

Barracuda Security and Backup Services User Guide

Version 1.2

Updated with Barracuda
Content Shield



Revision History

Status	Changes	Date
Final.	<ul style="list-style-type: none">Added Content Shield services.Updated Essential Services chapter.	January 2019

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INTRODUCTION

This chapter includes the following topics:

- Audience
- What's New
- About This Document
- Backup Agent Software Requirements
- Related Documentation
- Partner Support

Audience

This document is intended for IT professionals and partners providing their clients with data backup and security services.

What's New

This release adds the Barracuda Content Shield to services that can be managed through the ECHOplatform.

About This Document

This User Guide provides the following information:

Chapter	Contents
Introduction	Information about this release and this document.
1	Barracuda Backup Appliances
2	Barracuda Essentials Services
3	Barracuda Content Shield
4	How to prepare for and contact partner support.

Related Documentation

The following documentation is available:

- *ECHOplatform Backup and Restore Reference Guide* – provides details on how to perform backups and restores for each backup type.
- *ECHOplatform Best Practices Partner Guide* - provides details on best practices for performing backups and restores.
- *ECHOplatform Quick Start Partner Guide* - provides information about setting your preferences, creating templates, and installing the software.
- *Autotask Integration Guide* - provides information about setting up Autotask integration with the Backup Agent.

- *ConnectWise Integration Guide* - provides information about setting up ConnectWise integration with the Backup Agent.

ECHOplatform Backup Agent Software Requirements

The following table provides the requirements for running Backup Agent software.

Backup Agent Software Requirements	
<p>Supported Operating Systems</p> <ul style="list-style-type: none"> • MS Windows Server 2008 SP2/2008 R2 SP1, SP2/2012/2012 R2/2012 R2 Essentials/2016 • MS Windows 7 SP1/8.0/8.1/10 • MS Windows Small Business Server 2011 • MS Windows Vista SP2 <p>Physical Imaging and BMR Supported Operating Systems</p> <ul style="list-style-type: none"> • MS Windows 7.0/8.1/10 • MS Windows Server 2008 SP2/2008 R2 SP1/2012/2012 R2/2012 R2 Essentials/2016 • MS Windows Small Business Server 2011 <p>BMR Support</p> <ul style="list-style-type: none"> • Hard Disk Controllers <ul style="list-style-type: none"> — SCSI — IDE — SATA • Boot Types/Disk Partition Styles <ul style="list-style-type: none"> — MBR — GPT • Supported File Systems (for backup source) <ul style="list-style-type: none"> — NTFS (Unless it is a System volume that is part of the Boot Volumes group.) • Supported Backup Destinations <ul style="list-style-type: none"> — 512-byte sector disks — 4K native sector disks <p>Web Portal Requirements</p> <ul style="list-style-type: none"> • Chrome (most recent version) • Edge (most recent version) • Internet Explorer 10/11 (desktop mode) • Firefox (most recent version) 	<p>Minimum Requirements for File and Folder Backups</p> <ul style="list-style-type: none"> • 2 GHz dual-core CPU • 1 GB of total RAM (500 MB free RAM during backup, restore, or delete operation) • Free disk space equaling twice the size of your largest protected file (not required for VM backups) • Broadband Internet Connection • MS.NET Framework 4.5.2 <p>Minimum Requirements for Exchange, SQL, Imaging, VMware, and Hyper-V Backups</p> <ul style="list-style-type: none"> • 2GHz quad-core CPU • 4 GB of Total RAM (1 GB free RAM during backup, restore, or delete operation) • Free disk space equaling twice the size of your largest protected file (not required for VM backups) • Broadband Internet Connection • MS.NET Framework 4.5.2 (to allow backup/restore/delete management from the web) <p>Exchange</p> <ul style="list-style-type: none"> • MS Exchange 2007 SP1/2010/2010 SP1, SP2/2013/2013 SP1/2016 (when installed on Windows Server 2008 R2 with SP2/2012 Standard Editions or Small Business Server 2011. Does not support DAG or clustered environments.) <p>SQL</p> <ul style="list-style-type: none"> • SQL 2008/2012/2014 Standard Edition • SQL Servers must be running in simple recovery mode • Support for SQL 2005 is not provided.

Backup Agent Software Requirements	
	<p>Virtual Machines</p> <ul style="list-style-type: none">• VMware ESX/ESXi/vCenter 5.0/5.1/5.5/6.0/6.1/6.5/• VMware vSphere 6.5. (TLS 1.0 must be enabled on all hosts managed by the vCenter Server.)• All supported VMware versions require VMware Essentials license or higher. Includes support for clustered environments.• Hyper-V 2012 R2/2012/2008 R2 (does not include clustered support)• Windows Server 2012 R2 Essentials is not supported as a virtualization host

Partner Support

Partner Support is available 8 AM to 9 PM (EST).

Phone: 800-569-0155, Option 1 or 617-948-5300

Email: support@barracudamsp.com

You also can use the live chat service 8 AM to 6 PM (EST).

Click the following link:

Link: <http://www.barracudamsp.com/support/contact.php>

Chapter 1. Barracuda Backup Appliances

This chapter includes the following topics:

- Backup Appliances
- The View Purchased Backup Appliances Page
- Assigning Backup Appliances to Subpartners
- Removing an Assigned but not Activated Subpartner from a Backup Appliances Serial Number
- About Activating Backup Appliances to Subpartners
- Activating Backup Appliances to Accounts
- Deactivating an Account from a Backup Appliances Serial Number
- Canceling an Assigned and Activated Backup Appliances Serial Number
- The Manage Account Page More Services Tab
- Backup Appliances Invoice

Backup Appliances

After purchasing a backup appliance, the appliance displays on the View Purchased Backup Appliances page. You need to either assign the appliance to a subpartner (if applicable) and/or activate the appliance to an account to use it.

When the appliance is activated, it is initially in a pending state for a few minutes before activation.

For more information, see <https://www.barracuda.com/products/backup>.

The More Services option on the ECHOplatform ribbon lets you access the Barracuda Backup Appliances page.

Figure 1 displays the Backup Appliances menu option.

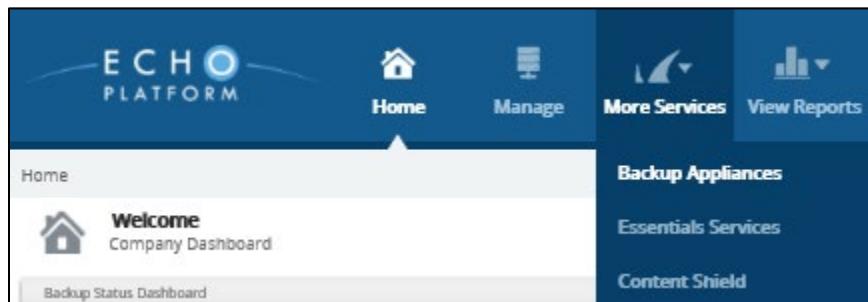
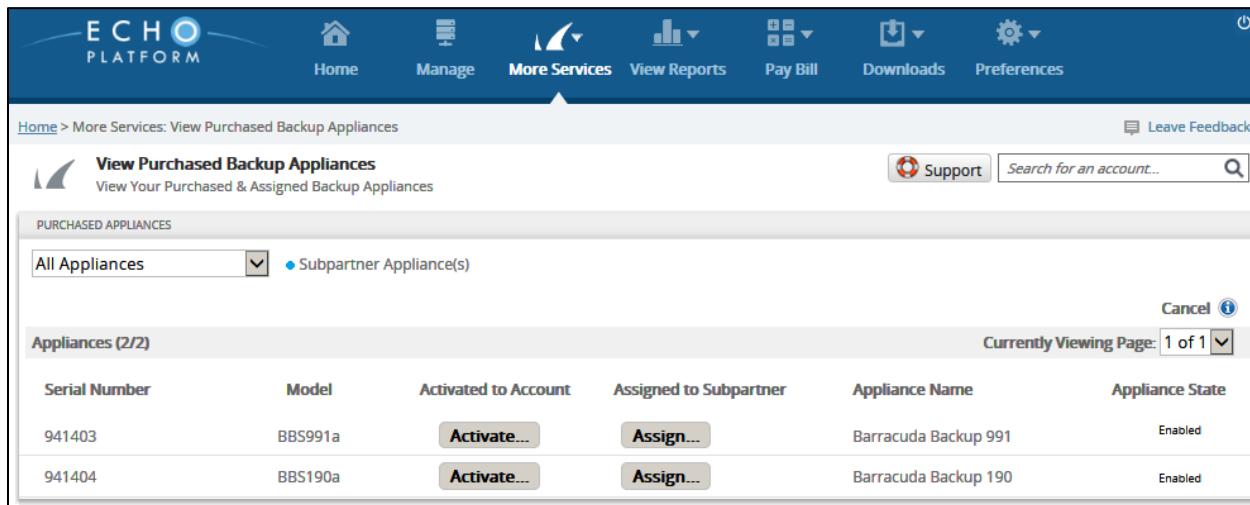


Figure 1. Backup Appliances Menu Option.

The View Purchased Backup Appliances Page

The View Purchased Backup Appliances page is displayed in Figure 2.



The screenshot shows the ECHO Platform interface with the following details:

- Header:** ECHO PLATFORM, Home, Manage, More Services (highlighted), View Reports, Pay Bill, Downloads, Preferences.
- Breadcrumbs:** Home > More Services: View Purchased Backup Appliances
- Page Title:** View Purchased Backup Appliances, View Your Purchased & Assigned Backup Appliances
- Search:** Support, Search for an account...
- Table Headers:** PURCHASED APPLIANCES, Appliances (2/2), Currently Viewing Page: 1 of 1.
- Table Data:**

Serial Number	Model	Activated to Account	Assigned to Subpartner	Appliance Name	Appliance State
941403	BBS991a	Activate...	Assign...	Barracuda Backup 991	Enabled
941404	BBS190a	Activate...	Assign...	Barracuda Backup 190	Enabled

Figure 2. View Purchased Backup Appliances Page.

On this page, you can do the following:

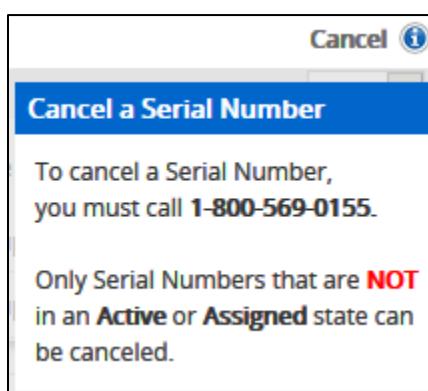
- View purchased Backup Appliances.
- View information to cancel services.
- Assign Backup Appliances to subpartners.
- Activate Backup Appliances to an account.
- Deactivate an account from a Backup Appliances serial number.
- Remove a subpartner from Backup Appliances serial number.

A blue dot in the Serial Number column indicates that an appliance is assigned to a subpartner, as shown below.



Viewing Options

The following table lists the viewing options available on this page and instructions to display them.

To view...	Do the following...
All Appliances, Master Partner Appliances, or Subpartner Appliances,	Click the All Appliances drop-down arrow. 
Information on how to cancel Backup Appliances serial numbers,	Click the information  icon, and then call the phone number, as shown below. 

Assigning Backup Appliances Options

Assigning to the subpartner is necessary only if there is a master partner/subpartner relationship.

A Master Partner must assign the appliance to the subpartner first before it can be activated on the subpartner's accounts.

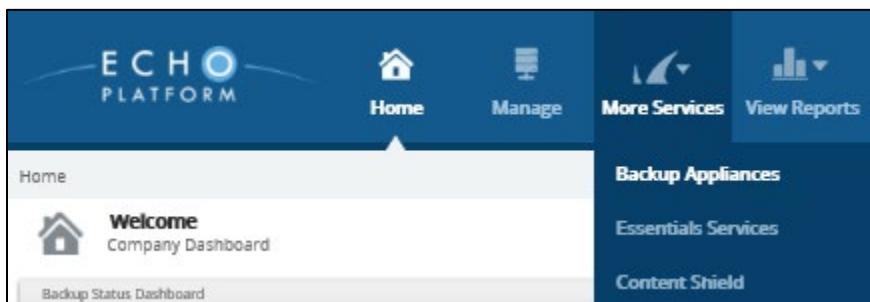
Then, a Master Partner can activate the appliances to either their own accounts, and/or directly to the accounts of any subpartners being managed. If activation is done directly to the account of a subpartner, it is then also automatically assigned to that subpartner. After an appliance is assigned, then a subpartner can also activate the account directly; see *Activating Backup Appliances to Accounts that You Manage Directly*.

