

Understanding the Terminology for Avast Business CloudCare

<https://campus.barracuda.com/doc/89620792/>

The following terms are used throughout the CloudCare service module dashboards:

Site

Refers to a Barracuda Managed Workplace site in Service Center. The CloudCare service module includes a Site Overview dashboard that displays information for devices at a Barracuda Managed Workplace site that has CloudCare services installed. A customer may have CloudCare devices that are not included in the scan for a Barracuda Managed Workplace site; if this is the case, these devices will not appear in the Site Overview dashboard.

Customer

Refers to a CloudCare customer. The CloudCare service module is able to detect CloudCare devices not managed by Barracuda Managed Workplace, and a CloudCare customer can have more than one site in Barracuda Managed Workplace. The CloudCare service module includes a customer-level dashboard that displays a device count for the CloudCare customer, and allows you to drill down to site and device dashboard views.

Active Alerts

The number of active alerts in Barracuda Managed Workplace. Active alerts are configured using the CloudCare Policy Module for Service Module in Service Center.

Threats

A threat is defined as a CloudCare Threat Alert, which occurs when a virus, spyware, or another type of malware is detected on a device. If a device has multiple threats, they are reported as a single Threat Alert in CloudCare.

Avast Business Antivirus

A CloudCare service that defines how viruses are detected and handled. For example, tracking cookies or scanning files when they are being opened and closed. You can log in to CloudCare directly from Barracuda Managed Workplace to update these settings, if required.

Content Filtering

A CloudCare service that defines which websites can be accessed on the device. Websites are categorized into groups that determine whether the website is allowed, triggers a warning, or is

blocked. You can log in to CloudCare directly from Barracuda Managed Workplace to update these categories and other content filtering settings.

Online Backup

A CloudCare service that protects customer data against loss and corruption. Online Backup performs scheduled data backups, alerts when backups have failed, and provides the ability to restore customer data. You can log in to CloudCare directly from Barracuda Managed Workplace to update Online Backup settings, if required.

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