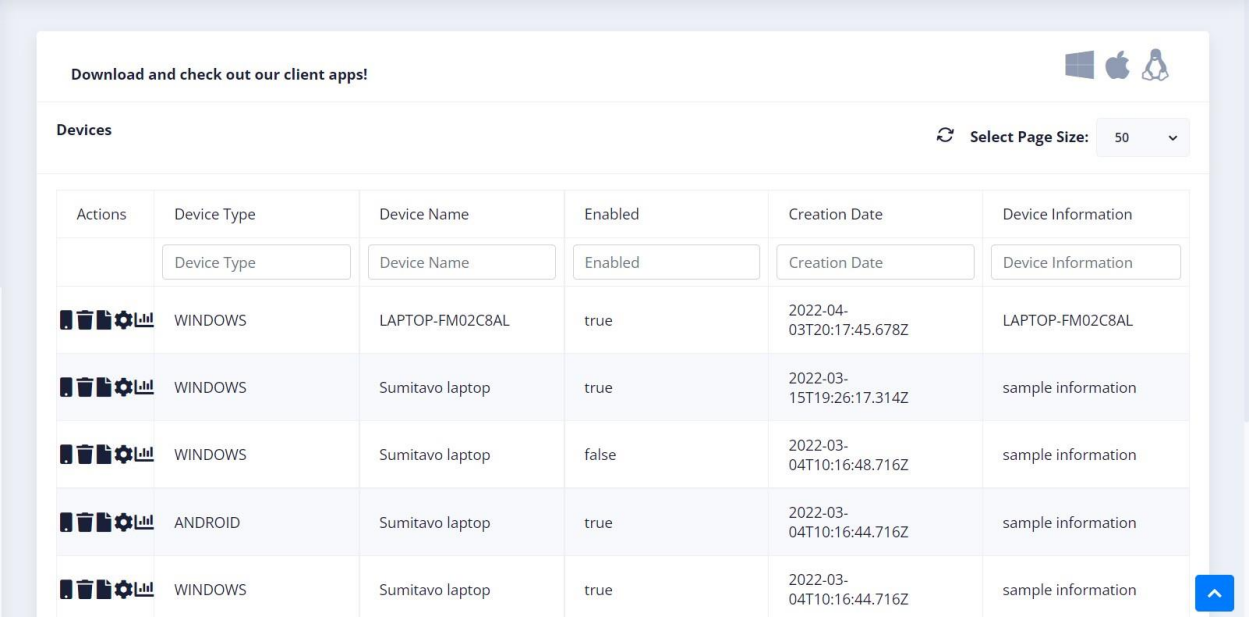
- Login to mywebportal at https://mywebportal.cloud



- Login with your credentials
- Post login, locate and click on the “Devices” link on the left sidebar as shown below

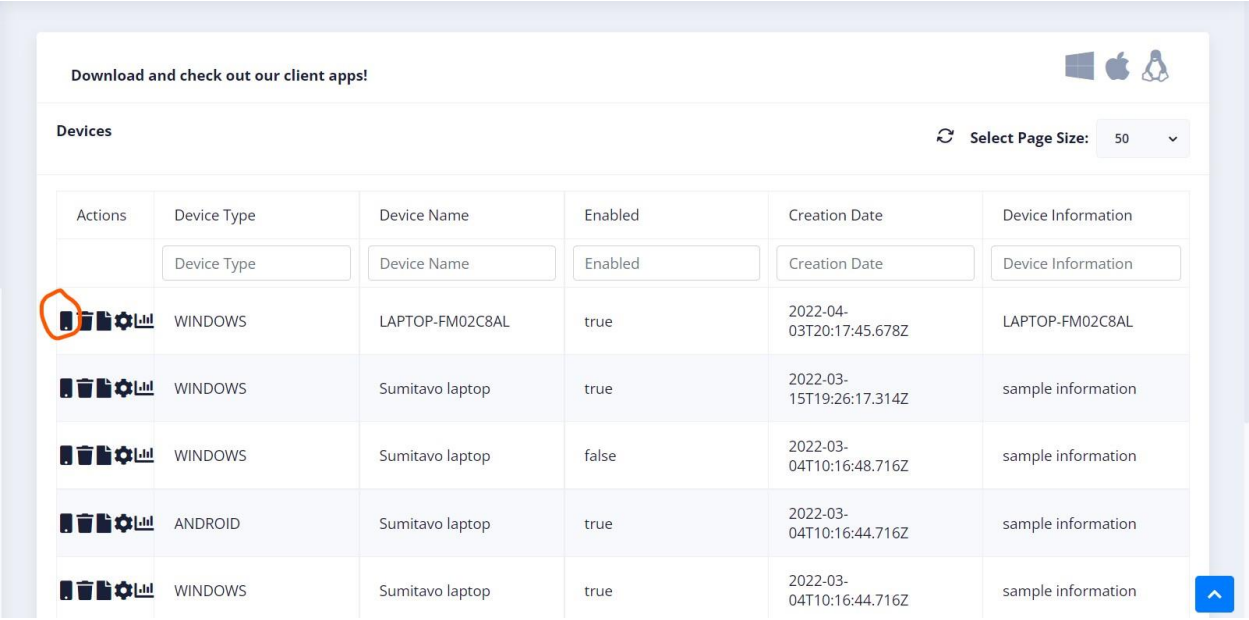


- It shall open a table view on the right side, which displays list of all the devices registered under the given user

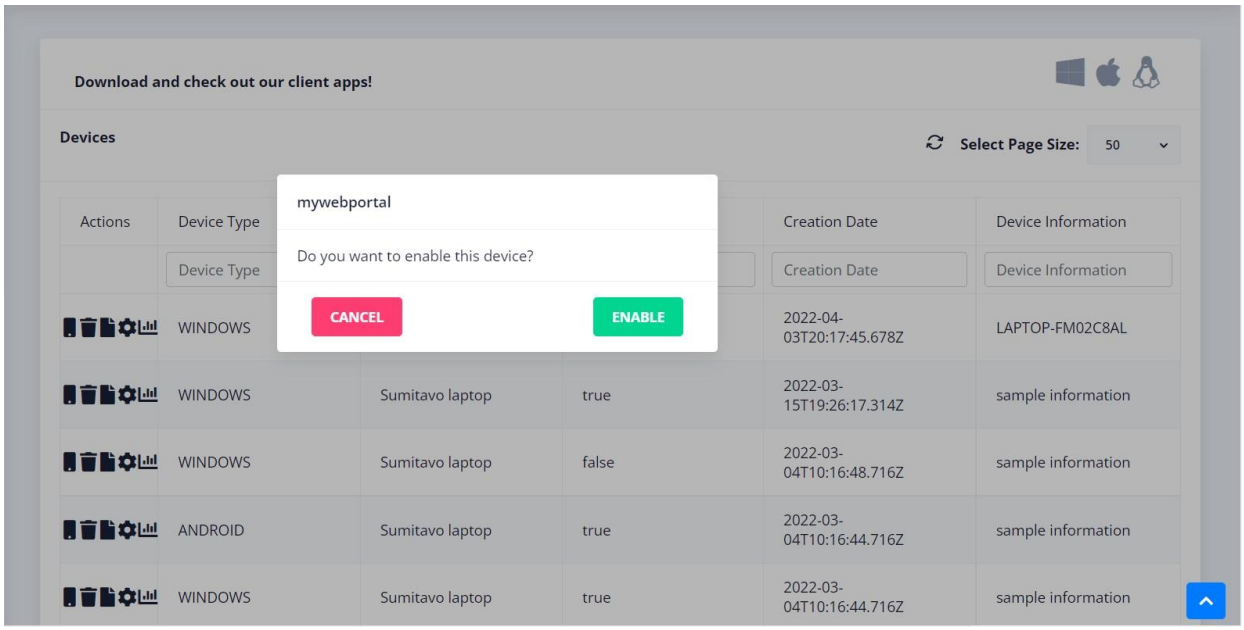


Enabling a device

- Open the device table and locate the device you want to enable
- Click on the “Enable” icon to enable a device



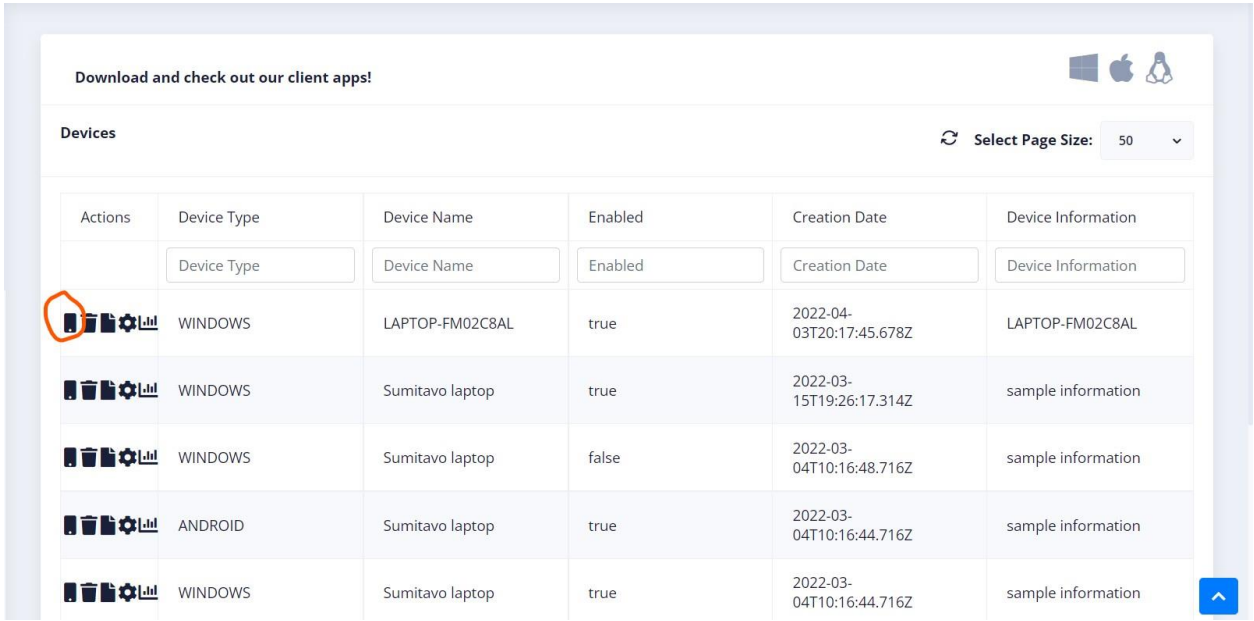
- It shall display a popup , confirming the action



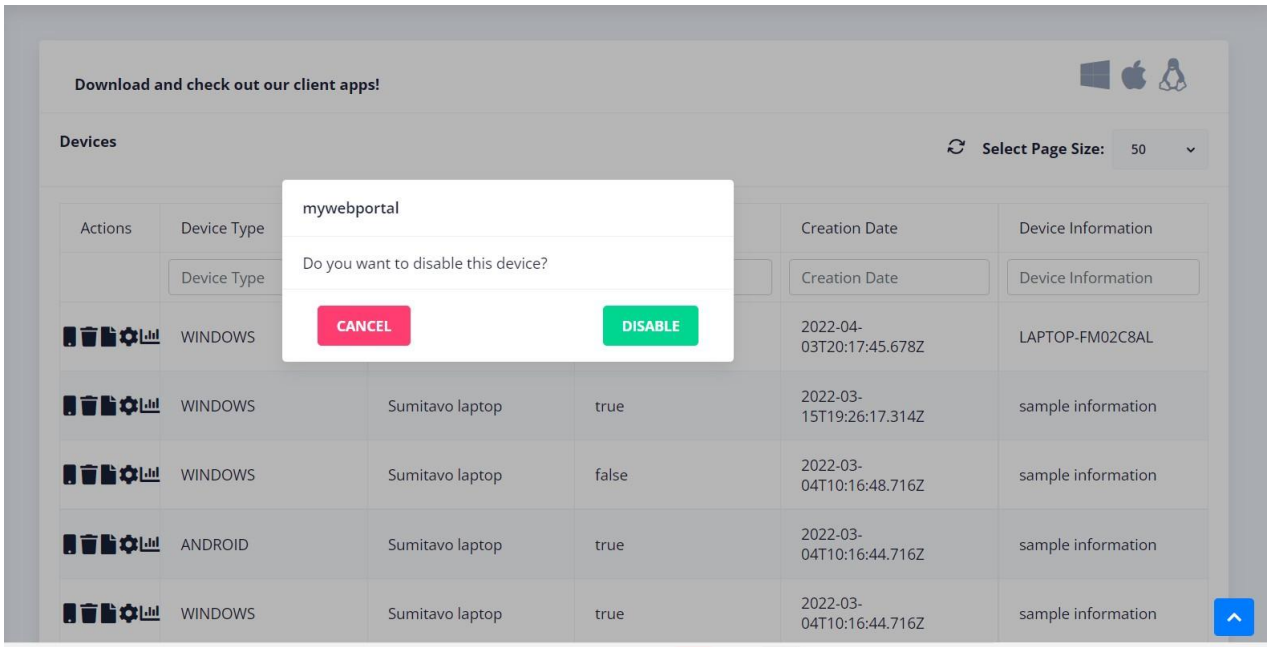
- Click on “Enable” button to complete the action

Disabling a device

- Open the device table and locate the device you want to enable
- Click on the “Disable” icon to disable a device



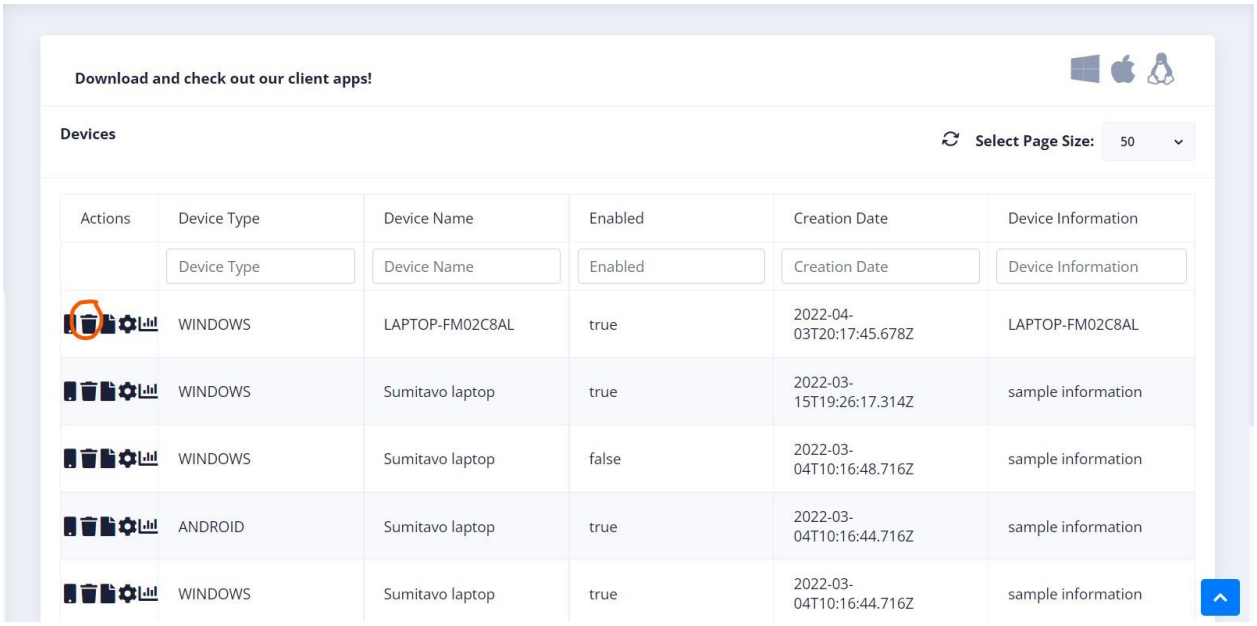
- It shall display a popup, confirming the action



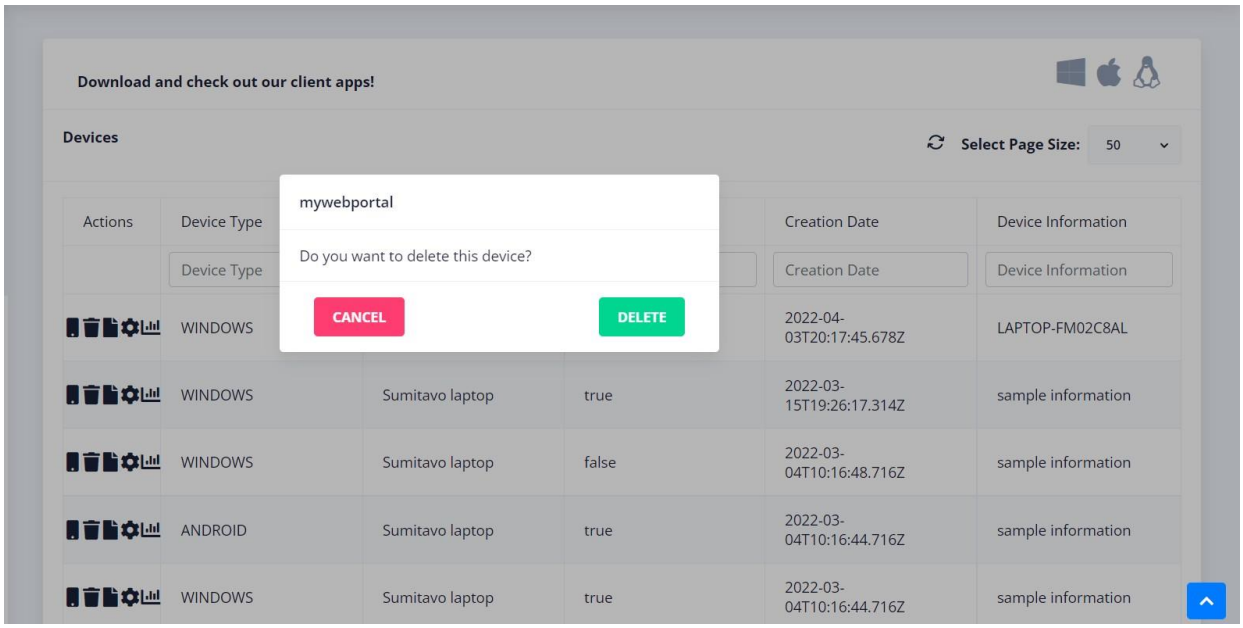
- Click on “Disable” button to complete the action

Terminating a device

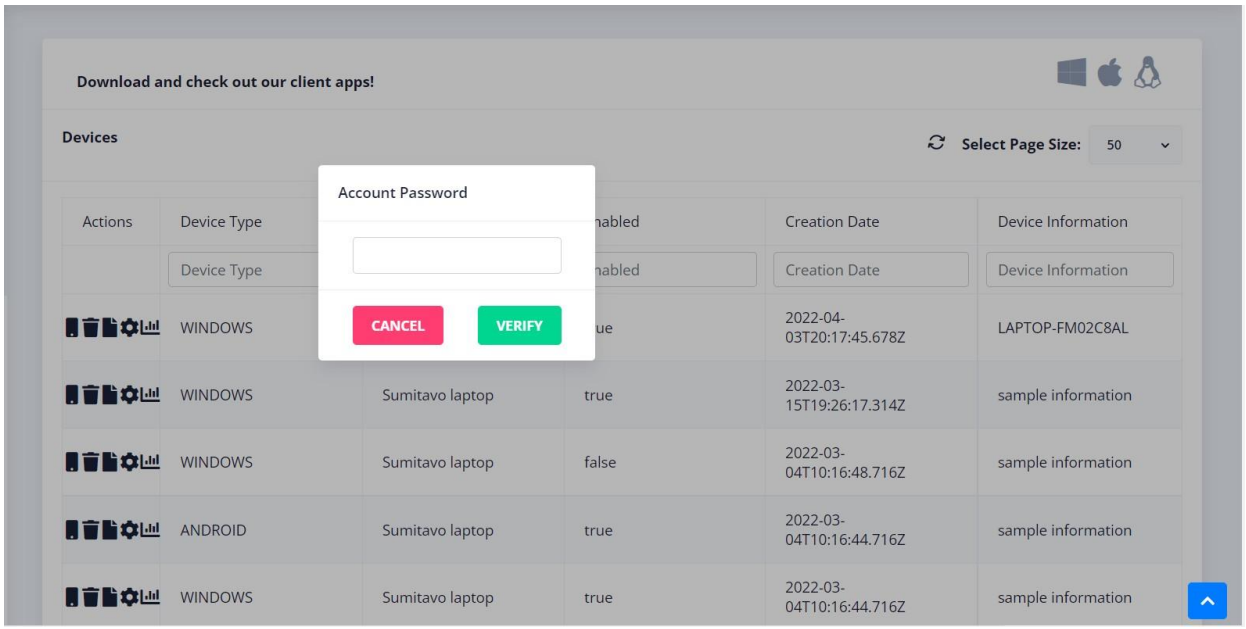
- Open the device table and locate the device you want to enable
- Click on the “Terminate” icon to terminate a device



- It shall display a popup , confirming the action



- Click on “DELETE” button to complete the action
- It will then display a popup asking to enter the account password. This is to prevent any accidental deletion

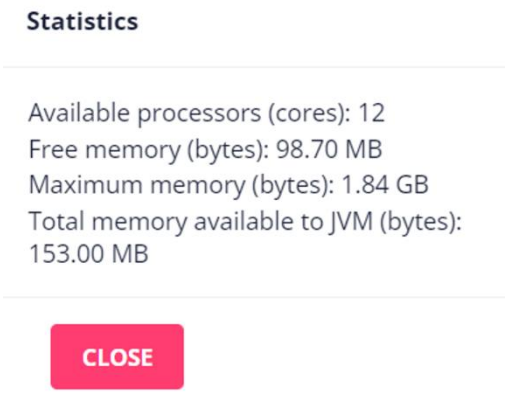


- Enter the account password and press “VERIFY” to complete the action

Viewing Device Statistics

- Open the device table and locate the device for which you want to view the statistics
- Please note, Device statistics feature is currently not available for mobile device i.e. Device Type: ANDROID/IOS
- Click on the Device Statistics icon as shown below

- It shall open a dialog displaying the device statistics details as shown below



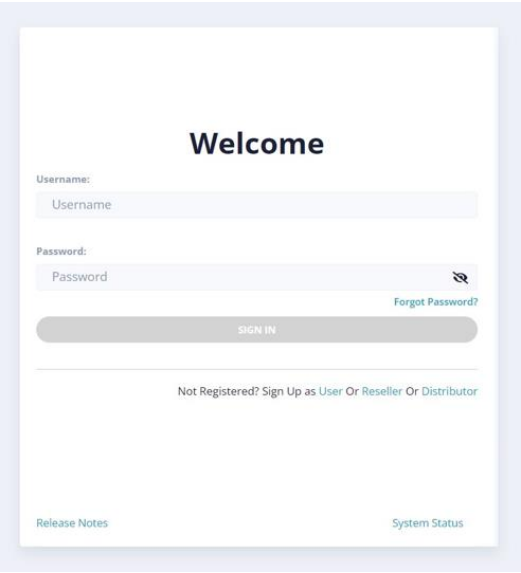
BACKUP SETS (DEVICES)

The backup sets and data for various devices can be viewed within mywebportal under the backup sets section. This section shows how to create, edit, view and delete backups/sets.

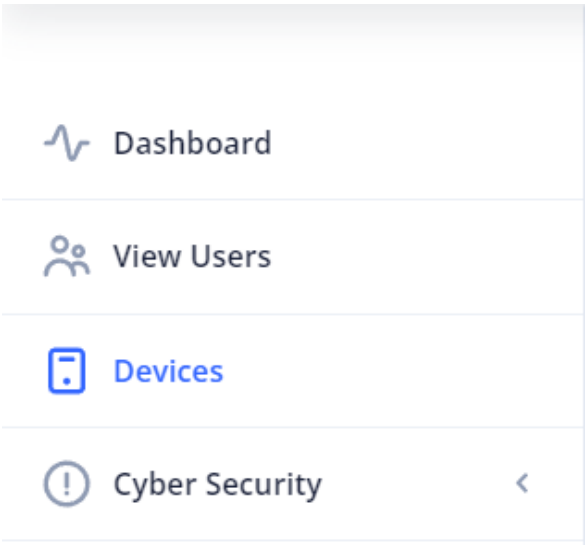
Configuring Backup Sets

Below are the steps required to configure backup sets for devices. To configure Cloud to Cloud backups sets, please refer to the next section.

