



Tools for Monitoring eFolder Cloud Vaults



for ShadowProtect

April 2017

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MONITOR AND REPORT

eFolder's detailed monitoring and reporting for **BDR for ShadowProtect** Cloud vaults includes machine-level reports and access to detailed views from a variety of convenient locations in the eFolder portal. Email notifications are also available, to proactively alert partners and customers.

Details about the eFolder BDR for ShadowProtect monitoring and reporting are found below.

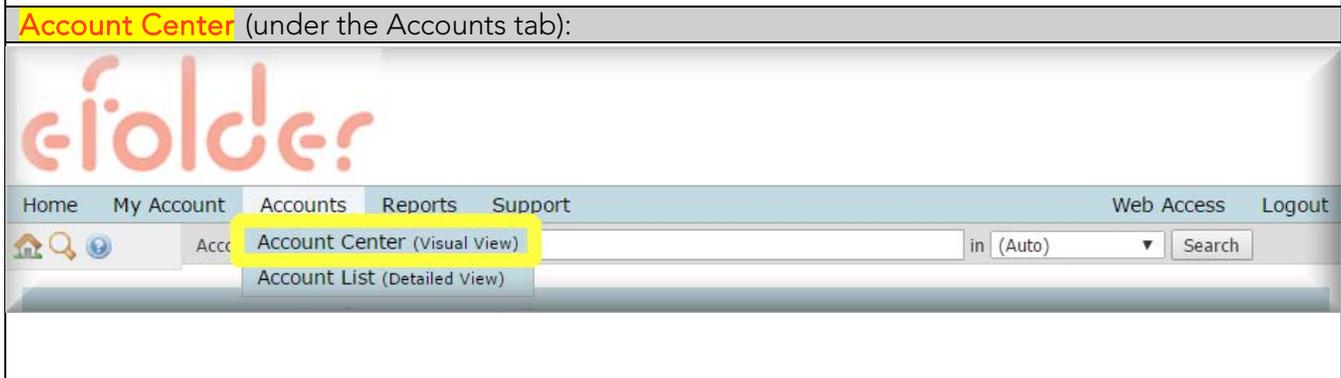
HOW TO ACCESS CUSTOMER REPORTS

1. Open the eFolder Backup Portal by navigating to <https://backup.securewebportal.net/> and logging in using your account credentials.
2. New reports can be accessed from your choice of **three locations** within the eFolder Backup Portal:

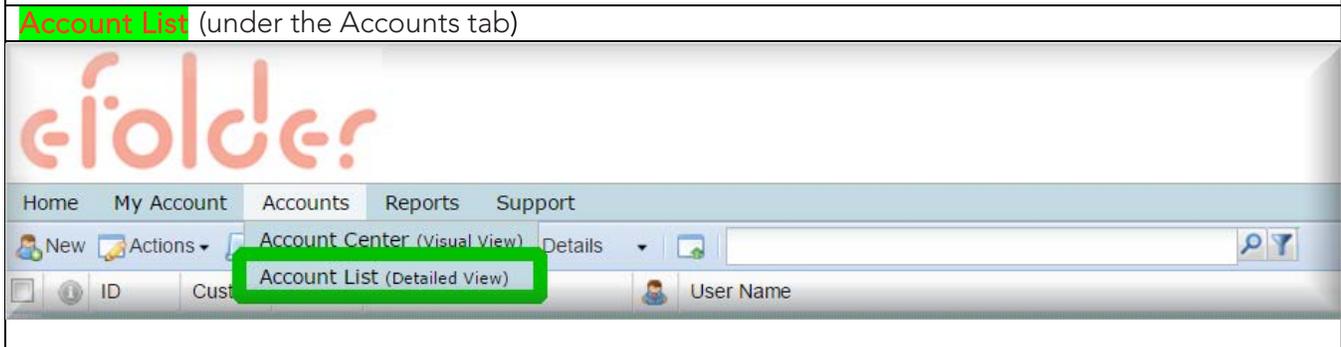
Dash Panel (under the Reports tab):



Account Center (under the Accounts tab):



Account List (under the Accounts tab):



The image displays three screenshots of the eFolder Backup Portal interface, each showing a different way to access customer reports. The first screenshot shows the 'Reports' tab selected in the navigation menu, with the 'Dash Panel' option highlighted in a red box. The second screenshot shows the 'Accounts' tab selected, with the 'Account Center (Visual View)' option highlighted in a yellow box. The third screenshot shows the 'Accounts' tab selected, with the 'Account List (Detailed View)' option highlighted in a green box. Each screenshot includes the eFolder logo and a navigation menu with options like Home, My Account, My Partnership, Accounts, Reports, Support, Administration, Web Access, and Logout.