Assigning Backup Appliances to Subpartners

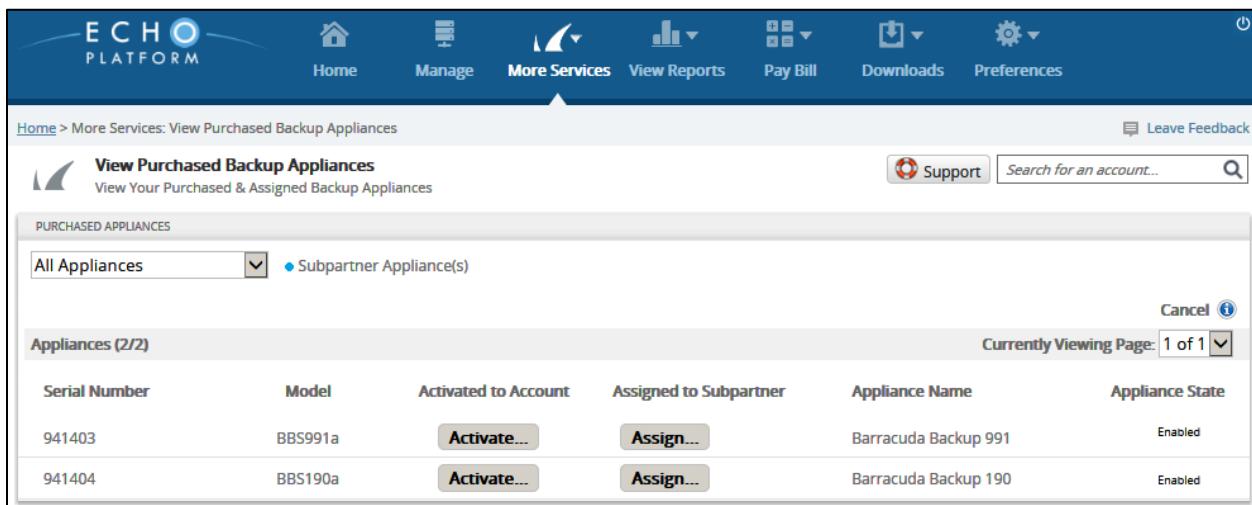
Note: If you do not manage subpartners as part of your business, skip this section and go to *Activating Backup Appliances to Accounts that You Manage Directly*.

To assign Backup Appliances to subpartners, perform the following steps.

1. At the ECHOpalatform ribbon, click **More Services**, and then select **Backup Appliances**, as shown below.



The View Purchased Backup Appliances page is displayed.



Serial Number	Model	Activated to Account	Assigned to Subpartner	Appliance Name	Appliance State
941403	BBS991a	Activate...	Assign...	Barracuda Backup 991	Enabled
941404	BBS190a	Activate...	Assign...	Barracuda Backup 190	Enabled

2. If you manage subpartners, you can assign the management of the appliance to the subpartner by clicking the **Assign** button in the row of the backup appliance you want to assign.

The Assign Appliance to Subpartner pop-up is displayed.

Assign Appliance to Subpartner

Select the name of the subpartner:

Click Confirm to assign this appliance or Close to return to Backup Appliance page.

3. Click the down arrow to display the drop-down menu, and then select subpartner, as shown below.

Assign Appliance to Subpartner

Select the name of the subpartner:

You are assigning 1000564 to the following subpartner:
Managed Services LLC (managedservices)

Click Confirm to assign this appliance or Close to return to Backup Appliance page.

4. Click the **Confirm** button.

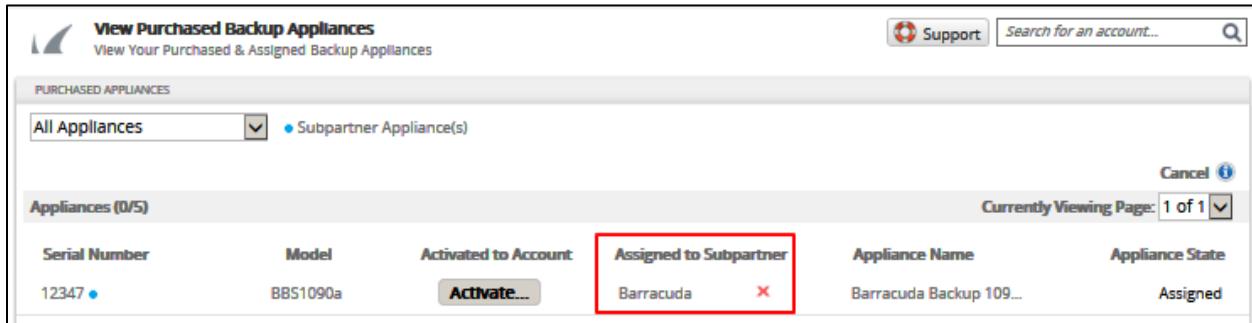
The subpartner is displayed on the appliance row you assigned, and the appliance state is displayed as *Assigned*, as shown below.

Appliances (3/7)						Currently Viewing Page: 1 of 1 ▾
Serial Number	Model	Activated to Account	Assigned to Subpartner	Appliance Name	Appliance State	
1000563	BBS490a	Store Front Servic... X	<input style="border: 1px solid #ccc; padding: 2px 10px; width: fit-content; height: 20px;" type="button" value="Assign..."/>	Barracuda Backup 490	Enabled	
1000564	BBS490a	<input style="border: 1px solid #ccc; padding: 2px 10px; width: fit-content; height: 20px;" type="button" value="Activate..."/>	<input style="border: 1px solid #ccc; padding: 2px 10px; width: fit-content; height: 20px; background-color: #e0e0e0;" type="button" value="Managed Services LLC..."/>	Barracuda Backup 490	Assigned	

Removing an Assigned but not Activated Subpartner from a Backup Appliances Serial Number

To remove an assigned but not activated subpartner from a Backup Appliances serial number, perform the following step.

At the View Purchased Backup Appliances page, in the Assigned to Subpartner column, click the remove  icon beside the subpartner, as shown below.



The screenshot shows a table with the following data:

Serial Number	Model	Activated to Account	Assigned to Subpartner	Appliance Name	Appliance State
12347	BBS1090a	Activate...	Barracuda 	Barracuda Backup 109...	Assigned

The appliance is returned to an assignable state.

About Activating Backup Appliances to Subpartners

There are two options for activating an appliance to an account:

- Directly as the subpartner (after the appliance is assigned by the master partner)
- By the master partner

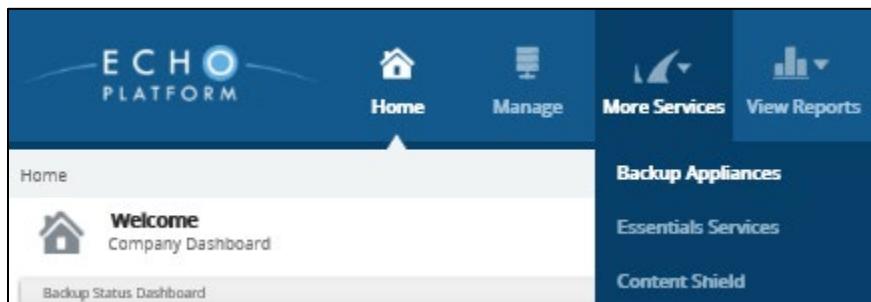
After assigning the appliance to a subpartner, then either the master partner or the subpartner can activate the appliance to one of the subpartner's accounts. See *Assigning Backup Appliances to Subpartners*.

The master partner can perform the activation on behalf of the subpartner, or the subpartner can log into the ECHOplatform portal and perform the activation. See *Activating Backup Appliances to Accounts that You Manage Directly*.

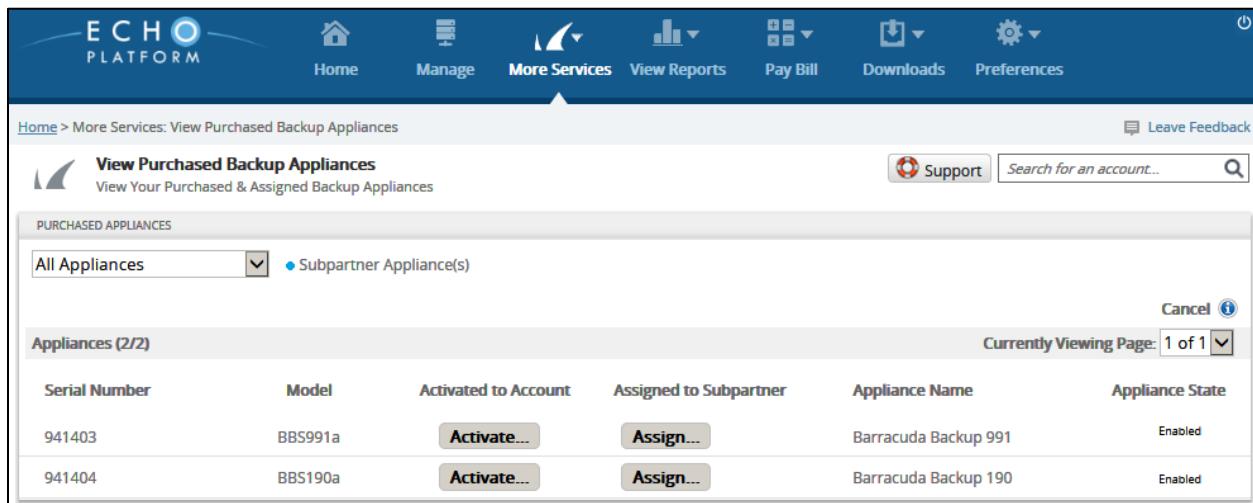
Activating Backup Appliances to Accounts that You Manage Directly

To activate Backup Appliances to Accounts that you manage directly, perform the following steps.

1. At the ECHOpalatform ribbon, click **More Services**, and then select **Backup Appliances**, as shown below.



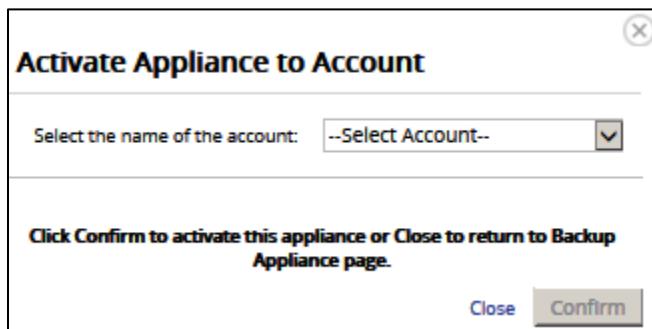
The View Purchased Backup Appliances page is displayed.



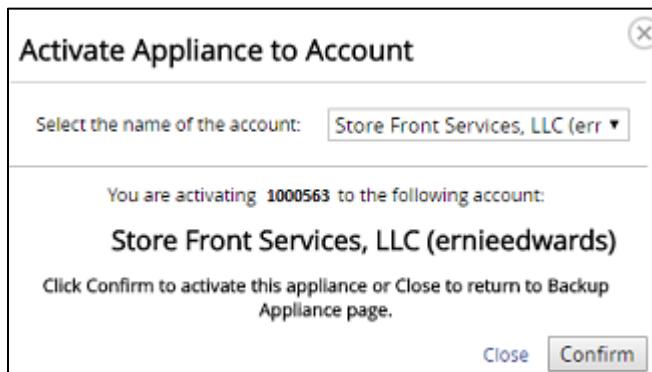
Serial Number	Model	Activated to Account	Assigned to Subpartner	Appliance Name	Appliance State
941403	BBS991a	Activate...	Assign...	Barracuda Backup 991	Enabled
941404	BBS190a	Activate...	Assign...	Barracuda Backup 190	Enabled

2. Click the **Activate** button in the row of the backup appliance you want to activate to one of your accounts.

The Activate Appliance to Account pop-up is displayed.



3. Click the down arrow to display the drop-down menu, and then select an account, as shown below.



4. Click the **Confirm** button.

When the activation is completed, *Enabled* is displayed in the Appliance State column, as shown below.

Appliances (3/7)						Currently Viewing Page: 1 of 1 ▾
Serial Number	Model	Activated to Account	Assigned to Subpartner	Appliance Name	Appliance State	
1000563	BBS490a	Store Front Servic... X	Assign...	Barracuda Backup 490	Enabled	

Deactivating an Account from a Backup Appliances Serial Number

To deactivate an account from a Backup Appliances serial number, perform the following steps.

- At the View Purchased Backup Appliances page, in the Activated to Account column, click the remove  icon beside the account, as shown below.

Appliances (1/2)						Currently Viewing Page: 1 of 1
Serial Number	Model	Activated to Account	Assigned to Subpartner	Appliance Name	Appliance State	
941404 •	BBS190a	Barracuda 	Barracuda	Barracuda Backup 190	Enabled	

The undo  icon is displayed, and the Appliance State displays Pending, as shown below.

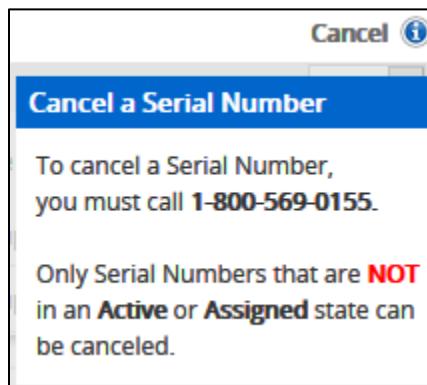
View Purchased Backup Appliances						Support	Search for an account...
PURCHASED APPLIANCES						Cancel 	
Appliances (0/2)						Currently Viewing Page: 1 of 1	
Serial Number	Model	Activated to Account	Assigned to Subpartner	Appliance Name	Appliance State		
941404 •	BBS190a	Barracuda 	Barracuda	Barracuda Backup 190	Pending...		