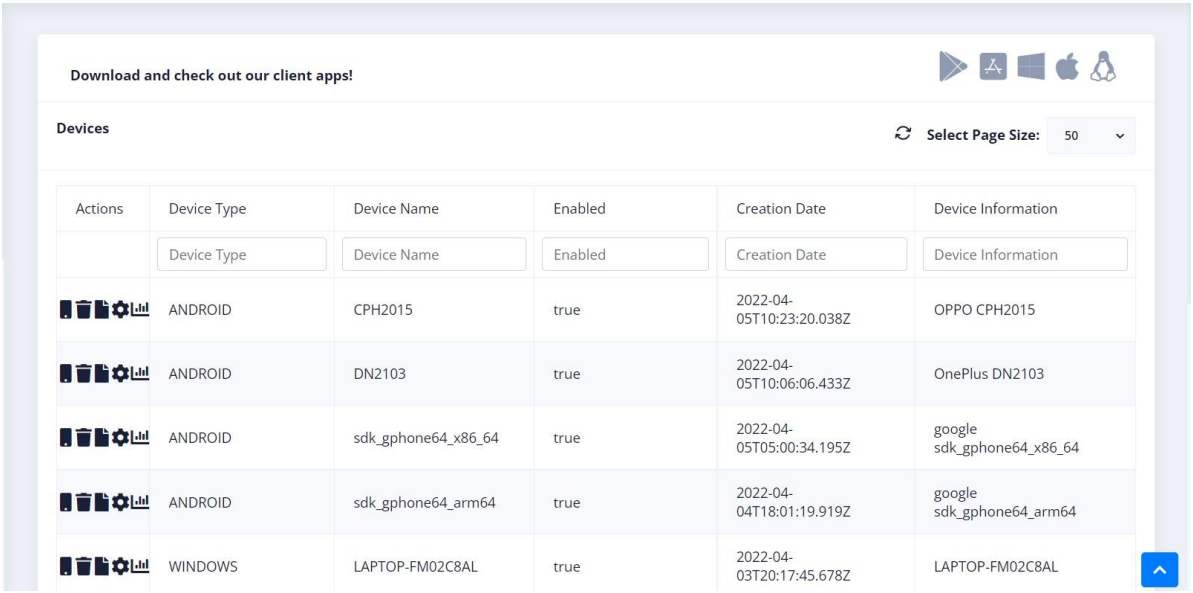
- Login to mywebportal at https://mywebportal.cloud



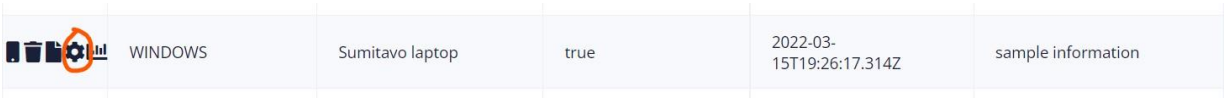
- Login with your credentials
- Post login, locate and click on the “Devices” link on the left sidebar



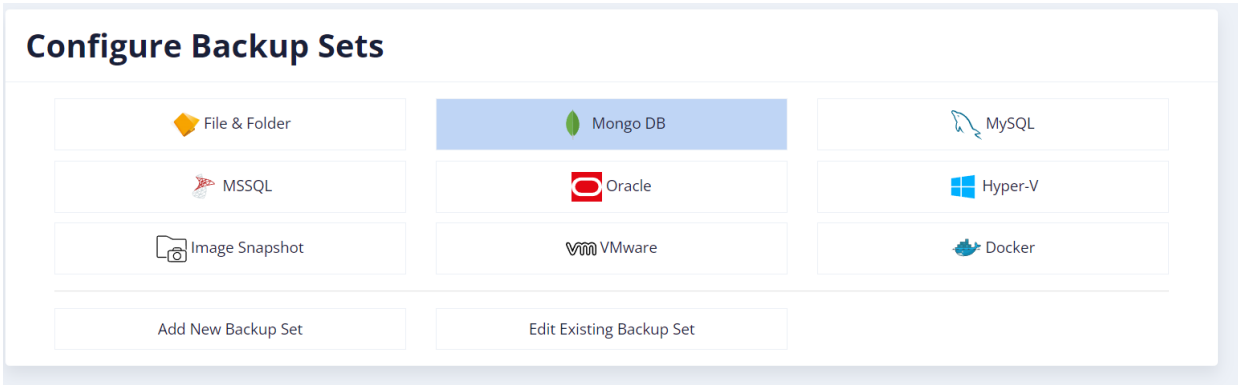
- It shall display a list of all the devices registered with the given user



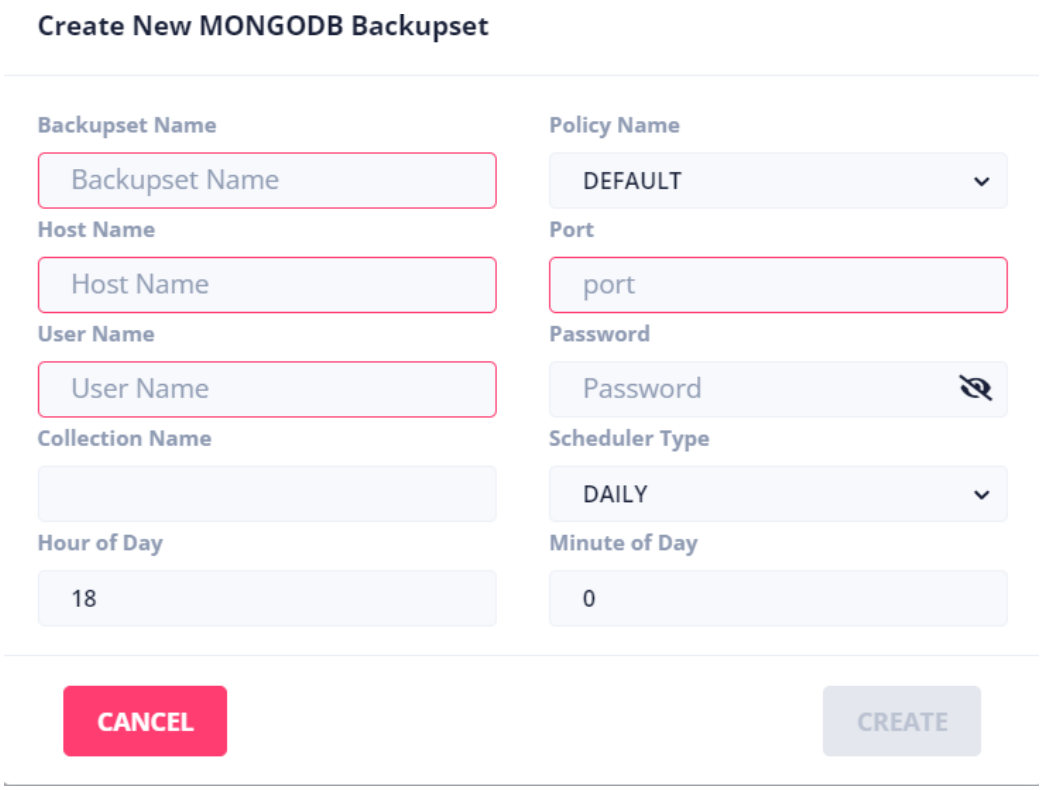
- Please note, currently the configuration option is not supported for mobile devices to backup a mobile, please download from the Appstore or Playstore.
- Click on the configure icon against the device you want to configure



- It shall open a screen to configure the backup sets

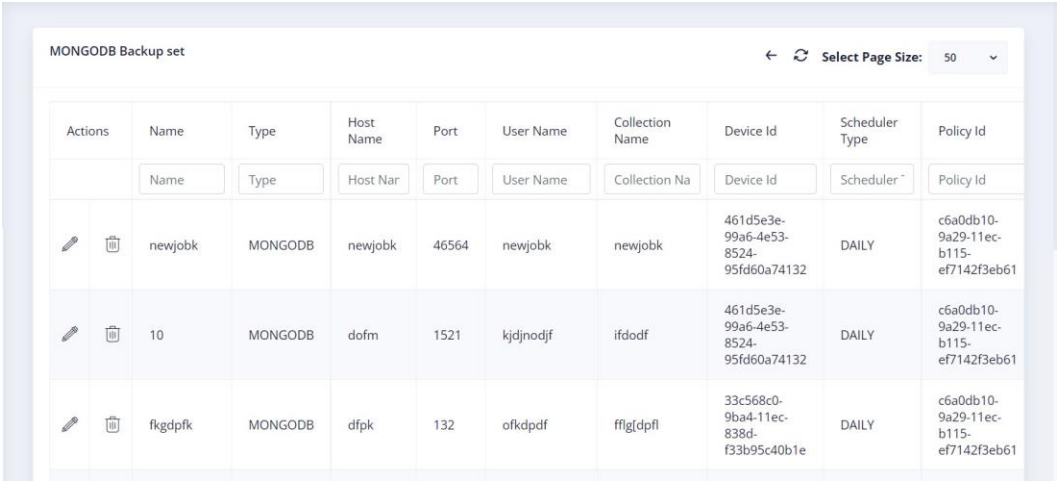


- Click on the type of backup set you want to configure. For this example, we are choosing MongoDB as the backup set type. On clicking the MongoDB option, the following options come up
    - Add New Backup Set
    - Edit Existing Backup Set
- Click on the “Add New Backup Set” option. It will open a dialog as follows



- Enter the details like Backupset Name, Hostname of the DB, Port, Username, Password, Backup schedule details etc and press on “CREATE”

- It shall create the backup set for you and will direct you to a screen listing all the mongodb backup sets configured for that device as shown below

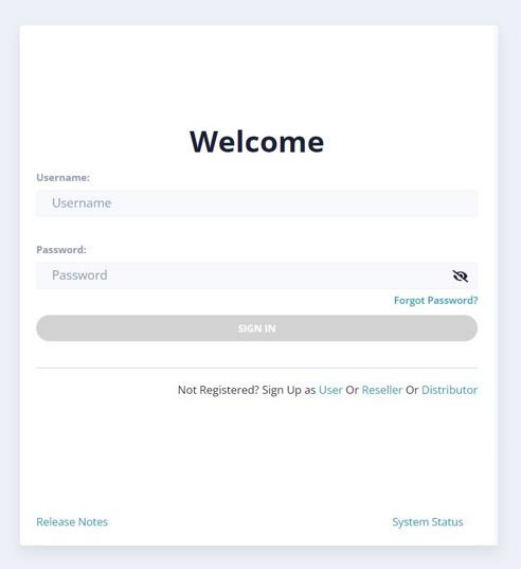


- Any Backup Set shown can be edited or deleted by clicking on the Edit or Delete Icons.

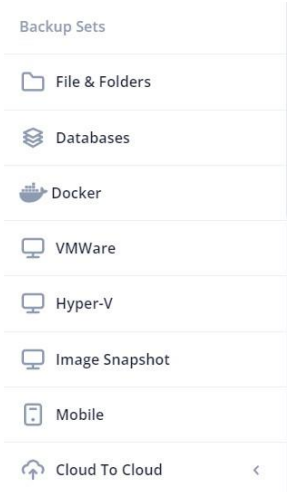
- Once you create and save any backup set, it is automatically synced with the client running on the device and will start processing it as per the scheduler settings
- Similar steps as above needs to be followed for configuring backup sets of any type in the portal

Viewing Backup Sets

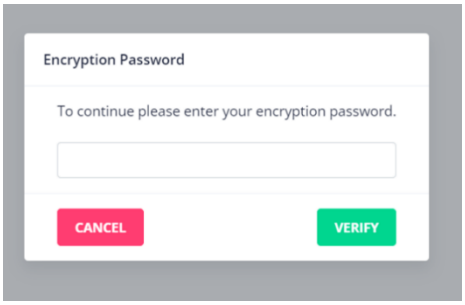
- Login to mywebportal at https://mywebportal.cloud



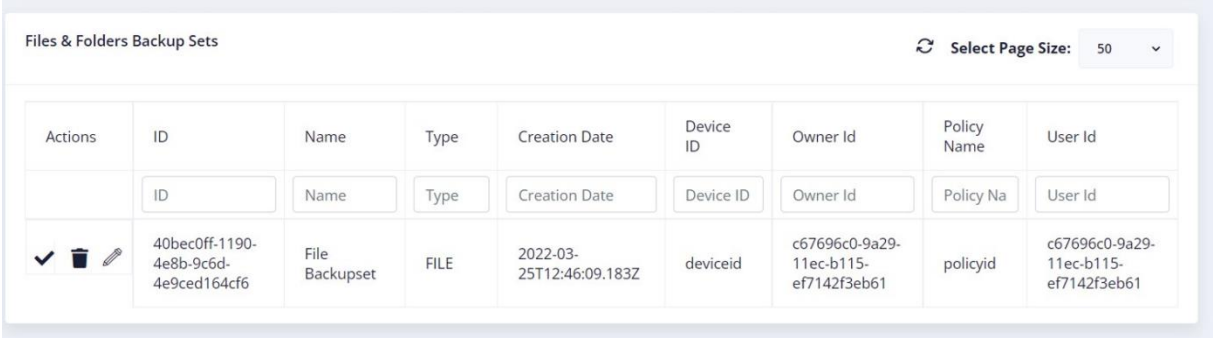
- Login with your credentials and post login, locate the “Backup Sets” section on the left sidebar. It contains details of all the backup sets. Click on any backup type for e.g. File & Folders to view the details



- On clicking any backup type, you will see a detailed screen listing all the backup sets of that type. For this guide, the example of File & Folders backup set is being taken. On clicking the backup set type, you need to enter your encryption password details.

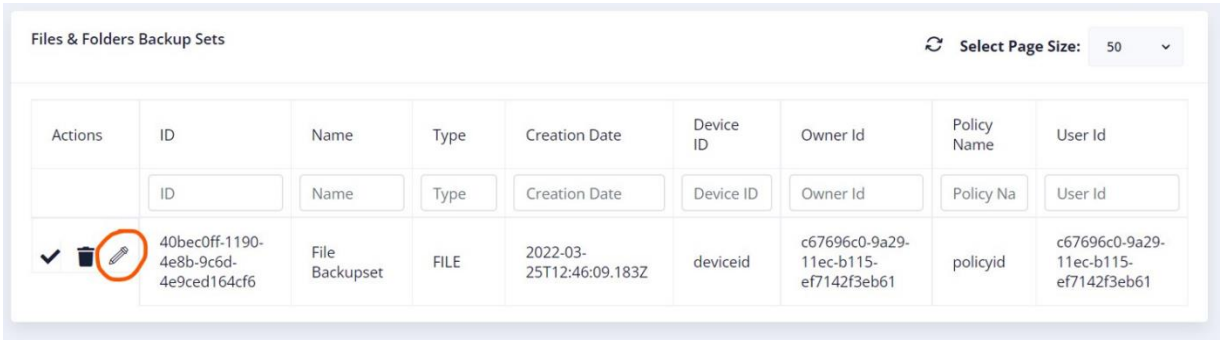


- Once you have verified your encryption password successfully, the portal would display a list of backup sets of that type linked to your account as shown below. You can delete or edit any backup set.

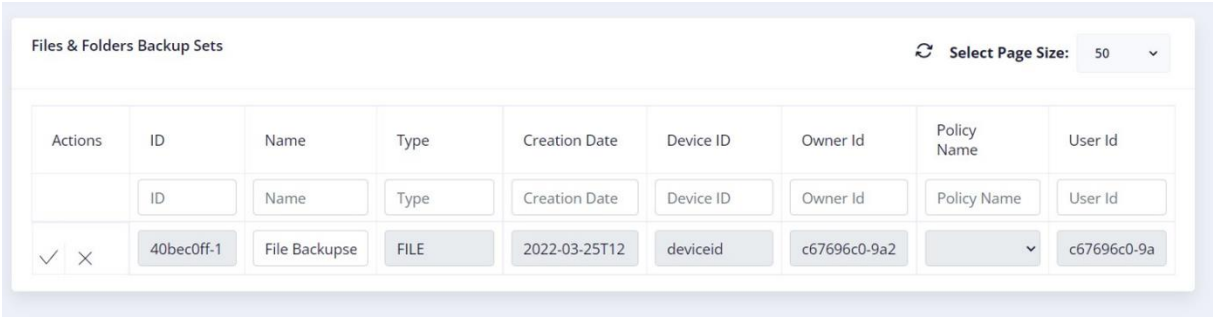


Editing a Backup Set

- On the backup set listing screen, click on the edit icon to edit the backup set

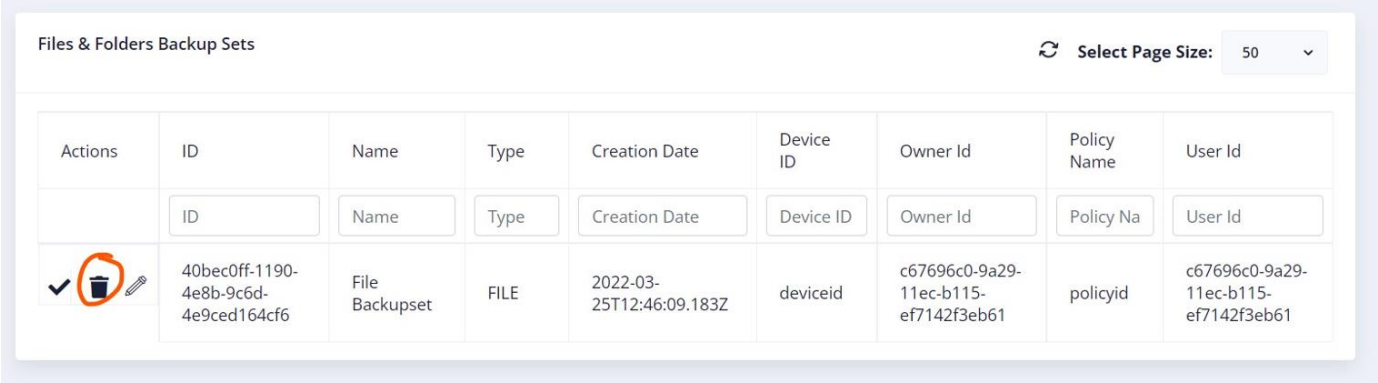


- It will make the row editable which will allow you to edit the backup set name. Post your edit, click on the “tick” icon to save your changes

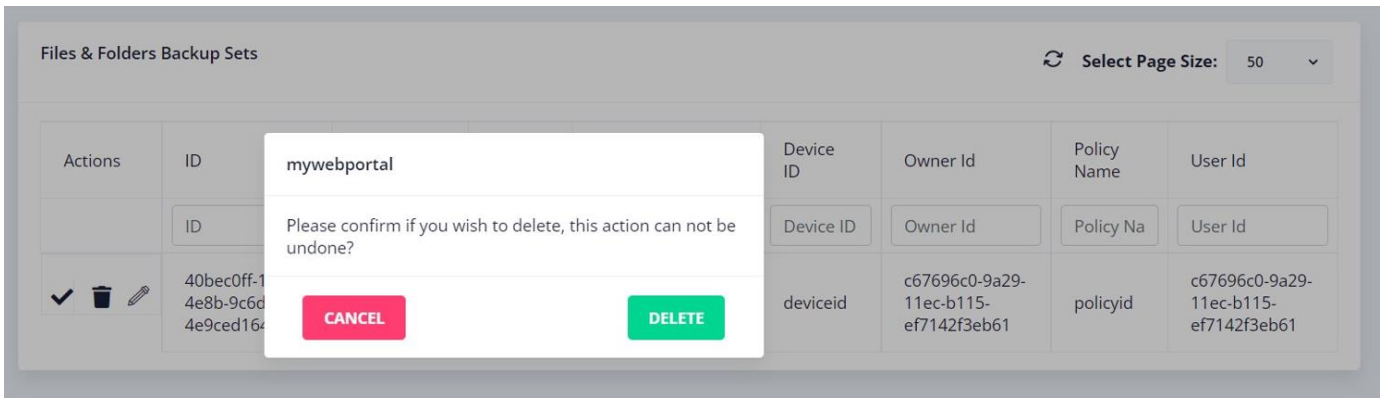


Deleting a Backup Set

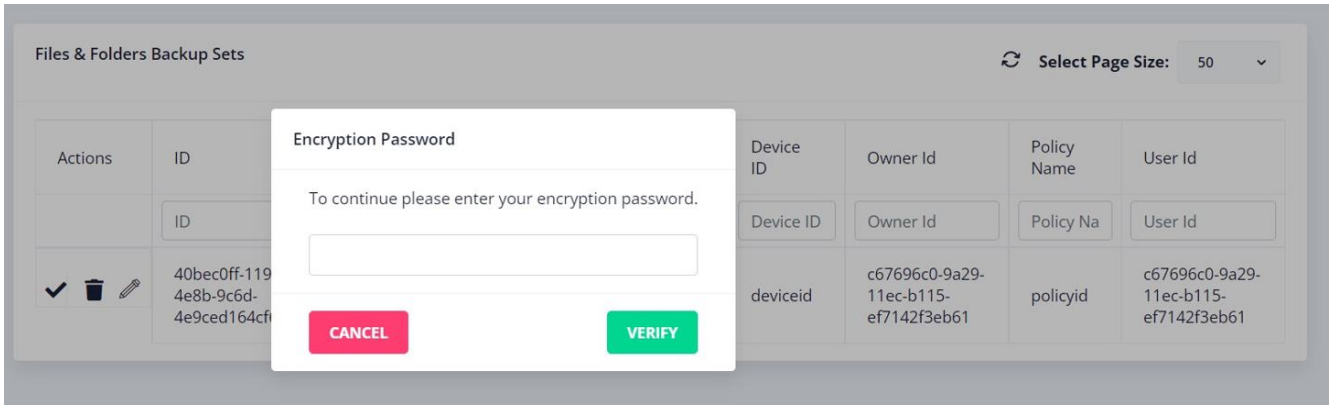
- On the backup set listing screen, click on the delete icon to delete a backup set



- It will ask for a confirmation for your action. Press on "**DELETE**"

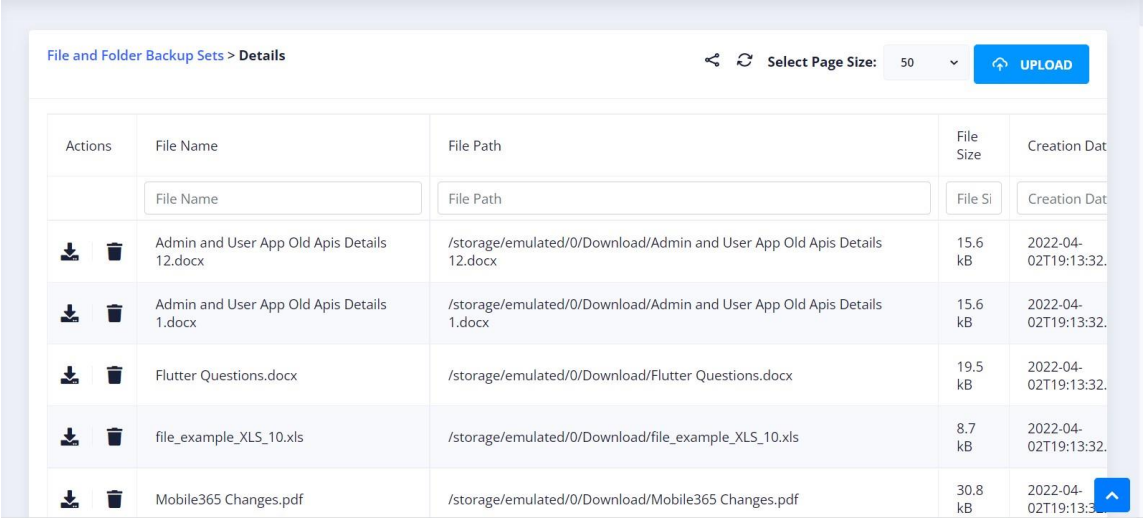


- On pressing delete, it will open up a dialog to enter your encryption password. This is to ensure that a backup set is not accidentally deleted. Once you verify your encryption password, that backup set will be deleted. Based on the retention policy applicable for the backup set, the backup files contained in the backup set shall be moved to the retention section and would stay there up to the retention period before being permanently deleted from the system



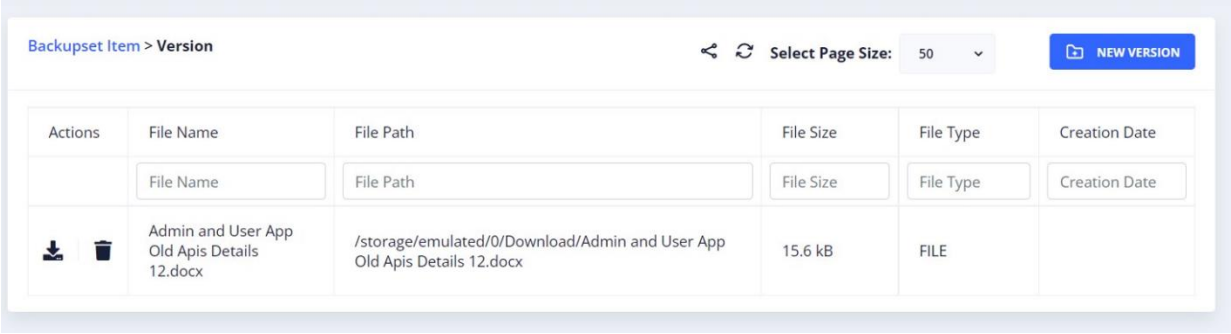
Viewing Backups in a Backup Set

- On the backup set listing screen, click on the backup set for which you want to view the backups. It will open a view displaying the list of all backups contained as part of that backup set