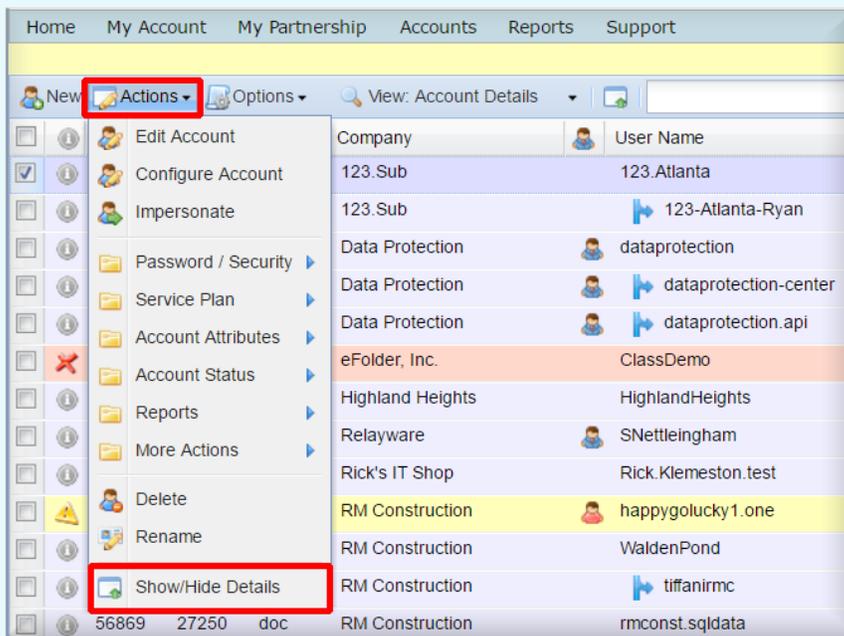
New Ways to Launch Customer Reports:

METHOD #1

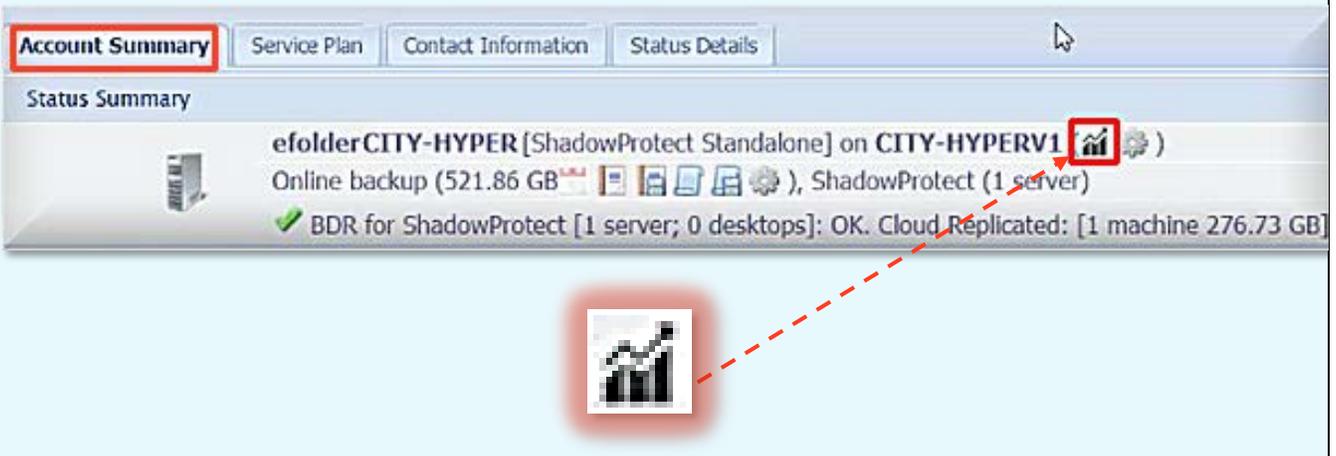
1. Open the **Account Center** under the **Accounts** tab:



2. Click the **Actions** dropdown menu, then select **Show/Hide Details**. This toggles the tabs at the bottom of the screen on and off (showing the Account Summary.)