- Manually wipe the physical appliance through the local user interface of the device to complete the deactivation.
- To undo the deactivation, click the undo  icon.

Canceling an Assigned and Activated Backup Appliances Serial Number

To cancel a Backup Appliances serial number that has been assigned to a subpartner and activated, click

the information  icon to display the pop-up below, and then call the phone number that is displayed.



The Manage Account Page More Services Tab

The Manage Account page provides a More Service tab, where you can display the Barracuda Backup Services that you have assigned or activated to a specific account.

Note: If you have not yet assigned or activated services, the tab is not displayed.

The Manage Account Page is displayed in Figure 3.

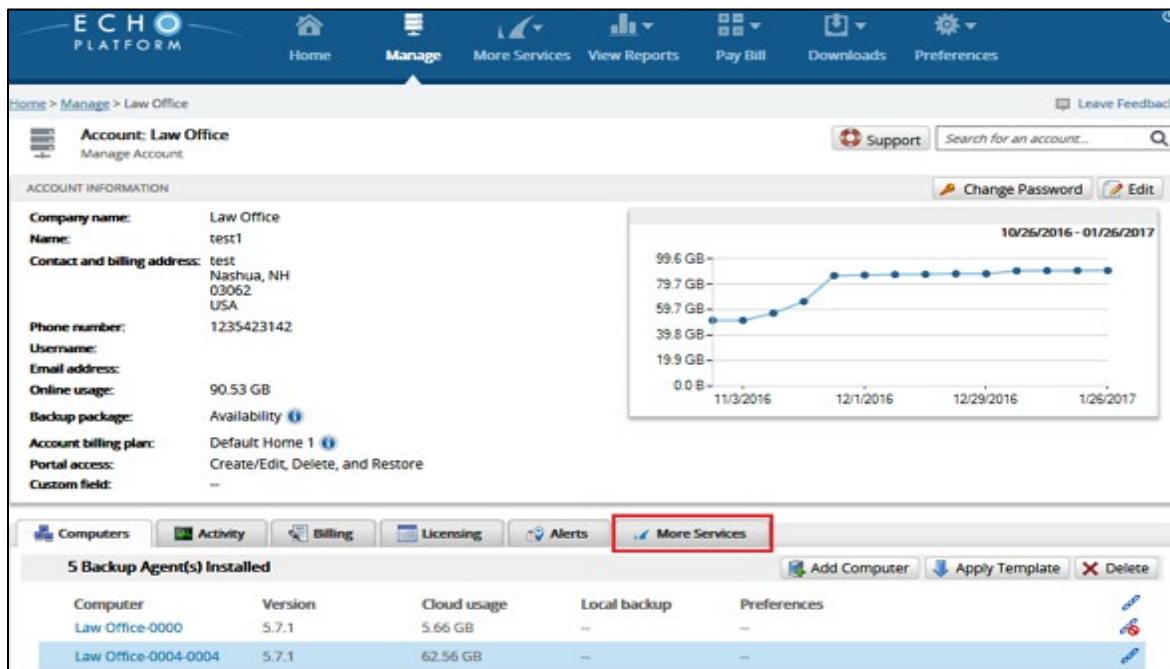
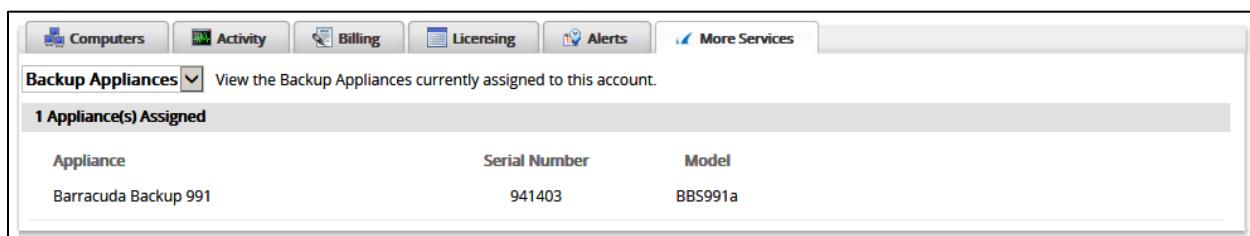


Figure 3. Manage Account Page More Services Tab.

Click the **More Services** tab to display assigned or activated Backup Appliances, as show below.



Backup Appliances Invoice

Barracuda bills the partner for purchased Backup Appliances.

Figure 4 provides an example of the billing for the Backup Appliances on a partner's invoice.

Invoice #	Invoice Date		
017-08397-08394	23-Jan-2017		
Username	Partner ID		
br2			
Payment Terms	Due Date		
	7-Feb-2017		
Description	Quantity	Rate	Amount
Barracuda Backup 991 Steve Model Number: BBS991a, S/N: 941403, Date Shipped: 05 - Dec - 2016,	1		
Barracuda Backup 190 UNASSIGNED Model Number: BBS190a, S/N: 941404, Date Shipped: 05 - Dec - 2016,	100		
	0	0.00	0.00

Figure 4. Partners Invoice for Backup Appliances.

Chapter 2. Barracuda Essentials Services

This chapter includes the following topics:

- Essentials Services
- The View Purchased Essentials Services Page
- About Assigning Essentials Services
- Assigning Essentials Services to Subpartners
- Removing Essentials Services from Subpartners
- About Activating Essentials Services Seats to Subpartners
- Activating Seats to an Account
- Viewing Essentials Services Activated Accounts
- The Manage Account Page More Services Tab
- Modifying or Canceling Essentials Services
- Essentials Services Invoice

Essentials Services

The new More Services option on the ECHOplatform ribbon lets you access the Barracuda Essentials Services page.

Figure 5 displays the Essentials Services menu option.

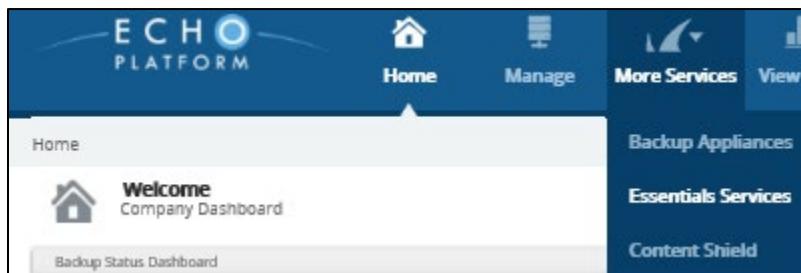


Figure 5. Essentials Services Menu Option.

The following Essentials Services are available:

- Backup
- Archiving
- Email Security
- Advanced Email Security
- Advanced Email Security + Compliance
- Complete Protection

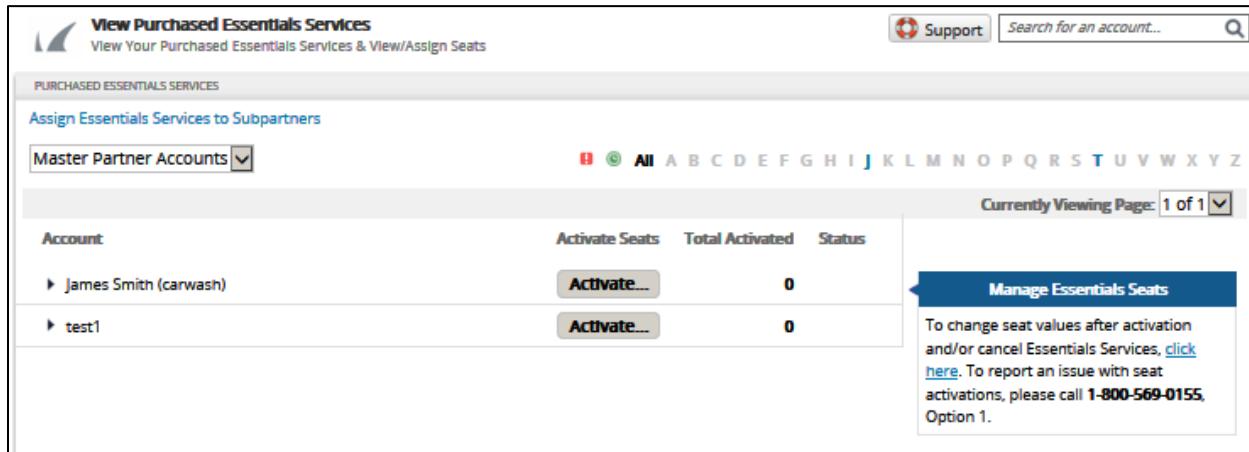
For more information, see <http://www.barracuda.com/product-details/office-365-backup/>.

After purchasing Essentials Services, if you manage subpartners, then you need to either assign the service to a subpartner and/or activate the service to a subpartner's account.

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The View Purchased Essentials Services Page

The View Purchased Essentials Services page is displayed in Figure 6.



Account	Activate Seats	Total Activated	Status
▶ James Smith (carwash)	Activate...	0	
▶ test1	Activate...	0	

Currently Viewing Page: 1 of 1

Manage Essentials Seats

To change seat values after activation and/or cancel Essentials Services, [click here](#). To report an issue with seat activations, please call **1-800-569-0155, Option 1**.

Figure 6. View Purchased Essentials Services Page.

On this page, you can do the following:

- View activated seats.
- View and filter accounts
- View information to modify or cancel services.
- Assign Essentials Services to subpartners.
- Activate Essentials Services seats to an account.

Viewing Options

The following table lists the viewing options available on this page and instructions to display them.

To view...	Do the following...
Essentials Services activated to the specific account,	Click the expansion  arrow beside the account name, as shown below. 
All accounts,	Click the All Accounts drop-down arrow.  OR Click All , as shown below. 
Master Partner Accounts, or subpartner accounts,	Click the All Accounts drop-down arrow, and make your selection, as shown below. 
All accounts with a service in the Activating state,	Click the green icon, as shown below. 
All failed activations,	Click the red exclamation mark, as shown below. 
Accounts by initial letters,	At the alphabet directory, click any highlighted letter, as shown below. 
Information on how to modify or cancel Essentials Services,	Click the click here link or call the phone number as shown below.  Note: The click here link opens a processing change form.

Essentials Services Icons

The following table provides a description of the Essentials Services icons.

Icon	Description
	Essentials Backup
	Essentials Archiving
	Essentials Email Security
	Essentials Advanced Email Security
	Essentials Advanced Email Security + Compliance
	Essentials Complete Protection

Icon Colors: Gray indicates that the service is activated. Green indicates that the service is activating. Red indicates that the service failed activation.

About Assigning Essentials Services

Assigning Essentials Services to the subpartner is necessary only if there is a master partner/subpartner relationship.

A Master Partner must assign the Essentials Services to the subpartner first before seats can be activated on the subpartner's accounts.

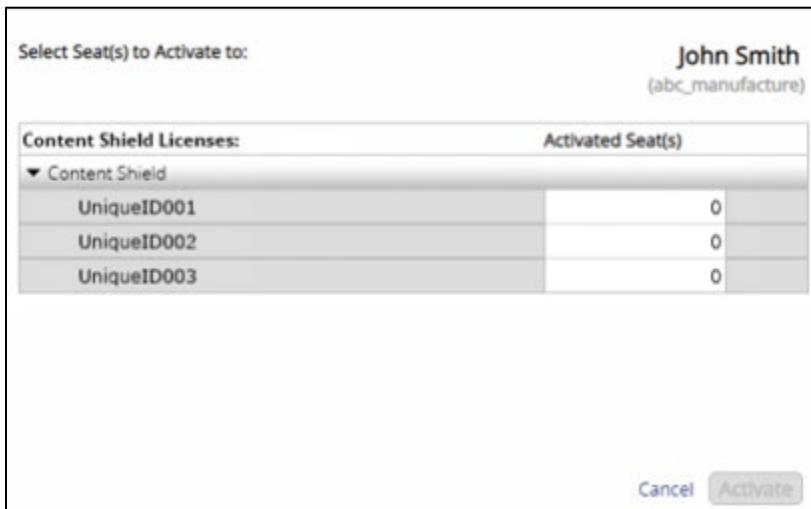
Then, a Master Partner can activate the Essentials Services seats to either their own accounts, and/or directly to the accounts of any subpartners being managed. If activation is done directly to the account of a subpartner, it is then also automatically assigned to that subpartner.

After an Essentials Services is assigned, then a subpartner also can activate the account directly; see *Activating Seats to Accounts*.

Unique IDs

Partners can purchase, assign, and manage the same service with different prices using Unique IDs. Each purchase of a service beyond the initial one requires the appending of a Unique ID to the service name to identify and distinguish the service in the ECHOplatform. This Unique ID is not created or editable by the partner, but instead must be specified by the partner at the time of purchase and is displayed accordingly in the ECHOplatform.

Figure 7 provides an example of the Unique ID.