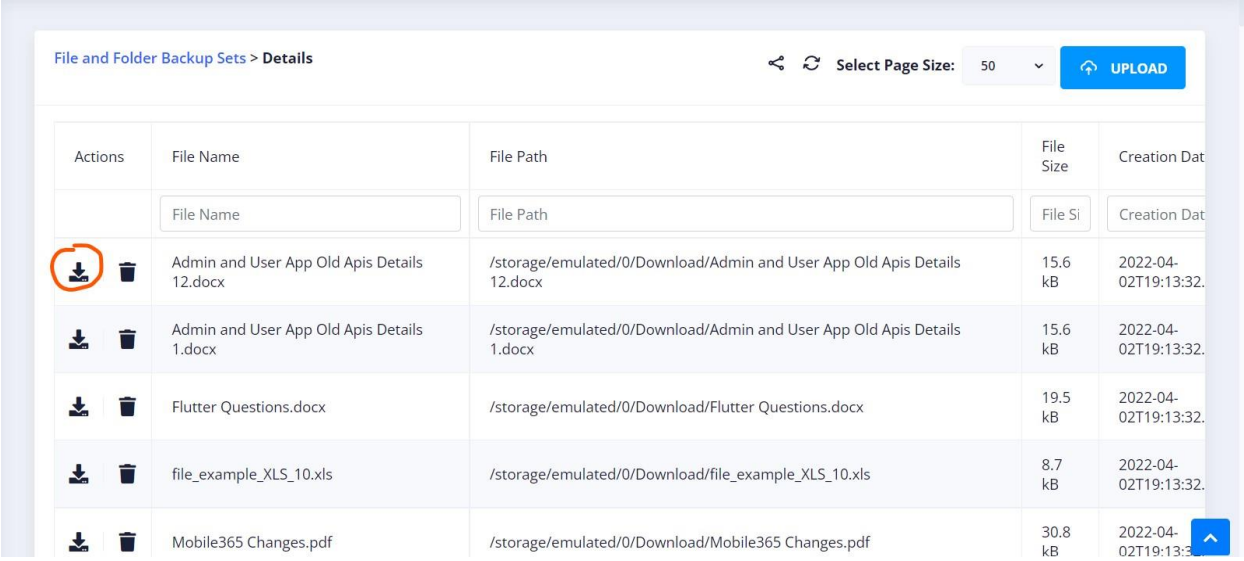
Viewing Versions for a Backup

- On the backup listing screen, click on the backup for which you want to view the versions. It will open a view displaying the list of all versions contained as part of that backup



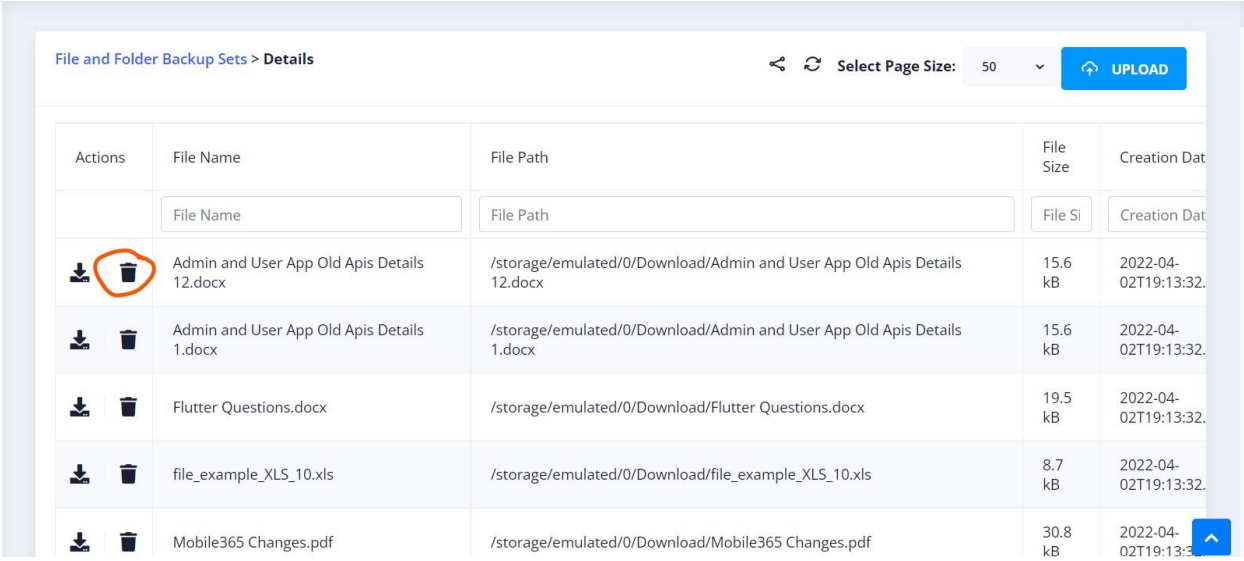
Restoring a Backup

- On the backup listing screen, click on the download button, next to the backup, you want to restore. It will restore the backup for you and download it to your device immediately



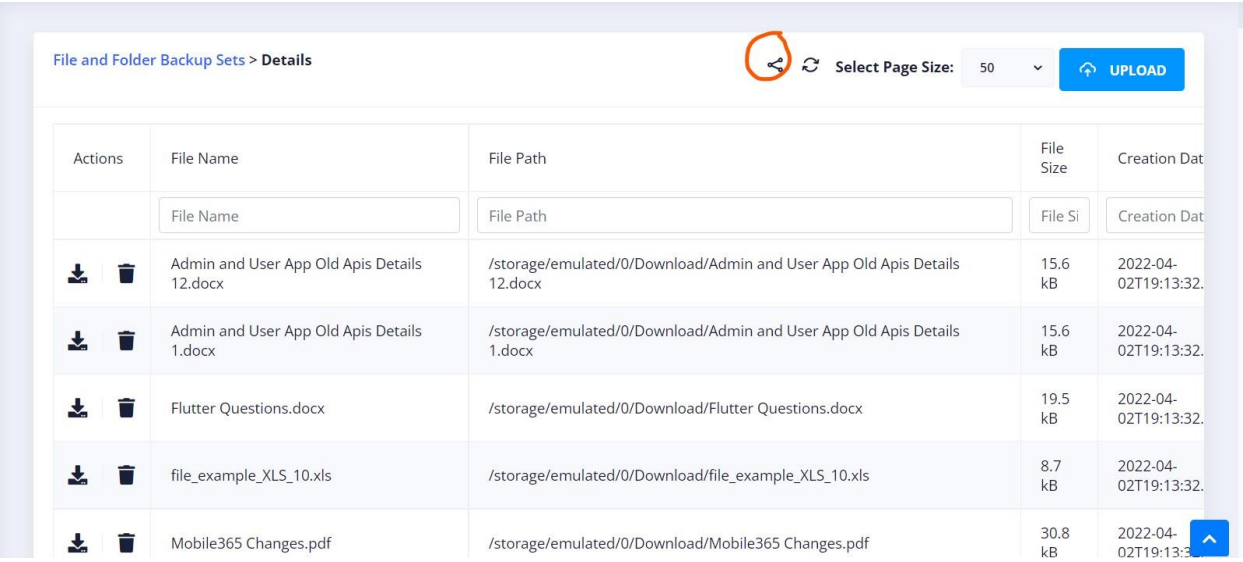
Deleting a Backup

- On the backup listing screen, click on the delete button, next to the backup, you want to delete. It moves the backup to the retention section based on the retention period settings of the backupset to which the backup belongs to.

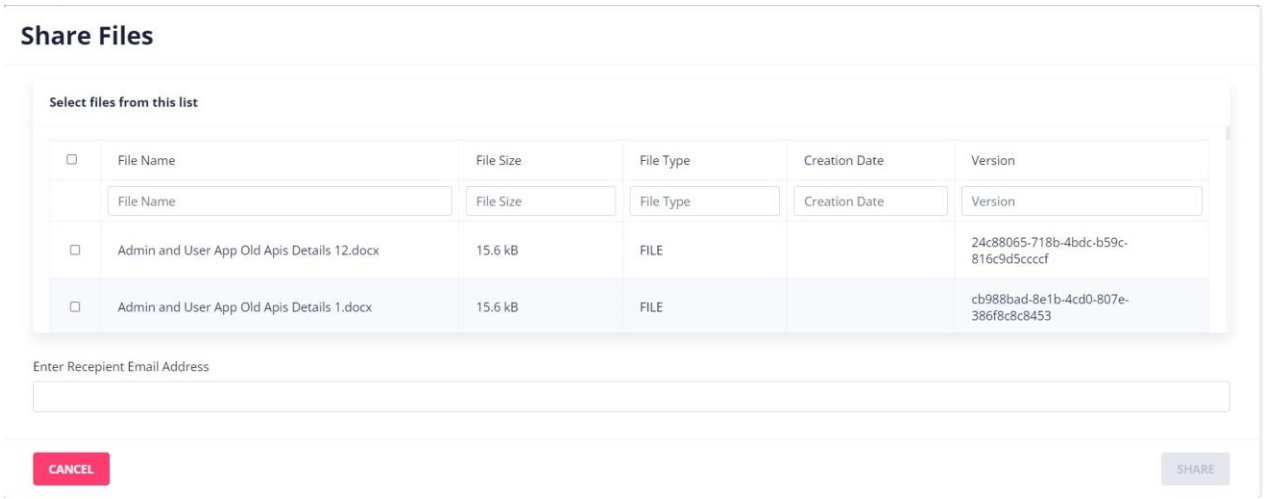


Sharing a Backup

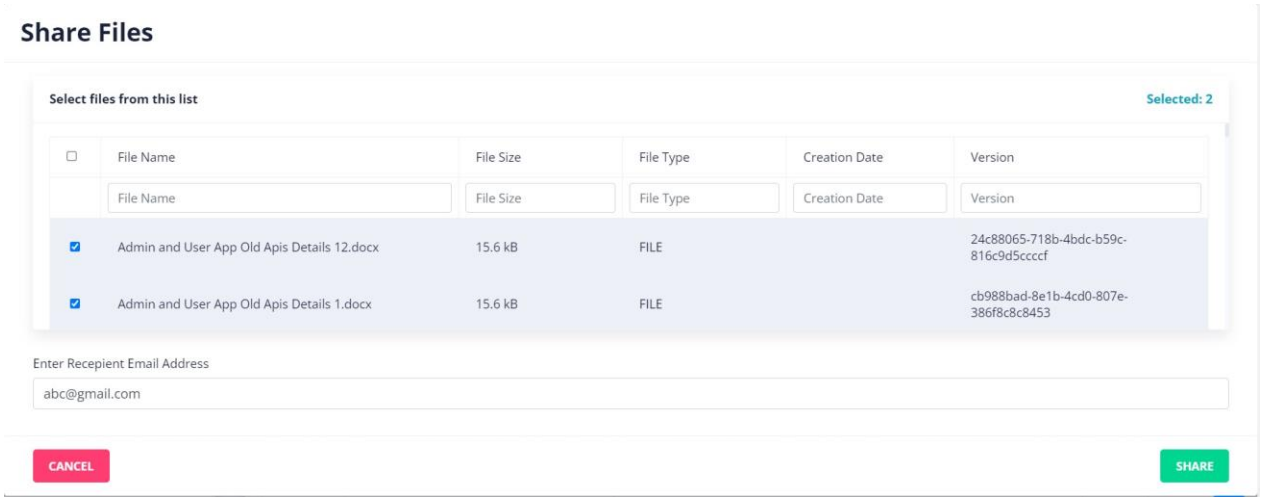
- On the backup listing screen, click on the share icon as shown below



- It will open a screen as shown below to choose the backup files, you want to share



- Select the files you want to share and enter the recipient email address to share the files with the recipient. Please note, the recipient will receive an email containing the link to download the backup files


Share Files
Select files from this list
Selected: 2
File Name
File Size
File Type
Creation Date
Version
Admin and User App Old Apis Details 12.docx
15.6 kB
FILE
24c88065-718b-4bdc-b59c-816c9d5ccccf
Admin and User App Old Apis Details 1.docx
15.6 kB
FILE
cb988bad-8e1b-4cd0-807e-386f8c8c8453
Enter Recepient Email Address
abc@gmail.com
CANCEL
SHARE

- Press Share

BACKUP SETS (CLOUD TO CLOUD)

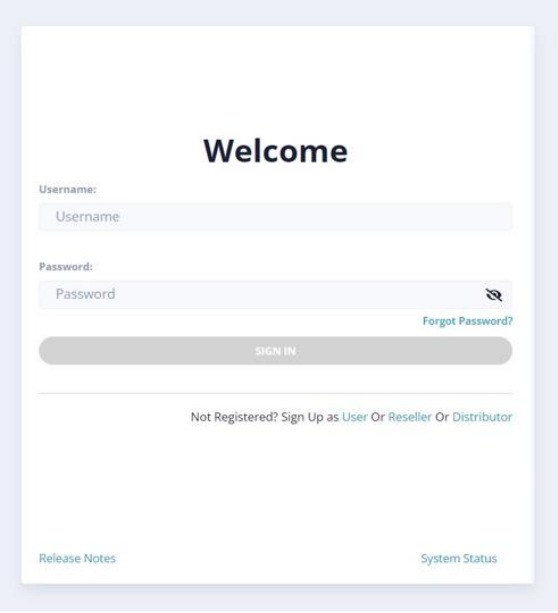
The following cloud services are supported for Cloud to Cloud backups.

- Microsoft365
- Google Workspace
- Dropbox
- Box
- Github
- Gitlab
- Bitbucket

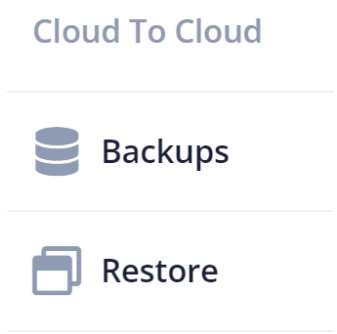
Below are the steps to perform and configure cloud to cloud backup. For an example configuration, we are using Dropbox as the service.

Creating a Backup Job

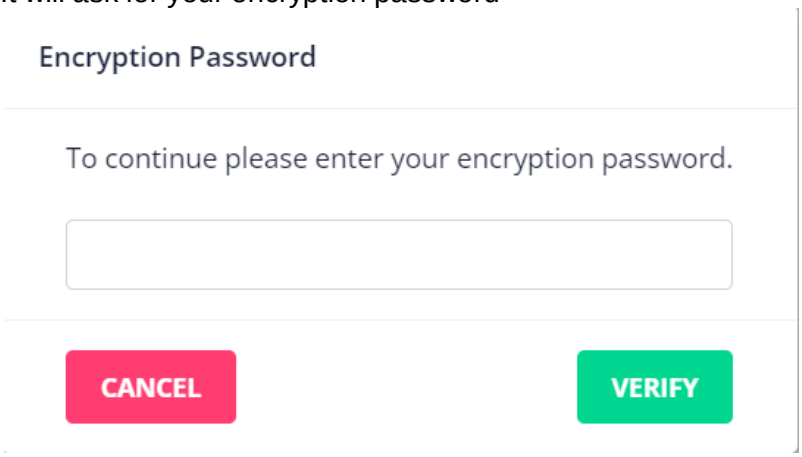
- Login to mywebportal at https://mywebportal.cloud



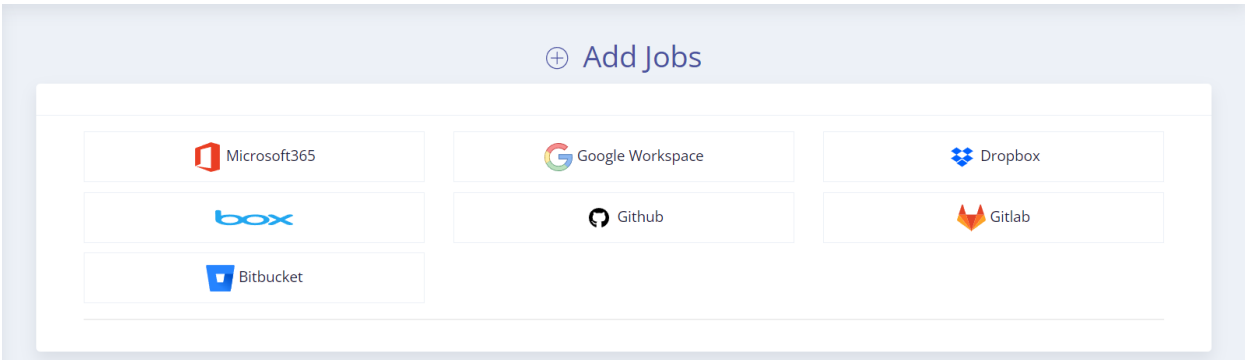
- Login with your credentials
- Post login, navigate to “Cloud To Cloud” section under backup sets



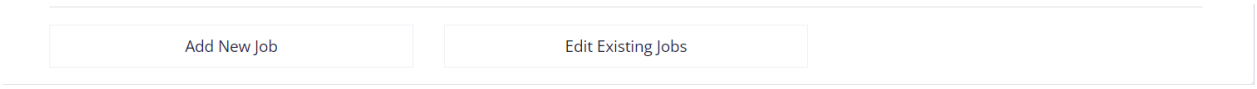
- It will ask for your encryption password



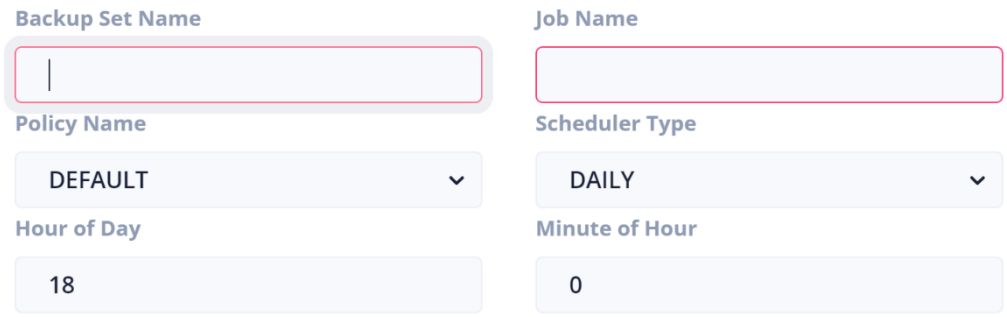
- Enter your encryption password and click on "**VERIFY**"
- Once verification is successful, it will list all the supported cloud services as shown below



- In this example we will show how to backup Dropbox, click the icon and it will populate the below options



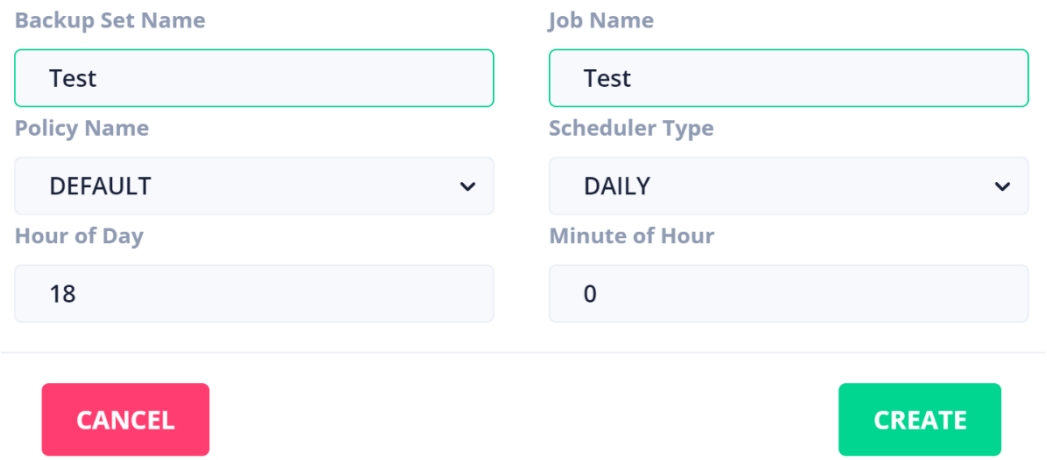
- Click on “**Add New Job**” to add a new job. It shall populate the below dialog



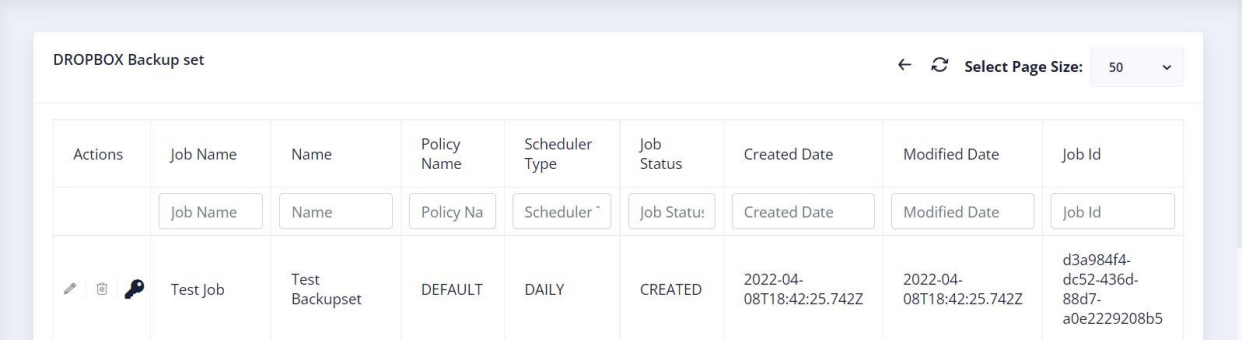
- Following are the parameter descriptions

Parameter Name	Parameter Description
Backup Set Name	Name of the backup set to be created
Job Name	Name of the job associated with theservice
Policy Name	Name of the policy to be associated withthe backup set
Scheduler Type	DAILY/WEEKLY

- Fill in the details and press **CREATE**

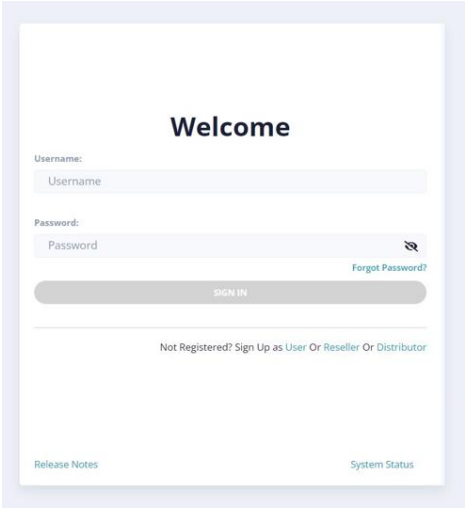


- It shall create the job and display the list of the jobs created

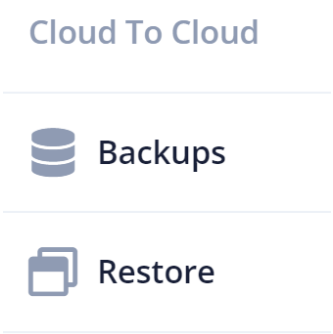


Deleting a Job

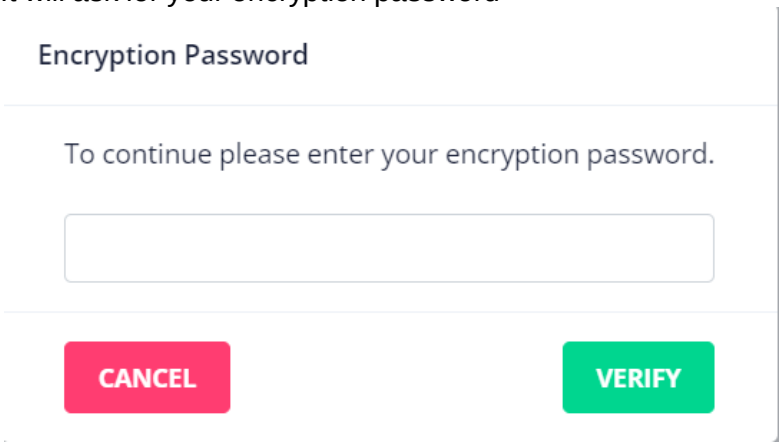
- Login to mywebportal at https://mywebportal.cloud



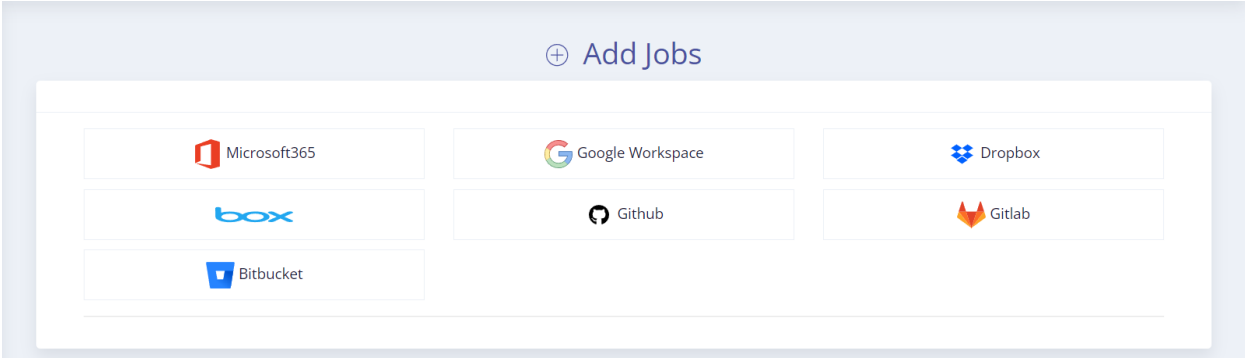
- Login with your credentials
- Post login, navigate to “Cloud To Cloud” section under backup sets



- It will ask for your encryption password

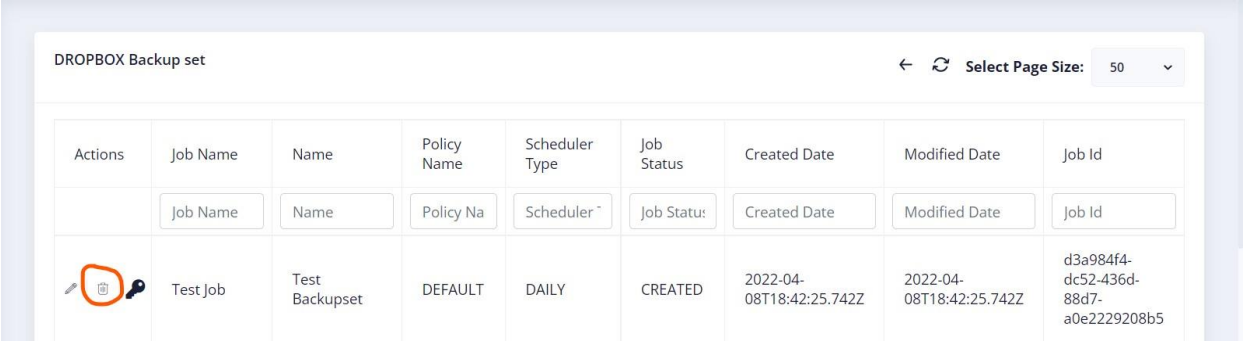


- Enter your encryption password and click on "**VERIFY**"
- Once verification is successful, it will list all the supported cloud services as shown below

