Viewing the Avast Business CloudCare Service Module Dashboards

https://campus.barracuda.com/doc/85491942/

On the CloudCare service module dashboards, you can get a summary view about the status of Avast Business Antivirus, Content Filtering, and Online Backup services for all sites, a single site, or a device.

The CloudCare service module includes four dashboards:

- the multi-site CloudCare dashboard
- the site-level CloudCare dashboard
- the customer-level CloudCare dashboard
- the device-level CloudCare dashboard

Viewing the Multi-Site CloudCare Dashboard

The multi-site CloudCare dashboard provides a high-level view of CloudCare coverage, including a count of sites with devices missing CloudCare, and summary views of coverage for Online Backup, Antivirus, and Content Filtering services. You can also view a table that list sites using CloudCare, along with their corresponding CloudCare customer name, and device counts for various states of CloudCare coverage:

The Multi-Site Overview dashboard includes the following sections:

Multi-Site CloudCare Summary Links to a list of Barracuda Managed Workplace sites with devices that do not have a CloudCare client installed.

Multi-Site Online Backup Summary Provides a quick overview of the health and status of the Online Backup service, with links to drill to details about potential issues and gaps.

Reports Provides a link to open the CloudCare portal to view the partner reports.

CloudCare Management Provides a link to open the CloudCare portal to view an overview of CloudCare customers.

Multi-Site Avast Business Antivirus Summary Provides a quick overview of the health and status

of the Avast Business Antivirus service, with links to drill to details about potential issues and gaps.

Multi-Site Content Filtering Summary Provides a quick overview of the health and status of the Content Filtering service, with links to drill to details about potential issues and gaps.

Resources & Documentation Provides links to the CloudCare User Manual and the Avast support page.

To view the CloudCare Multi-Site dashboard

1. In Service Center, click **Status** > **Service Modules**.
2. Click the Avast Business CloudCare link.

See Also

- Viewing and Addressing Gaps in CloudCare Coverage

Viewing the Site-Level CloudCare Dashboard

The site CloudCare dashboard provides details about the number of alerts, threats, and failed backups at a site, and includes dashboard widgets that provide a quick glance at site and device health, and a summary of Avast Business CloudCare Windows Events. It also displays a count of devices that do not have a CloudCare client installed.

To view the Avast Business CloudCare site dashboard

- On the Central Dashboard, click the Avast icon for a site:
  - Avast icon

See Also

- Viewing Avast Business CloudCare Windows Events
- Accessing Documentation and Support
- Viewing Reports for CloudCare

Viewing the Customer-Level CloudCare Dashboard

The data displayed on the CloudCare customer dashboard is pulled directly from CloudCare, thus providing you with a more complete view of CloudCare device counts for customers, most importantly to view customers with devices not managed by Barracuda Managed Workplace. The customer

dashboard displays CloudCare data in the context of the CloudCare customer, as opposed to a Barracuda Managed Workplace site. A CloudCare customer is not required to have a site in Barracuda Managed Workplace to appear in the Avast Business CloudCare service module.

You can use the customer dashboard to update all CloudCare services for a CloudCare customer across all their devices. It also identifies customers with devices managed by CloudCare but not by Barracuda Managed Workplace, and provides you with a quick health status overview of the CloudCare customer, including summary sections for Online Backup, Content Filtering, and Antivirus services.

To view a CloudCare customer dashboard

There are several ways you can access a customer dashboard:

- from the Service Modules overview page (click Status, and then click Service Modules), and then clicking the count for one of the following:
    - Customers with threats detected
    - Customers with failed backups (last 7 days)

- Customers with devices not managed by Barracuda Managed Workplace
- from the Multi-Site Overview dashboard, by clicking the customer counts in the Online Backup, Content Filtering, or Antivirus summary sections (for example, Customers with Online Backup not Enabled).

Clicking the customer count opens a page displaying a customer table. From here, you can click a customer name to open its dashboard.

Viewing a Device-Level Avast Business CloudCare Dashboard

The device CloudCare dashboard allows you to manage CloudCare on the device right from within Service Center. You can enable or disable Online Backup, Avast Business Antivirus, and Content Filtering services, update virus definitions, perform a backup, and run a virus scan on the device:

Active Alerts	Threats Detected	Failed Backups - Last 7 Days
2	1	0

Device CloudCare Summary

- CloudCare customer: VMware & ssqa
- CloudCare device status: Installed
- Client version: 3.1.0

AVG Content Filtering Summary

- AVG Content Filtering status: Not Installed

AVG Online Backup Summary

- AVG Online Backup status: Enabled
- Client version: 5.9.4.4760
- Backup space used: 5.00 GB
- Next backup scheduled: 1/10/2014 11:43:00 AM
- All backups - last 7 days: 7
- AVG Online Backup Management
  - Disable AVG Online Backup
  - Backup now
  - Restore

Reports

- Device CloudCare Services Summary

CloudCare Management

- CloudCare URL
- Update services

AVG AntiVirus Summary

- AVG AntiVirus status: Enabled
- AVG AntiVirus client version: 2014.0.4259
- Virus definition version: 3642/6989
- Last virus definition updated: 1/9/2014 6:40:00 AM
- Last updated: 12/17/2013 2:15:03 PM
- Date last scanned: 12/18/2013 12:44:40 PM
- AVG AntiVirus Management
  - Disable AVG AntiVirus
  - Scan device

Resources & Documentation

- AVG CloudCare Help
- AVG Support

To view a CloudCare device dashboard

1. On the device Overview page, in the right sidebar, click **Avast Business CloudCare**.

Tip: You can also access the Avast Business CloudCare device dashboard from the site dashboard, by clicking one of the links in the summary sections for Antivirus, Content Filtering, or Online Backup, and then clicking the Device Name link.

See Also

- Managing CloudCare Devices
- Enabling and Disabling CloudCare Services on a Device

Figures

1. CloudCare1.png
2. CloudCare2.png
3. CloudCare3.png
4. CloudCare4.png