The screenshot shows a user interface for activating Content Shield Licenses. At the top, it says "Select Seat(s) to Activate to:" followed by the name "John Smith" and the identifier "(abc_manufacture)". Below this is a table titled "Content Shield Licenses" with a header "Activated Seat(s)". The table contains three rows, each with a license ID and a count of 0. The rows are: UniqueID001, UniqueID002, and UniqueID003. At the bottom of the interface are two buttons: "Cancel" and "Activate".

Content Shield Licenses	Activated Seat(s)
UniqueID001	0
UniqueID002	0
UniqueID003	0

Figure 7. Unique IDs.

Assigning Essentials Services to Subpartners

Note: If you do not manage subpartners as part of your business, skip this section and go to *Activating Seats to an Account*.

To assign Essentials Services to subpartners, perform the following steps.

1. To display the Manage Essentials Services page, do one of the following:
 - At the Management Dashboard, click **Manage Essentials Services**, as shown below.

Management Dashboard
View, Edit, and Manage Your Accounts, Groups, and Computers

Manage

Manage Accounts/Packages Manage your accounts and devices, backup packages and account billing plans.
Manage Essentials Services Assign Essentials services to your subpartners

Account/Computer	Version	Backup packages	Cloud usage	106.03 GB	12	8	1	1	1	0/0
BR2										
carwash	Entry Plus		18.05 GB		7	4	0	0	0	0
Law Office		Availability		87.98 GB	5	4	1	1	1	0

- At the View Purchased Essentials Services page, click **Assign Essentials Services to Subpartners**, as shown below.

View Purchased Essentials Services
View Your Purchased Essentials Services & View/Assign Seats

PURCHASED ESSENTIALS SERVICES

Assign Essentials Services to Subpartners

Master Partner Accounts

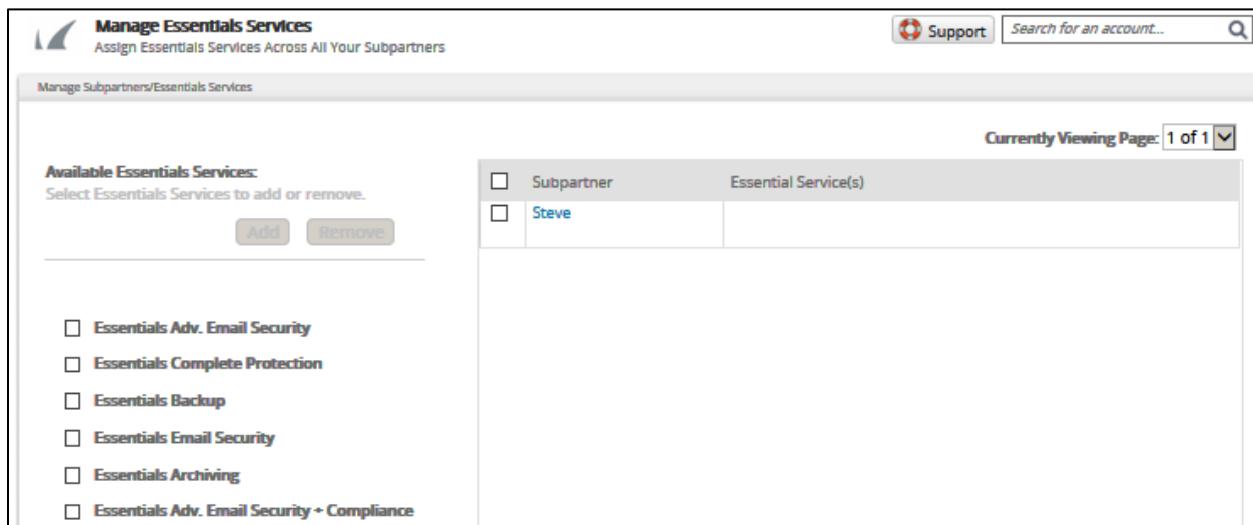
Account	Activate Seats	Total Activated	Status
James Smith (carwash)	<input type="button" value="Activate..."/>	0	
test1	<input type="button" value="Activate..."/>	0	

Currently Viewing Page: 1 of 1

Manage Essentials Seats

To change seat values after activation and/or cancel Essentials Services, [click here](#). To report an issue with seat activations, please call **1-800-569-0155**, Option 1.

The Manage Essentials Services page is displayed.



Available Essentials Services:
Select Essentials Services to add or remove.

Essentials Adv. Email Security
 Essentials Complete Protection
 Essentials Backup
 Essentials Email Security
 Essentials Archiving
 Essentials Adv. Email Security + Compliance

Subpartner **Essential Service(s)**

<input type="checkbox"/>	Steve	
--------------------------	-------	--

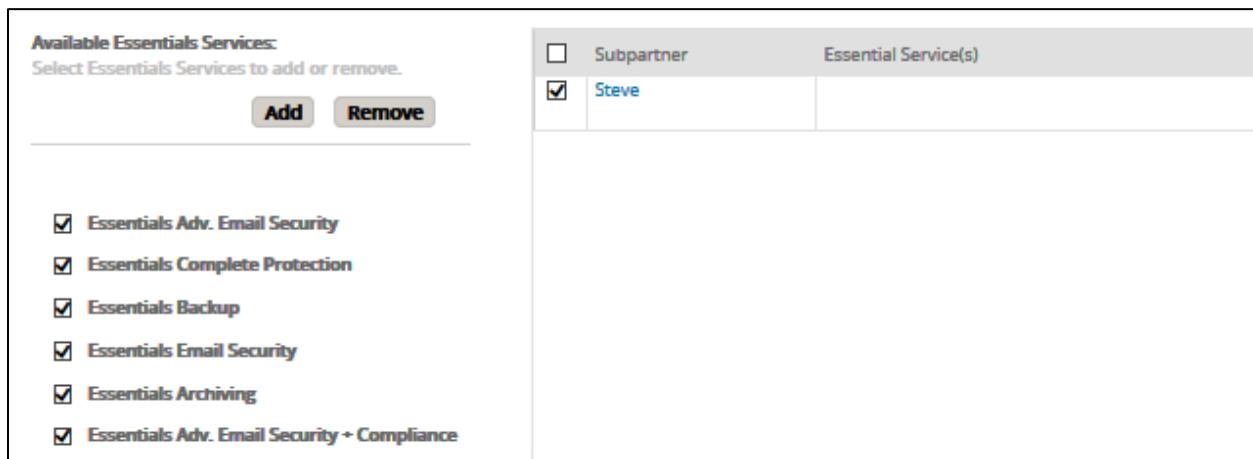
Currently Viewing Page: 1 of 1

2. In the Available Essentials Services pane, select the service check box you want to assign, and then click the subpartner's check box.

Note: Any number of services can be simultaneously assigned.

3. Select the individual subpartner check box, or to select all subpartners, click the **Subpartner** check box.

The Add and Remove buttons are activated, as shown below.



Available Essentials Services:
Select Essentials Services to add or remove.

Essentials Adv. Email Security
 Essentials Complete Protection
 Essentials Backup
 Essentials Email Security
 Essentials Archiving
 Essentials Adv. Email Security + Compliance

Subpartner **Essential Service(s)**

<input checked="" type="checkbox"/>	Steve	
-------------------------------------	-------	--

4. Click the **Add** button.

The Essentials Services you assigned are displayed beside the subpartner you selected.

Available Essentials Services:
Select Essentials Services to add or remove.

<input type="checkbox"/> Essentials Adv. Email Security
<input type="checkbox"/> Essentials Complete Protection
<input type="checkbox"/> Essentials Backup
<input type="checkbox"/> Essentials Email Security
<input type="checkbox"/> Essentials Archiving
<input type="checkbox"/> Essentials Adv. Email Security + Compliance

	Subpartner	Essential Service(s)
<input type="checkbox"/>	Steve	<ul style="list-style-type: none"> ▪ Essentials Adv. Email Security + Compliance ▪ Essentials Complete Protection ▪ Essentials Archiving ▪ Essentials Email Security ▪ Essentials Backup ▪ Essentials Adv. Email Security

Removing Essentials Services from Subpartners

To remove Essentials Services from a subpartner, perform the following steps.

- At the Manage Essentials Services page, in the Available Essentials Services pane, select the service check box you want to remove, and then click the subpartner's check box, as shown below.

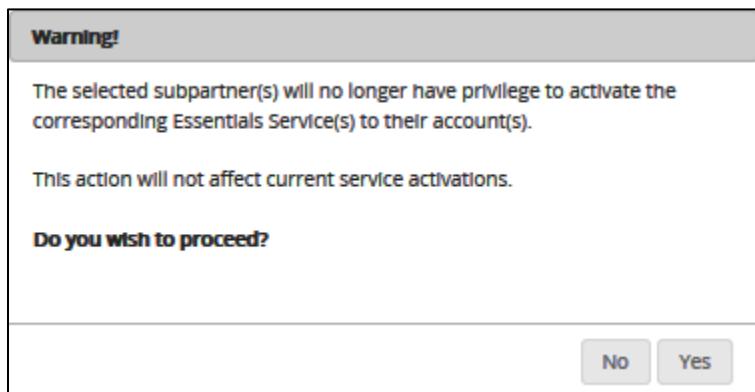
Available Essentials Services:
Select Essentials Services to add or remove.

<input checked="" type="checkbox"/> Essentials Adv. Email Security
<input checked="" type="checkbox"/> Essentials Complete Protection
<input checked="" type="checkbox"/> Essentials Backup
<input checked="" type="checkbox"/> Essentials Email Security
<input type="checkbox"/> Essentials Archiving
<input type="checkbox"/> Essentials Adv. Email Security + Compliance

	Subpartner	Essential Service(s)
<input checked="" type="checkbox"/>	Steve	<ul style="list-style-type: none"> ▪ Essentials Adv. Email Security + Compliance ▪ Essentials Complete Protection ▪ Essentials Archiving ▪ Essentials Email Security ▪ Essentials Backup ▪ Essentials Adv. Email Security

- Click the **Remove** button.

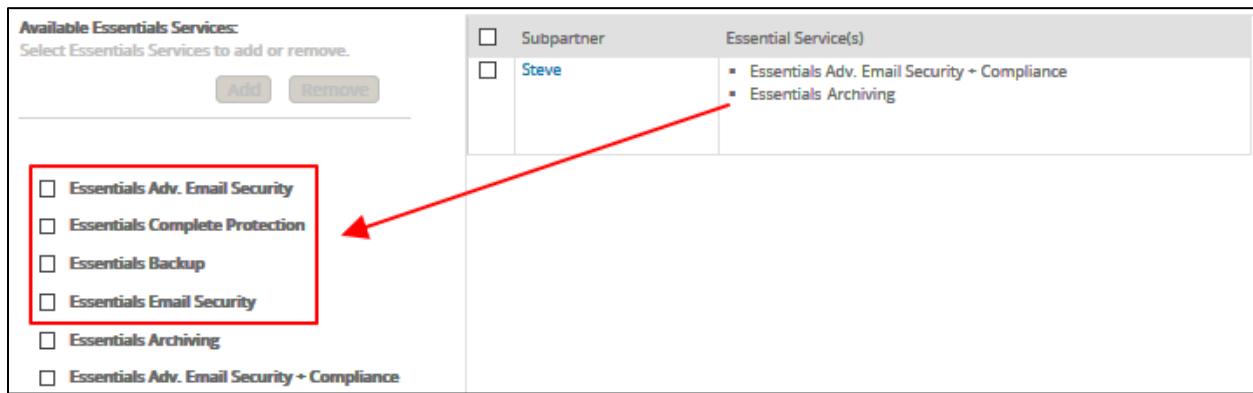
The Warning pop-up is displayed.



Note: If you click **Yes**, the subpartner can no longer activate the Essentials service you are removing from the subpartner, but other Essentials services that are assigned to the subpartner still can be activated.

3. Click **Yes** to remove the services.

The selected services are removed from the account, as shown below.



The screenshot shows the 'Available Essentials Services' section on the left and the 'Subpartner' list on the right. A red box highlights the list of services: 'Essentials Adv. Email Security', 'Essentials Complete Protection', 'Essentials Backup', and 'Essentials Email Security'. A red arrow points from this box to the 'Subpartner' list on the right, where 'Steve' is listed with 'Essentials Adv. Email Security + Compliance' and 'Essentials Archiving' assigned. Below the list, 'Essentials Archiving' and 'Essentials Adv. Email Security + Compliance' are also listed.

Subpartner	Essential Service(s)
Steve	▪ Essentials Adv. Email Security + Compliance ▪ Essentials Archiving

About Activating Essentials Services Seats to Subpartners

There are two options for activating Essentials Services to a subpartner's account:

- Directly as the subpartner (after the service is assigned by the master partner)
- By the master partner

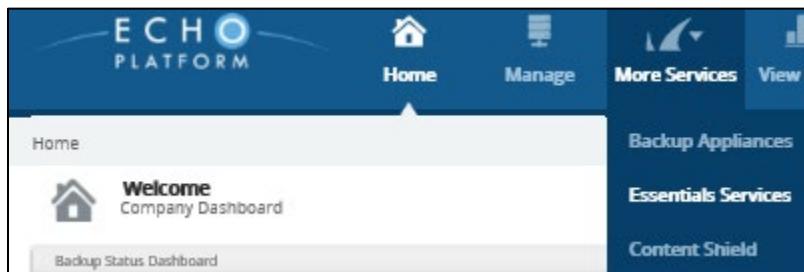
After Essentials Services is assigned to a subpartner, then either the master partner or the subpartner can activate the Essentials Services seats to one of the subpartner's accounts. See *Assigning Essentials Services to Subpartners*.

