Barracuda Security and Backup Services User Guide

Version 1.2

Updated with Barracuda Content Shield

Barracuda MSP

Revision History

Status	Changes	Date
Final.	• 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.

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- *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	
Supported Operating Systems • 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 **Physical Imaging and BMR Supported Operating Systems** • 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 **BMR Support** • **Hard Disk Controllers** — SCSI — IDE — SATA • **Boot Types/Disk Partition Styles** — MBR — GPT • **Supported File Systems (for backup source)** — NTFS (Unless it is a System volume that is part of the Boot Volumes group.) • **Supported Backup Destinations** — 512-byte sector disks — 4K native sector disks **Web Portal Requirements** • Chrome (most recent version) • Edge (most recent version) • Internet Explorer 10/11 (desktop mode) • Firefox (most recent version)	**Minimum Requirements for File and Folder Backups** • 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 **Minimum Requirements for Exchange, SQL, Imaging, VMware, and Hyper-V Backups** • 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) **Exchange** • 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.) **SQL** • SQL 2008/2012/2014 Standard Edition • SQL Servers must be running in simple recovery mode • Support for SQL 2005 is not provided.

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Backup Agent Software Requirements	
	Virtual Machines • 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

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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.

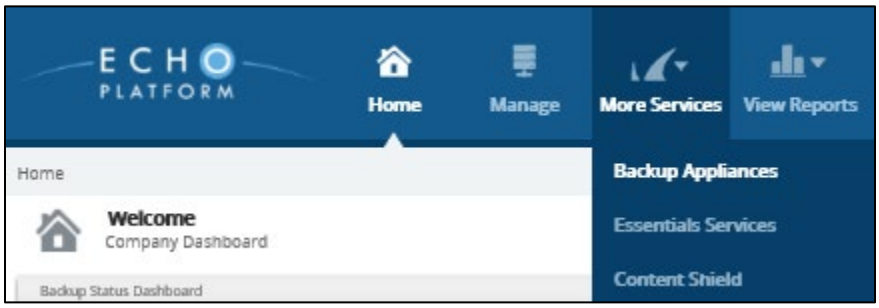

Figure 1. Backup Appliances Menu Option.

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The View Purchased Backup Appliances Page

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

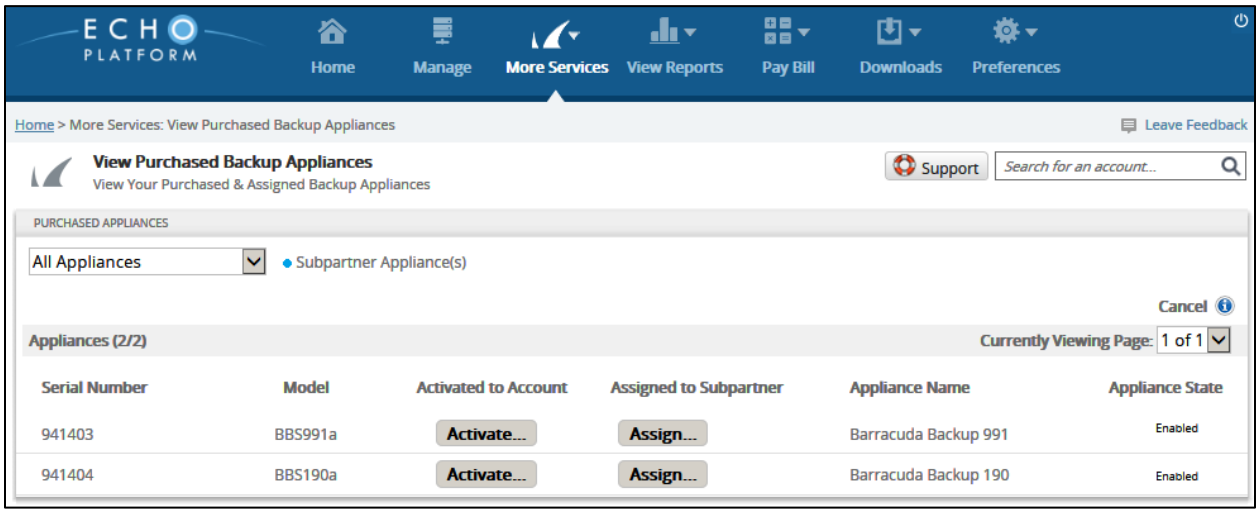
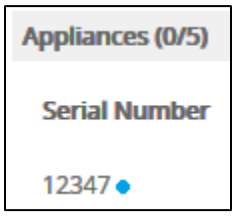


Figure 2. View Purchased Backup Appliances Page.

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.



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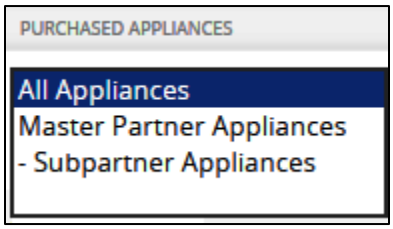
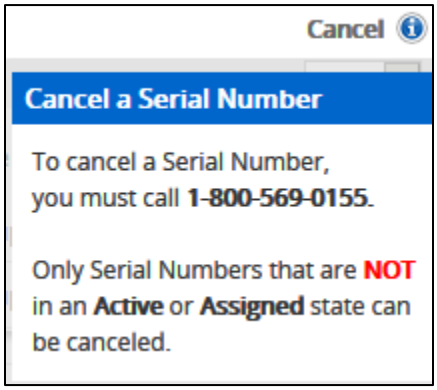
Viewing Options

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*.

