

## Viewing Data on the Avast Business CloudCare Dashboards

<https://campus.barracuda.com/doc/85491944/>

### Viewing Alerts

The CloudCare dashboards display the number of alerts reported by Barracuda Managed Workplace.

Active Alerts

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The alerts are generated by the Avast Business CloudCare Policy Module for Service Module, and are triggered when the following type of events occur:


- CloudCare encountered an error during a scan
- CloudCare detected a threat
- CloudCare Watchdog service is stopped
- CloudCare Remote IT Service service is stopped

**Tip:** To view a full list of the monitors and alerts included in the Avast Business CloudCare Policy Module for Service Module, click Configuration, and then click Service Modules. Click Avast Business CloudCare, and then click Avast Business CloudCare Policy Module for Service Module.

#### To view alerts across all sites

1. In Service Center, click **Status > Service Modules**.
2. Click **Avast Business CloudCare** on the right sidebar.
3. Click the number below the **Active Alerts** heading.

#### To view alerts at a specific site

1. On the Central Dashboard, click the **Avast icon** for a site.  
 **Avast icon**
2. Click the number below the **Active Alerts** heading.

## Viewing and Addressing Threats

The Avast Business CloudCare dashboards display the number of Threat Alerts that have been detected:

**Note:**


- If a device has multiple threats, it is reported as a single Threat Alert.  
From the multi-site and site-level dashboards, you can click the number below Threats Detected to view more information about the threats on each device, including the following:
- the device name
- the CloudCare customer name
- the number of threats detected on the device
- the CloudCare client version
- whether Avast Business Antivirus is enabled
- whether Content Filtering is enabled
- the Avast Business Antivirus and Antivirus definition version
- the date that CloudCare was last updated on the device
- the number of active alerts

From there, you can access CloudCare to take action.

**To view and address threats at the multi-site level**

1. Click **Status > Service Modules**.
2. Click the **Avast Business CloudCare** link.
3. Click the number below **Threats Detected**.
4. To address a threat, click the **Cloudcare Customer Name** link to log in to Avast Business CloudCare, at the device page.

**To view and address threats at the site level**

1. To access the site dashboard, on the Central Dashboard, click the **Avast** icon for a site.  
 **Avast** icon
2. Click the number below **Threats Detected**.
3. To address a threat, click the **CloudCare Customer Name** link to log in to CloudCare, at the device page.  
**Tip:** You can also click the **Device Name** link to open the device-level CloudCare dashboard in Service Center.

## Viewing and Addressing Backup Failures

The CloudCare multi-site, site, customer, and device dashboards display the number of backup failures that have been detected:



You can click the number below Failed Backups - Last 7 Days to drill to details about the failed backups, including:

- device name
- time when the failure occurred
- duration of failure
- current backup status
- backup size, in KB
- number of files

Failed Backups - Last 7 Days					
K < 1 > M Page size: 500 4 items in 1 pages					
Device Name	Timestamp	Duration	Backup Status	Backup Size	Number of Files
RMWINSENT-X64	1/6/2014 11:25:24 AM	00:00:00	Canceled	0.00 KB	0
RMWINSENT-X64	1/5/2014 11:26:27 AM	00:00:00	Canceled	0.00 KB	0
RMWINSENT-X64	1/4/2014 11:26:07 AM	00:00:00	Canceled	0.00 KB	0
RMWINSENT-X64	1/3/2014 11:26:25 AM	00:00:00	Canceled	0.00 KB	0

From the Failed Backups table, you can click the Device Name link to open the Device dashboard, where you can correct the issue by initiating a backup or restoring files from backup images.

**Note:** The Online Backup service acts as an intermediary between the device and third-party backup solutions. CloudCare supports numerous third-party backup solutions, however the CloudCare service module supports SOS Online Backup for file and folder backups only. When you initiate a restore process from the device-level dashboard, the SOS portal opens for you to complete the restore procedure.

### To view and address backups failures across all sites

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

3. Click the number beneath **Customers with Failed Backups - Last 7 Days**.
4. In the Customers with Failed Backups table, click the number in the **Devices with Failed Backups - Last 7 Days** column.
5. In the **Devices with Failed Backups - Last 7 Days** table, click the device name for the device you want to investigate. The device-level dashboard opens.
6. In the **Online Backup Summary** section, click one of the following:
  - **Backup now**
  - **Restore**

**Tip:** You can also access the list of customers with failed backups from the **Service Modules** overview page, by clicking **Status > Service Modules**, and then clicking the number beside **Customers with failed backups (last 7 days)**.

## Viewing and Addressing Gaps in CloudCare Coverage

You can use the CloudCare multi-site dashboard to determine which devices require increased protection.