The master partner can perform the activation on behalf of the subpartner, or the subpartner can log into the ECHOplatform portal and perform the activation. See *Activating Seats to an Account*.

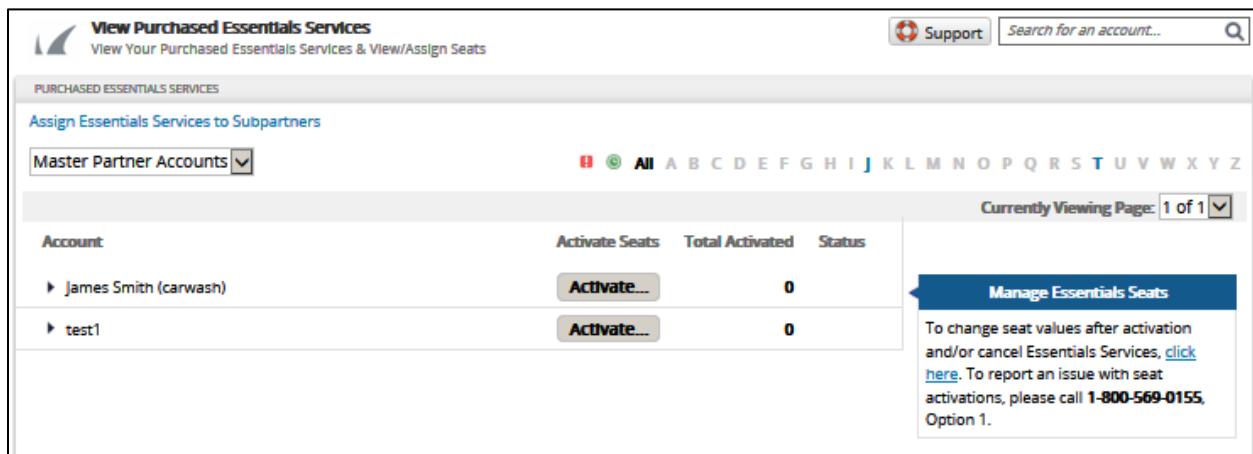
Activating Seats to an Account

To activate seats to an Account, perform the following steps.

1. At the ECHOplatform ribbon, click **More Services**, and then select **Essentials Services** from the drop-down menu, as shown below.



The View Purchased Essentials Services page is displayed.



PURCHASED ESSENTIALS SERVICES

Assign Essentials Services to Subpartners

Master Partner Accounts

Currently Viewing Page: 1 of 1

Account	Activate Seats	Total Activated	Status
▶ James Smith (carwash)	<input type="button" value="Activate..."/>	0	
▶ test1	<input type="button" value="Activate..."/>	0	

Manage Essentials Seats

To change seat values after activation and/or cancel Essentials Services, [click here](#). To report an issue with seat activations, please call **1-800-569-0155**, Option 1.

2. Select which accounts to view by clicking the **All Accounts** drop-down arrow.

The accounts are displayed.



All Accounts

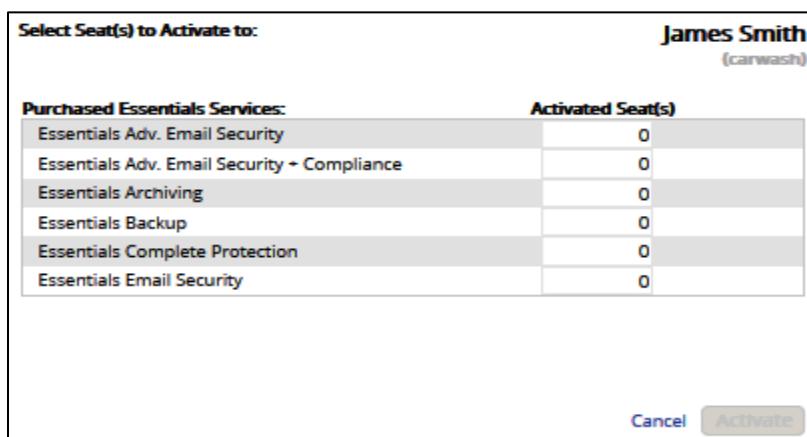
Master Partner Accounts

-- subpar

Note: You have the option of selecting the Master Partner's accounts, the sub-partner accounts, or all the accounts combined.

3. At the desired Account row, click the **Activate** button to select seats to activate.

The Select Seats to Activate pop-up is displayed.



Select Seat(s) to Activate to: James Smith
(carwash)

Purchased Essentials Services:	Activated Seat(s)
Essentials Adv. Email Security	0
Essentials Adv. Email Security + Compliance	0
Essentials Archiving	0
Essentials Backup	0
Essentials Complete Protection	0
Essentials Email Security	0

4. At the Activated Seat(s) field, type the number of seats you want to activate for each service.

The Activate button is enabled.

Note: If packages contain duplicate services, then they cannot be activated to the account. The lock icon beside the seat indicates an overlapping service.

Select Seat(s) to Activate to:

Purchased Essentials Services:	Activated Seat(s)
Essentials Adv. Email Security	0 
Essentials Adv. Email Security + Compliance	0 
Essentials Archiving	5 
Essentials Backup	0
Essentials Complete Protection	0 
Essentials Complete Security	10

 These packages contain duplicate services and cannot be activated to this account. To change seat values after activation and/or cancel Essentials Services, click here. To report an issue with seat activations, please call 1-800-569-0155, Option 1.

- Click the **Activate** button.

The Account begins activating with the number of seats and activation status displayed, as shown below.

Account	Activate Seats	Total Activated	Status
▶ James Smith (carwash)	Activate...	14 	

- Hover over the activation status  icon to display status.

Viewing Essentials Services Activated Accounts

To view Essentials Services that have been activated to the specific account, click the expansion arrow beside the account name, as shown below.

Account
▶ James Smith (carwash)

The Essentials Services that have been activated to the specific account are displayed, as shown below.

Assign Essentials Services to Subpartners

All Accounts

Currently Viewing Page: 1 of 1

Account	Activate Seats	Total Activated	Status
▼ James Smith (carwash)	<input type="button" value="Activate..."/>	42	● ●
<i>Essentials Adv. Email Security</i>		3	●
<i>Essentials Archiver</i>		3	
<i>Essentials Backup</i>		6	●
Steve	<input type="button" value="Activate..."/>	0	
▼ test1	<input type="button" value="Activate..."/>	13	●
<i>Essentials Adv. Email Security</i>		2	●
<i>Essentials Archiver</i>		10	
<i>Essentials Backup</i>		1	●

Manage Essentials Seats

To change seat values after activation and/or cancel Essentials Services, click [here](#). To report an issue with seat activations, please call **1-800-569-0155**, Option 1.

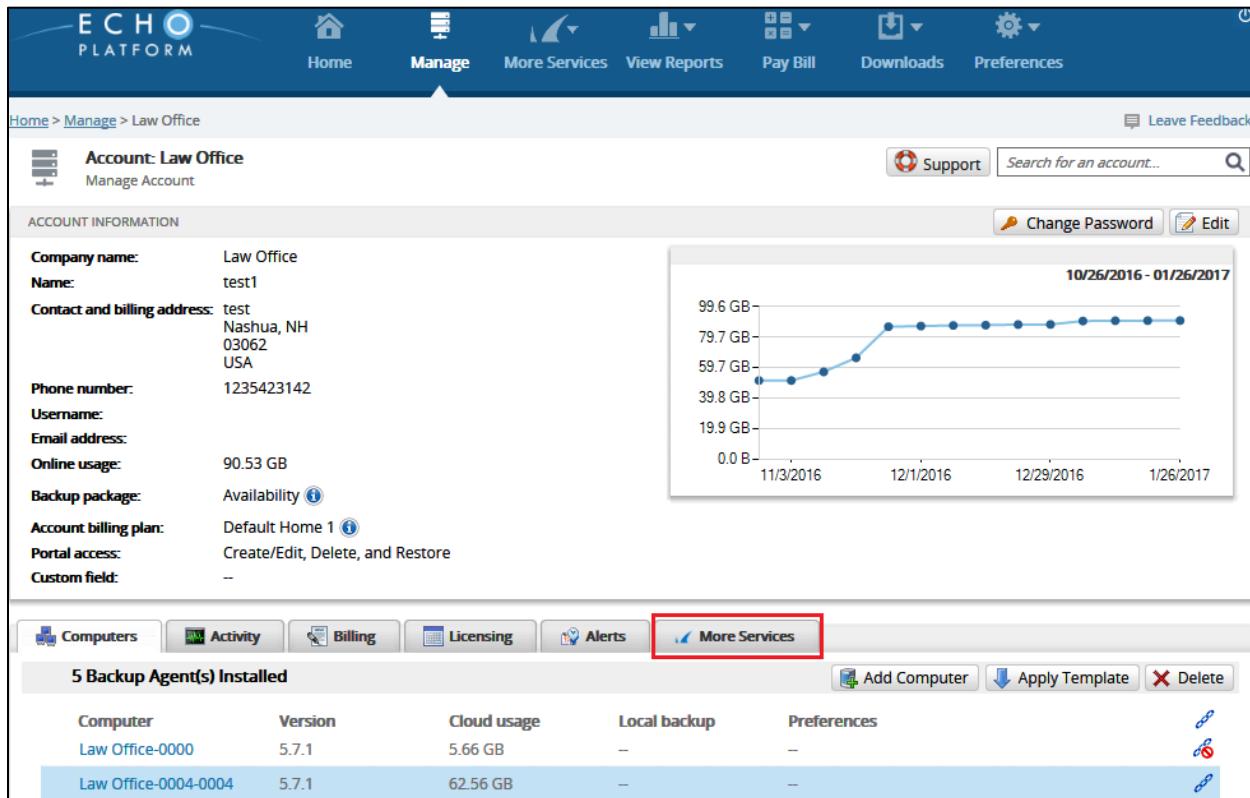
Text Colors: Green indicates that the service is activating. Red indicated that the service failed activation.

The Manage Account Page More Services Tab

The Manage Account Page provides a More Services tab, where you can display the Essentials Services that you have assigned to an account.

Note: If you have not yet activated Essentials Services, the tab is not displayed.

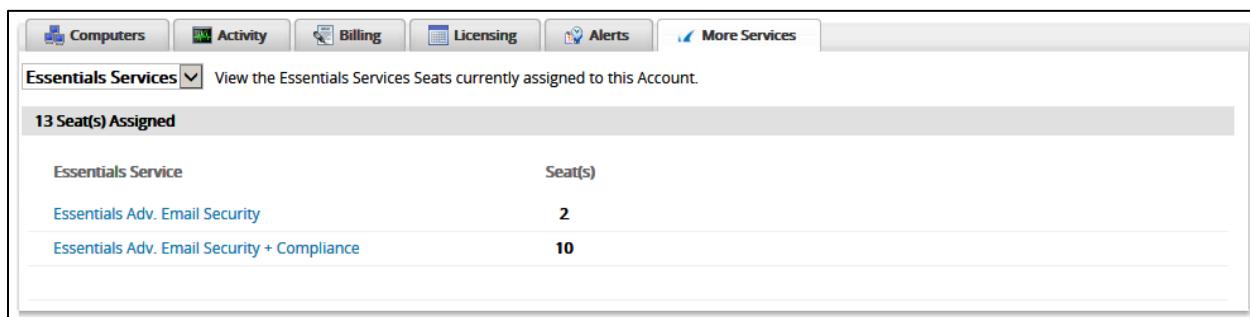
The Manage Account Page is displayed in Figure 8.



The screenshot shows the Barracuda ECHO Platform Manage Account page for a Law Office account. The page includes a navigation bar with Home, Manage, More Services, View Reports, Pay Bill, Downloads, and Preferences. The More Services tab is highlighted. The account information section shows details like Company name (Law Office), Name (test1), Contact and billing address (test, Nashua, NH 03062 USA), and Online usage (90.53 GB). To the right is a line graph showing cloud usage from 10/26/2016 to 01/26/2017, with data points at 11/3/2016, 12/1/2016, 12/29/2016, and 1/26/2017. Below the graph is a table of 5 Backup Agent(s) Installed, showing two entries: Law Office-0000 and Law Office-0004-0004, both with version 5.7.1 and 5.66 GB and 62.56 GB of cloud usage respectively. The More Services tab is highlighted with a red box.

Figure 8. Manage Account Page More Services Tab.

Click the **More Services** tab to display assigned or activated Essentials Services, as shown below.



The screenshot shows the More Services tab with a dropdown menu set to 'Essentials Services'. It displays 13 Seat(s) Assigned. The table shows two entries: Essentials Adv. Email Security with 2 seats and Essentials Adv. Email Security + Compliance with 10 seats.