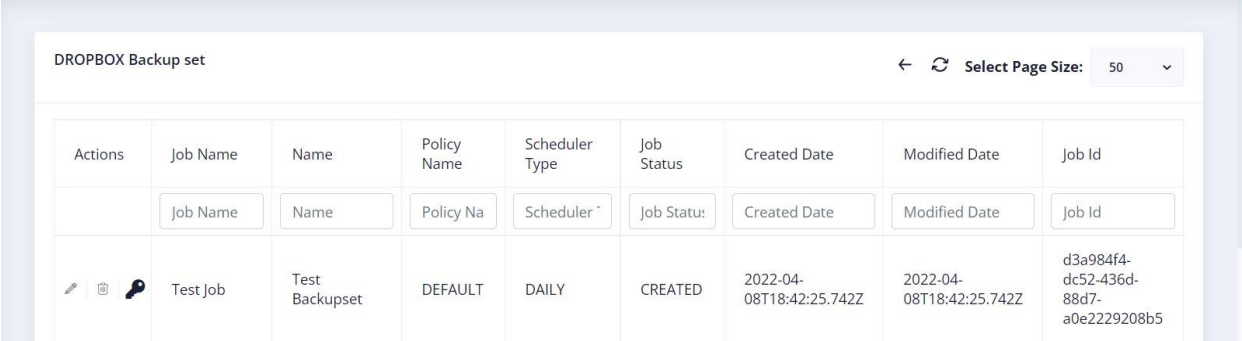


- Click on Dropbox, it will populate the below options

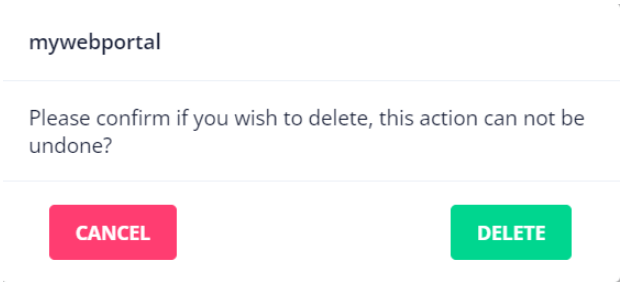
- Click on "**Edit Existing Jobs**" to add a new job. It shall populate the below dialog
- It will populate the list of jobs for the service



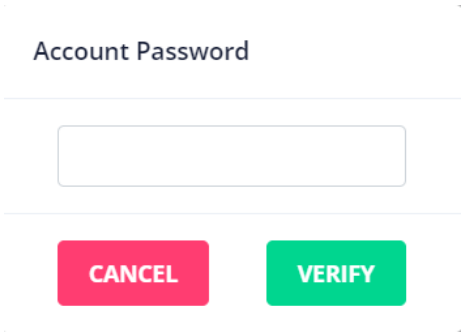
- Click on the Delete icon next to the job



- It will ask for confirmation of the action



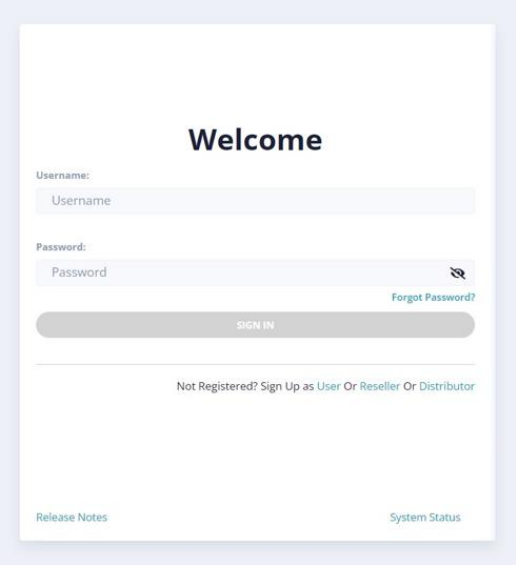
- Click on “DELETE”
- It will then ask for the account password. This is done for safeguarding any accidental deletion



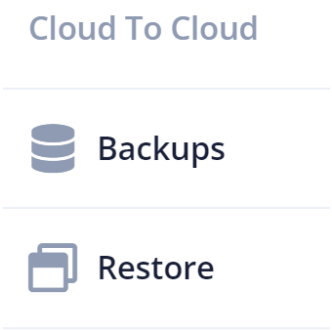
- Enter your account password and press “**VERIFY**” to complete the operation

Authenticating a Job

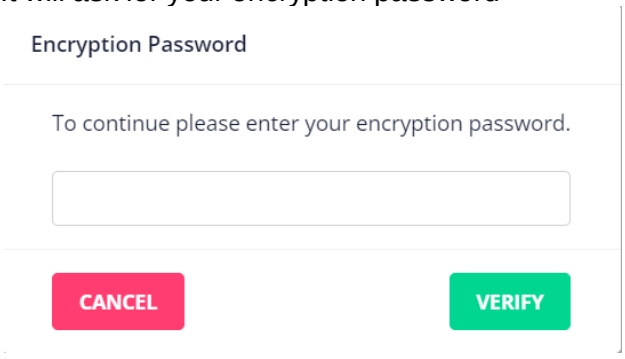
- Login to mywebportal at https://mywebportal.cloud



- Login with your credentials
- Post login, navigate to “Cloud To Cloud” section under backup sets

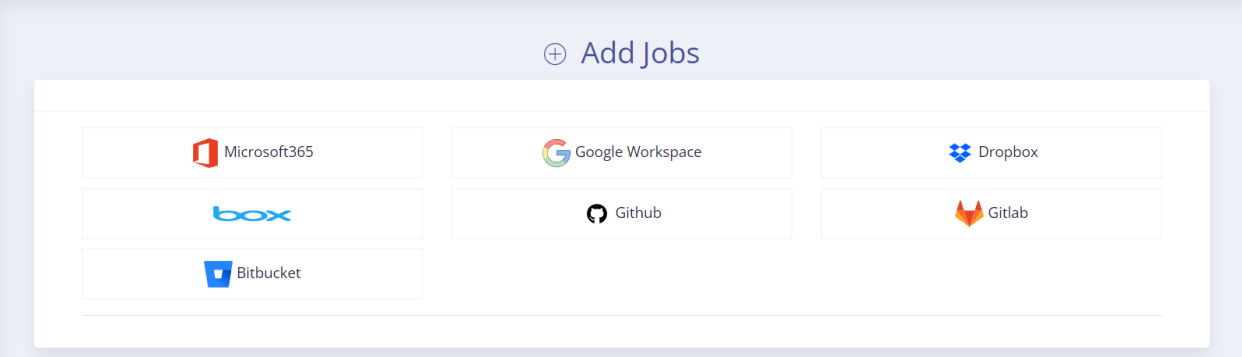


- It will ask for your encryption password

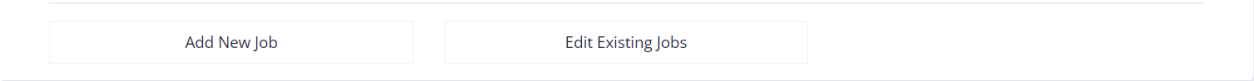


- Enter your encryption password and click on “**VERIFY**”

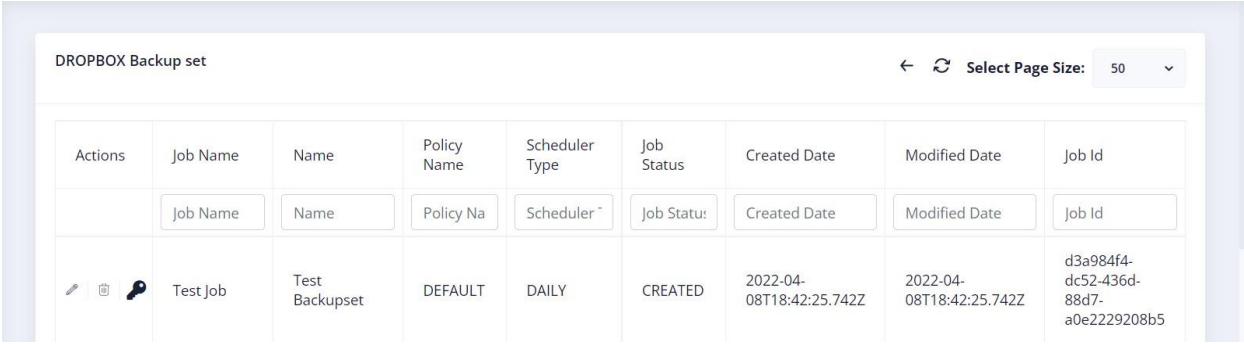
- Once verification is successful, it will list all the supported cloud services as shown below



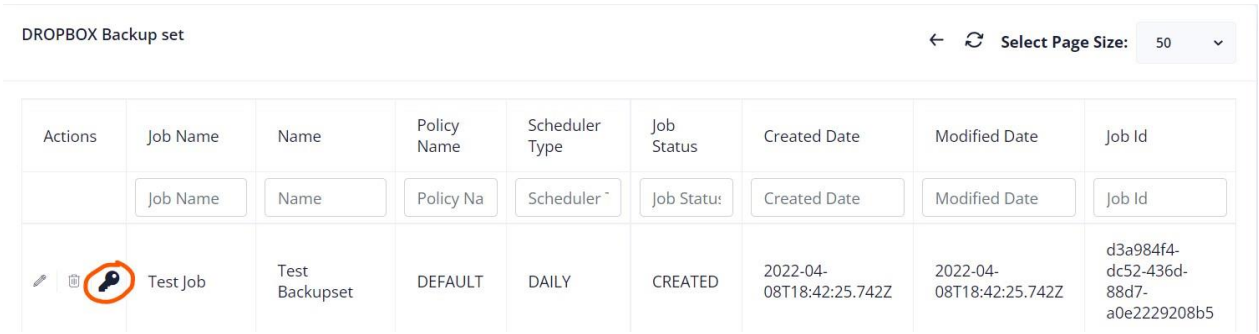
- Click on Dropbox, it will populate the below options



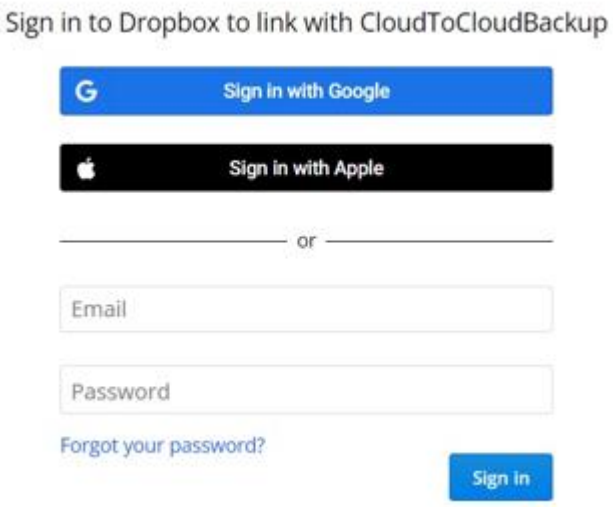
- Click on "**Edit Existing Jobs**" to add a new job. It shall populate the below dialog
- It will populate the list of jobs for the service



- Click on the "Authenticate" icon to authenticate a job. Please note that unless a job is authenticated, backups will not be scheduled for the job.



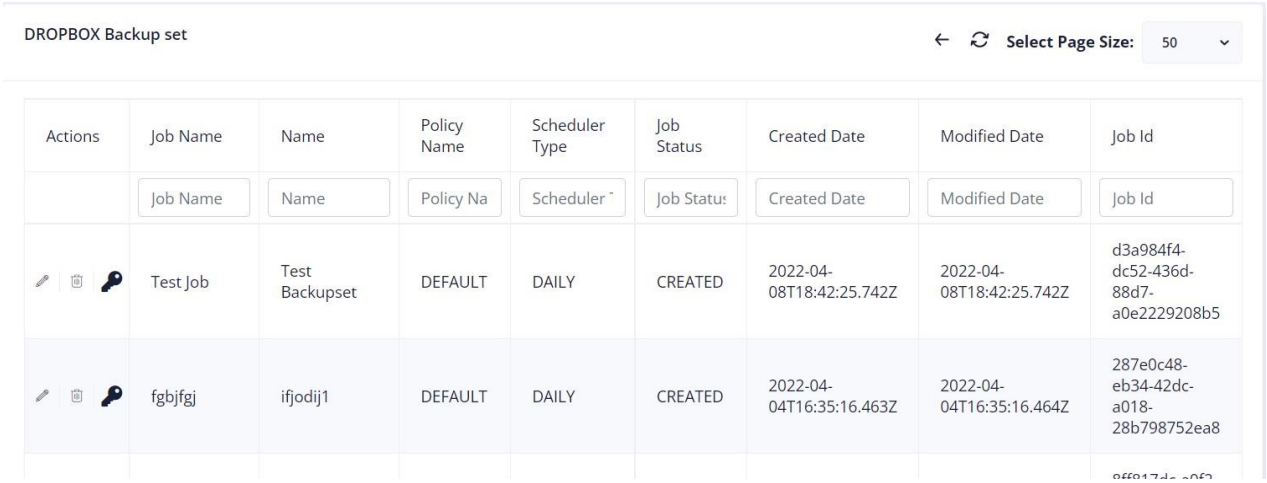
- It shall direct you to the dropbox login page. Login with your details to authenticate the job



- Post successful login, you will be greeted with this message

```
You have been successfully authenticated. You can now close the browser!
```

- Post successful authentication, you shall see the status of your job being changed to "**AUTHENTICATED**"

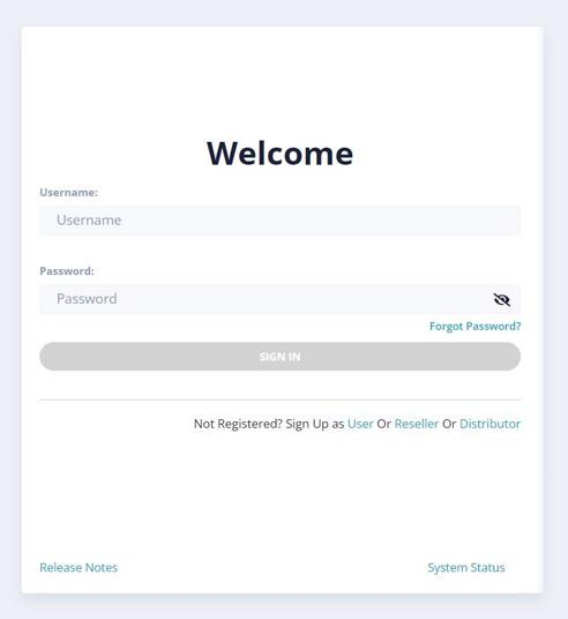


Actions	Job Name	Name	Policy Name	Scheduler Type	Job Status	Created Date	Modified Date	Job Id
	Job Name	Name	Policy Na	Scheduler	Job Status	Created Date	Modified Date	Job Id
	Test Job	Test Backupset	DEFAULT	DAILY	CREATED	2022-04-08T18:42:25.742Z	2022-04-08T18:42:25.742Z	d3a984f4-dc52-436d-88d7-a0e2229208b5
	fgbjfgj	ifjodij1	DEFAULT	DAILY	CREATED	2022-04-04T16:35:16.463Z	2022-04-04T16:35:16.464Z	287e0c48-eb34-42dc-a018-28b798752ea8

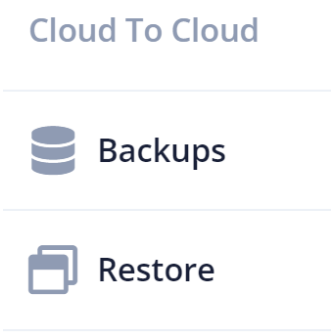
- Once the job is successfully authenticated, you are now ready to configure the same

Configuring a Job

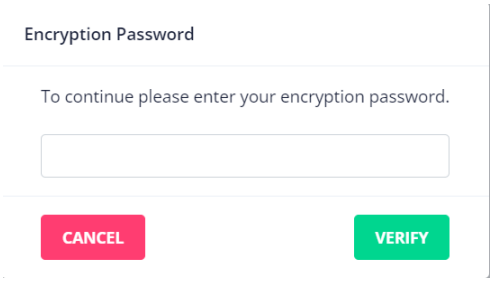
- Login to mywebportal at https://mywebportal.cloud



- Login with your credentials
- Post login, navigate to “Cloud To Cloud” section under backup sets

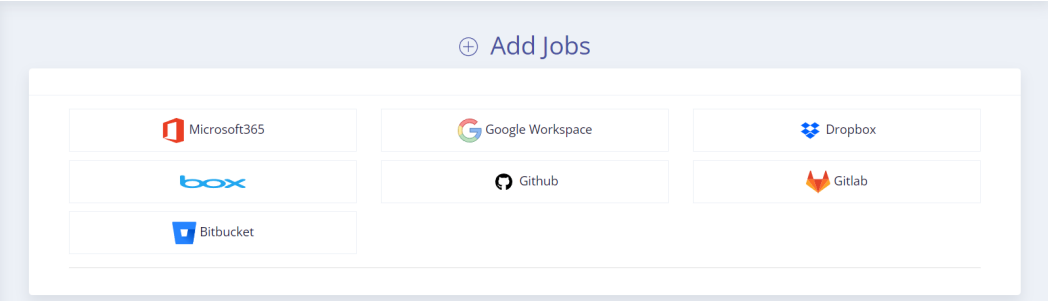


- It will ask for your encryption password

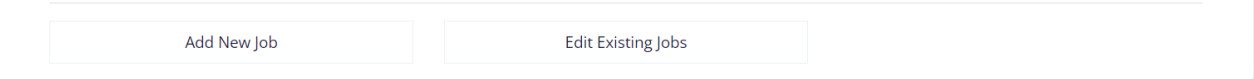


- Enter your encryption password and click on “**VERIFY**”

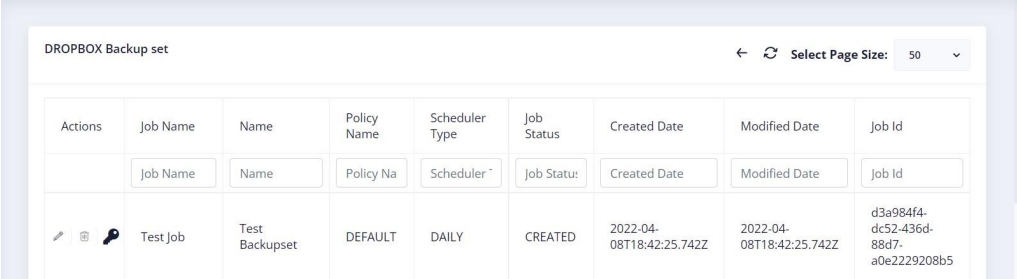
- Once verification is successful, it will list all the supported cloud services as shown below



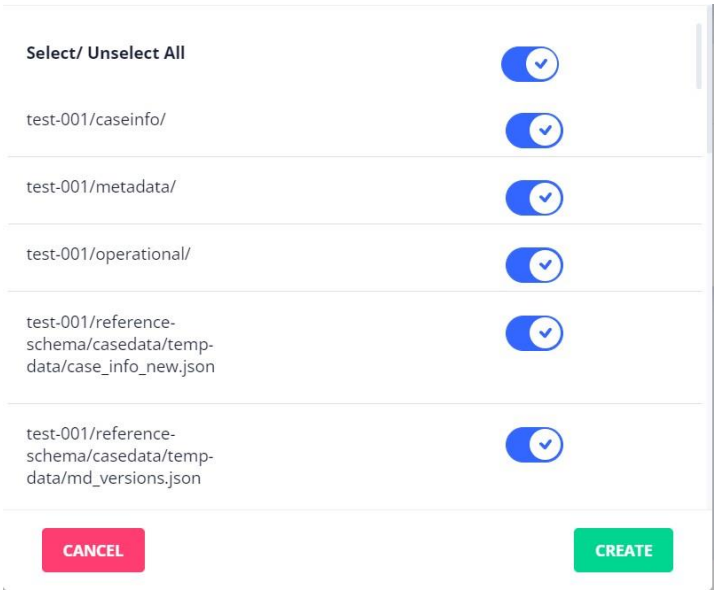
- Click on Dropbox, it will populate the below options



- It will populate the list of jobs for the service



- Click on the configure icon to configure the job. It shall open a dialog, with a list of paths in your dropbox account which you may choose to backup as shown below. By default all the paths are selected

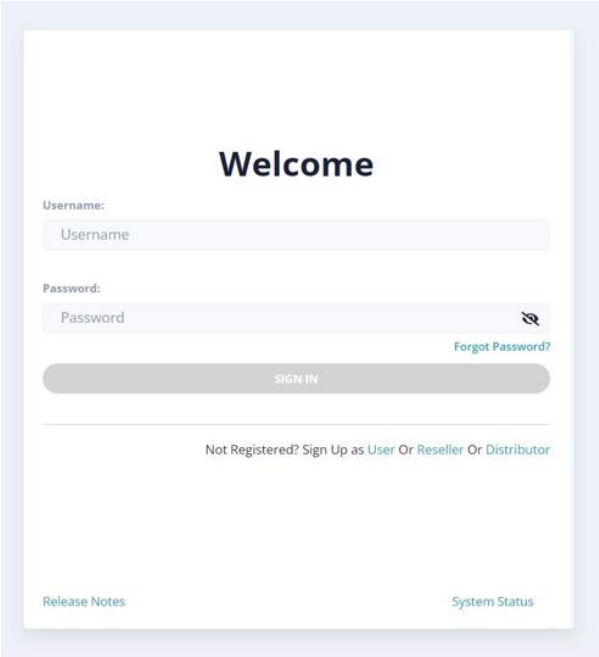


- Once you select the paths, click on “SAVE” to save the paths

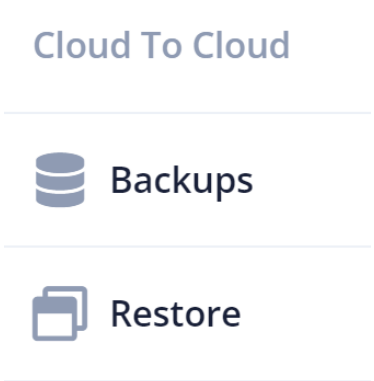
- Once the paths are saved, the scheduler will run and backups will start running for the specific job in question

Viewing Backups

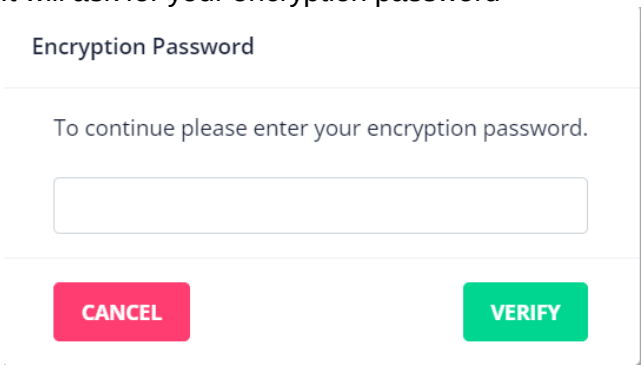
- Login to mywebportal at https://mywebportal.cloud



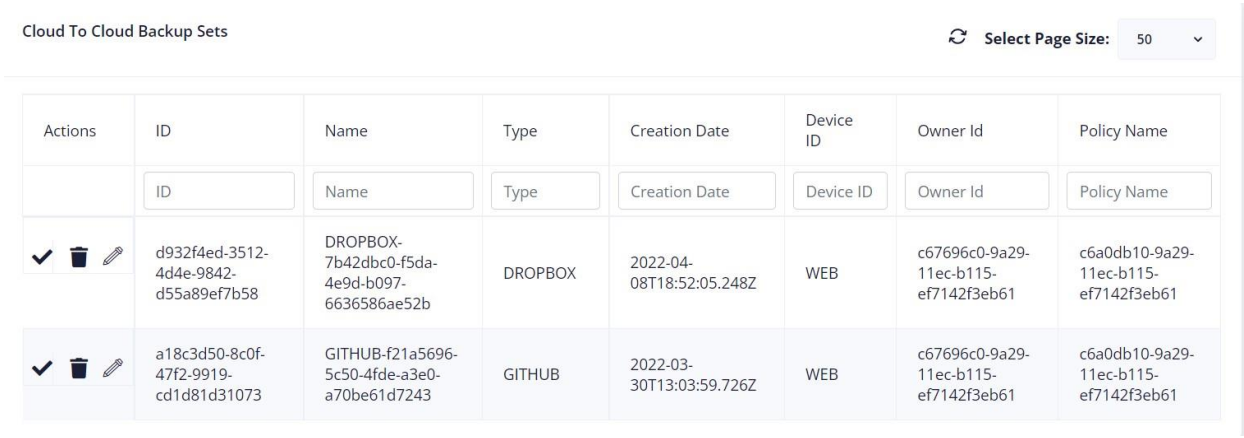
- Login with your credentials
- Post login, navigate to “Cloud To Cloud” section under backup sets
- Expand the tab and click on “Restore”



- It will ask for your encryption password



- Enter your encryption password and click on "**VERIFY**"
- It will display the list of backup sets created under cloud to cloud



Actions	ID	Name	Type	Creation Date	Device ID	Owner Id	Policy Name
	ID	Name	Type	Creation Date	Device ID	Owner Id	Policy Name
	d932f4ed-3512-4d4e-9842-d55a89ef7b58	DROPBOX-7b42dbc0-f5da-4e9d-b097-6636586ae52b	DROPBOX	2022-04-08T18:52:05.248Z	WEB	c67696c0-9a29-11ec-b115-ef7142f3eb61	c6a0db10-9a29-11ec-b115-ef7142f3eb61
	a18c3d50-8c0f-47f2-9919-cd1d81d31073	GITHUB-f21a5696-5c50-4fde-a3e0-a70be61d7243	GITHUB	2022-03-30T13:03:59.726Z	WEB	c67696c0-9a29-11ec-b115-ef7142f3eb61	c6a0db10-9a29-11ec-b115-ef7142f3eb61

- The section is similar to the backup sets section mentioned earlier. On clicking each backup set, you will be able to view the files contained in the same. On clicking a backup file further, the corresponding versions are shown

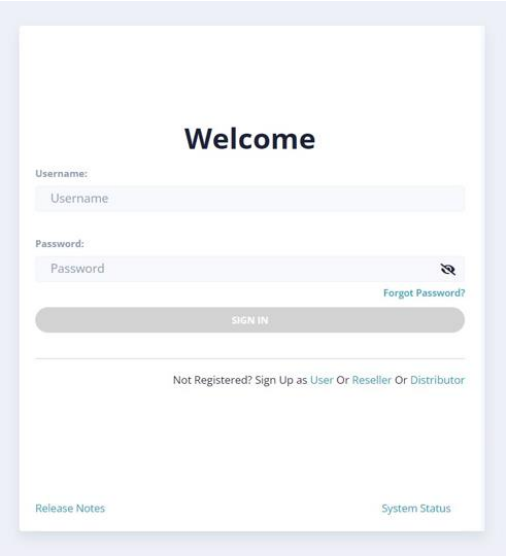
- You can perform other operations on the created backup sets like
  - Running data integrity check
  - Editing a backup set
  - Deleting a backup set

SYNC DRIVE

This section displays the backup files which are part of the sync drive. Sync drive is a unique feature of the solution. The backup files which are part of sync drive are available across devices for use. For example: If you upload a file via mywebportal to sync drive, you can access the same file via the android/iOS mobile application as well.