3. Locate the desired customer, review the Account Summary tab, and click the "graph" icon:



METHOD# 2

1. Click on **Dash Panel** under the **Reports** tab



2. Scroll through the subaccount listings in the full Dash Panel, and locate the desired customer.

ExampleCompany#1 [E]	✘ efoldercatalyst [M] [U]	190.00	
	✓ CAT-SBSERVER1	[0.00]	
	✓ CAT-SBSERVER1	[190.00]	

The normal range of icons will appear (with variations for each customer).

3. Locate and click the "graph" icon to launch the report.



NOTE: If you do **not** see this "graph" icon in the Account Center or on the Dash Panel, it means this account is not currently associated with any eFolder Cloud replicated machines.



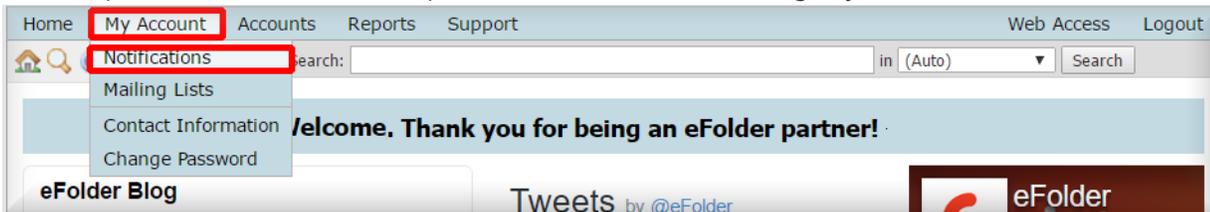
Please contact www.efolder.net/help or call us at 800-352-0248 if you have questions about this.

EMAIL NOTIFICATIONS

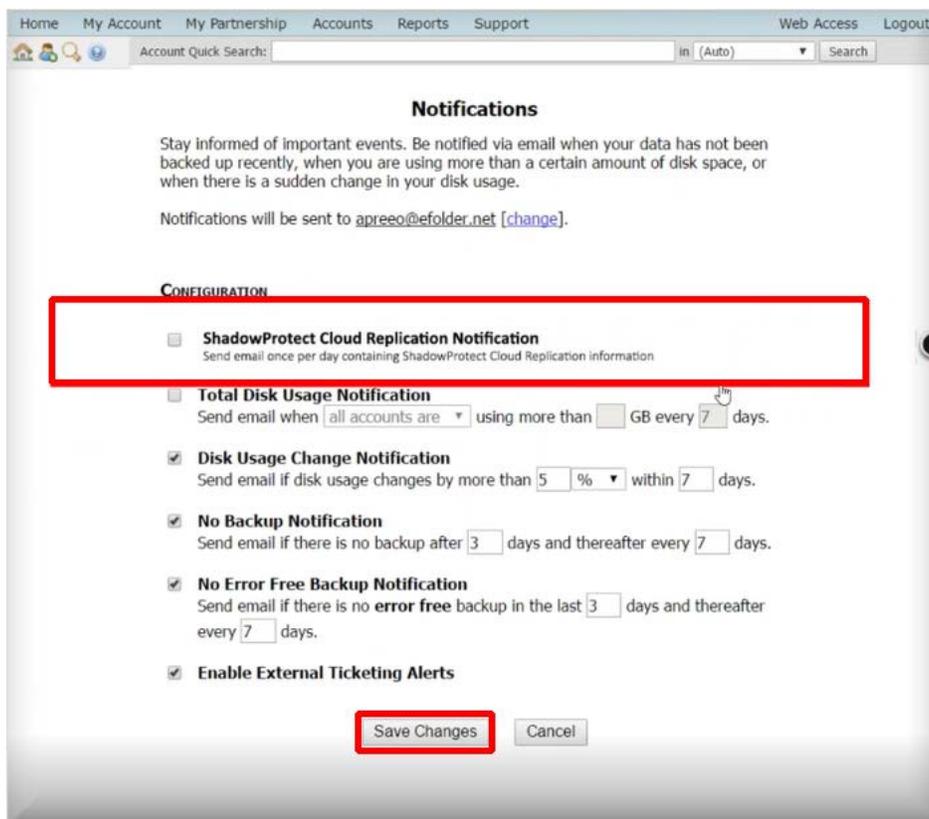
When your account enters a warning or error state, an "event alert" will notify you that action is needed. The event alert can take the form of an email or it can be a notification pushed to a PSA.

You can configure an email notification to be sent, once per day, containing data from the 30-Day Trending report, as well as all individual Detailed Machine-Specific Usage reports.

1. Select the **My Account > Notifications** menu item. Note – If an administrative login has been used, and notification changes are needed to a specific account, the account in question must first be impersonated before selecting My Account and Notifications.