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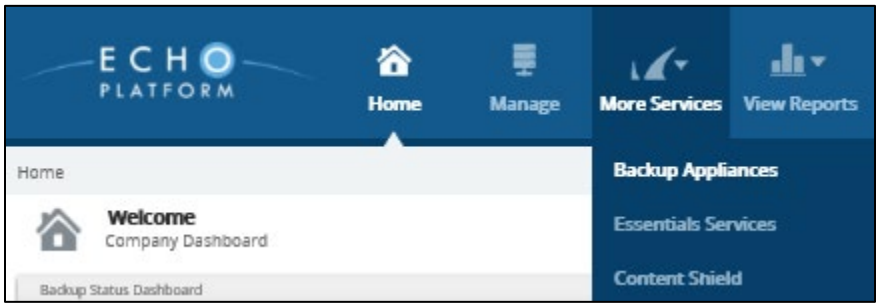
Assigning Backup Appliances to Subpartners

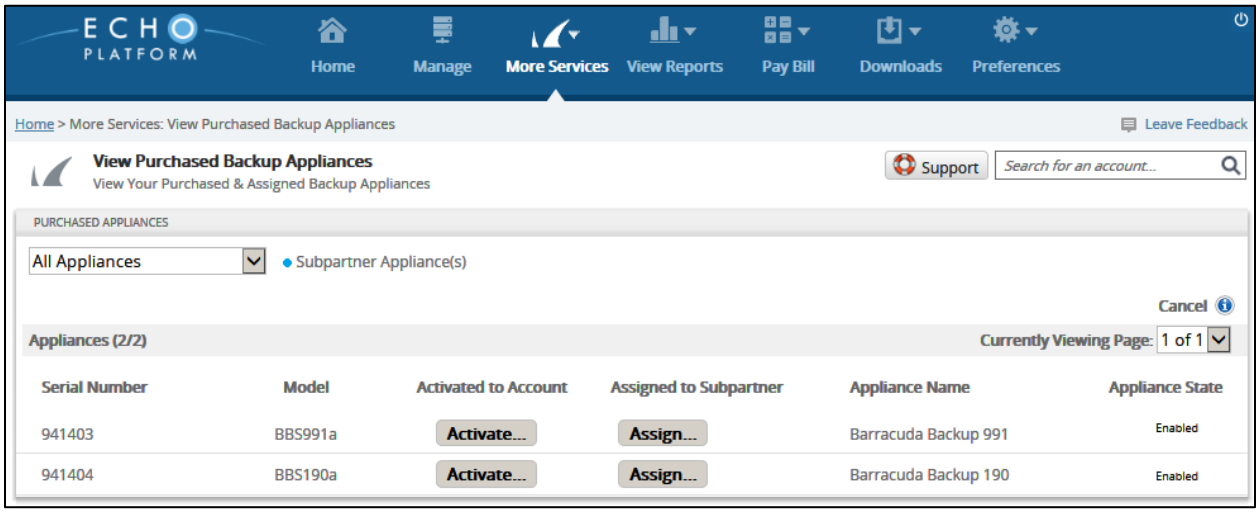
Note: If you do not manage subpartners as part of your business, skip this section and go to *Activating Backup Appliances to Accounts that You Manage Directly*.

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

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



The View Purchased Backup Appliances page is displayed.



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.

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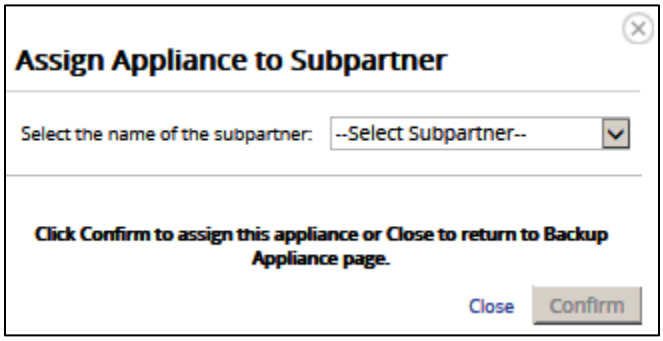
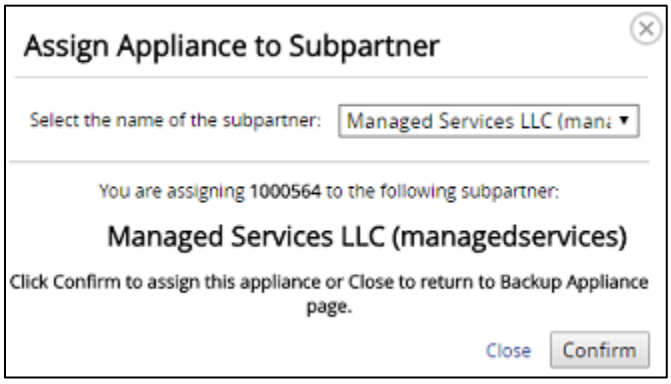
The Assign Appliance to Subpartner pop-up is displayed.

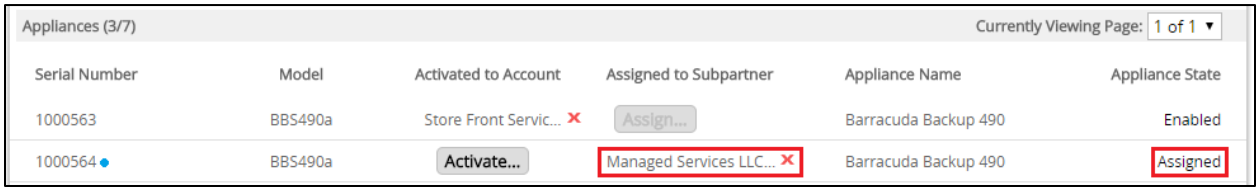


3. Click the down arrow to display the drop-down menu, and then select subpartner, as shown below.



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.



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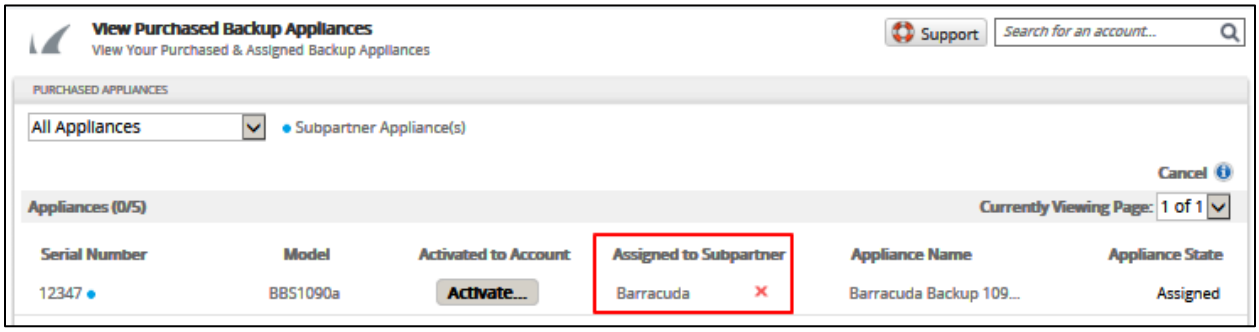
Removing an Assigned but not Activated Subpartner from a Backup Appliances Serial Number

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 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*.