Essentials Service	Seat(s)
Essentials Adv. Email Security	2
Essentials Adv. Email Security + Compliance	10

Clicking the Essentials Service link displays the Barracuda Cloud Control Profile page where you can access product information.

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Modifying or Canceling Essentials Services

If you need to...	Then, perform one of the following actions:
<ul style="list-style-type: none"> • Modify or cancel Essentials Services • Change seat values after activation • Report an issue with seat activation 	<ul style="list-style-type: none"> • Click the click here link, as shown below. <div style="border: 1px solid black; padding: 10px; text-align: center;"> <p>Manage Essentials Seats</p> <p>To change seat values after activation and/or cancel Essentials Services, click here. To report an issue with seat activations, please call 1-800-569-0155, Option 1.</p> </div> <p>Note: The click here link opens a processing change form.</p> <ul style="list-style-type: none"> • Call 1-800-569-0155, Option 1.

Essentials Services Invoice

Barracuda bills the master partner for the Essentials Services activated directly to their accounts, and the Essentials Services on which their subpartners' activations are based.

Figure 9 provides an example of the billing description details for the Essentials Services on a partner's invoice.

Description	Quantity	Rate	Amount
Essentials Complete Protection (NFR) James Smith S/N: 841796, Date Issued: 05 - Dec - 2016, 8 Seat(s)	100		
Total Services: 8 Seat(s) Purchased Services: 100 Seat(s)			
Overage Seat(s) Issued: 0	0		
Essentials Archiving James Smith S/N: 841793, Date Issued: 05 - Dec - 2016, 8 Seat(s)	100		
Total Services: 8 Seat(s) Purchased Services: 100 Seat(s)			
Overage Seat(s) Issued: 0	0		
Essentials Adv. Email Security James Smith S/N: , Date Issued: 05 - Dec - 2016, 8 Seat(s)	100		
Total Services: 8 Seat(s) Purchased Services: 100 Seat(s)			
Overage Seat(s) Issued: 0	0		
Essentials Adv. Email Security + Compliance James Smith S/N: 1234567, Date Issued: 05 - Dec - 2016, 3 Seat(s) test1 S/N: 1234555, Date Issued: 05 - Dec - 2016, 10 Seat(s) test1 S/N: , Date Issued: 05 - Dec - 2016, 1 Seat(s) James Smith S/N: , Date Issued: 05 - Dec - 2016, 1 Seat(s)	100		
Total Services: 15 Seat(s) Purchased Services: 100 Seat(s)			
Overage Seat(s) Issued: 0	0		
Essentials Backup James Smith S/N: 841794, Date Issued: 05 - Dec - 2016, 8 Seat(s)	100		
Total Services: 8 Seat(s) Purchased Services: 100 Seat(s)			
Overage Seat(s) Issued: 0	0		

Figure 9. Partners Invoice for Essentials Services.

Chapter 3. Barracuda Content Shield

This chapter includes the following topics:

- Content Shield
- The View Purchased Content Shield Page
- About Assigning Content Shield
- Assigning Content Shield to Subpartners
- Removing Content Shield from Subpartners
- About Activating Content Shield Seats to Subpartners
- Activating Seats to an Account
- Viewing Content Shield Activated Accounts
- The Manage Account Page More Services Tab
- Modifying or Canceling Content Shield
- Content Shield Invoice

Content Shield

The More Services option on the ECHOpalatform ribbon lets you access the Barracuda Content Shield page.

Figure 10 displays the Content Shield menu options.

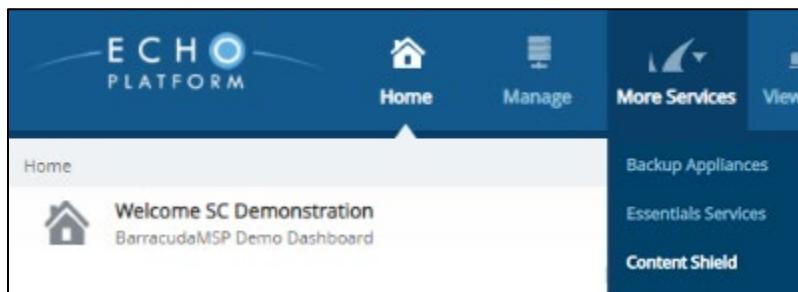
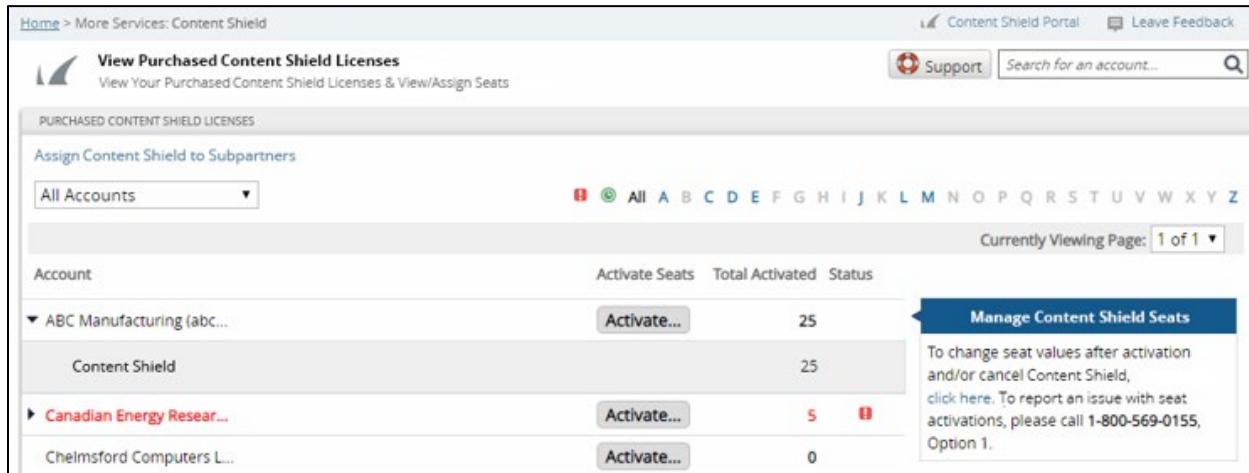


Figure 10. Content Shield Menu Option.

The View Purchased Content Shield Page

The View Purchased Content Shield page is displayed in Figure 11.



PURCHASED CONTENT SHIELD LICENSES

Assign Content Shield to Subpartners

All Accounts ▾

Filter: All A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Currently Viewing Page: 1 of 1

Account	Activate Seats	Total Activated	Status
ABC Manufacturing (abc...)	Activate...	25	
Content Shield		25	
Canadian Energy Resear...	Activate...	5	!
Chelmsford Computers L...	Activate...	0	

Manage Content Shield Seats

To change seat values after activation and/or cancel Content Shield, click here. To report an issue with seat activations, please call 1-800-569-0155, Option 1.

Figure 11. View Purchased Content Shield Page.

On this page, you can do the following:

- View activated seats.
- View and filter accounts.
- View information to modify or cancel services.
- Assign Content Shield to subpartners.
- Activate Content Shield seats to an account.

Viewing Options

The following table lists the viewing options available on this page and instructions to display them.

To view...	Do the following...
Content Shield activated to the specific account,	Click the expansion  arrow beside the account name, as shown below. 
All accounts,	Click the All Accounts drop-down arrow.  OR Click All , as shown below. 
Master Partner Accounts, or subpartner accounts,	Click the All Accounts drop-down arrow, and make your selection, as shown below. 
All accounts with a service in the Activating state,	Click the green icon, as shown below. 
All failed activations,	Click the red exclamation mark, as shown below. 
Accounts by initial letters,	At the alphabet directory, click any highlighted letter, as shown below. 
Information on how to modify or cancel Content Shield,	Click the click here link or call the phone number as shown below.  Note: The click here link opens a processing change form.

About Assigning Content Shield

If you manage subpartners, you first must *assign* the Content Shield service to the subpartners who should have access to the service, only then can the service be *activated* by either you or the subpartner.

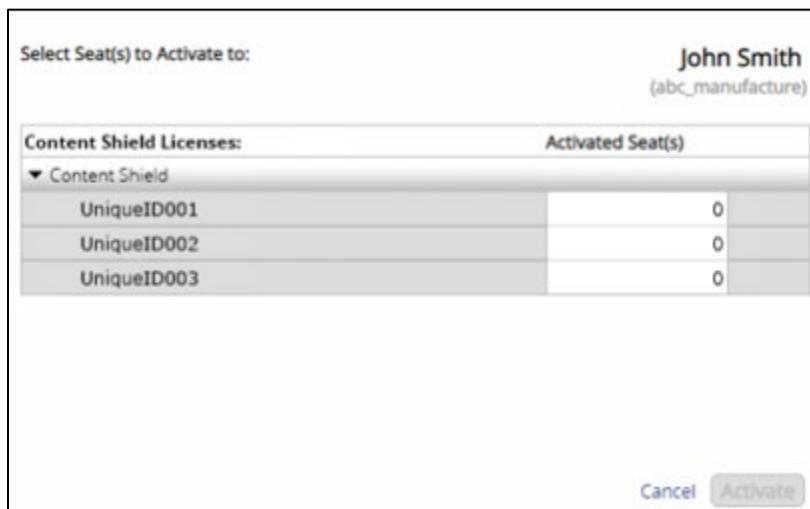
Then, a Master Partner can activate the Content Shield seats to either their own accounts, and/or directly to the accounts of any subpartners being managed. If activation is done directly to the account of a subpartner, it is then also automatically assigned to that subpartner.

After a Content Shield is assigned, then a subpartner also can activate the account directly; see *Activating Seats to Accounts*.

Unique IDs

Partners can purchase, assign, and manage the same service with different prices using Unique IDs. Each purchase of a service beyond the initial one requires the appending of a Unique ID to the service name to identify and distinguish the service in the ECHOplatform. This Unique ID is not created or editable by the partner, but instead must be specified by the partner at the time of purchase and is displayed accordingly in the ECHOplatform.

Figure 12 provides an example of the Unique ID.



Content Shield Licenses	Activated Seat(s)
UniqueID001	0
UniqueID002	0
UniqueID003	0

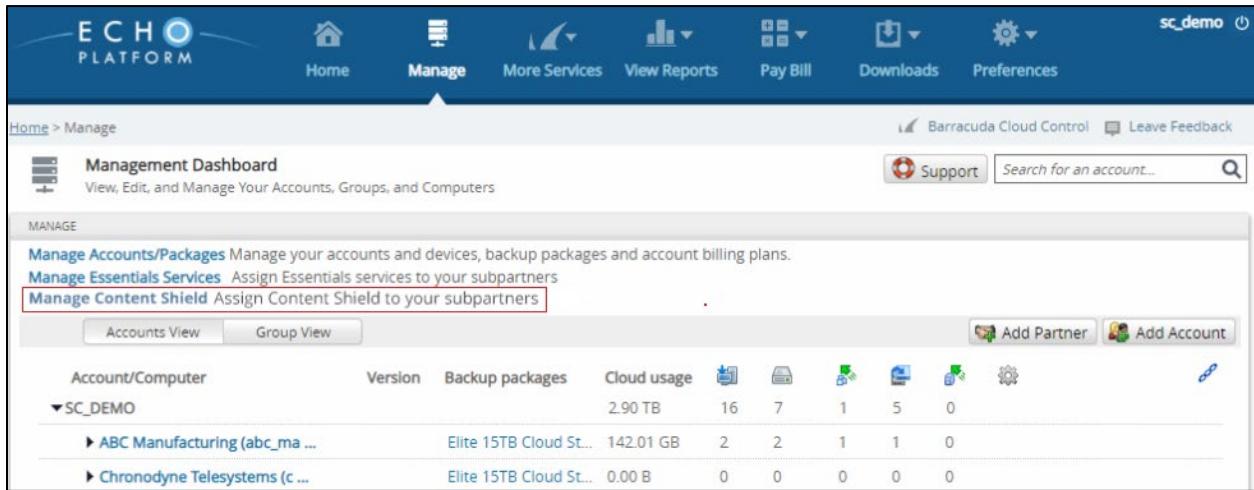
Figure 12. Unique IDs.

Assigning Content Shield to Subpartners

Note: If you do not manage subpartners as part of your business, skip this section and go to *Activating Seats to an Account*.