2. Check the **ShadowProtect Cloud Replication Notification** checkbox.
3. Then click **Save Changes**.



NOTE: These instructions apply when you are logged in as an administrator to a current account. (Be aware that when you are using an administrative login to make changes to notifications, the account in question must first be

impersonated. For step-by-step details on how to impersonate an account, read the "Configure and Impersonate Options" section of the [Using the Account Center in the Web Portal](#) video.)

MULTI-TENANT CLOUD VAULT REPORTS

eFolder provides one or more cloud vaults for each partner (based upon GB usage). The cloud vault acts as the destination for replicated data for each of the Partner's customers. Each cloud vault has a running version of ImageManager. ImageManager running in the eFolder cloud can be used to set your cloud retention and actively consolidates daily incrementals into weekly and monthly incremental files. eFolder provides visibility into the number of machines replicated and the data stored via the Cloud Vault report.

- All of your customers who are replicating machines into the eFolder ShadowProtect Cloud are allocated space within your specifically-assigned Cloud vault(s).
- Each of your eFolder ShadowProtect Cloud vault usernames begins with the letters [sp-]

ID	Cust. ID	Brand	Company	User Name
26433	34516	abc	ABC Consulting	sp-abc1
72724	67516	abc	ABC Consulting	sp-abc2
33493	57516	abc	ABC Consulting	sp-abc3

Dash Panel Cloud Vault report

The **Dash Panel Cloud Vault report** shows detailed information organized *by Cloud vault* and is updated every 60 minutes. You can now see which customers are in which vaults, as well as when your vaults are reaching full capacity.

Account Summary | Service Plan | Contact Information | Status Details

Status Summary

sp-ci4ic [ShadowProtect Cloud] on SP-CI4IC

Online backup (0.00 GB)

11 machines replicating 3.967 TB used. 19.84% full. Cloud vault: sp-wci4.ad.efsccloud.net.



The Dash Panel Cloud Vault report is launched by clicking on the new "shield" icon, found in the **Account Summary** field of the customer's account listing:

Each Cloud vault (denoted with usernames sp-XXX1, sp-XXX2, sp-wXXX3 and so on) displays:

1. **Total** number of **all** customer machines replicated to this specific Cloud vault
2. Total storage space used (in GB or TB)
3. Percentage of allocated space currently being used (with a 20TB limit)

ShadowProtect Cloud Vault Details

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ShadowProtect Cloud Vault [account VS80668076]
Information last updated Wednesday, February 15, 2017 06:23:41 PM EST

ShadowProtect Cloud Vault Details				
Vault Name	Machines	Total Storage	Percent Used	Date Created
✓ sp-abc3.ad.efsccloud.net	82	14,687.46 GB	71.72%	2017-01-23

Machines					
Name	Storage	Last Backup	Local Username	Type	
✓ ATISW-SBSERVER1	1,426.98 GB	2017-02-14 09:00:45 PM MST	efolderATISW	server	
✓ ANDE -TERMSERV1	71.35 GB	2017-02-14 09:05:32 PM MST	efolderANDE	server	
✓ CAM-SBSERVER1	190.00 GB	2017-02-14 09:00:40 PM MST	efolderCAMSE	server	
✓ CEN-SERVER1	117.28 GB	2017-02-14 09:00:09 PM MST	efolder CEN-SER	server	
✓ CAN-SERVER1	279.80 GB	2017-02-14 09:00:20 PM MST	efolder CAN	server	
✓ CSANDE-EXCHANGE	527.98 GB	2017-02-14 09:05:29 PM MST	efolder CSANDE-	server	