Accessing Sync Drive

- Login to mywebportal at https://mywebportal.cloud



- Login with your credentials
- Post login, locate the **Sync Drive** link on the left side bar

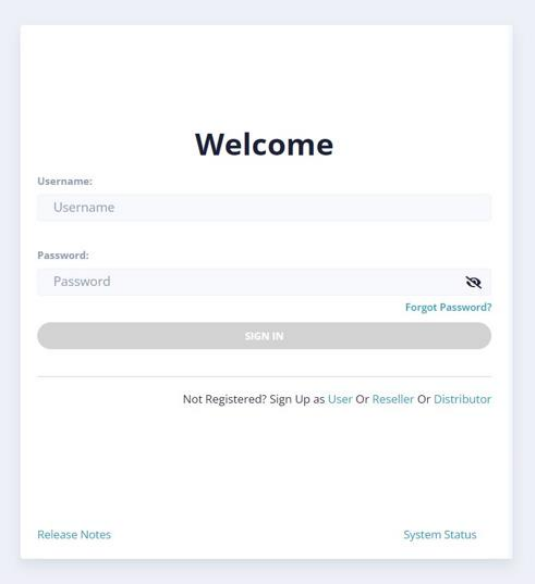
- Click on the link, it shall display the backup files which are available as part of sync drive

RETENTION FILES

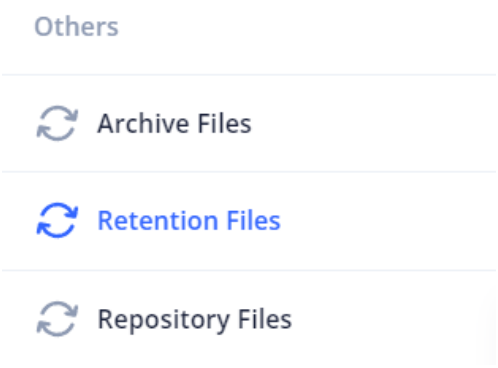
This section displays the backup files which are part of the retention section.

Accessing Retention Files

- Login to mywebportal at https://mywebportal.cloud



- Login with your credentials
- Post login, locate the **Retention Files** link on the left side bar



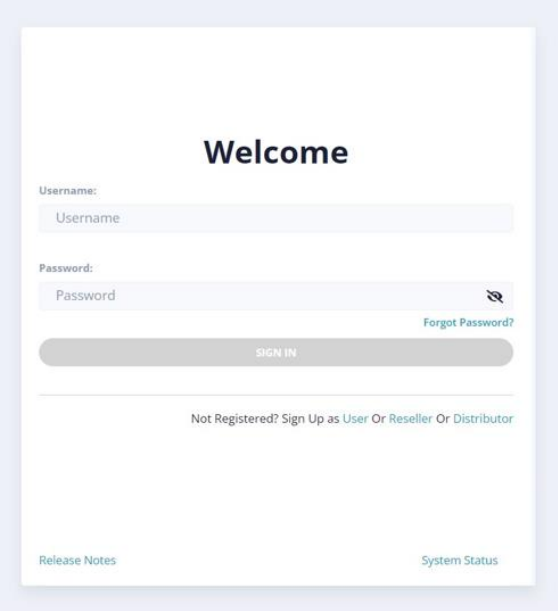
- Click on the link, it shall display the backup files which are available as part of retention section

ARCHIVE FILES

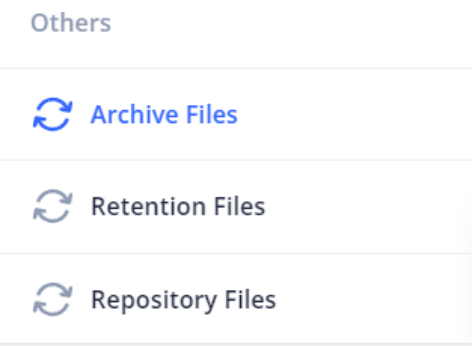
This section displays the backup files which are part of the archive section.

Accessing Archive Files

- Login to mywebportal at https://mywebportal.cloud



- Login with your credentials
- Post login, locate the **Archive Files** link on the left side bar



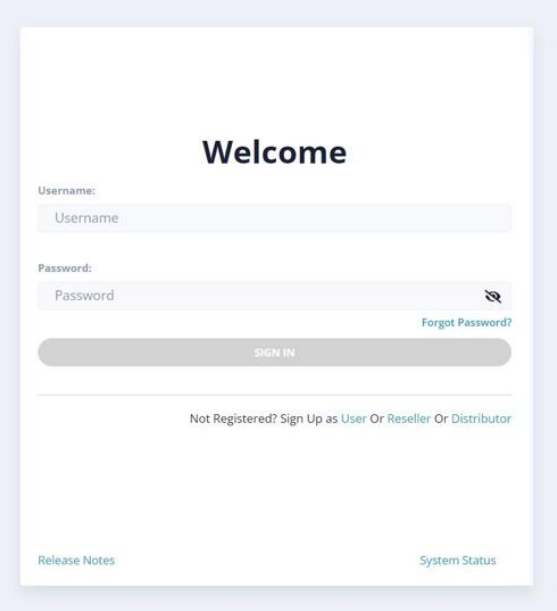
- Click on the link, it shall display the backup files which are available as part of archive section

REPOSITORY FILES

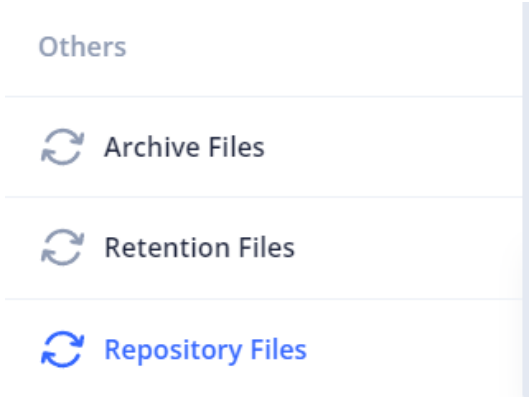
This section displays the backup files which are part of the archive section.

Accessing Repository Files

- Login to mywebportal at https://mywebportal.cloud



- Login with your credentials
- Post login, locate the **Repository Files** link on the left side bar



- Click on the link, it shall display the backup files which are available as part of repository section

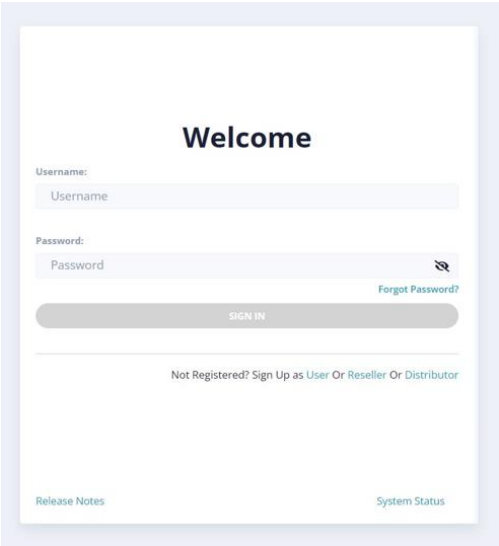
IMPORTER

Data can be imported from predefined data sources into the solution. The supported data import sources are:

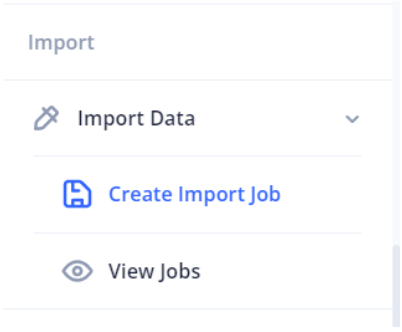
- AWS S3 (Amazon Web Services)
- Wasabi
- Blackblaze
- Google Cloud
- Acronis
- Azure Blob Storage

Creating an Import Job

- Login to mywebportal at https://mywebportal.cloud

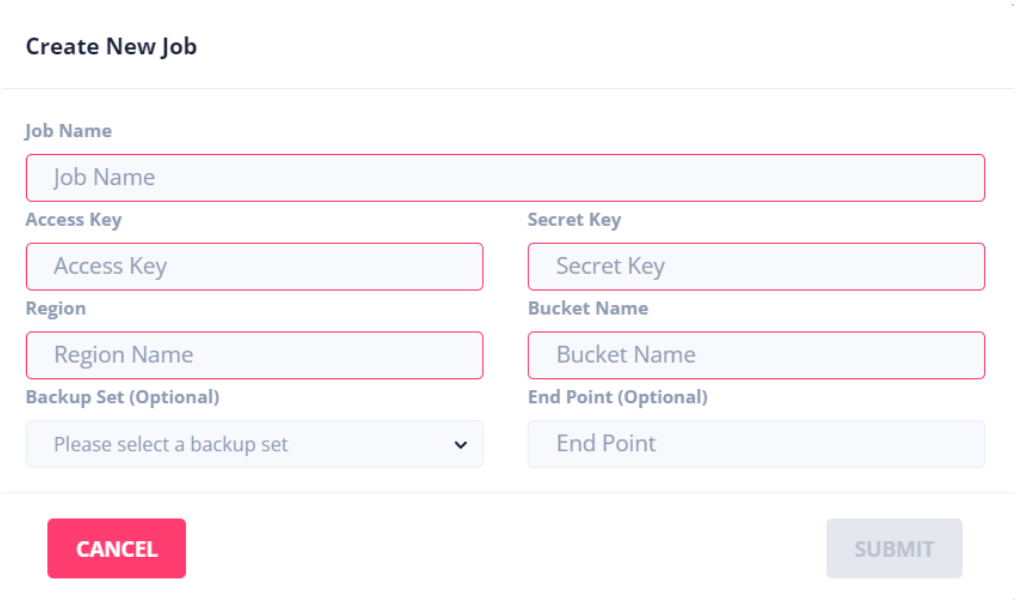


- Login with your credentials
- Post login, locate and click on the **Create Import Job** Link



- It shall open a form as shown below

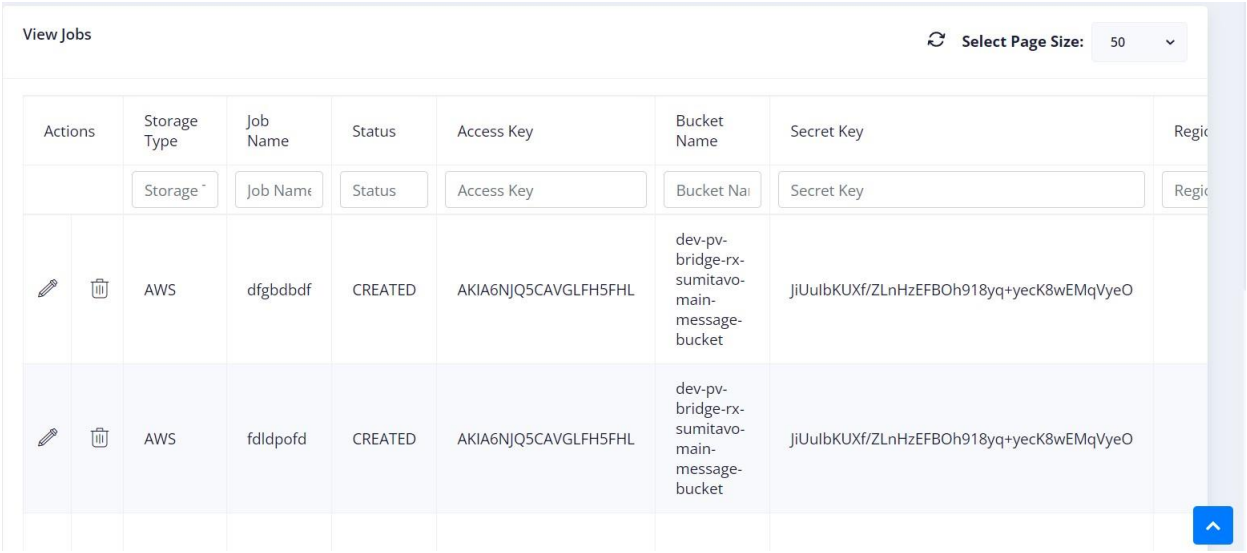
- Choose the service from where, data needs to be imported. For this guide, Amazon Web Service is being chosen
- On clicking the desired service, it shall open a dialog as follows



- Description of the parameters in the dialog are as follows

Parameter	**Description**
Job Name	Name of the job to be created. Multiple jobs can be created for the same service
Access Key	Access key of the service
Secret Key	Secret Key of the service
Region Name	Region name from where data needs tobe imported i.e. eu-west-2 for london region in AWS
Bucket Name	Name of the bucket from where dataneeds to be imported
Backup Set (Optional)	Backup Set where data needs to be imported. If you do not specify a backupset, the data will be displayed under repository files section of the portal
End Point (Optional)	Certain services like Backblaze providesan optional endpoint

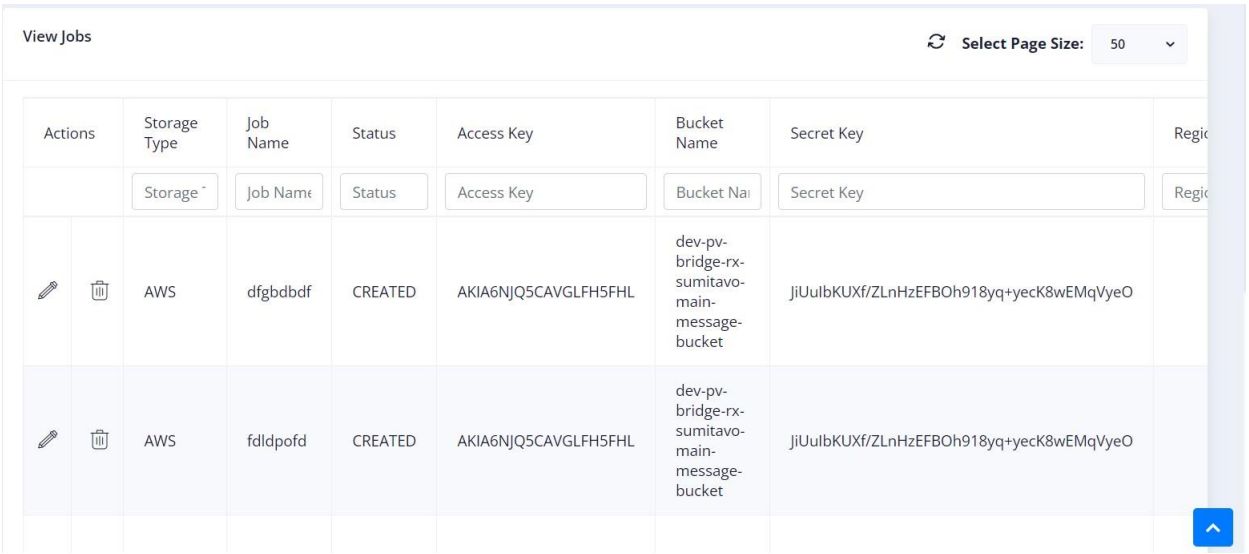
- Press “SUBMIT” after filling in the required details
- It shall create the Job for you and you can view the same, under the “View Jobs” section of the portal



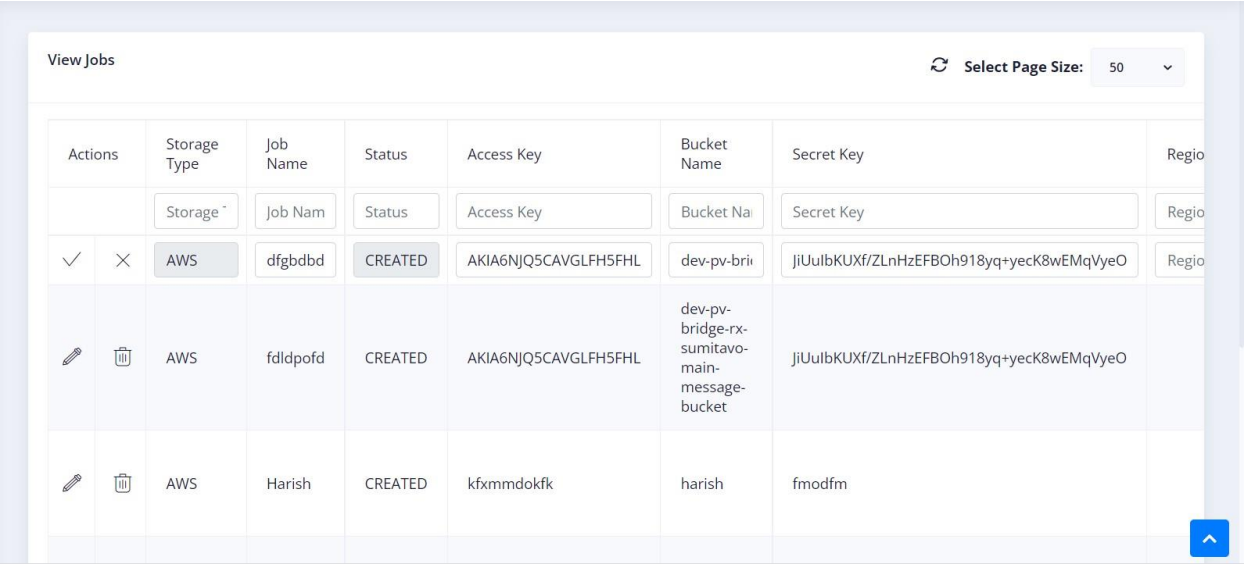
- Once you create a job, it takes some time for the backup files to appear under the specific backup set or repository section

Editing an Import Job

- From the “View Jobs” section, choose the job you need to edit. Click on the edit icon next to it

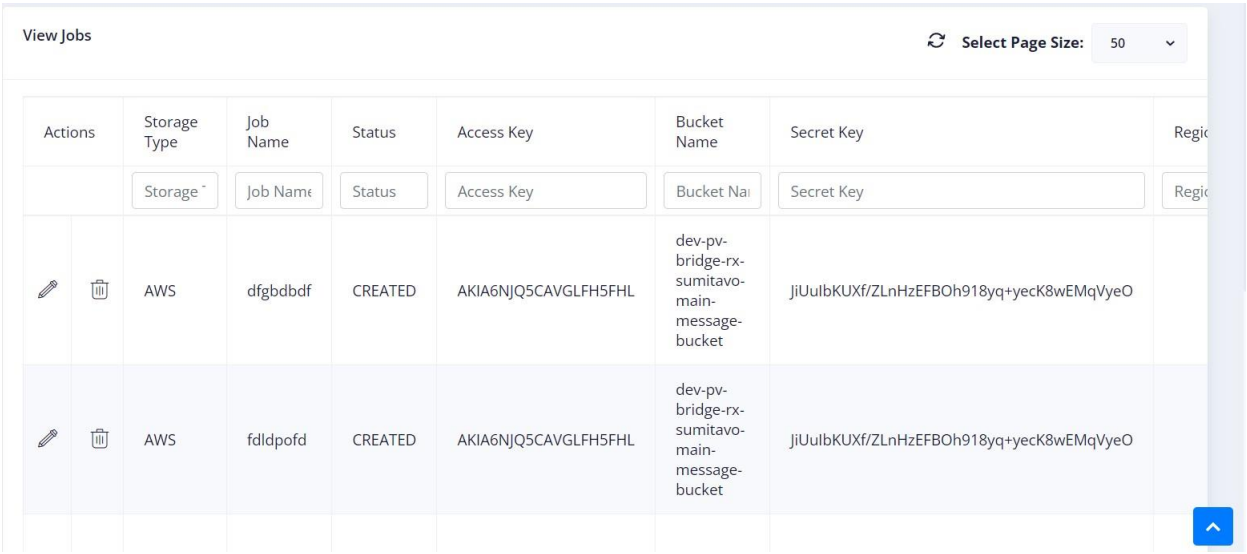


- It shall make the row editable, to edit the data. Press the “tick” icon to save your changes

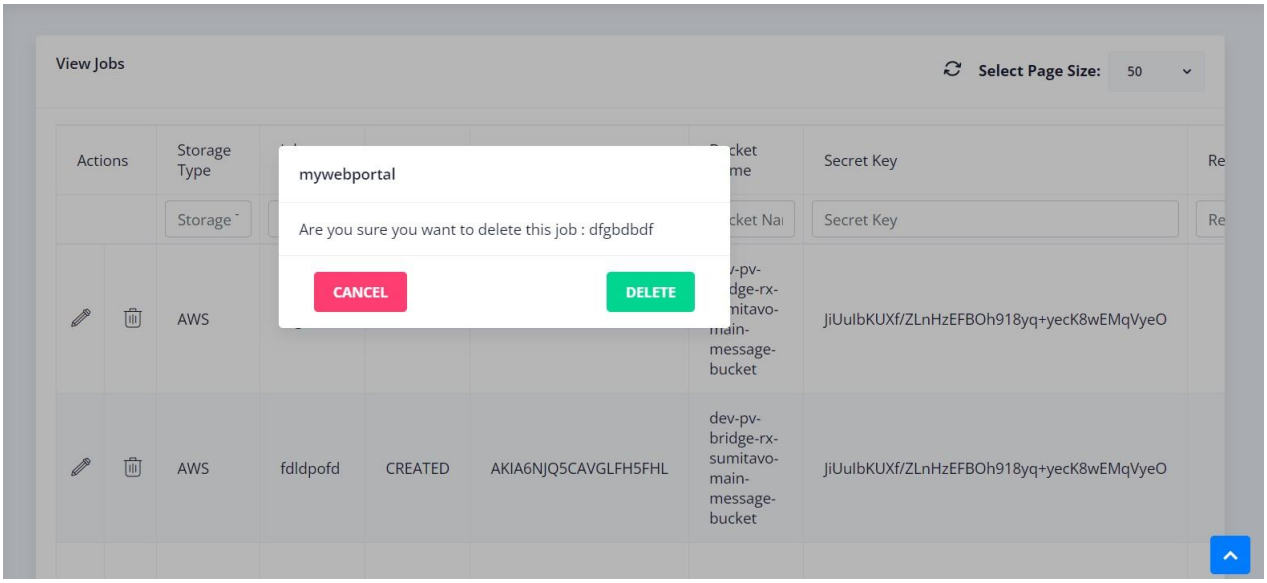


Deleting an Import Job

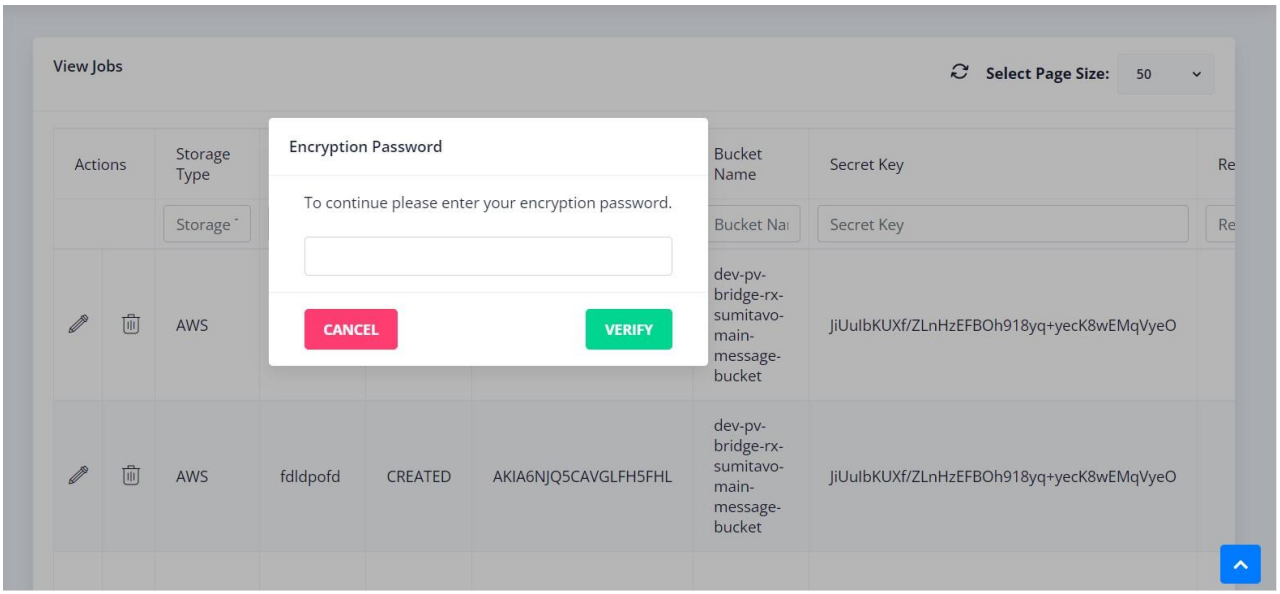
- From the “View Jobs” section, choose the job you need to delete. Click on the delete icon next to it