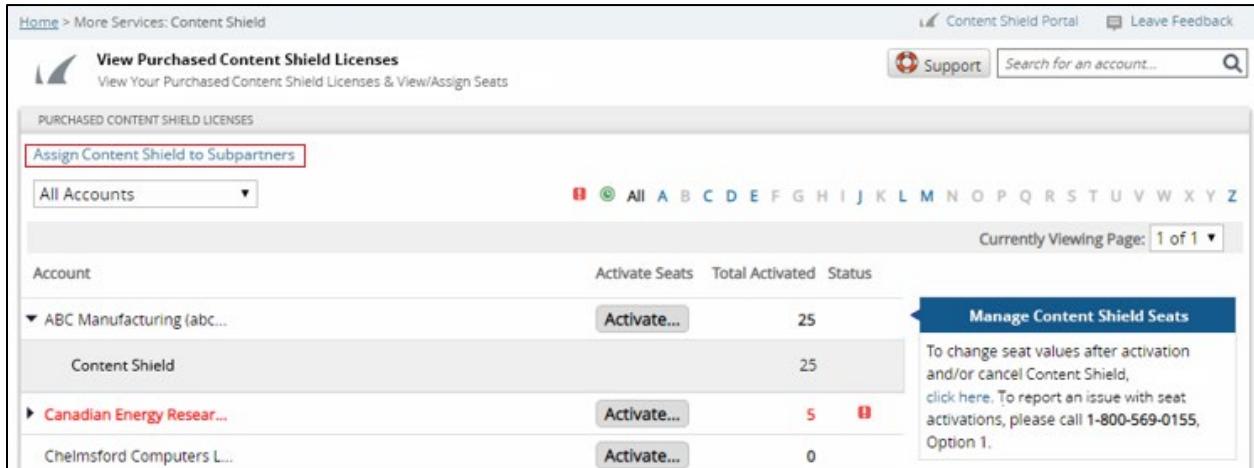
To assign Content Shield to subpartners, perform the following steps.

1. To display the Manage Essentials Services page, do one of the following:
 - At the Management Dashboard, click **Manage Content Shield**, as shown below.



Account/Computer	Version	Backup packages	Cloud usage						
▼ SC_DEMO			2.90 TB	16	7	1	5	0	
▶ ABC Manufacturing (abc_ma ...)	Elite 15TB Cloud St...	142.01 GB		2	2	1	1	0	
▶ Chronodyne Telesystems (c ...)	Elite 15TB Cloud St...	0.00 B		0	0	0	0	0	

- At the View Purchased Essentials Services page, click **Assign Content Shield to Subpartners**, as shown below.

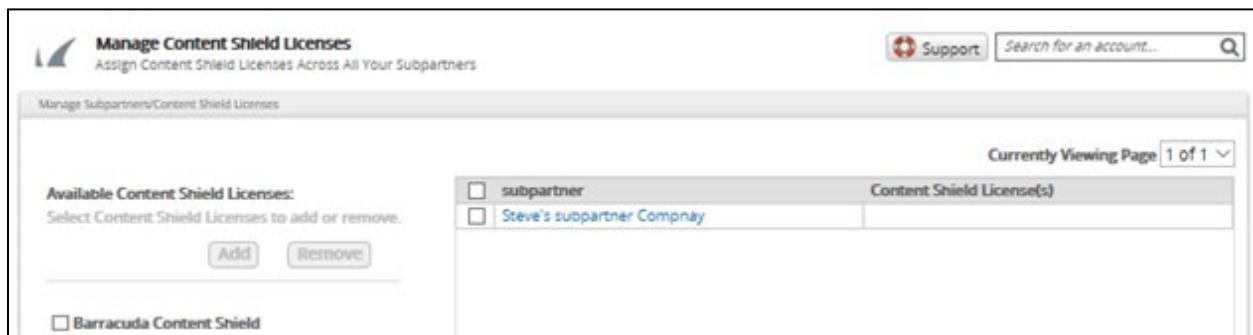


Account	Activate Seats	Total Activated	Status
▼ ABC Manufacturing (abc...)	Activate...	25	
Content Shield		25	
▶ Canadian Energy Resear...	Activate...	5	!
Chelmsford Computers L...	Activate...	0	

Manage Content Shield Seats

To change seat values after activation and/or cancel Content Shield, click here. To report an issue with seat activations, please call 1-800-569-0155, Option 1.

The Manage Content Shield Licenses page is displayed.



subpartner	Content Shield License(s)
<input type="checkbox"/>	Steve's subpartner Company

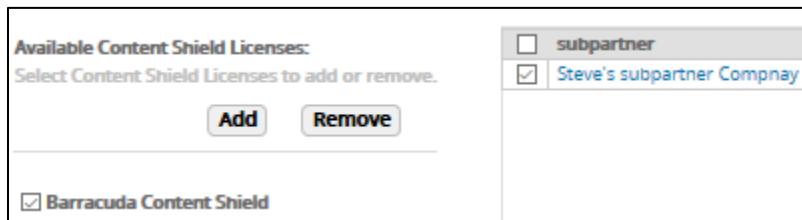
2. In the Available Content Shield Licenses pane, select the check box of the license you want to assign, and then click the subpartner's check box.



Barracuda Content Shield

3. Select the individual subpartner check box, or to select all subpartners, click the **subpartner** check box.

The Add and Remove buttons are activated, as shown below.



subpartner
<input checked="" type="checkbox"/> Steve's subpartner Company

4. Click the **Add** button.

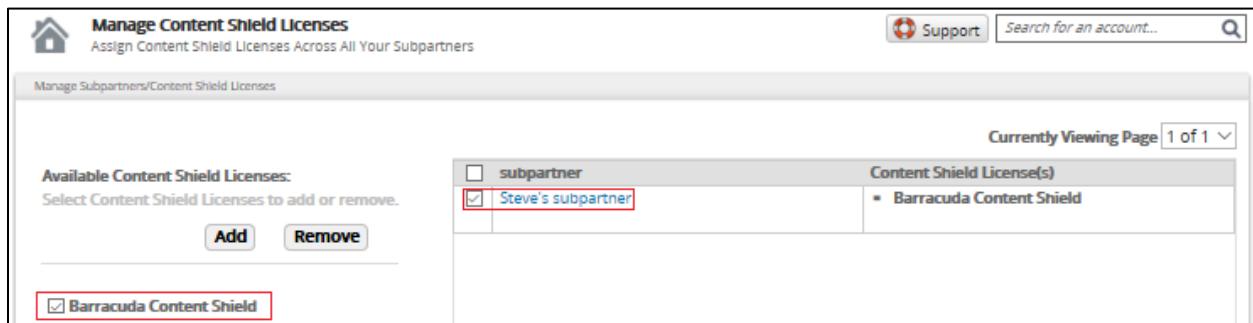
The Content Shield licenses you assigned are displayed beside the subpartner you selected, as shown below.

<input type="checkbox"/> subpartner	Content Shield License(s)
<input type="checkbox"/> Steve's subpartner Company	▪ Barracuda Content Shield

Removing Content Shield from Subpartners

To remove Content Shield from a subpartner, perform the following steps.

- At the Manage Content Shield Licenses page, click the check box of the subpartner that has a Content Shield Licenses assigned, and then click the Barracuda Content Shield check box, as shown below.

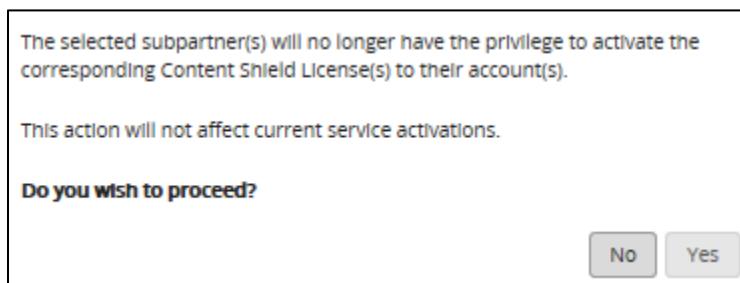


The screenshot shows the 'Manage Content Shield Licenses' interface. On the left, there's a sidebar with a 'Manage Subpartners/Content Shield Licenses' link. The main area has a heading 'Available Content Shield Licenses: Select Content Shield Licenses to add or remove.' Below this are 'Add' and 'Remove' buttons. A table on the right lists subpartners with assigned Content Shield Licenses. The subpartner 'Steve's subpartner' has a checked checkbox in the 'subpartner' column, and the 'Barracuda Content Shield' license is listed in the 'Content Shield License(s)' column. The 'Barracuda Content Shield' checkbox at the bottom of the list is also checked.

Important: Ensure that the subpartner you selected for license removal has a license assigned. If you select a subpartner that does not have a license assigned, it may seem a removal has occurred when in fact no action is taken, with no notification provided.

- Click the **Remove** button.

The following pop-up is displayed.



Note: If you click **Yes**, the subpartner can no longer activate the service you are removing from the subpartner, but other Content Shields that are assigned to the subpartner still can be activated.

- Click **Yes** to remove the services.

The selected services are removed from the account.

About Activating Content Shield Seats to Subpartners

There are two options for activating Content Shield to a subpartner's account:

- Directly as the subpartner after the service is assigned by the master partner
- By the master partner after the service is assigned to the subpartner

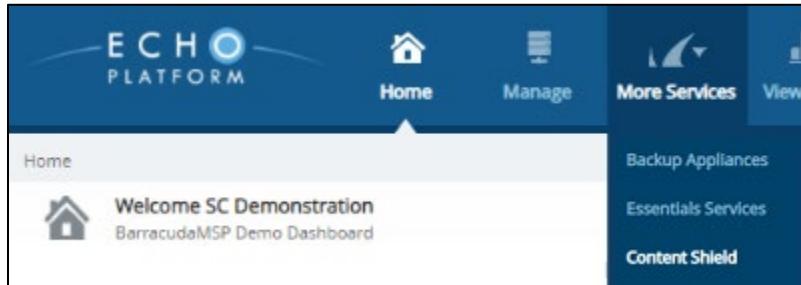
After Content Shield is assigned to a subpartner, then either the master partner or the subpartner can activate the Content Shield seats to one of the subpartner's accounts. See *Assigning Content Shield to Subpartners*.

The master partner can perform the activation on behalf of the subpartner, or the subpartner can log into the ECHOplatform portal and perform the activation. See *Activating Seats to an Account*.

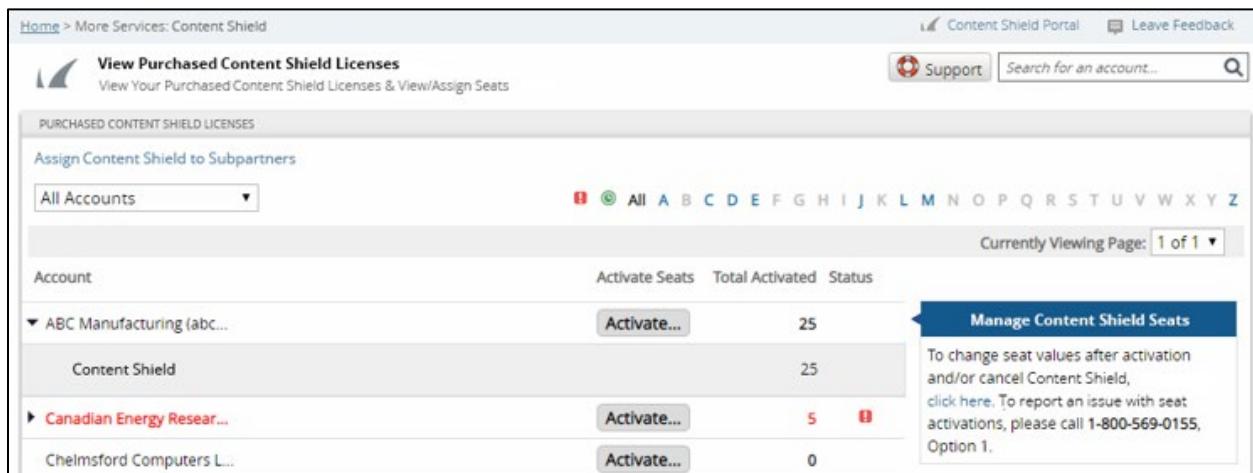
Activating Seats to an Account

To activate seats to an Account, perform the following steps.

1. At the ECHOplatform ribbon, click **More Services**, and then select **Content Shield** from the drop-down menu, as shown below.



The View Purchased Content Shield page is displayed.



PURCHASED CONTENT SHIELD LICENSES

Assign Content Shield to Subpartners

Account Activate Seats Total Activated Status

ABC Manufacturing (abc...)	Activate...	25	
Content Shield		25	
Canadian Energy Resear...	Activate...	5	!
Chelmsford Computers L...	Activate...	0	

Currently Viewing Page: 1 of 1

Manage Content Shield Seats

To change seat values after activation and/or cancel Content Shield, click here. To report an issue with seat activations, please call 1-800-569-0155, Option 1.

2. Select which accounts to view by clicking the **All Accounts** drop-down arrow.

The accounts are displayed.



All Accounts

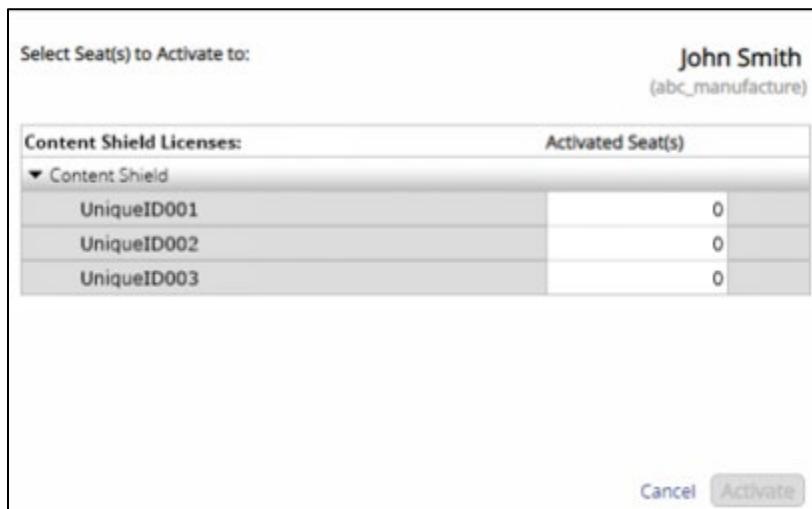
Master Partner Accounts

-- subpar

Note: You have the option of selecting the Master Partner's accounts, the sub-partner accounts, or all the accounts combined.