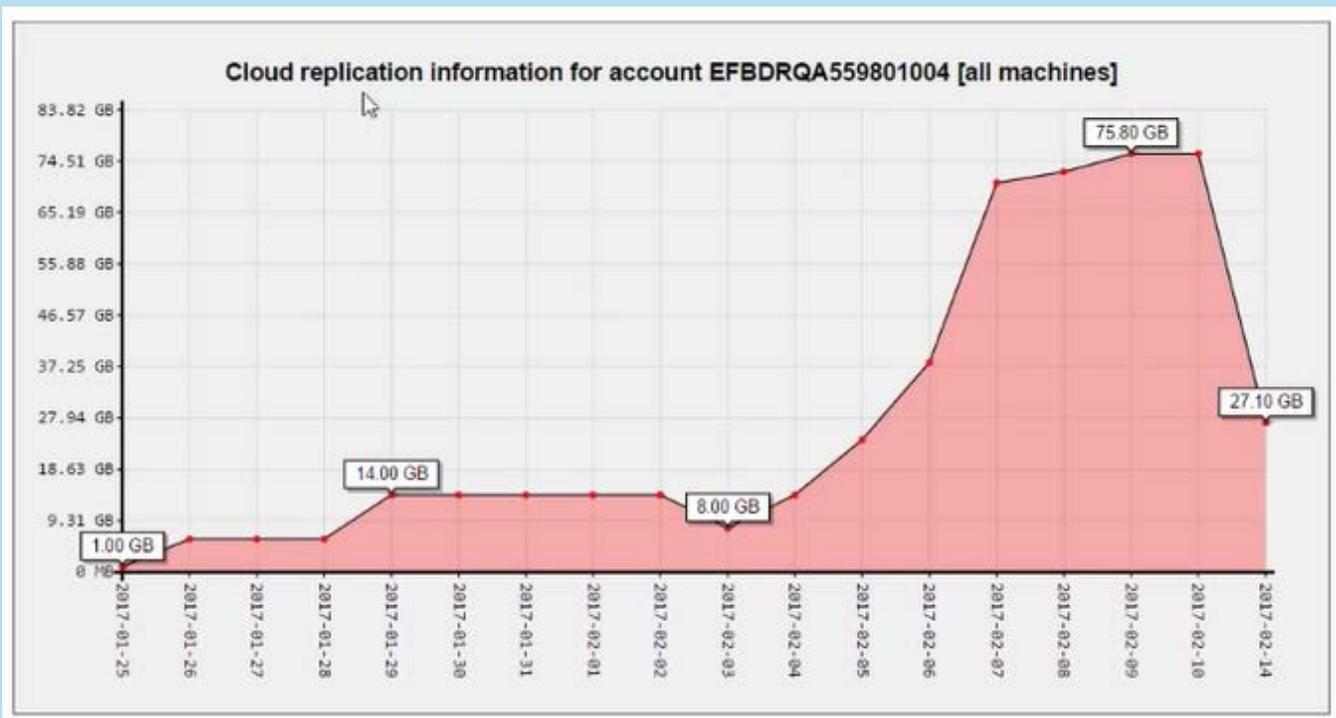
As you scroll down through this report, you will notice that each machine being replicated to the Cloud in this vault appears by **Name**, along with details describing how much storage space is currently being used by that machine, when the last backup occurred, the local username of that machine's associated account and whether the machine is a desktop or server.

- This report is being updated every 60 minutes, so the totals change throughout the day, as activities occur within each vault.
- If you need to see information about a deleted machine, a check box is provided on this report, which will allow you to **Show Deleted**.

CUSTOMER REPORTS

1. 30-Day Trending Customer Report: Total Replicating Machines

- This report shows an aggregate view of data stored for all machines replicated to the eFolder per account or customer
- Whether you are monitoring one machine or thousands, this graph displays *all* machines replicating into the eFolder Cloud (for a single account).
- We collect data every hour, then display one *averaged* number for each 24-hour period.
- This is a rolling report, showing the activity for the last 30 days, including today.



2. Machine-Specific Reports

In addition to the aggregate account report, each individual machine being replicated into the eFolder Cloud has its own unique report.

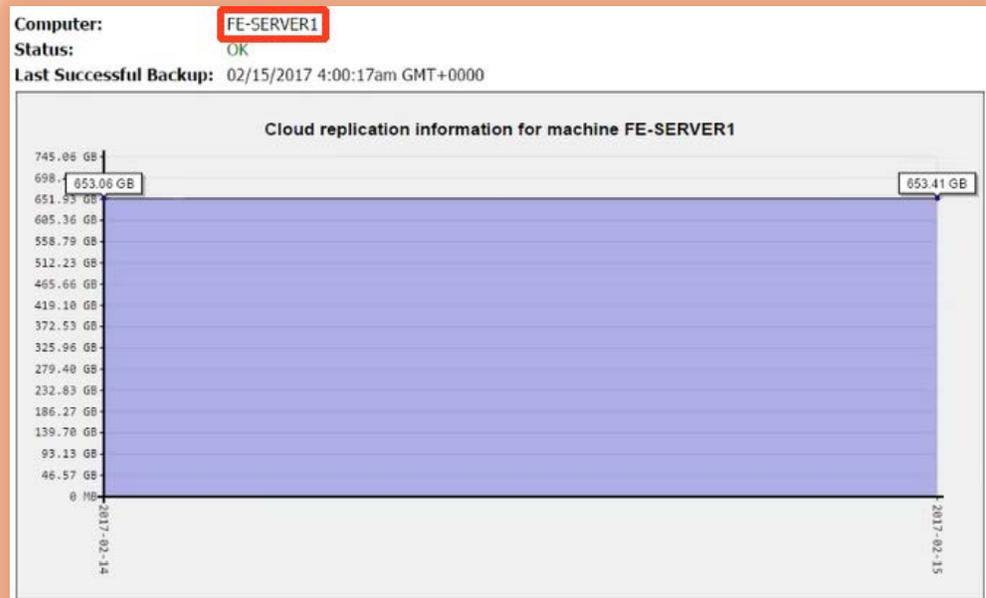
All machine-specific reports will display on one scrollable screen, following the 30-Day Trending Report.