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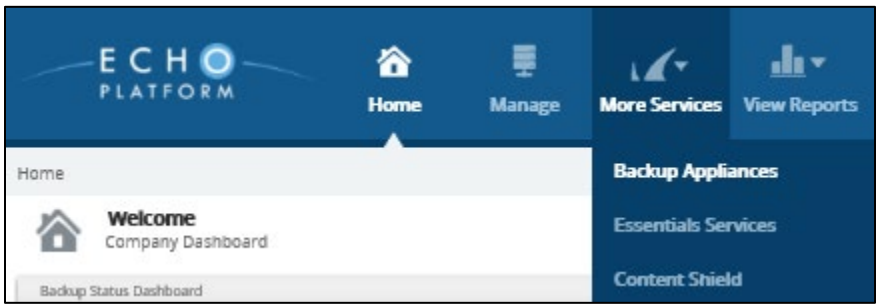
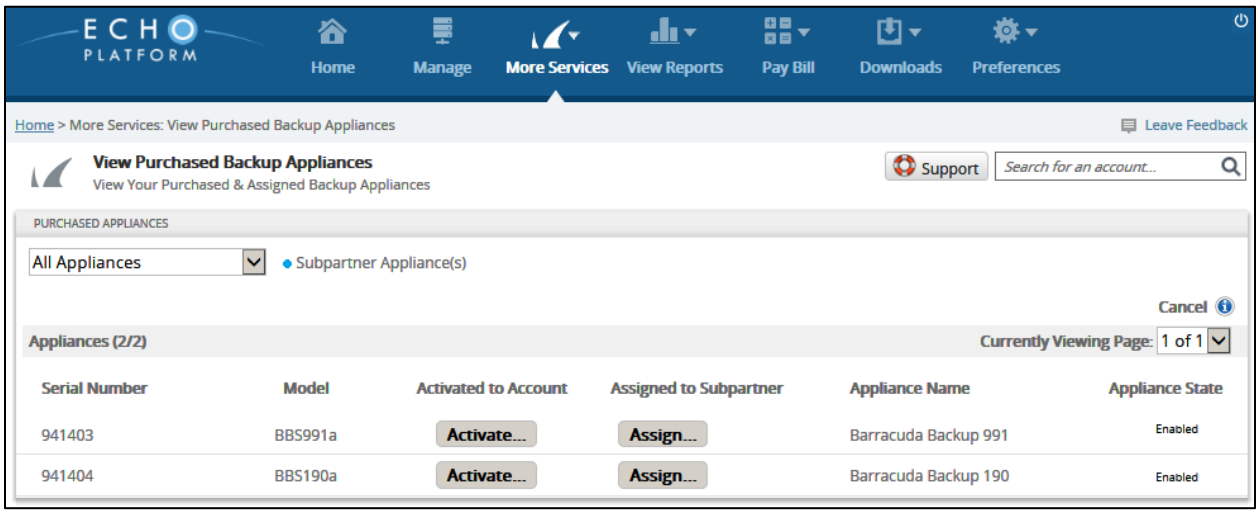
Activating Backup Appliances to Accounts that You Manage Directly

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

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



The View Purchased Backup Appliances page is displayed.



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

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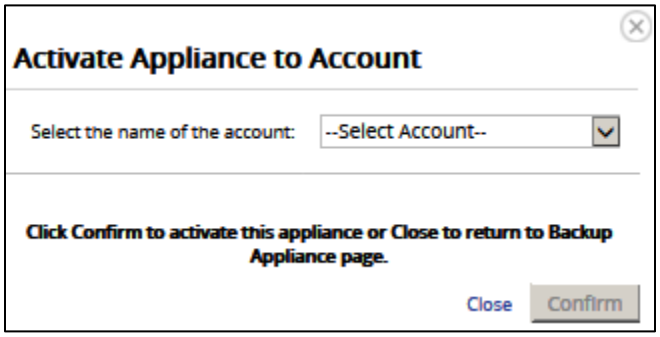
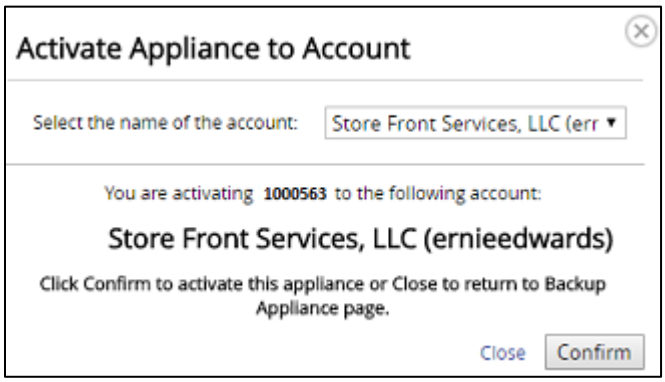
The Activate Appliance to Account pop-up is displayed.