3. At the desired Account row, click the **Activate** button to select seats to activate.

The Select Seats to Activate pop-up is displayed.



Select Seat(s) to Activate to: **John Smith**
(abc_manufacture)

Content Shield Licenses:	Activated Seat(s)
Content Shield	0
UniqueID001	0
UniqueID002	0
UniqueID003	0

Cancel **Activate**

4. At the Activated Seat(s) field, type the number of seats you want to activate.

The Activate button is enabled.

Note: If packages contain duplicate services, then they cannot be activated to the account. The lock  icon beside the seat indicates an overlapping service.

Select Seat(s) to Activate to:

John Smith
(abc_manufacture)

Content Shield Licenses:	Activated Seat(s)
▼ Content Shield	
UniqueID001	0 
UniqueID002	100
UniqueID003	0 

 These packages contain duplicate services and cannot be activated to this account.
 To change seat values after activation and/or cancel Barracuda Content Shield, [click here](#).
 To report an issue with seat activations, please call 1-800-569-0155, Option 1.

Cancel Activate

5. Click the **Activate** button.

The Account begins activating with the number of seats and activation status displayed, as shown below.

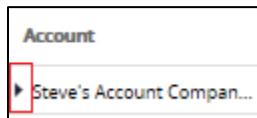
Account	Activate Seats	Total Activated	Status
▶ James Smith (carwash)	Activate...	14	

6. Hover over the activation status  icon to display status.

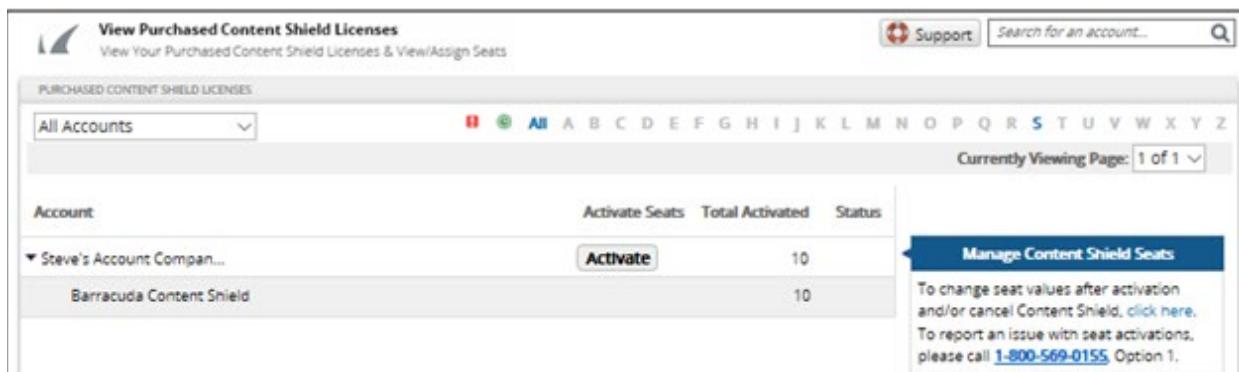
Colors: Green text indicates that the service is activating. Red text indicates that the service failed activation.

Viewing Content Shield Activated Accounts

To view Content Shield seats that have been activated to the specific account, click the expansion arrow beside the account name, as shown below.



The Content Shield seats that have been activated to the specific account are displayed, as shown below.



Account	Activate Seats	Total Activated	Status
Steve's Account Compan...	Activate	10	
Barracuda Content Shield		10	

Manage Content Shield Seats
To change seat values after activation and/or cancel Content Shield, click here. To report an issue with seat activations, please call [1-800-569-0155](#), Option 1.

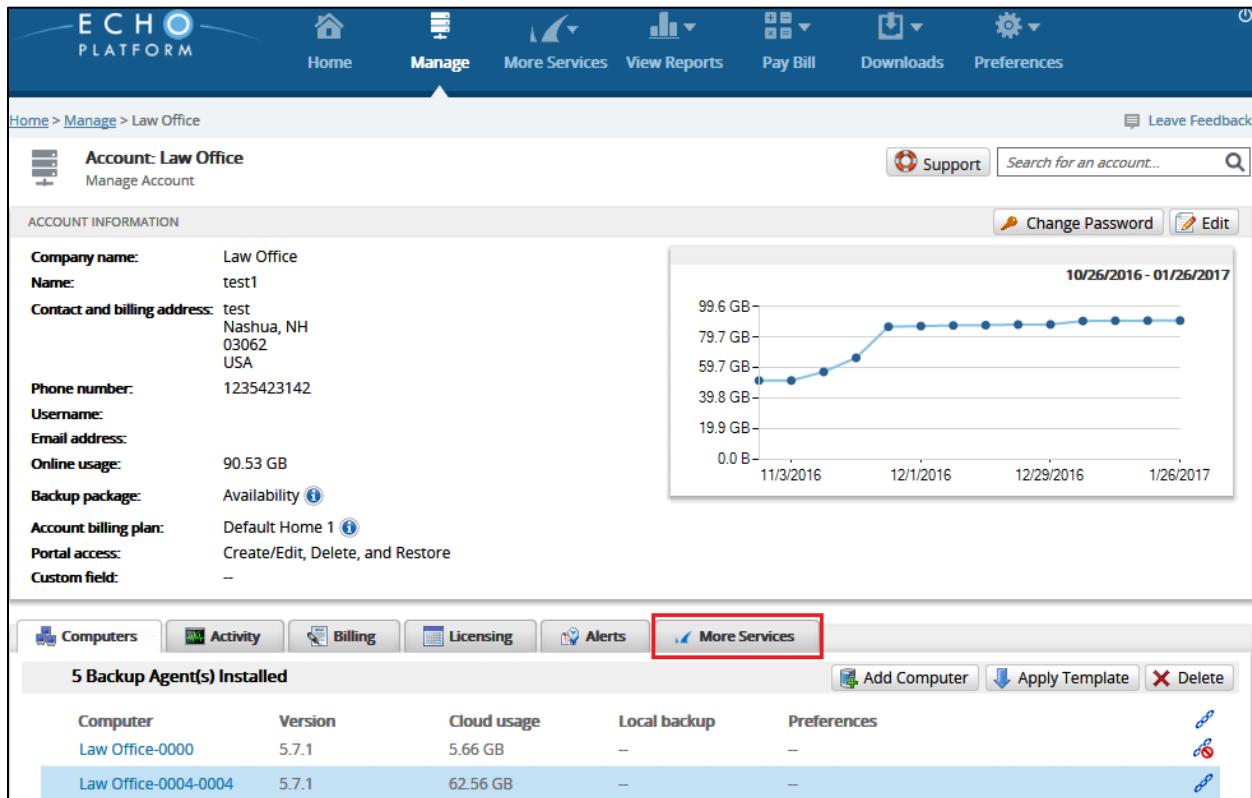
Text Colors: Green text indicates that the service is activating. Red text indicates that the service failed activation.

The Manage Account Page More Services Tab

The Manage Account Page provides a More Services tab, where you can display the Content Shield that you have assigned to an account.

Note: If you have not yet activated Content Shield, the tab is not displayed.

The Manage Account Page is displayed in Figure 13.



The screenshot shows the Barracuda ECHO Platform Manage Account page for a 'Law Office' account. The 'More Services' tab is highlighted with a red box. The page displays account information, a usage graph, and a list of backup agents. The 'More Services' tab content shows 10 activated Content Shield seats for the Barracuda Content Shield.

Account Information:

- Company name: Law Office
- Name: test1
- Contact and billing address: test, Nashua, NH 03062 USA
- Phone number: 1235423142
- Username: test
- Email address: test@barracuda.com
- Online usage: 90.53 GB
- Backup package: Availability
- Account billing plan: Default Home 1
- Portal access: Create/Edit, Delete, and Restore
- Custom field: --

Usage Graph:

10/26/2016 - 01/26/2017

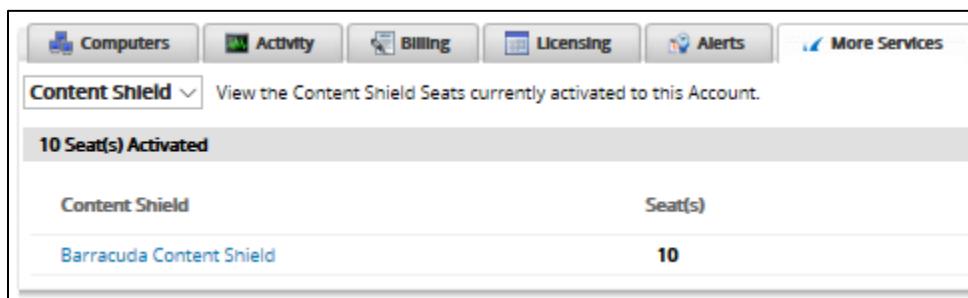
Date	Usage (GB)
11/3/2016	39.8 GB
11/10/2016	59.7 GB
11/27/2016	79.7 GB
12/4/2016	79.7 GB
12/11/2016	79.7 GB
12/18/2016	79.7 GB
12/25/2016	79.7 GB
1/1/2017	79.7 GB
1/8/2017	79.7 GB

Backup Agents:

Computer	Version	Cloud usage	Local backup	Preferences
Law Office-0000	5.7.1	5.66 GB	--	
Law Office-0004-0004	5.7.1	62.56 GB	--	

Figure 13. Manage Account Page More Services Tab.

Click the **More Services** tab to display assigned or activated Content Shield, as show below.



The screenshot shows the 'Content Shield' section of the Manage Account Page. It displays 10 activated seats for the Barracuda Content Shield.

Content Shield	Seat(s)
Barracuda Content Shield	10

Clicking the Content Shield link displays the Barracuda Cloud Control Profile page where you can access product information.

Modifying or Canceling Content Shield

If you need to...	Then, perform one of the following actions:
<ul style="list-style-type: none"> • Modify or cancel Content Shield • Change seat values after activation • Report an issue with seat activation 	<ul style="list-style-type: none"> • Click the click here link, as shown below. <div style="border: 1px solid black; padding: 10px; text-align: center;"> <p>Manage Content Shield Seats</p> <p>To change seat values after activation and/or cancel Content Shield, click here. To report an issue with seat activations, please call 1-800-569-0155, Option 1.</p> </div> <p>Note: The click here link opens a processing change form.</p> <ul style="list-style-type: none"> • Call 1-800-569-0155, Option 1.

Content Shield Invoice

Barracuda bills the master partner for the Content Shield services activated directly to their accounts, and the Content Shield services on which their subpartners' activations are based.

Figure 14 provides an example of the billing description details for the Content Shield on a partner's invoice.

Description	Quantity	Rate	Amount
Content Shield			
ABC Autos (abcautos) S/N: 648008, Date Issued: 14 - Oct - 2016, 50 Seat(s)	50		
Casey's Rib Shack (caseysribs) S/N: 648028, Date Issued: 14 - Oct - 2016, 50 Seat(s)	50		
Total Services: 100 Seat(s) Purchased Service(s) (100 Seats) Overage Seat(s) Issued: 0	100.00 0.00	\$0.00	\$0.00
	TOTAL INVOICE		\$

Figure 14. Partners Invoice for Content Shield.

Chapter 4. Contacting Partner Support

This chapter includes the following topics:

- How and When to Contact Partner Support
- Common Issues You Can Check
- Preparing for Support

How and When to Contact Partner Support

Partner Support hours are Monday – Friday 8 am – 9 pm EST. Contact Partner Support by:

- Phone at 1-800-569-0155, option 1.
- Live chat from the website or management portal.
- Email support@barracudamsp.com.

During weekends and holidays, coverage during business hours is provided via email only.

Before contacting the Partner Support Team, attempt level-one troubleshooting of the issue.

Common Issues You Can Check

Here are some common issues you can check before seeking support.

- Access the logs for flagged issues through the management portal or on the local software.
- When a failed backup notice is received, try to reproduce the issue or manually run a backup.
- Check the network and environmental variables that could cause a backup to fail.
 - Check Event Viewer for corresponding errors
 - VSS writers
 - Permissions
 - Connection/Firewall/Anti-virus
- Check the Knowledge Base for relevant articles.

Preparing for Support

When you contact the Partner Support Team, be ready to provide the following:

- The user name of the account with the issue and the computer ID.
- Any warnings, exceptions, or error messages.

If an existing case, have that case number available so Support can access it to find all relevant information. Depending on the backup solution, a remote connection to the machine may be necessary.

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