- It shall open a dialog to confirm the delete

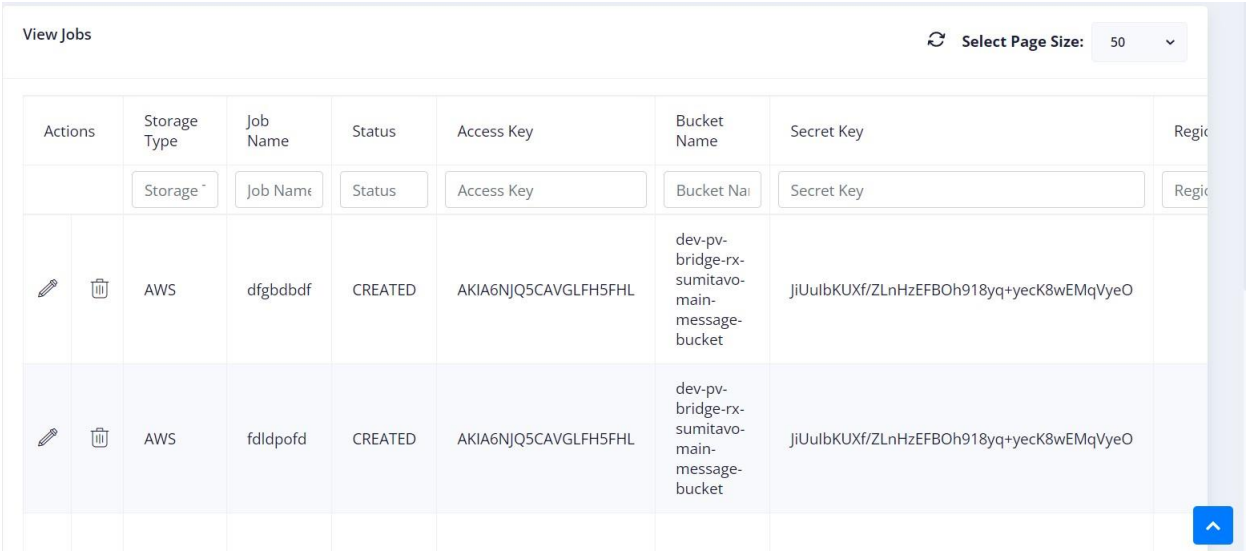


- Click on “**DELETE**”, it shall then ask for your encryption password. Enter the password to delete the job



Listing Import Jobs

- The import jobs can be viewed under the “View Jobs” link



Viewing Repository Files

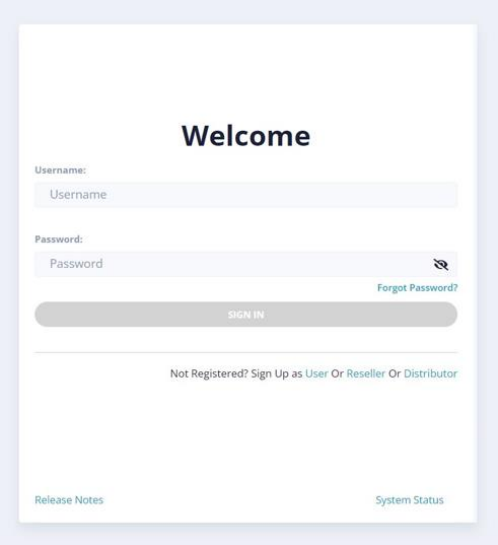
If you do not choose a backup set while, importing the data, the data shall be visible under the repository section of the mywebportal

UPGRADE/DOWNGRADE

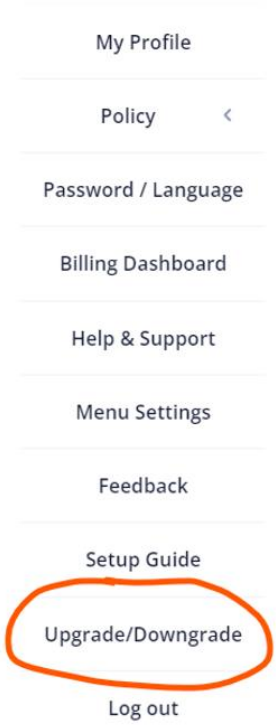
You can choose to upgrade for free to Premium or downgrade to the Standard package (this incurs a charge) at anytime. Please note ALL accounts under any Parent accounts will be changed.

To perform the upgrade and download, please follow the below steps

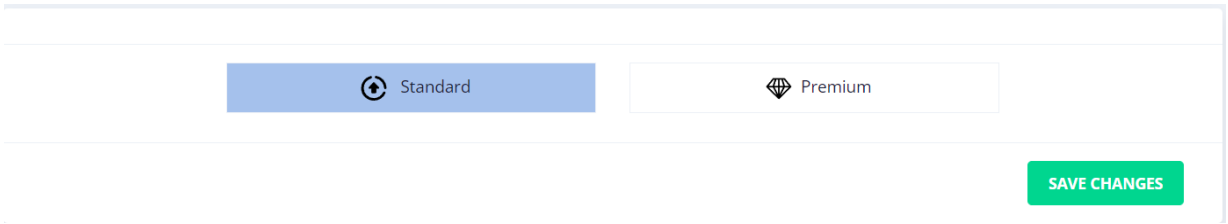
- Login to mywebportal at https://mywebportal.cloud



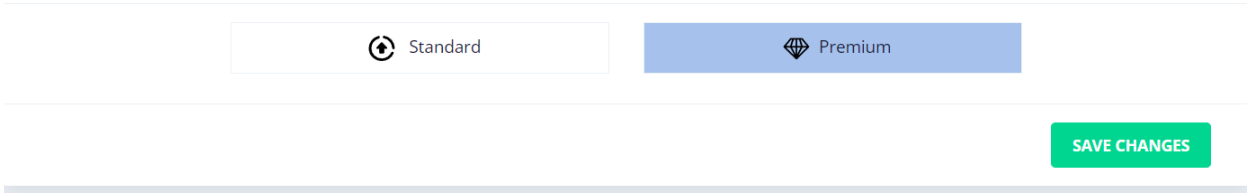
- Login with your credentials
- Post login, navigate to the profile section of the webportal
- From the profile dropdown, click on the “Upgrade/Downgrade” link



- Click on the link, it shall open a screen, highlighting your current package as shown below. In the below example, user is using the standard package of the solution



- To upgrade to premium package, click on the “Premium” icon and press “SAVE CHANGES”



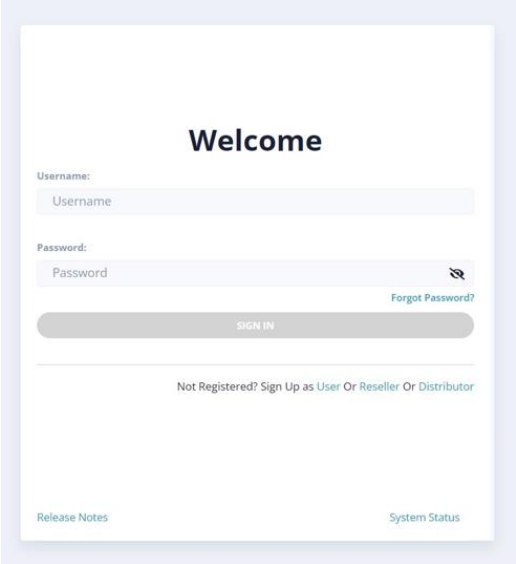
- Post the above request, your account shall be converted to a premium account
- Same steps as above are applicable for downgrading

PLEASE MAKE SURE YOU WANT TO UPGRADE AMD DOWNGRADE BEFORE COMPLETING THIS ACTION

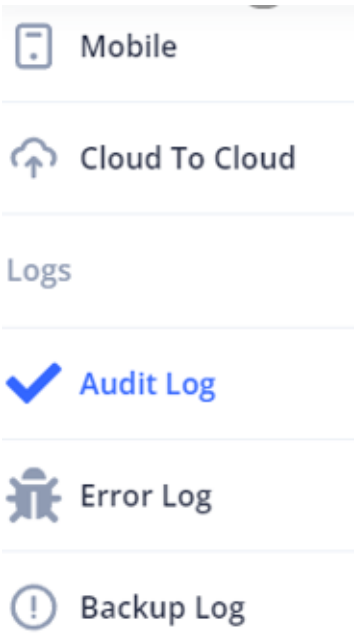
LOGS

Audit Log

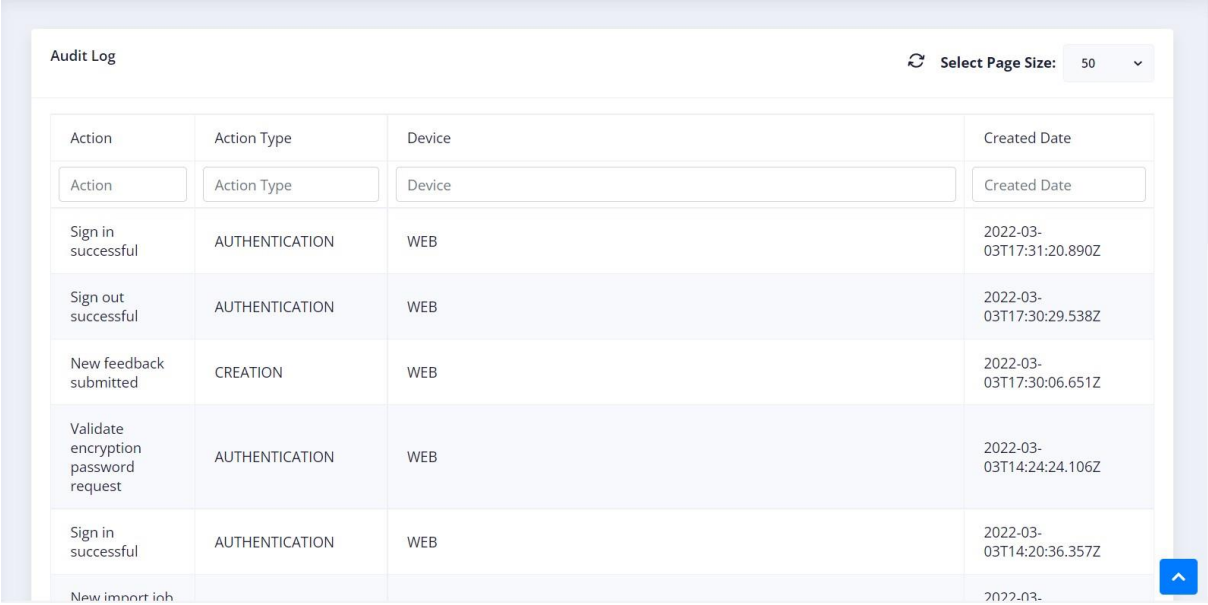
- Login to mywebportal at https://mywebportal.cloud



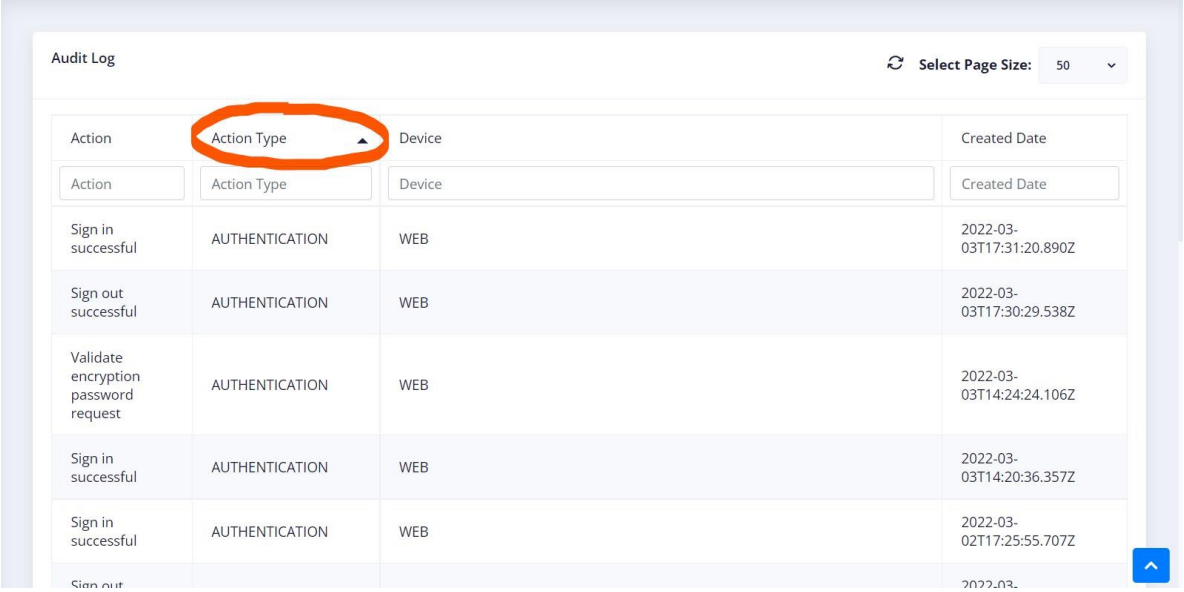
- Login with your credentials
- Post login, navigate to the “Logs” section on the left sidebar
- Select Audit Log option



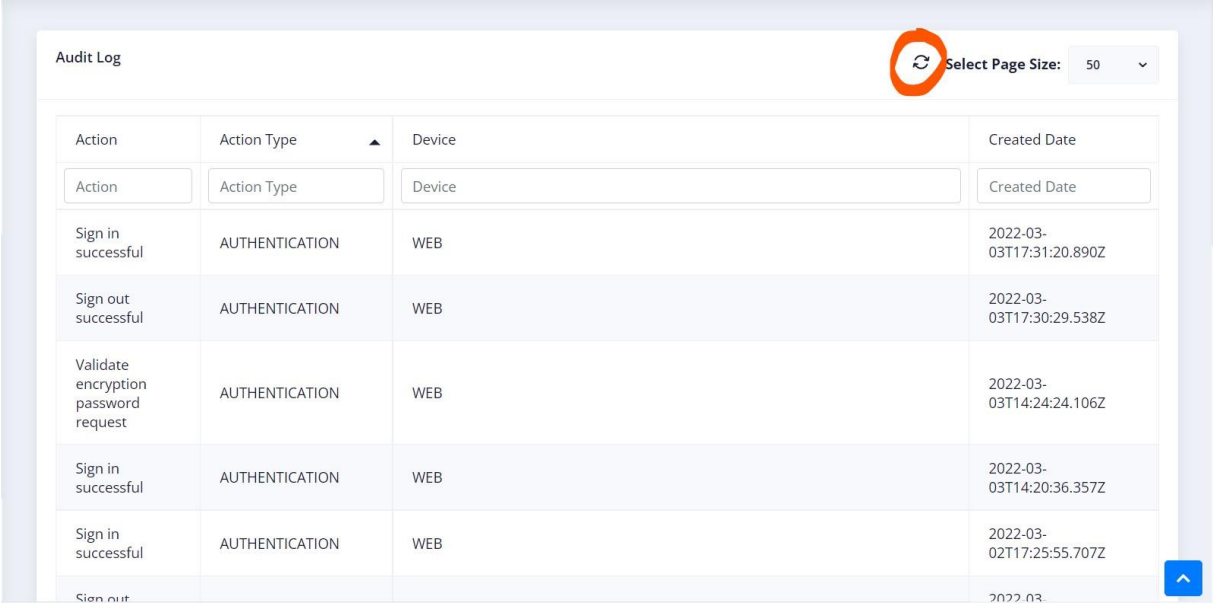
- It will open a section, containing details about audit log



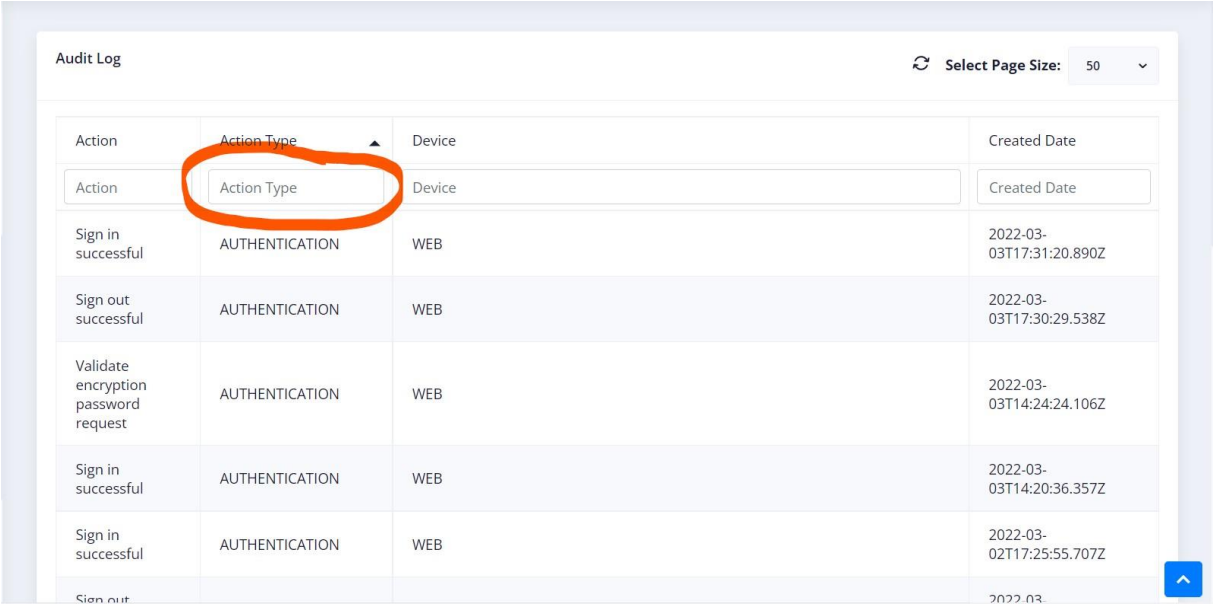
- You can sort the details by clicking on any column



- You can refresh the audit log details by clicking on the refresh button



- You can search on any column as well using the search boxes provided for each column

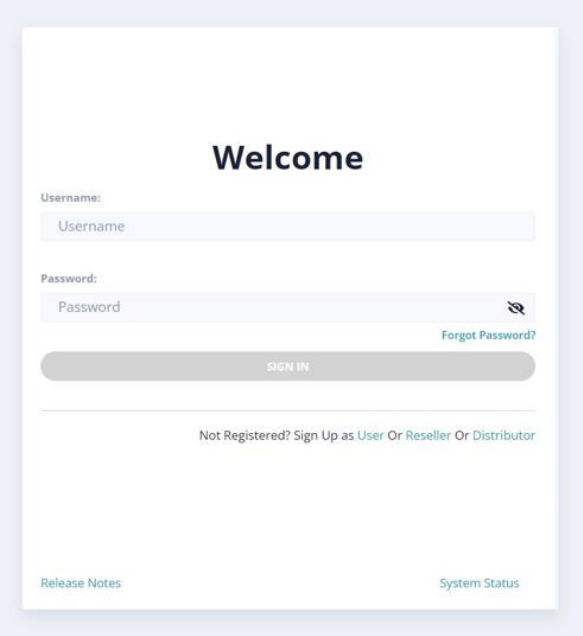


Please Note:

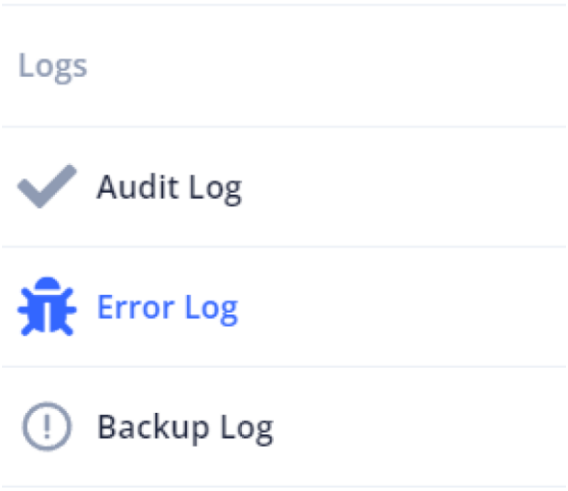
- The latest events are shown first
- Audit log captures the important details like sign in attempts, sign out attempts, import actions in mywebportal etc.
- Audit logs are retained for 60 days

Error Log

- Login to mywebportal at https://mywebportal.cloud

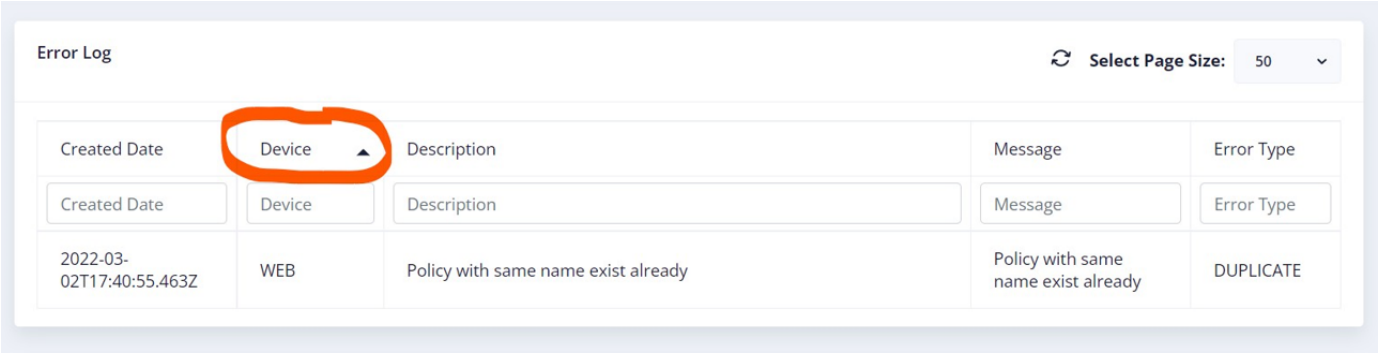


- Login with your credentials
- Post login, navigate to the “Logs” section on the left sidebar
- Select Error Log option

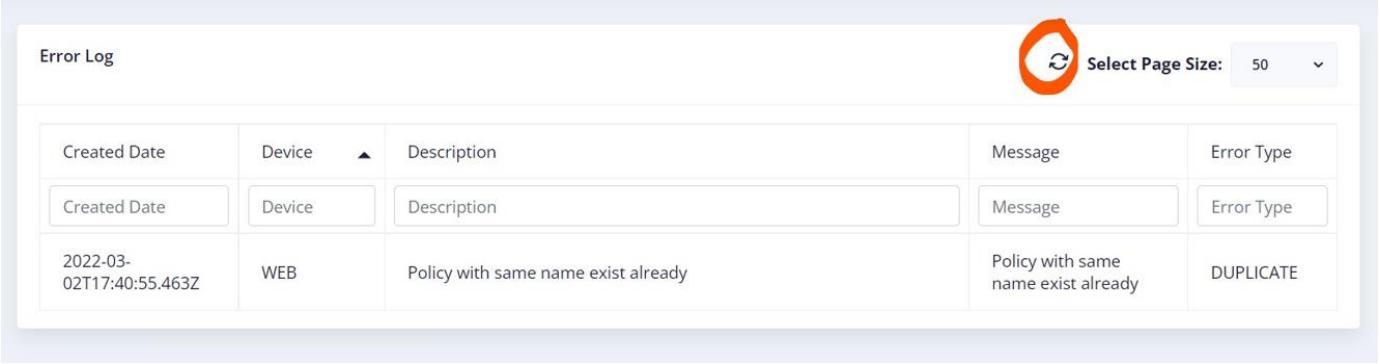


- It will open a section, containing details about the error logs

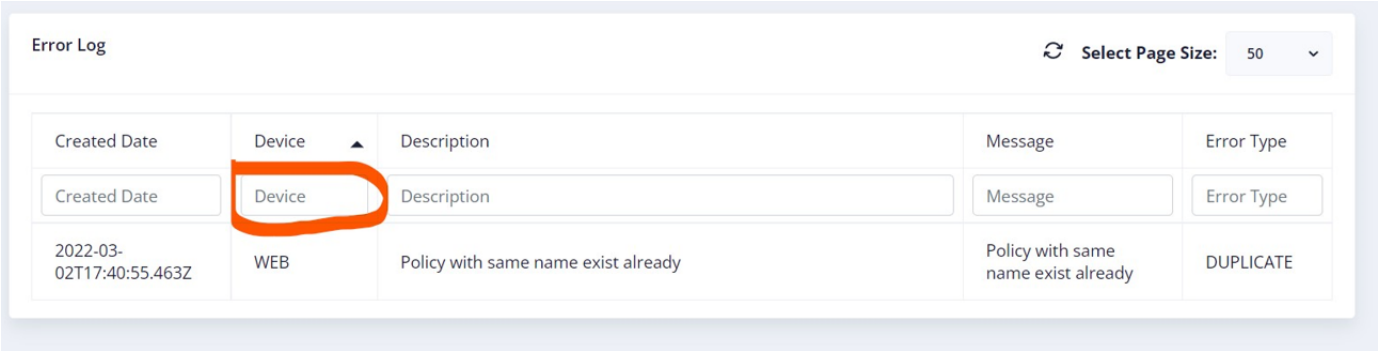
- You can sort the details by clicking on any column