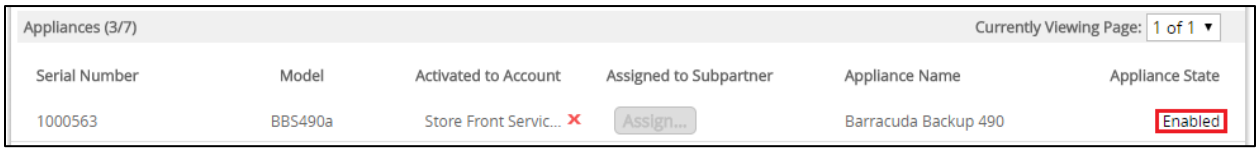


3. Click the down arrow to display the drop-down menu, and then select an account, as shown below.



4. Click the **Confirm** button.

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



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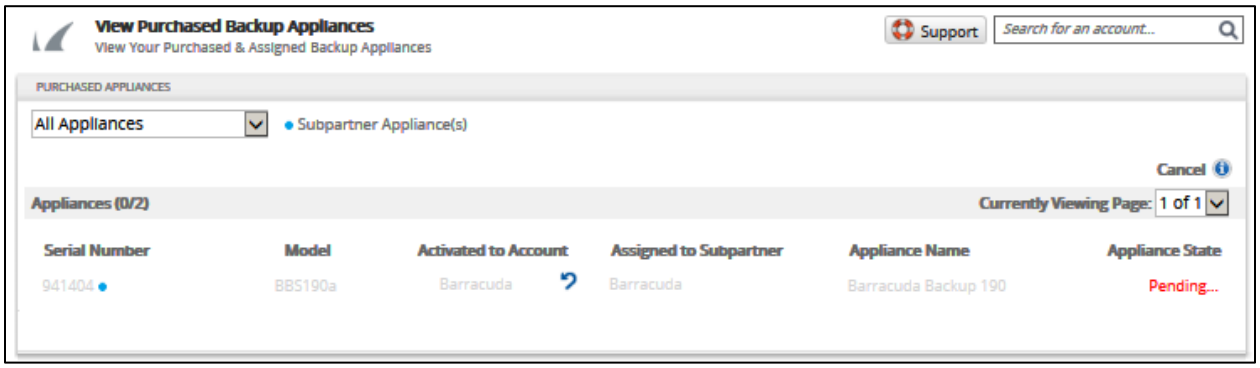
Deactivating an Account from a Backup Appliances Serial Number

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

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

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



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

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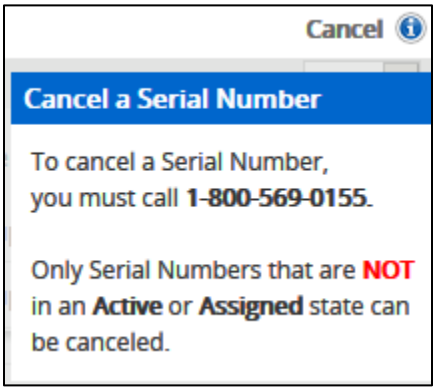
Canceling an Assigned and Activated Backup Appliances Serial Number

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.



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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.

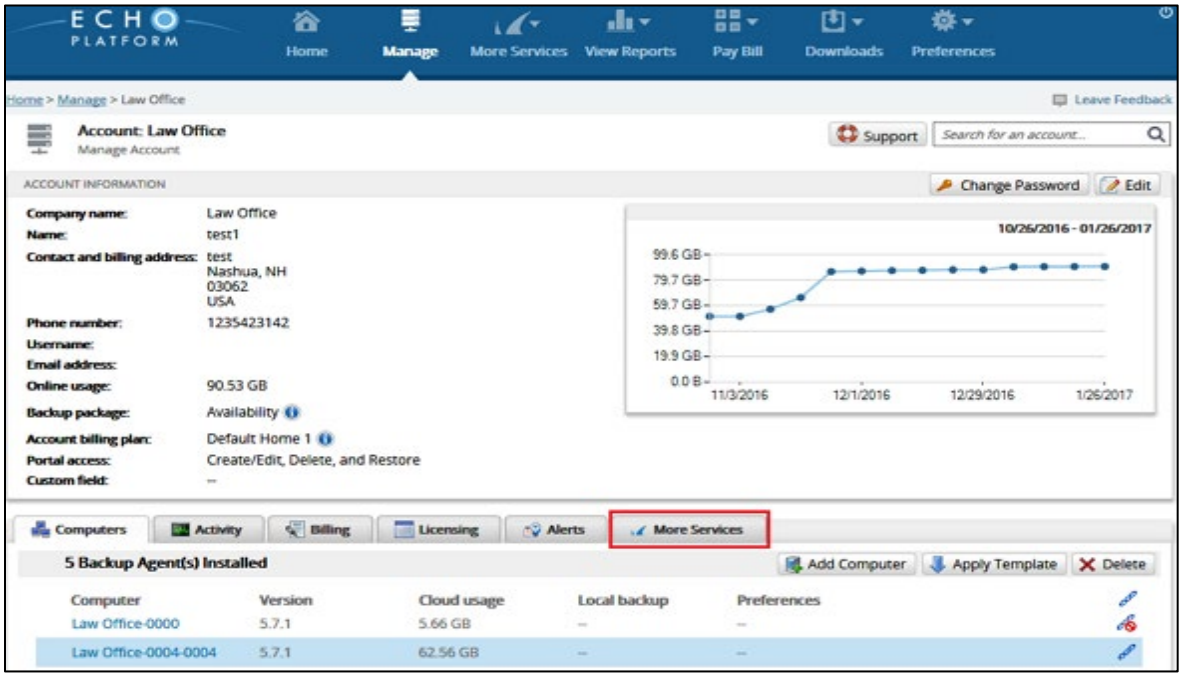
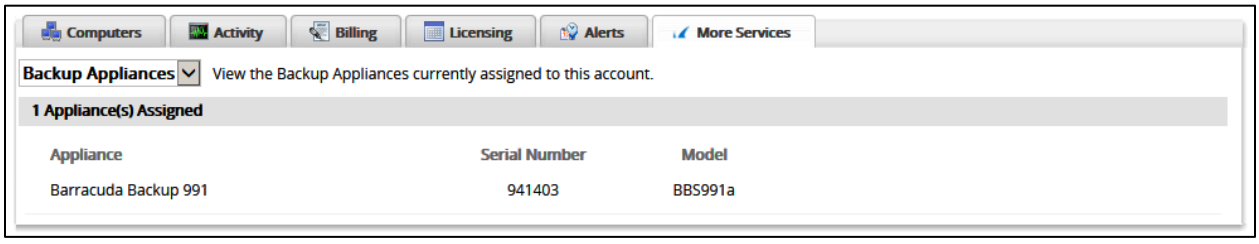


Figure 3. Manage Account Page More Services Tab.

