Administration for Resellers

https://campus.barracuda.com/doc/78155638/

This section applies to Partner/Reseller accounts only and assumes you have completed the initial appliance setup.

Add Customers to the Partner Tab

Use the following steps to add customers to the **Partner** tab in Barracuda Cloud Control:

1. Log in to https://login.barracuda.com/ using your partner login credentials, and click **Home** in the left pane.
2. Go to **Partner > Customer Accounts**.
3. In the **Manage Customer Accounts** page, click **Add Customer**. The **Add Customer Account** dialog box displays.
4. Enter the **Customer Account Name**, the **Customer Admin Name**, the **Customer Admin Email Address**, and click **Check for Availability**.
5. The **Partner Admins** and **Entitlements** sections display. Click on a partner administrator name, and select the associated entitlements for that user. Complete this step for each partner administrator who is to have access to this customer account.
6. Click **Create Customer**. The customer is added to the **Manage Customer Accounts** list in the **Partner** tab.
7. Once the customer is created, your partner information is added to their **Admin > Users** page when they log in to Barracuda Cloud Control.

Manage Accounts and Barracuda Backup Appliances as a Reseller

When you log in to Barracuda Cloud Control, and click the Barracuda Backup tab, the reseller account and its associated Barracuda Backup appliances display. From this view, you can select to load all devices across all accounts to view the overview statistics.

The Barracuda Backup appliance must be linked online before backups can be initiated. You must have billing information (credit card recommended) to complete the linking process.

1. Go to https://login.barracuda.com, and log in using your credentials.
   Click **Backup** in the left pane. Your customer accounts display in the left pane including linked Barracuda Backup appliance status:
   > **Health Indicators**
   > – Health is good

⚠ – Health is at risk (warning)

❌ – Health is critical

2. Once you are logged in, the status of all of the Barracuda Backup appliances linked to your account display:
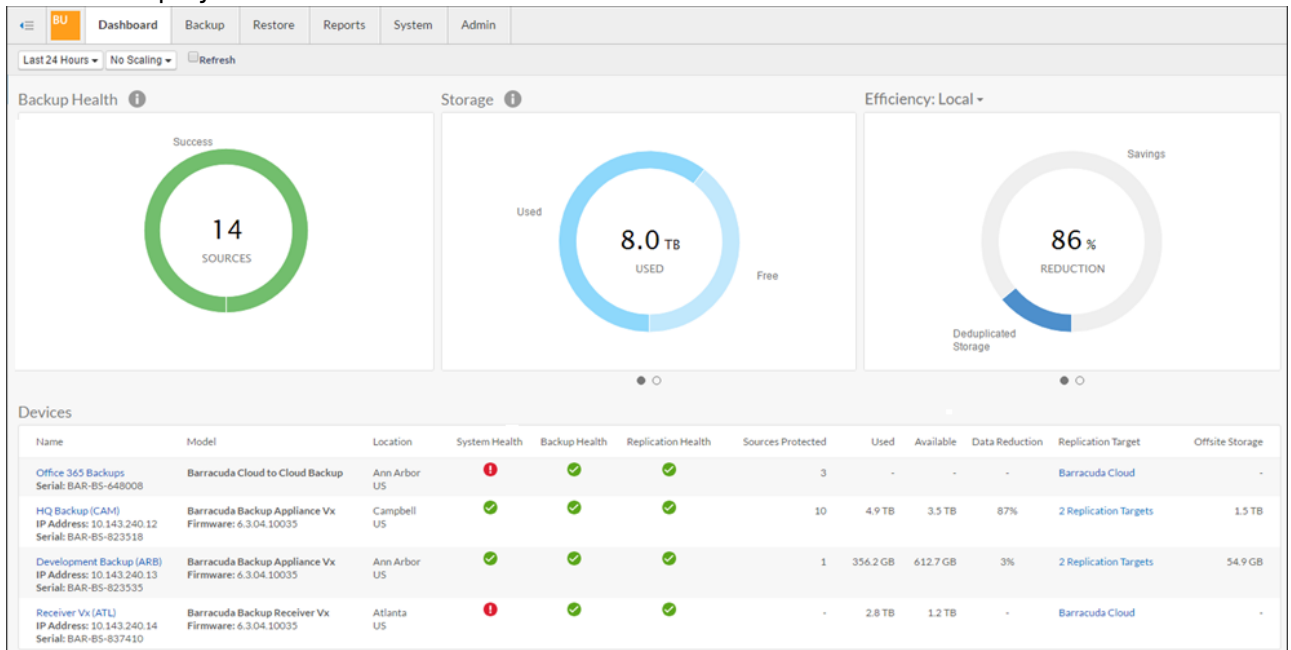
3. Click on a Barracuda Backup appliance in the left pane, or click on an appliance in the Barracuda Backup Appliances list to select and manage a specific appliance.

4. To switch to an account for a specific client, click **Home** in the left pane:

5. The **Admin** page displays. From the **Current Account** drop-down list, select the client account you want to manage:
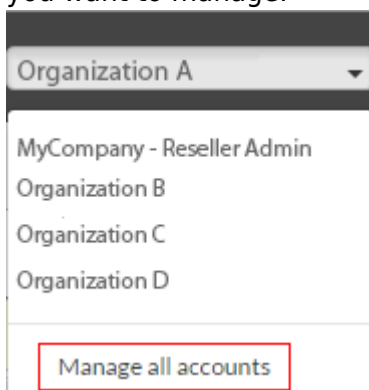
Switching to a client account allows you to manage account-specific information such as creating, editing, and removing users, viewing Barracuda Backup appliance and service status, viewing an audit log, managing billing, and configuring account security and authentication.

6. Once you select the account, click **Backup** in the left pane to return to the Barracuda Backup **Dashboard** to select specific appliances to manage.

Figures

1. backup_icon.png
2. HealthGood.png
3. HealthRisk.png
4. HealthCritical.png
5. DashboardAll.png
6. ClickHome.png
7. SelectAccount.png