- You can refresh the error log details by clicking on the refresh button



- You can search on any column as well using the search boxes provided for each column

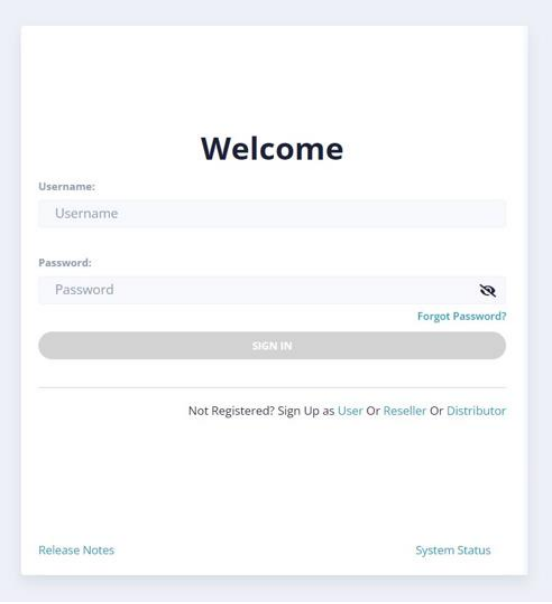


Please Note:

- The latest events are shown first
- Error log captures the important errors happening in your account. It also provides the exact cause of the error
- Error logs are retained for 60 days

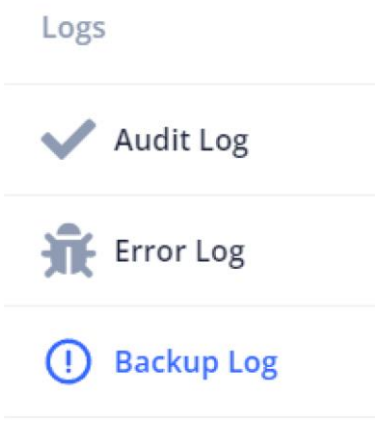
Backup Log

- Login to mywebportal at https://mywebportal.cloud

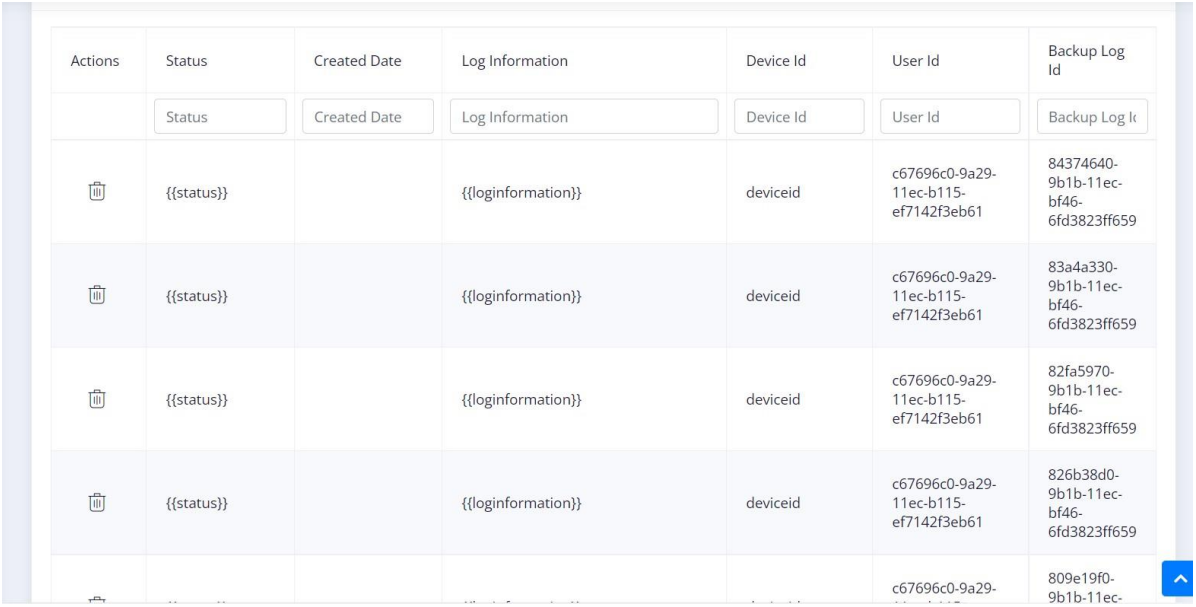


- Login with your credentials
- Post login, navigate to the “Logs” section on the left sidebar

- Select Backup Log option

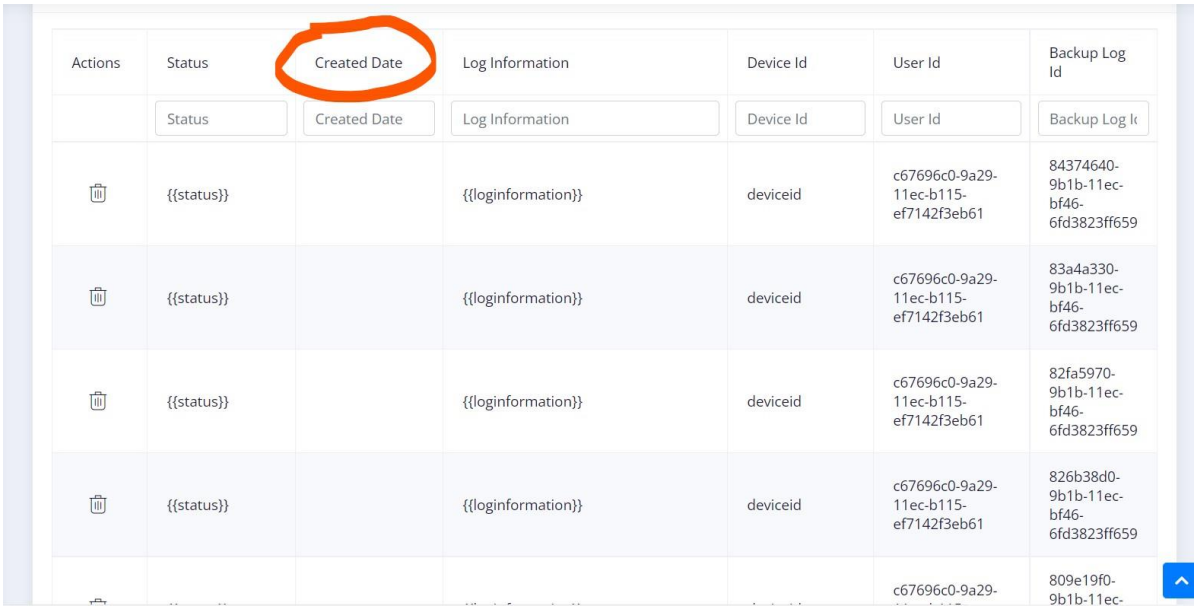


- It will open a section, containing details about backup log



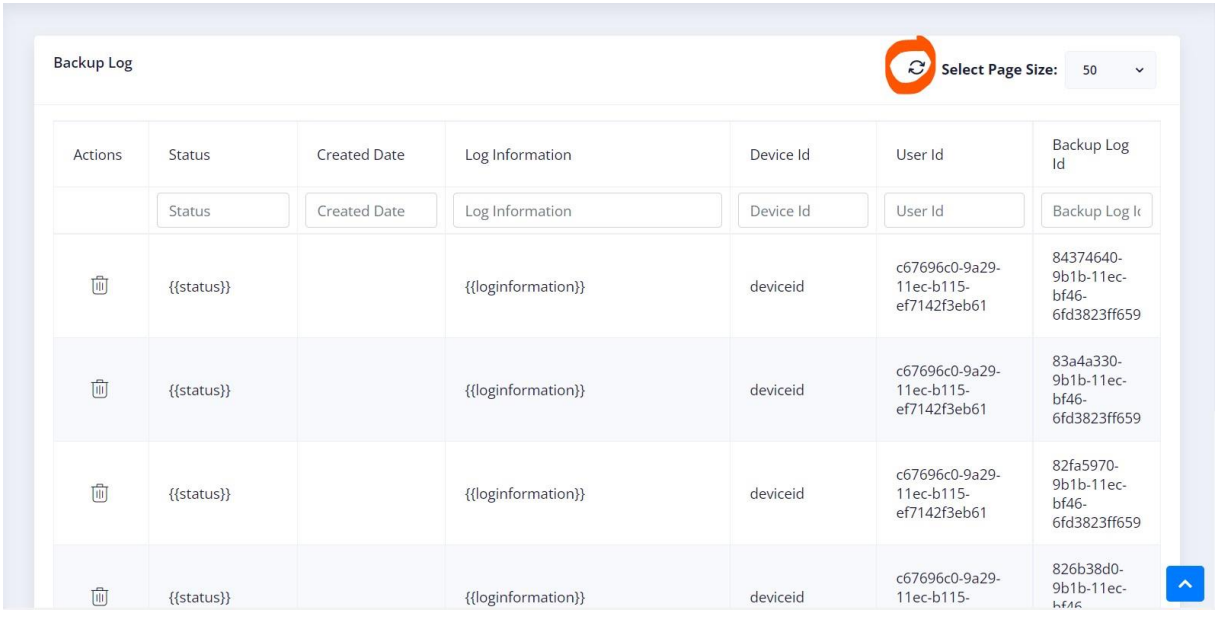
Actions	Status	Created Date	Log Information	Device Id	User Id	Backup Log Id
	Status	Created Date	Log Information	Device Id	User Id	Backup Log Id
	{{status}}		{{loginformation}}	deviceid	c67696c0-9a29-11ec-b115-ef7142f3eb61	84374640-9b1b-11ec-bf46-6fd3823ff659
	{{status}}		{{loginformation}}	deviceid	c67696c0-9a29-11ec-b115-ef7142f3eb61	83a4a330-9b1b-11ec-bf46-6fd3823ff659
	{{status}}		{{loginformation}}	deviceid	c67696c0-9a29-11ec-b115-ef7142f3eb61	82fa5970-9b1b-11ec-bf46-6fd3823ff659
	{{status}}		{{loginformation}}	deviceid	c67696c0-9a29-11ec-b115-ef7142f3eb61	826b38d0-9b1b-11ec-bf46-6fd3823ff659
					c67696c0-9a29-	809e19f0-9b1b-11ec-

- You can sort the details by clicking on any column



Actions	Status	Created Date	Log Information	Device Id	User Id	Backup Log Id
	Status	Created Date	Log Information	Device Id	User Id	Backup Log Id
	{{status}}		{{loginformation}}	deviceid	c67696c0-9a29-11ec-b115-ef7142f3eb61	84374640-9b1b-11ec-bf46-6fd3823ff659
	{{status}}		{{loginformation}}	deviceid	c67696c0-9a29-11ec-b115-ef7142f3eb61	83a4a330-9b1b-11ec-bf46-6fd3823ff659
	{{status}}		{{loginformation}}	deviceid	c67696c0-9a29-11ec-b115-ef7142f3eb61	82fa5970-9b1b-11ec-bf46-6fd3823ff659
	{{status}}		{{loginformation}}	deviceid	c67696c0-9a29-11ec-b115-ef7142f3eb61	826b38d0-9b1b-11ec-bf46-6fd3823ff659
					c67696c0-9a29-	809e19f0-9b1b-11ec-

- You can refresh the backup log details by clicking on the refresh button

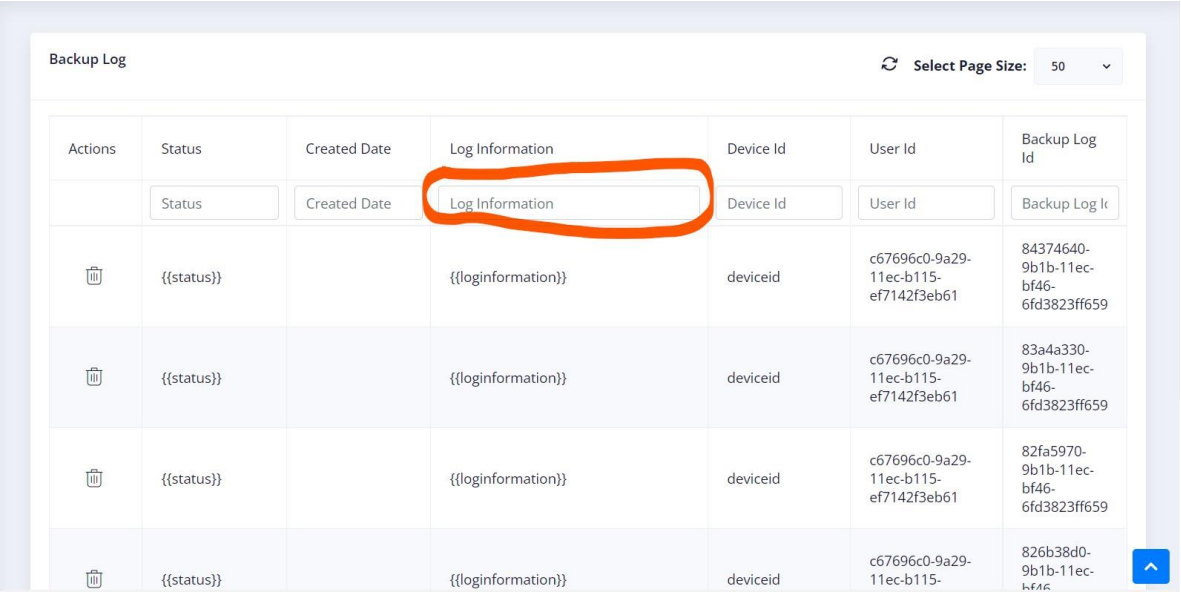


Backup Log

Select Page Size: 50

Actions	Status	Created Date	Log Information	Device Id	User Id	Backup Log Id
	Status	Created Date	Log Information	Device Id	User Id	Backup Log Id
	{{status}}		{{loginformation}}	deviceid	c67696c0-9a29-11ec-b115-ef7142f3eb61	84374640-9b1b-11ec-bf46-6fd3823ff659
	{{status}}		{{loginformation}}	deviceid	c67696c0-9a29-11ec-b115-ef7142f3eb61	83a4a330-9b1b-11ec-bf46-6fd3823ff659
	{{status}}		{{loginformation}}	deviceid	c67696c0-9a29-11ec-b115-ef7142f3eb61	82fa5970-9b1b-11ec-bf46-6fd3823ff659
	{{status}}		{{loginformation}}	deviceid	c67696c0-9a29-11ec-b115-	826b38d0-9b1b-11ec-

- You can search on any column as well using the search boxes provided for each column



Please Note:

- The latest events are shown first
- Backup log captures the important logs related to the backups running on your devices.
- Backup logs are retained for 60 days

THREAT ALERTS

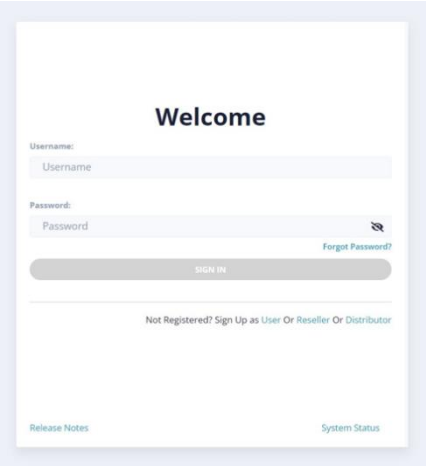
What are threat alerts?

Threat alerts display the important alerts related to overall security of your account. It displays important information about the security of your account like weak passwords, Enabling of Multi-Factor authentication, Malware/Virus information about any of your backup files etc.

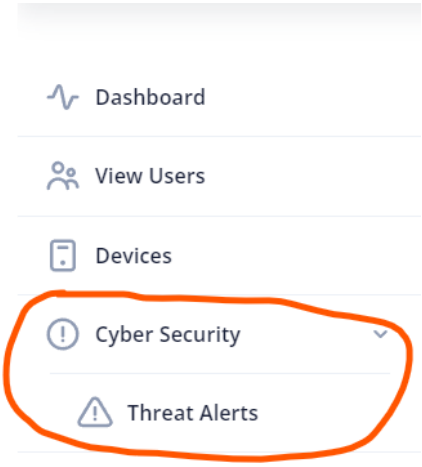
How to view threat alerts?

To View the alerts for your account, follow the below steps

- Login to mywebportal at https://mywebportal.cloud



- Login with your credentials
- Post login, navigate to “Cyber Security” option on the left sidebar



- Click on “Threat Alerts” option under the same

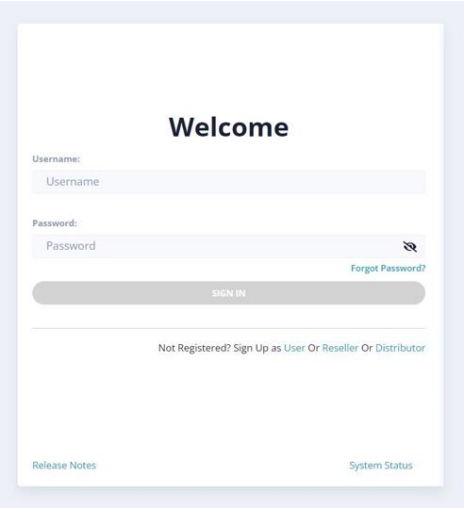
- It will open a view displaying all the important alerts for your accounts along with the solution
- Post implementation of the solution, the alerts shall automatically disappear

MENU SETTINGS

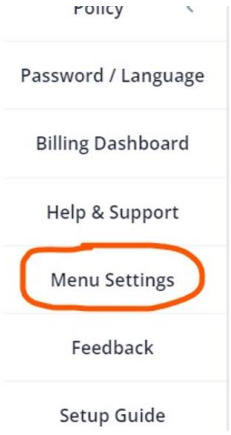
Any customer can choose to hide any feature of the mywebportal that they do not want to use. This feature helps personalizing the mywebportal as per their need. Any feature can be automatically enabled or disabled from the menu settings in the mywebportal

Navigating to Menu Settings

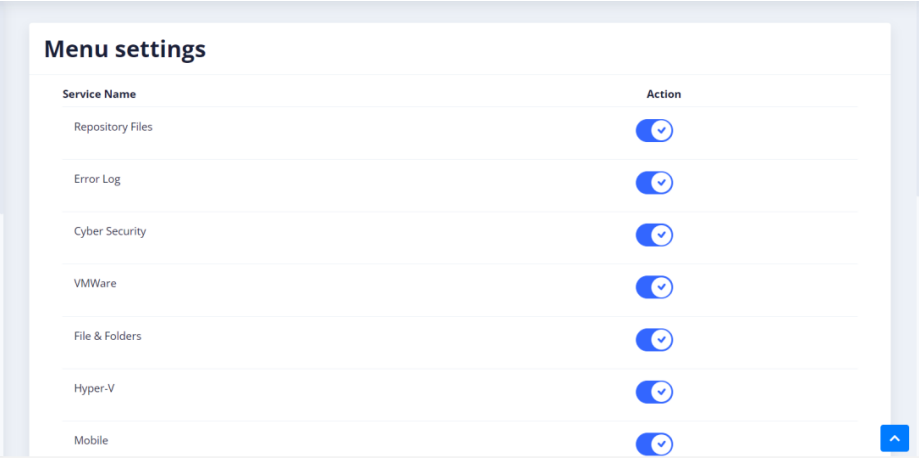
- Login to mywebportal at https://mywebportal.cloud



- Login with your credentials
- Post login navigate to the profile section
- Locate and click on the “Menu Settings” link

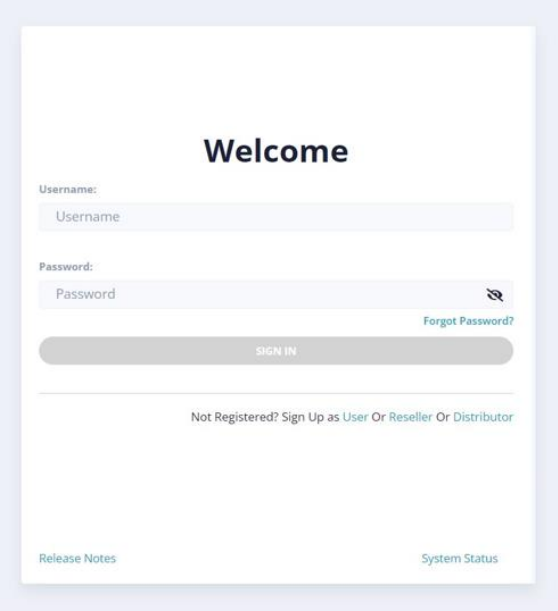


- It will open a form as follows



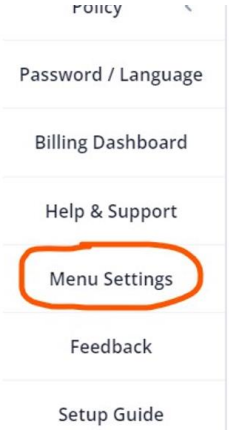
Enabling a feature

- Login to mywebportal at https://mywebportal.cloud

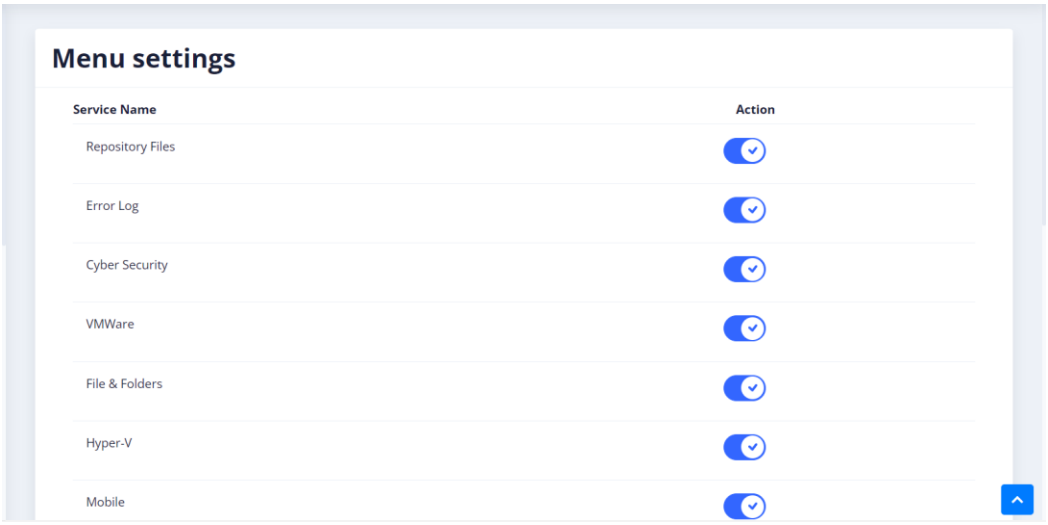


- Login with your credentials
- Post login navigate to the profile section

- Locate and click on the “Menu Settings” link



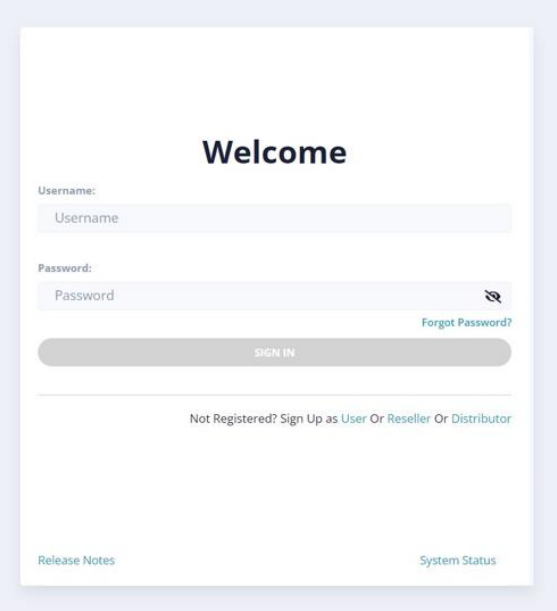
- It will open a form as follows



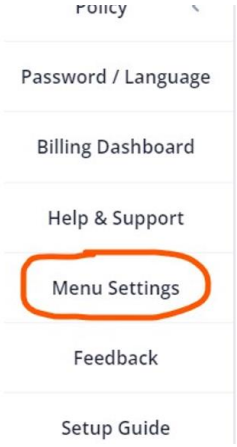
- Toggle the button to “Enable” a feature
- Press “**Save Changes**” to save your changes