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



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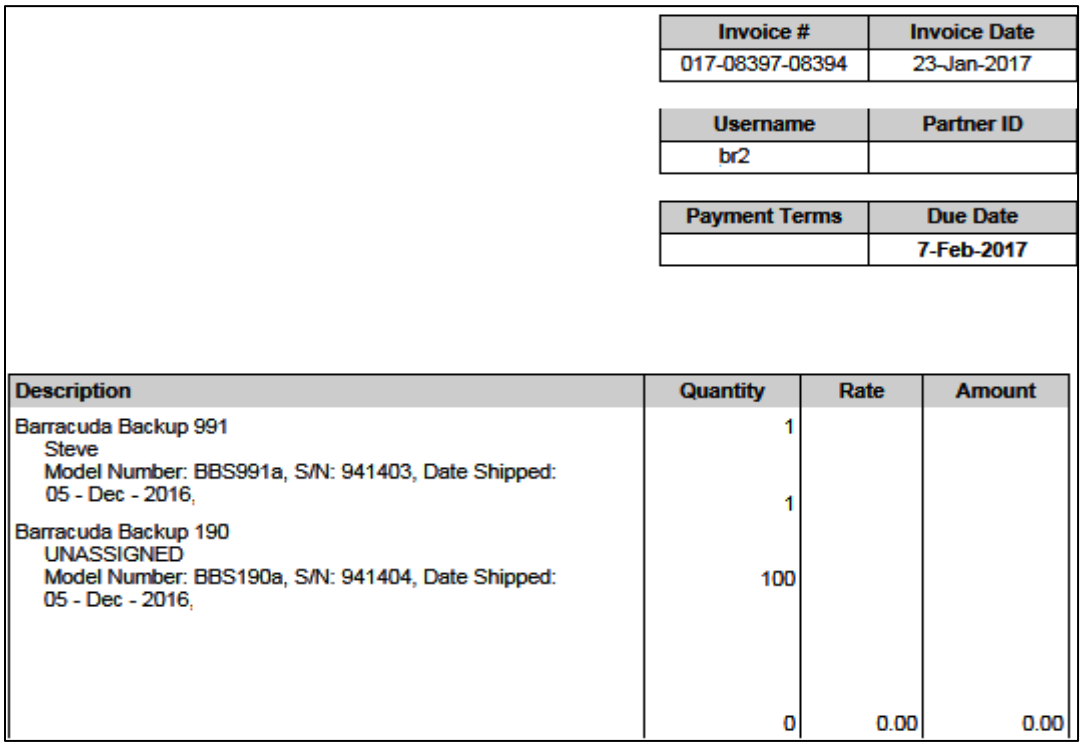
Backup Appliances Invoice

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,	1 100		
	0	0.00	0.00

Figure 4. Partners Invoice for Backup Appliances.

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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.

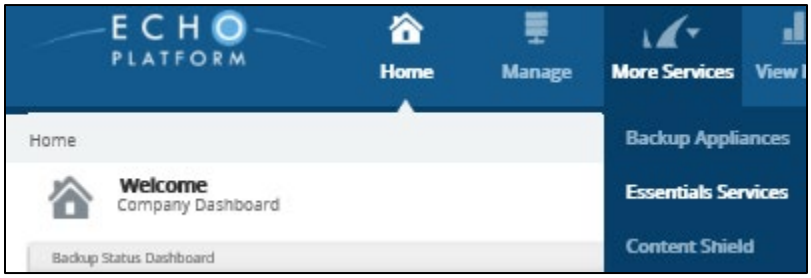

Figure 5. Essentials Services Menu Option.

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.

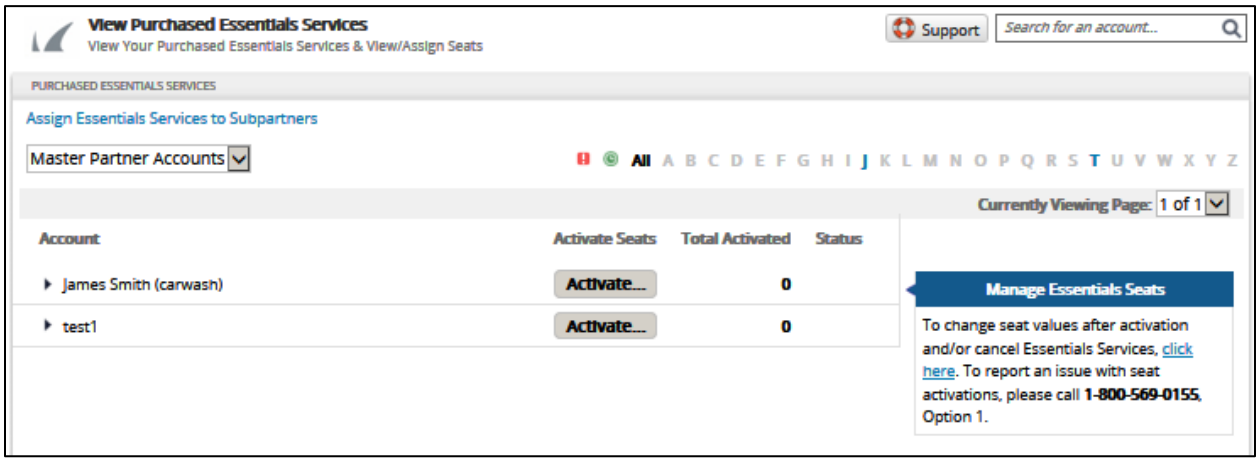

Figure 6. View Purchased Essentials Services Page.

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.

