User Requirements and Setup for Avast Business CloudCare

https://campus.barracuda.com/doc/85491938/

Before installing the CloudCare 2.0 service module, you must ensure the following:

- You must be using Barracuda Managed Workplace 2013 R1 FP2, or later. Additionally, you must be using CloudCare client version 3.1, or later.
- The role for the user working with CloudCare through Barracuda Managed Workplace must have permissions to device management. By default, Administrators, Technicians and Service Managers are configured with this permission. See "Setting Permissions for a Role" in the User Guide or the online help.
- The user account for the user working with CloudCare must have object access to apply the policy modules to the customer sites monitored with CloudCare. See "Setting the Objects a User Account Can Access" in the User Guide or the online help.
- To ensure full monitoring, WMI must be enabled on devices being monitored by CloudCare. If a device is not WMI-enabled, and it does not have CloudCare installed, it will not be flagged in the CloudCare service module as a potential security threat.

Installing the Service Module in Service Center

You can install the CloudCare service module from the Update Center, in Service Center. The service module adds the CloudCare Policy Module for Service Module policy module, which you must add to a policy set, or apply directly to groups or devices to begin monitoring.

1. In Service Center, click **Update Center** > **Components**.
2. Click **Service Modules**.
3. Click **New**.
4. Select the checkbox beside Avast CloudCare.
5. Click **Install**.

See "Using Service Modules" in the User Guide or the online help.

Enabling Access to CloudCare

Before getting started, you must provide your CloudCare portal log in credentials, which allows Barracuda Managed Workplace to access CloudCare data to populate the service module dashboards. When you provide your CloudCare credentials, the following functionality is also enabled in the service module:

- on the multi-site dashboard, you can click a CloudCare customer name to open CloudCare to

view that customer's information;

- on the customer-level dashboard, you can initiate updates and scans across all customer devices with a single click;
- on the device-level dashboard, you can run scans and update virus definitions for the device, and start a backup on the device;
- on the device-level dashboard, you can enable and disable Avast Business and Content Filtering for the device.

Notes:

- To prevent conflicts, it is recommended that you have a dedicated user account for the CloudCare service module to access CloudCare.
- The CloudCare service module can access one instance of CloudCare to collect data. If you have more than one instance of CloudCare, you will receive an error message when attempting to view data about a site or device not included in the instance to which you have provided the log in credentials.
- When signing in to CloudCare from the CloudCare service module, it is recommended that you do not select the Keep me signed in checkbox, as this can result in CloudCare opening to the overview dashboard instead of a customer-level or device-level view.

1. In Service Center, click Status > **Service Modules**.
2. Click the gear icon beside **Avast Business CloudCare**.
3. In **Username**, type your CloudCare partner portal user name.
4. In **Password**, type your CloudCare partner portal password.
5. Click **Save**.

Applying the CloudCare Policy Module

The CloudCare Policy Module for Service Module does not appear in the main policy module page, but is accessed from within the service module itself. To enable automatic monitoring, you can add the CloudCare policy module to a policy set. You can also manually apply the policy module to a group or device.

To automatically apply the CloudCare policy module

1. In Service Center, click **Configuration** > **Service Modules**.
2. From the list of service modules, select **Avast Business CloudCare**.
3. In the **Policy Set Membership area**, click **Add**.
4. Select the checkbox beside the policy set you want to add the policy module to, and then click **Add**.

To manually apply the CloudCare policy module to groups and devices

1. In Service Center, click **Configuration** > **Service Modules.**

2. From the list of service modules, select **Avast BusinessCloudCare.**
3. Click **Avast BusinessCloudCare Policy Module for Service Module**.
4. Do one of the following:
   - To apply the policy module to a group, click **Avast Business CloudCare Policy Module for Service Module**. Click the **Manual Application** tab, and then under **Applied Groups** click **Add. Filter on the Group Type**, if desired. Select the group and click **Add**.
   - To apply the policy module to a device, click **Avast Business CloudCare Policy Module for Service Module**. Click the **Manual Application** tab, and then under **Applied Devices** click **Add. Filter the list of devices**. Select the device and click **Add**.