### To view sites with devices missing CloudCare

1. In Service Center, click **Status > Service Modules**.
2. Click **Avast Business CloudCare** on the right sidebar.
3. Click the number link beside **Sites with devices missing CloudCare**.
4. Do any of the following:
  - Click a site name to open the site-level dashboard.
  - Click a numbered link to view further details about devices at the site that do not have the CloudCare client installed, or do not have services enabled. You can then drill down to the device dashboard by clicking the device name to enable services.

### To view and address gaps in Online Backup coverage

You can use the Avast Business Cloudcare service module to identify devices with Online Backup either not configured or not enabled. You can then drill down to the customer-level dashboard to configure Online Backup for the customer, or to the device-level dashboard to enable Online Backup on a device.

### To configure Online Backup for a customer

1. In Service Center, click **Status > Service Modules**.
2. Click **CloudCare** on the right sidebar.
3. In the **Multi-Site Online Backup Summary** area, click the number link beside **Customers with Online Backup not configured**.
4. In the **Customers with Online Backup not Configured** table, click a customer name for

which you want to configure Online Backup.

5. In the **CloudCare Management** section, click the **CloudCare URL** link to access the CloudCare portal. The CloudCare portal log on page opens for you to configure Online Backup for the customer.

#### To enable Online Backup on a device

1. In Service Center, click Status > Service Modules.
2. Click Avast Business CloudCare on the right sidebar.
3. In the Multi-Site Online Backup Summary area, the click the number link beside Customers with devices with Online Backup not enabled.
4. In the Devices with Online Backup not Enabled column, click a device number for the CloudCare customer you want to investigate.
5. Click the name of the device on which you want to enable Online Backup.
6. In the CloudCare Management section, click the CloudCare URL link. The CloudCare portal log on page opens for you to enable Online Backup for the device.

#### To view and address gaps in Avast Business Antivirus coverage

You can use the Avast Business Cloudcare service module to identify devices with Avast Business Antivirus either not configured or not enabled. You can then drill down to the customer-level dashboard to configure Avast Business Antivirus for the customer, or to the device-level dashboard to enable Avast Business Antivirus on a device.

#### To configure Avast Business Antivirus for a customer

1. In Service Center, click **Status > Service Modules**.
2. Click **Avast Business CloudCare** on the right sidebar.
3. In the **Multi-Site Avast Business Antivirus Summary** area, the click the number link beside **Customers with Avast Business Antivirus not configured**.
4. In the **Customers with Avast Business Antivirus not Configured** table, click a customer name for which you want to configure Avast Business Antivirus.
5. In the **CloudCare Management** section, click the **CloudCare URL** link to access the CloudCare portal. The CloudCare portal log on page opens for you to configure Avast Business Antivirus for the customer.

#### To enable Avast Business Antivirus on a device

1. In Service Center, click **Status > Service Modules**.
2. Click **Avast Business CloudCare** on the right sidebar.
3. In the **Multi-Site Avast Business Antivirus Summary** area, the click the number link beside **Customers with devices with Avast Business Antivirus** not enabled.
4. In the **Devices with Antivirus not Enabled** column, click for the CloudCare customer you want to investigate.
5. Click the name of the device on which you want to enable Antivirus.
6. In the **CloudCare Management** section, click the **CloudCare URL** link. The CloudCare portal

log on page opens for you to enable Avast Business Antivirus for the device.

#### To view and address gaps in Content Filtering coverage

You can use the CloudCare service module to identify devices with Content Filtering either not configured or not enabled. You can then drill down to the customer-level dashboard to configure Content Filtering for the customer, or to the device-level dashboard to enable Content Filtering on a device.

#### To configure Content Filtering for a customer

1. In Service Center, click **Status > Service Modules**.
2. Click **Avast Business CloudCare** on the right sidebar.
3. In the **Multi-Site Content Filtering Summary** area, click the number link beside **Customers with Content Filtering not configured**.
4. In the **Customers with Content Filtering not Configured** table, click a customer name for which you want to configure Content Filtering.
5. In the **CloudCare Management** section, click the **CloudCare URL** link to access the CloudCare portal. The CloudCare portal log on page opens for you to configure Content Filtering for the customer.

#### To enable Content Filtering on a device

1. In Service Center, click **Status > Service Modules**.
2. Click **Avast Business CloudCare** on the right sidebar.
3. In the **Multi-Site Content Filtering Summary** area, click the number link beside **Customers with devices with Content Filtering not enabled**.
4. In the **Devices with Content Filtering not Enabled** column, click a device number for the CloudCare customer you want to investigate.
5. Click the name of the device on which you want to enable Content Filtering.
6. In the **CloudCare Management** section, click the **CloudCare URL** link. The CloudCare portal log on page opens for you to enable Content Filtering for the device.

### Viewing CloudCare Customers Not Fully Managed by Barracuda Managed Workplace

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You can view a list of CloudCare customers that have devices that are not currently monitored by any Onsite Manager or Device Manager. For each CloudCare customer, you can click a device number link to view more details about the devices not currently monitored by Barracuda Managed Workplace.