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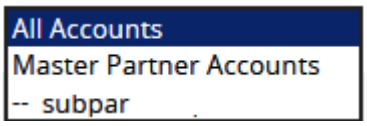
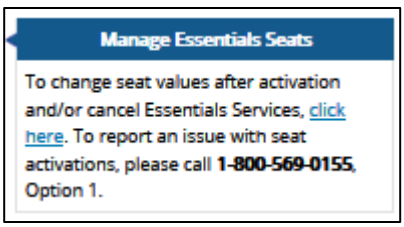
Viewing Options

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.

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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 indicated 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*.

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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.

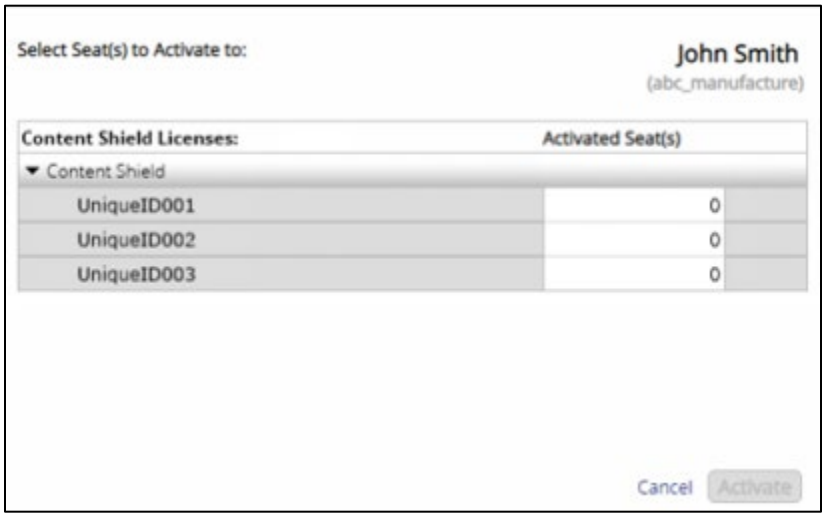

Figure 7. Unique IDs.

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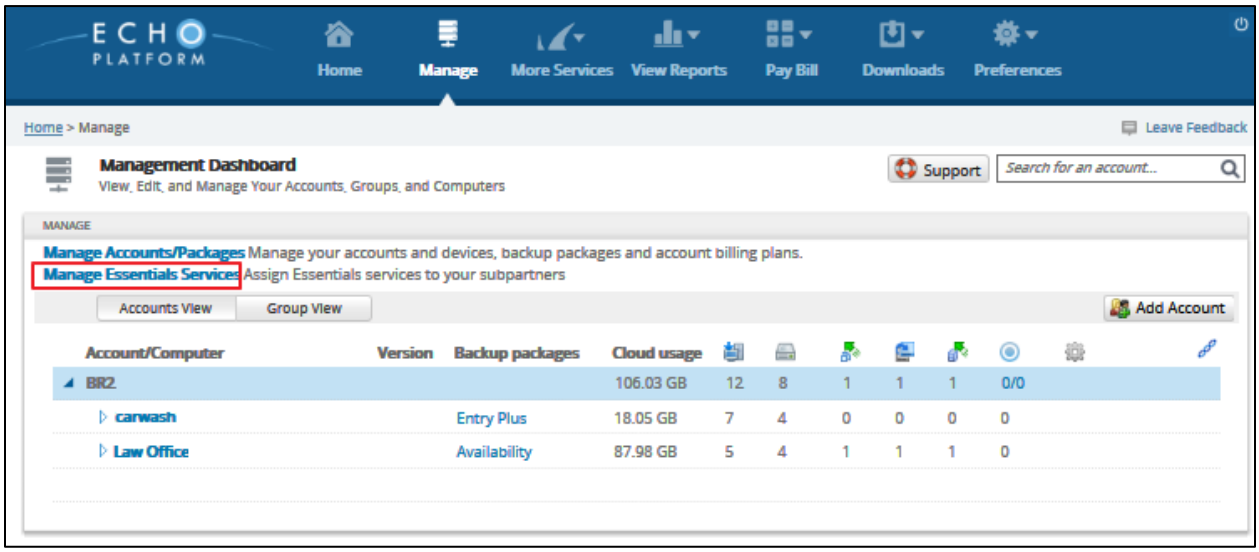
Assigning Essentials Services to Subpartners

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

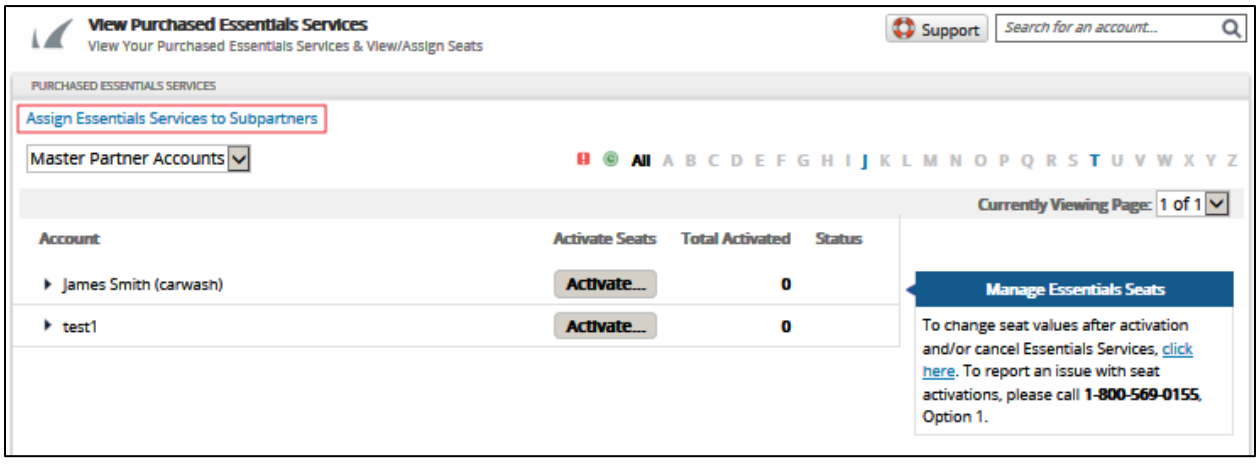
To assign Essentials Services to subpartners, perform the following steps.