This report will give you a view into the current data stored in the eFolder Cloud per machine and the day by day growth of data stored over the last 30 days.

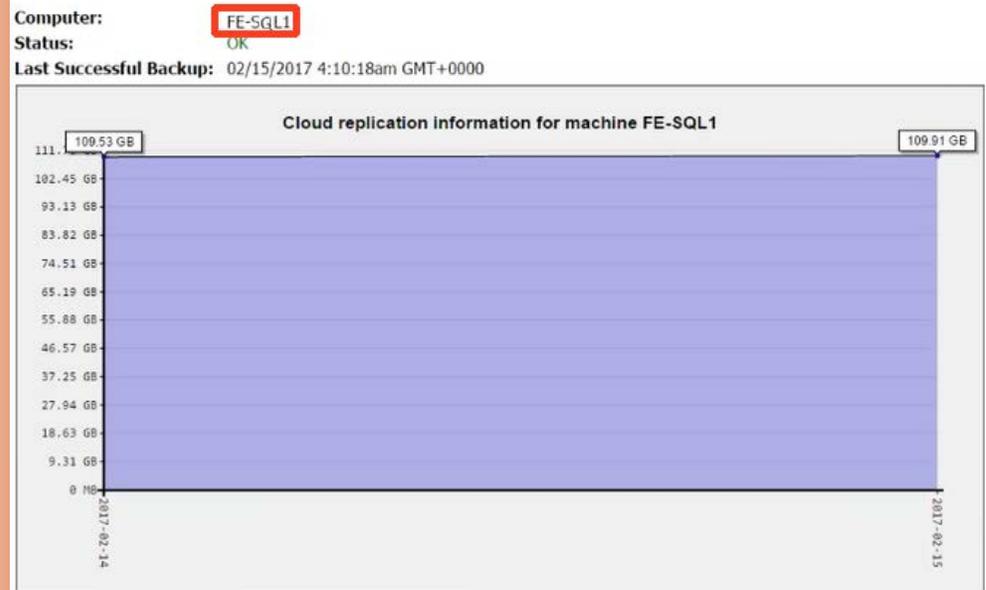
Example:

Here are the machine-specific reports for two machines:

FE-SERVER1



Information last updated: 02/15/2017 2:23:28pm GMT-0700



Information last updated: 02/15/2017 2:23:28pm GMT-0700

and (farther below)

FE-SQL1:



Note: Total daily data usage numbers on the [30-Day Trending Report](#) will often vary slightly from the running totals displayed on the [individual Machine-Level Reports](#).

This occurs because (a) the 30-Day Trending Report uses averages for a full 24-hour day, combining high and low usage numbers across a full 24-hour time period and (b) the running total displayed on the individual Machine-Level Report is only the */atest* hourly calculation, based on usage over the last 60 minutes, and does not reflect the entire 24-hour time period.

3. Detailed Machine-Specific Usage Reports

In addition to 30 day trend reports, detailed status information is also provided on a per account and per machine basis. Status information includes errors such as ShadowProtect chain breakages and any errors surfaced in the ImageManager logs.

Each machine being replicated into the eFolder Cloud now produces an individual report with **Computer** name, **Status**, and **Status Details**.