Disabling a feature

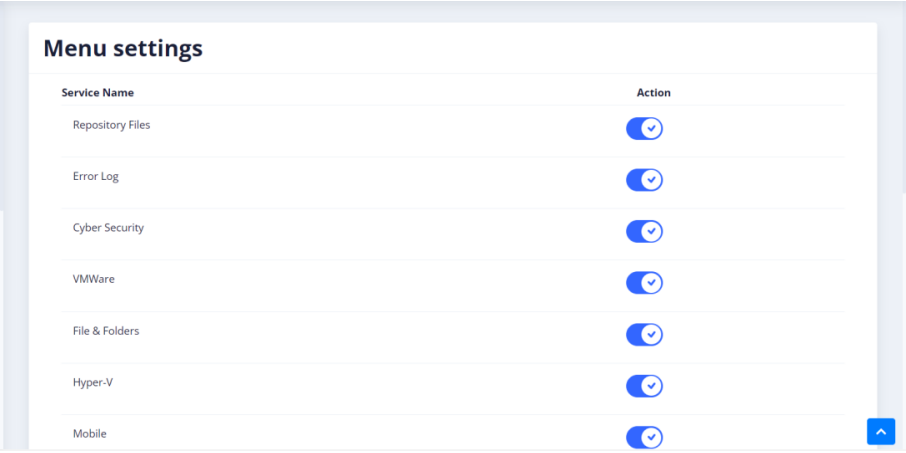
- Login to mywebportal at https://mywebportal.cloud



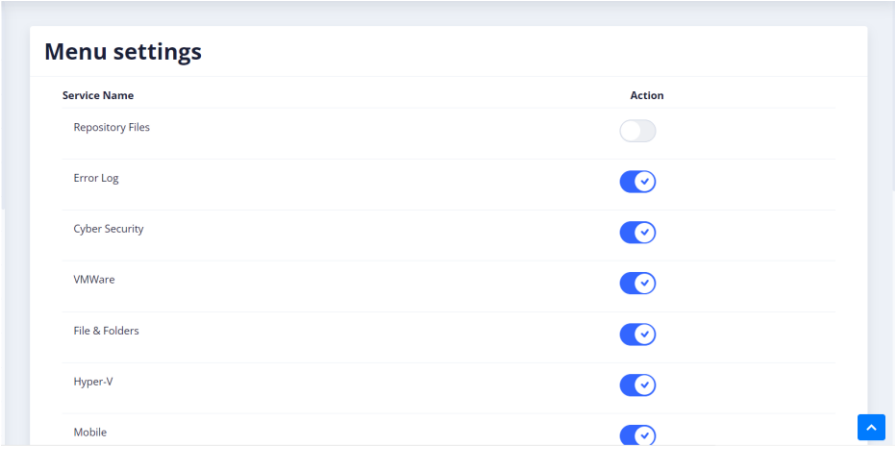
- Login with your credentials
- Post login navigate to the profile section
- Locate and click on the "**Menu Settings**" link



- It will open a form as follows



- Toggle the button to "**Disable**" a feature

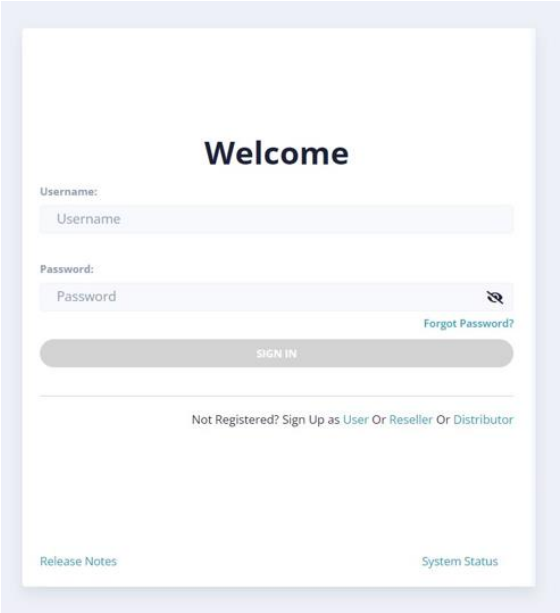


- Press "**Save Changes**" to save your changes

PASSWORD/LANGUAGE

The password and language of mywebportal can be changed after login. Refer to the below steps.

- Login to mywebportal at https://mywebportal.cloud



- Login with your credentials
- Post login, navigate to the profile section of the portal
- Click on the "**Password / Language**" option
- It shall open a form as below
- Choose your new password and press submit to change your password
- Post changing your password, you shall be logged out of the portal
- Login backup using your username and new password
- For language choose your new language from the dropdown
- The new language shall automatically apply across the mywebportal

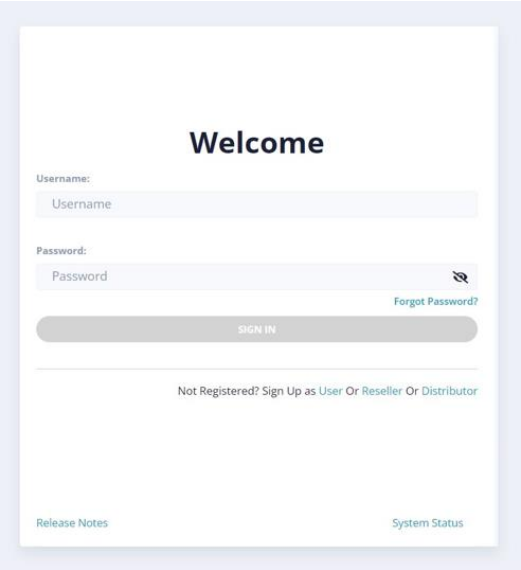
Please Note:

The account password if changed WILL NOT change the Encryption password which you first setup when logging to the Web Portal. **The Encryption password cannot be reset** therefore if you change the account password, you must remember the original Encryption password. If you forget your Encryption password at any time, then your data stored will not be able to be accessed and you have to restart the backups.

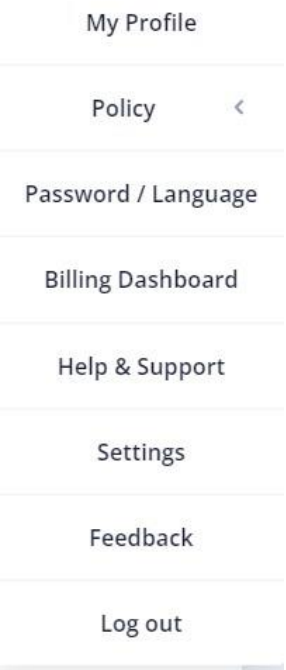
FEEDBACK

How to submit feedback?

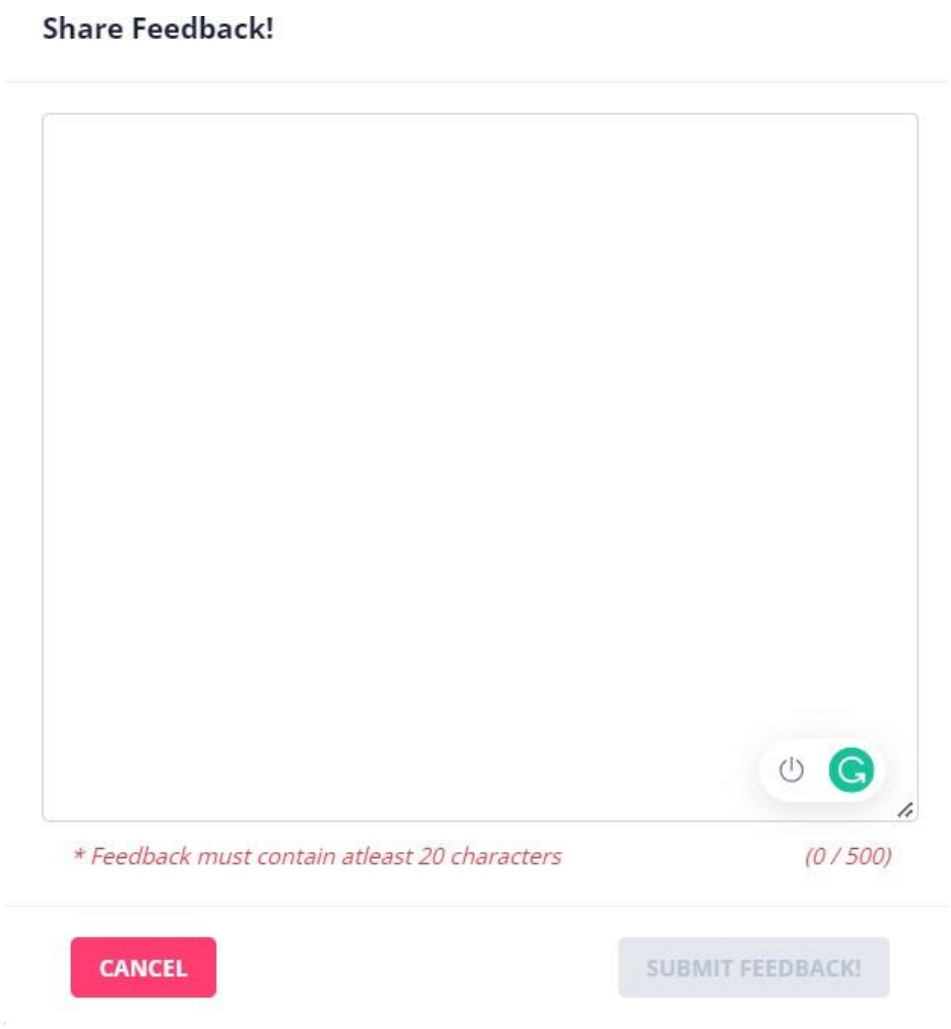
- Login to mywebportal at https://mywebportal.cloud



- Login with your credentials
- Post login, navigate to the profile section dropdown
- Select Feedback from the options



- It will open a dialog as follows
- Please submit your valuable feedback and press submit



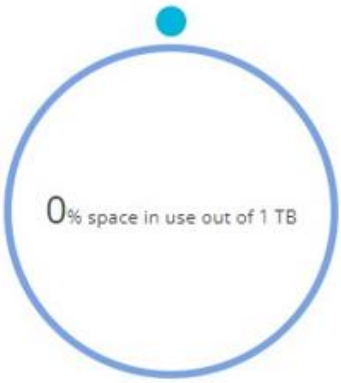
Please Note:

- Feedback must contain at least 20 characters

DASHBOARD

Mywebportal displays a set of analytics for each account. The various analytics which are displayed are

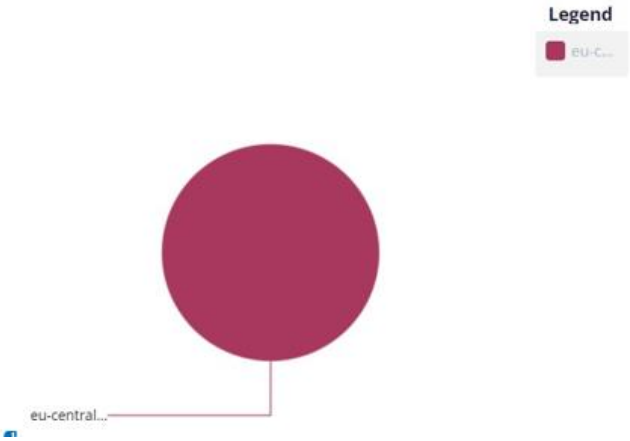
Storage Analytics



This analytics displays the storage quota in use.

Region Analytics

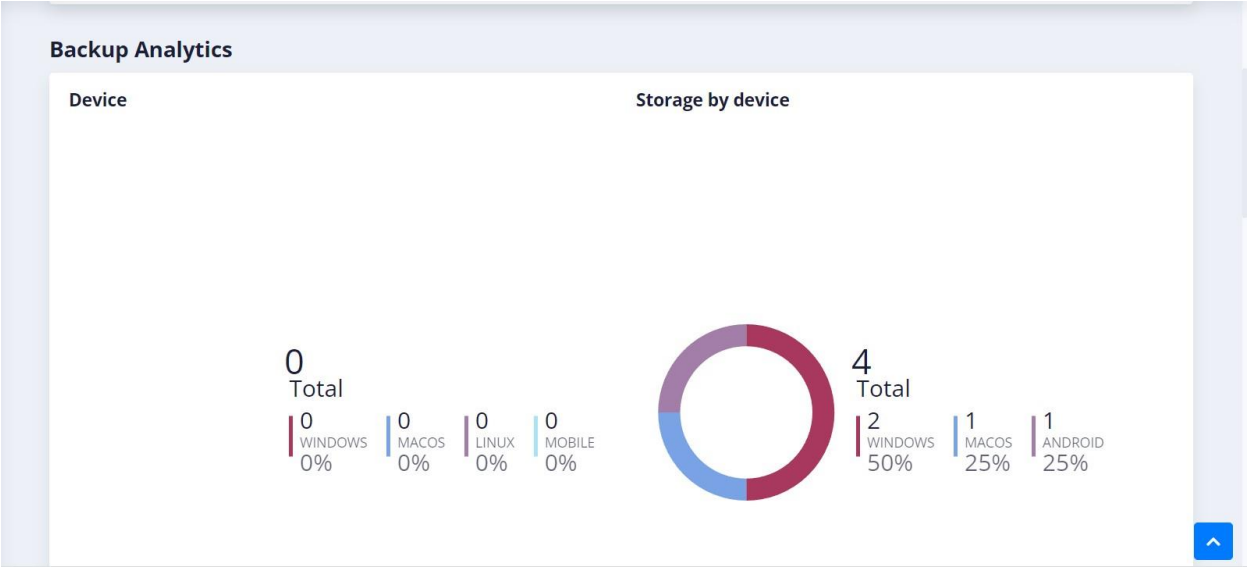
This displays the region in use by a specific user. In the below example "**eu-central-1**" is the region in use.



Device Analytics

These are the analytics related to the devices. In particular 2 statistics are being shown

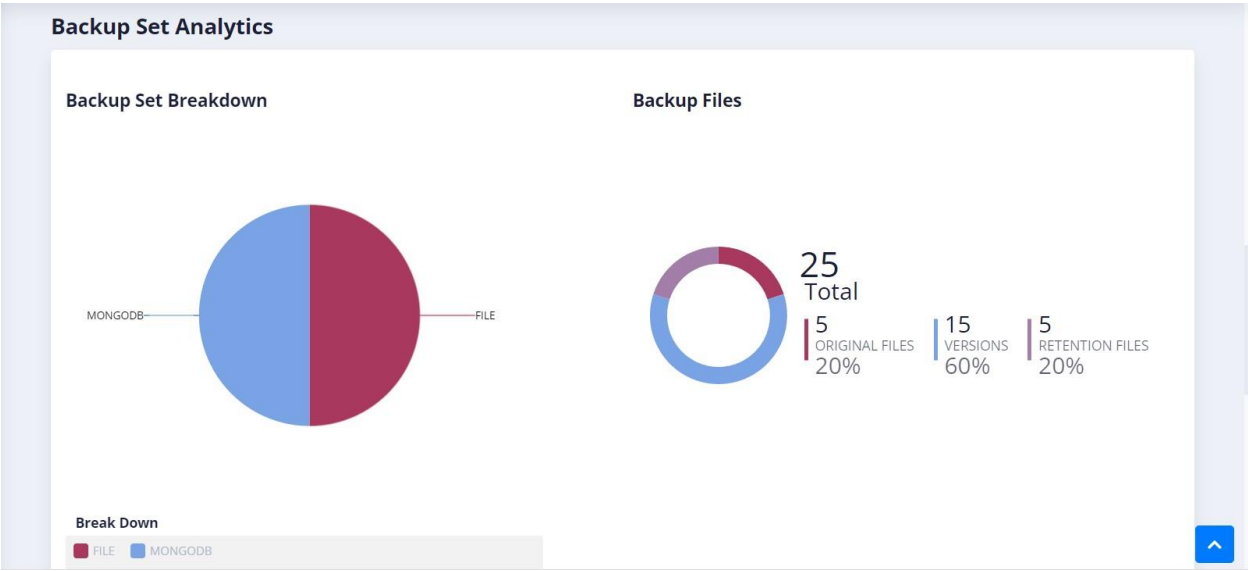
- Count of devices by device type
- Storage by device type



Backup Analytics

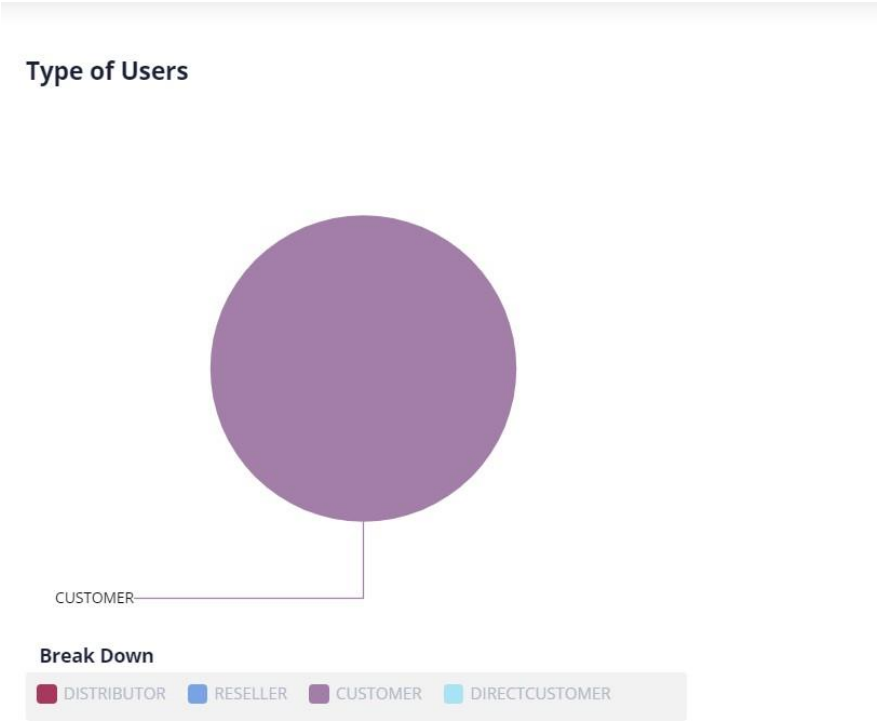
These are the analytics related to backup sets and backups. In particular 2 statistics are being shown

- Count and storage per backup set type
- Total number of backup files, versions and files in retention



Sub Account Analytics

This analytics displays the breakdown of sub users including sub customers, sub resellers under any given user

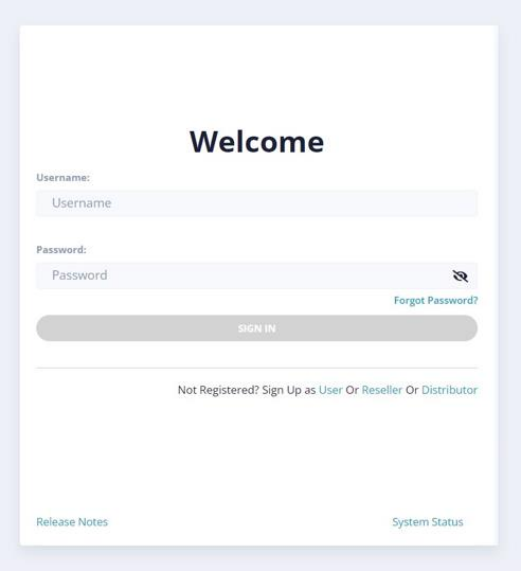


MY PROFILE

Users can view their profile information under the “My Profile” section of the mywebportal. Below are the steps to view and edit the profile information

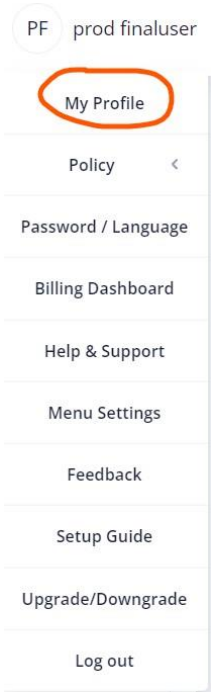
Viewing/Editing Profile Information

- Login to mywebportal at https://mywebportal.cloud

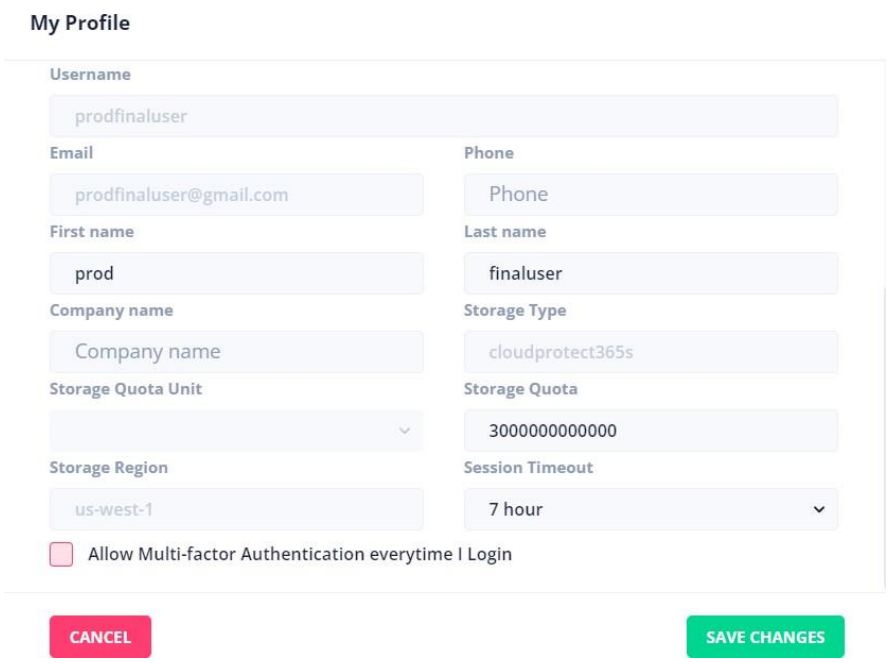


- Login with your credentials
- Post login, navigate to the profile section of the webportal

- From the profile dropdown, click on the “My Profile” link



- It shall open a dialog, displaying the profile details

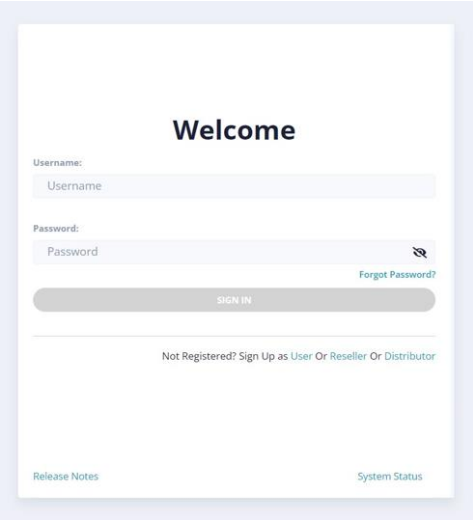


- Change any detail and press on the “**SAVE CHANGES**” to save the details

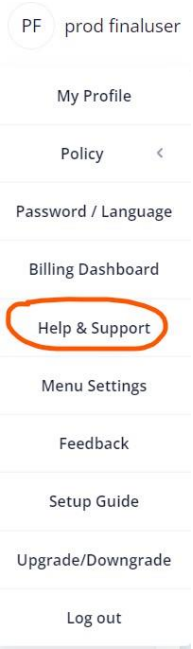
HELP AND SUPPORT

How to view the help section?

- Login to mywebportal at https://mywebportal.cloud



- Login with your credentials
- Post login, navigate to the profile section of the portal

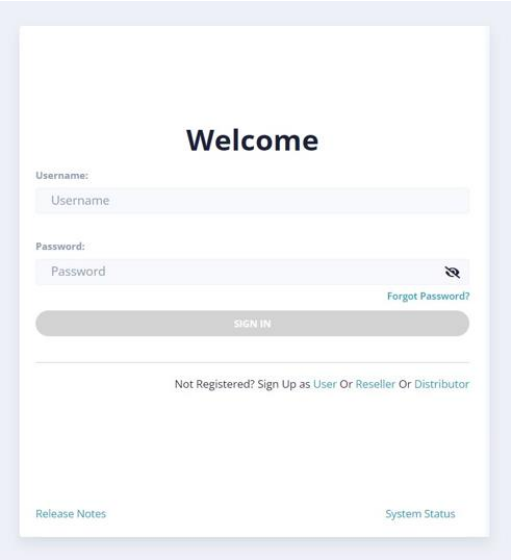


- From the dropdown click on the “Help & Support” option
- It shall open the help and support section for the solution

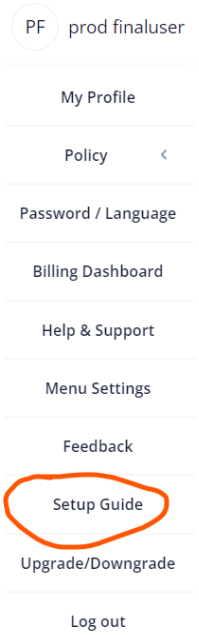
SETUP GUIDE

How to view the setup guide?

- Login to mywebportal at https://mywebportal.cloud



- Login with your credentials
- Post login, navigate to the profile section of the portal



- From the dropdown click on the “Setup Guide” option
- It shall open the setup guide link for the solution