1. To display the Manage Essentials Services page, do one of the following:

   - At the Management Dashboard, click **Manage Essentials Services**, as shown below.



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



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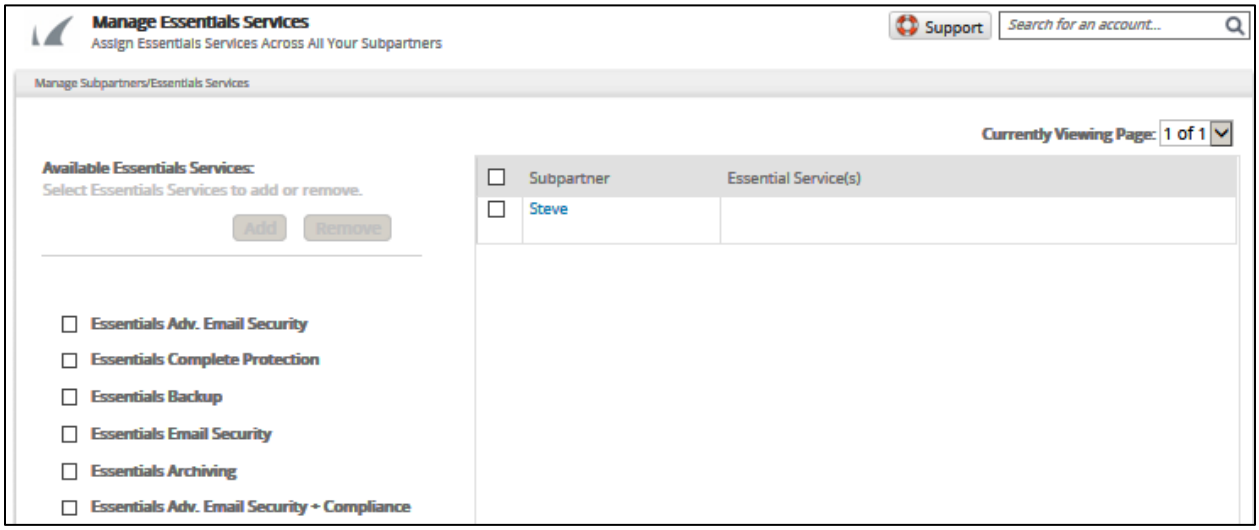
The Manage Essentials Services page is displayed.

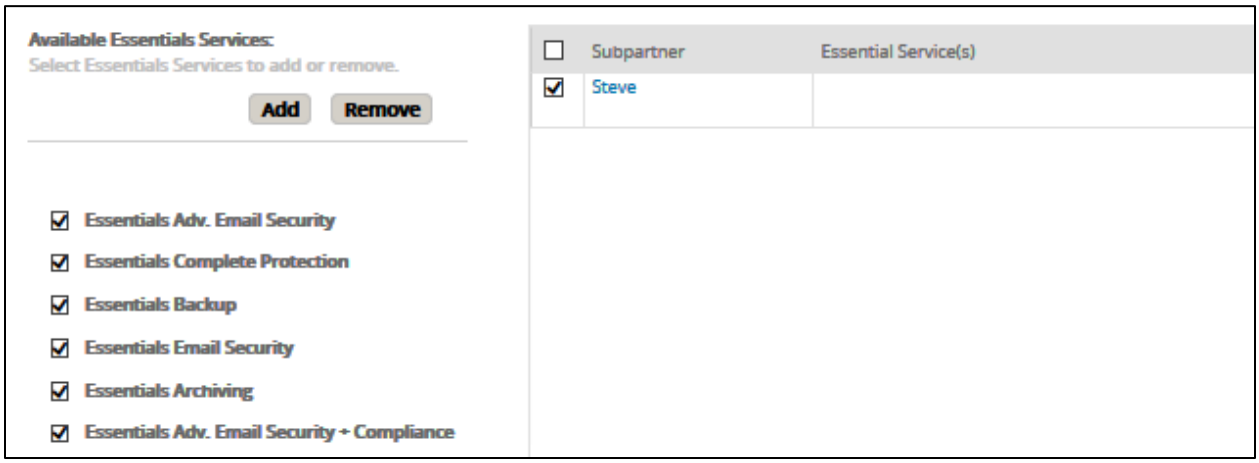


2. In the Available Essentials Services pane, select the service check box you want to assign, and then click the subpartner's check box.

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.