Detailed machine usage

Computer:	DC01
Status:	ERROR
Last Successful Backup:	
Status Details:	<p>Error: \\VBOXSVR\Repo-Data\sp\cloud\ReplicatedVolumeImages\efbdrqa559801004\dc01 (DC01)\C_VOL-b001 last backup chain integrity is broken. The last valid backup was 0001-01-01T00:00:00.0000000ZZZ.</p> <p>Error: \\VBOXSVR\Repo-Data\sp\cloud\ReplicatedVolumeImages\efbdrqa559801004\dc01 (DC01)\WhatchaSay-b001 does not have password protection on the volume images.</p> <p>Error: \\VBOXSVR\Repo-Data\sp\cloud\ReplicatedVolumeImages\efbdrqa559801004\dc01 (DC01)\WhatchaSay-b001 last backup chain integrity is broken. The last valid backup was 0001-01-01T00:00:00.0000000ZZZ.</p> <p>Error: \\VBOXSVR\Repo-Data\sp\cloud\ReplicatedVolumeImages\efbdrqa559801004\dc01 (DC01)\WhatchaSay-b001 does not have a baseline full backup available.</p> <p>Error: \\VBOXSVR\Repo-Data\sp\cloud\ReplicatedVolumeImages\efbdrqa559801004\dc01 (DC01)\WhatchaSay-b002 does not have password protection on the volume images.</p> <p>Error: \\VBOXSVR\Repo-Data\sp\cloud\ReplicatedVolumeImages\efbdrqa559801004\dc01 (DC01)\WhatchaSay-b002 last backup chain integrity is broken. The last valid backup was 0001-01-01T00:00:00.0000000ZZZ.</p>

EVENT LOGS

Event logs provide another way to look at activities taking place inside your Cloud vault.

When there are no warnings or errors taking place, your event logs may look something like this:

Event Log for Account sp-abc1

Quick Search [Advanced Search](#)

in (Auto)

Search Results: Showing **1-10** of 5173 View

When [EST] >	Account	Event Information
2017-02-15 11:03am	sp-abc1 V	Backup Remote Session [sp-abc1 / 807615668076] Completed Successfully [Details] [Notifications] [Notifications]
2017-02-15 10:15am	sp-abc1 V	Backup Remote Session [sp-abc1 / 807615668076] Completed Successfully [Details] [Notifications] [Notifications]
2017-02-15 09:16am	sp-abc1 V	Backup Remote Session [sp-abc1 / 807615668076] Completed Successfully [Details] [Notifications] [Notifications]
2017-02-15 08:16am	sp-abc1 V	Backup Remote Session [sp-abc1 / 807615668076] Completed Successfully [Details] [Notifications] [Notifications]
2017-02-15 07:16am	sp-abc1 V	Backup Remote Session [sp-abc1 / 807615668076] Completed Successfully [Details] [Notifications] [Notifications]
2017-02-15 06:16am	sp-abc1 V	Backup Remote Session [sp-abc1 / 807615668076] Completed Successfully [Details] [Notifications] [Notifications]
2017-02-15 05:16am	sp-abc1 V	Backup Remote Session [sp-abc1 / 807615668076] Completed Successfully [Details] [Notifications] [Notifications]
2017-02-15 04:17am	sp-abc1 V	Backup Remote Session [sp-abc1 / 807615668076] Completed Successfully [Details] [Notifications] [Notifications]
2017-02-15 03:16am	sp-abc1 V	Backup Remote Session [sp-abc1 / 807615668076] Completed Successfully [Details] [Notifications] [Notifications]
2017-02-15 02:17am	sp-wci1 V	Backup Remote Session [sp-abc1 / 807615668076] Completed Successfully [Details] [Notifications] [Notifications]

1 2 3 4 5 6 7 8 9 10 ... [Next](#)

If an error should occur, you may see something like this:

When [EST] >	Account	Event Information
2017-01-16 05:24pm	sp-abc1 V	BDR for ShadowProtect status changed to: ERROR [sp-wci4 / WCI15668079] [Errors] Error: X:\ReplicatedVolumeImages\wci15146002\E_VOL-b002 last backup chain integrity is broken. The last valid backup was 0001-01-01T00:00:00.000 Error: X:\ReplicatedVolumeImages\wci15146002\E_VOL-b002 does not have a baseline full backup available. [Details] [Notifications]
2016-12-09 12:09pm	sp-abc1 V	Backup disk usage change notification for account [sp-wci4 / WCI15668079] [Details] [Notifications]

1

When you click on the error, it may look like this:

Event Log for Account sp-abc1

Quick Search [Advanced Search](#)

in (Auto)

Search Results: Showing **1-2** of 2 for "changed"

When [EST] >	Account	Event Information
2017-01-16 05:24pm	sp-abc1 V	BDR for ShadowProtect status changed to: ERROR [sp-wci4 / WCI15668079] [Errors] [Details] [Notifications]
2016-12-09 12:09pm	sp-abc1 V	Backup disk usage change notification for account [sp-wci4 / WCI15668079] [Details] [Notifications]