1. In Service Center, click **Status > Service Modules**.
2. Under **Avast Business CloudCare**, click the number beside **CloudCare customers with devices not managed by Managed Workplace**.
3. Do one of the following:

- Click a CloudCare Customer Name link to log in to CloudCare to view more information about the customer.
- Click a number in the **Devices Not Managed by Managed Workplace** column to view the device name(s). From here, you can click a Device Name link to log in to Avast Business CloudCare to view more information about the device.

**Note:** The Site Name column might be blank for some CloudCare customers. This occurs when Barracuda Managed Workplace is not currently monitoring any devices for that CloudCare customer, either because there is no Onsite Manager or Device Manager deployed at the customer site, or because the Avast Business CloudCare Policy Module for Service Module policy module is not applied to any devices at that site.

## Managing Devices With CloudCare Access Issues

You can use the Avast Business CloudCare service module to identify devices that have the CloudCare client installed but cannot access CloudCare services. This can be caused by multiple issues, including:

- the CloudCare credentials provided to Barracuda Managed Workplace do not have permissions to the device
- the CloudCare client device ID is from a different instance of CloudCare
- the CloudCare device ID is invalid or corrupt.

You can drill down to view details to discover why the device cannot access CloudCare, and then optionally you can go to the device-level dashboard to log in to the CloudCare portal to remedy the issue.

1. In Service Center, click **Status > Service Modules**.
2. Under **Avast Business CloudCare**, click the number beside **Managed devices with no CloudCare access**.
3. The **Managed Devices with no CloudCare Access** page lists each device name, with a description of the issue. To remedy the issue, do the following:
  - Click a device name.
  - In the left sidebar, click **Avast Business CloudCare** to open the device-level dashboard.
  - In the **CloudCare Management** section, click **CloudCare URL**.

## Managing CloudCare Devices

From the device-level CloudCare dashboard, you can update virus definitions and run a scan on the

selected device. These commands are performed from within the service module, bypassing the need to log in to CloudCare to perform these routine tasks.

1. On a device Overview page, in the right sidebar, click **Avast Business CloudCare**.
2. Do one of the following:
  - In the **CloudCare Management** section, click **Update services**.
  - In the **Avast Business Antivirus Summary** section, click **Scan device**.

## Enabling and Disabling CloudCare Services on a Device


You can enable and disable Avast Business Antivirus, Online Backup, and Content Filtering on a device.

If a CloudCare service is not configured for a customer, you cannot enable or disable the service on a device. You can identify customers that do not have CloudCare services configured, and log in to the CloudCare portal to configure. For more information, see [Viewing and Addressing Gaps in CloudCare Coverage](#).

1. On the device Overview page, in the right sidebar, click Avast Business CloudCare.
2. Do one of the following:
  - In the Content Filtering Summary area, click Enable Content Filtering or Disable Content Filtering.
  - In the Online Backup Summary area, click Enable Online Backup or Disable Online Backup.
  - In the Avast Business Antivirus Summary area, click Enable Avast Business or Disable Avast Business Antivirus.

## Viewing Avast Business CloudCare Windows Events

The CloudCare service module collects data on CloudCare Windows Events. You can view the number of Windows events collected for a site, classified into error, warning and information categories, on the site dashboard.

1. To access the site dashboard, on the **Central Dashboard**, click the Avast icon for a site.  
 Avast icon
2. In the **Active CloudCare Windows Event Summary - Last 7 days** section, click the number beside one of the following:
  - **Errors**
  - **Warning**
  - **Informational**




- **All**

## Accessing Documentation and Support

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For your convenience, links to CloudCare resources and documentation are provided in all CloudCare dashboards.

1. In Service Center, do one of the following:
  - On the Central Dashboard, click the icon for a site.  
 Avast icon
  - In Service Center, click **Status > Service Modules**. Click **Avast Business CloudCare** on the right sidebar.
2. Under **Resources and Documentation**, click the link for the website you want to access:
  - **CloudCare Help**
  - **Support**


## Viewing Reports for CloudCare

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You can access CloudCare from within the CloudCare service module to view partner reports. You can also view two reports generated by Barracuda Managed Workplace:

- Site CloudCare Services Summary
- Device CloudCare Services Summary

### To view the Site CloudCare Services Summary report

1. On the Central Dashboard, click the icon for a site:  
 Avast icon
2. Under **Reports**, click Site **CloudCare Services Summary**.
3. In the **Report Viewer** window, filter the report as desired and click **Preview**.

### To view the Device CloudCare Services Summary report

1. On the device Overview page, in the right sidebar, click **Avast Business CloudCare**.
2. Under **Reports**, click **Device CloudCare Services Summary**.
3. In the **Report Viewer** window, filter the report as desired and click **Preview**.

### To view CloudCare Partner reports

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

3. Under **Reports**, click **CloudCare Partner Reports**.
4. Log in to Avast Business CloudCare and select the report you want to view.

## Figures

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