1

A detailed listing of all machines replicating on this vault is also included in the Event Logs under [Details]:

```
BDR for ShadowProtect cloud vault status changed to: WARNING [sp-wci1 / WCI15668059] [Errors]
Cloud vault 'sp-wci1.ad.efsccloud.net' has used a total of 16.007 TB and is 80.03% full. Please contact eFolder support
customers to that vault.
[Details]
===== PARTNER NOTIFICATION =====

BDR for ShadowProtect cloud vault status changed to: WARNING:
User Name: sp-wci1
Account Number: WCI15668059
Details:
BDR for ShadowProtect cloud vault status changed to: WARNING

For reference, these machines are replicated to the cloud vault [sp-wci1.ad.efsccloud.net]
BMSW-SBSEVER1 [1.345 TB] last updated: 01/12/2017 6:53:29pm
BMSW-TERMSERV1 [65.46 GB] last updated: 01/12/2017 6:53:29pm
CAT-SBSEVER1 [179.51 GB] last updated: 01/12/2017 6:53:29pm
CCN-SERVER1 [203.92 GB] last updated: 01/12/2017 6:53:29pm
CITY-SERVER1 [192.76 GB] last updated: 01/12/2017 6:53:29pm
COBALT [976.55 GB] last updated: 01/12/2017 6:53:29pm
COPPER [59.79 GB] last updated: 01/12/2017 6:53:29pm
CSANDE-EXCHANGE [487.90 GB] last updated: 01/12/2017 6:53:29pm
CSANDE-SERVER1 [607.28 GB] last updated: 01/12/2017 6:53:29pm
```

WARNINGS AND ERRORS

You can examine any errors currently associated with any specific machine by clicking the **Details** field on the [Dash Panel Cloud Vault report](#)

1. Click on the **Details** box on the far right side of the report:

ShadowProtect Cloud Vault [account WCI68068079]
Information last updated Wednesday, February 15, 2017 06:15:08 PM EST

ShadowProtect Cloud Vault Details

Vault Name	Machines	Total Storage	Percent Used	Date Created	Details
sp-wci4.ad.efsccloud.net	11	4,062.63 GB	19.84%	2017-01-23	view

Machines

Name	Storage	Last Backup	Local Username	Type	Deleted	Details
ALTALT	1.27 GB		sp-wci4	server	No	view
BALTLT	1,733.94 GB	2017-02-14 09:12:09 PM MST	efoldervba	server	No	---
MESPER	62.77 GB	2017-01-03 08:20:41 AM MST	efoldervba	server	No	---
PERMES	53.54 GB	2017-02-14 09:15:36 PM MST	efoldervba	server	No	---

2. Specific information describing the error will be displayed:

ShadowProtect Cloud Vault [account WCI15668079]
Information last updated Wednesday, February 15, 2017 06:15:08 PM EST

ShadowProtect Cloud Vault Details

Vault Name	Details
sp-wci4.ad.efsccloud.net	view

Machines

Name	Type	Deleted	Details
ALTALT	server	No	view
BALTLT	server	No	---
MESPER	server	No	---
PERMES	server	No	---

COBALT Status Details

Details

Error: X:\ReplicatedVolumeImages\wci15146002\E_VOL-b002 last backup chain integrity is broken. The last valid backup was 0001-01-01T00:00:00.000000Z.

Error: X:\ReplicatedVolumeImages\wci15146002\E_VOL-b002 does not have a baseline full backup available.

- When a Cloud vault reaches more than **75%**, capacity, you will receive a **warning** message.
- When a Cloud vault reaches more than **90%**, capacity, you will receive an error message.

BDR for ShadowProtect cloud vault status changed to: WARNING [sp-wci1 / WCI15668059] [Errors]
Cloud vault 'sp-wci1.ad.efsccloud.net' has used a total of 16.007 TB and is 80.03% full.
Please contact eFolder support (support@efolder.net) to request a new ShadowProtect Cloud Vault and begin replicating new customers
[Details]

sp-wci1 [V] **BDR for ShadowProtect cloud vault status changed to: WARNING [sp-wci1 / WCI15668059] [Errors] [Details] [Notifications]**

- When a vault reaches capacity, you will need to request a new vault from eFolder and decide how to move your customers into the new space. Please contact www.efolder.net/help or call us at 800-352-0248 to start this process.

QUESTIONS?

- Submit all eFolder questions to www.efolder.net/help
- Call us at 800-352-0248
- Browse our [Knowledgebase](#)



The People Behind Your Cloud

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