4. Click the **Add** button.

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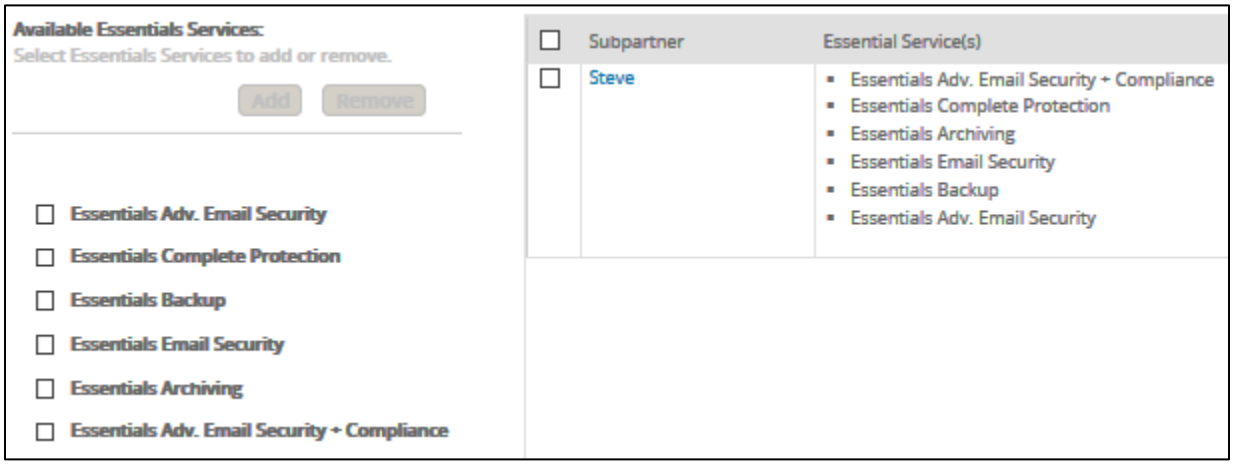
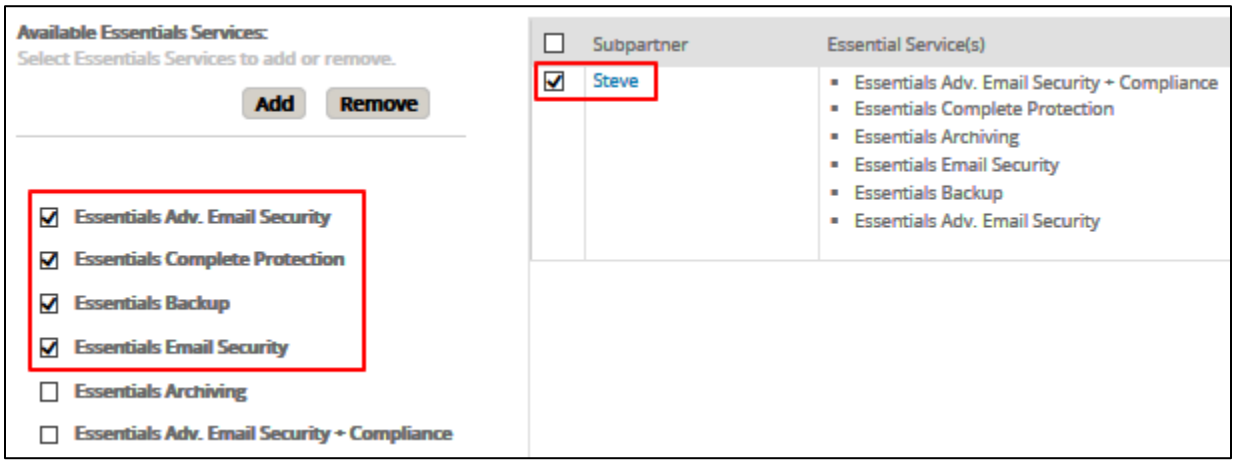
The Essentials Services you assigned are displayed beside the subpartner you selected.



Removing Essentials Services from Subpartners

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

1. 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.



2. Click the **Remove** button.

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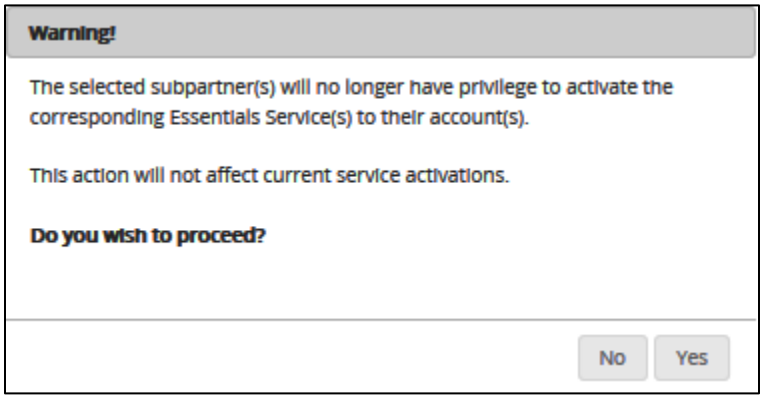
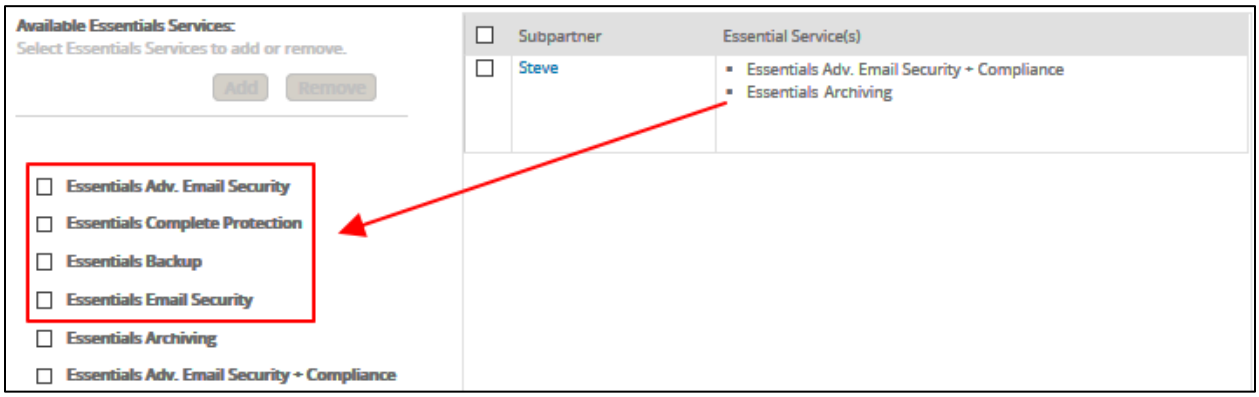
The Warning pop-up is displayed.



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.



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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

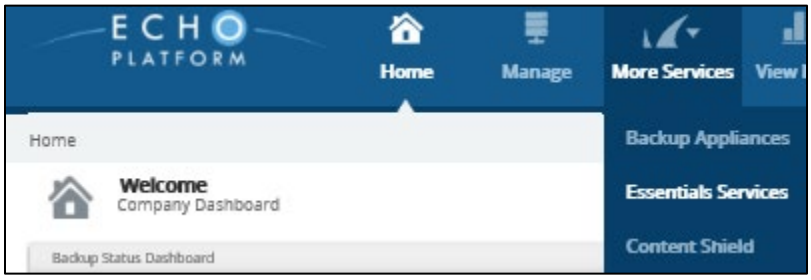
After Essentials Services is assigned to a subpartner, then either the master partner or the subpartner can activate the Essentials Services seats to one of the subpartner's accounts. See *Assigning* Essentials *Services to Subpartners*.

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.



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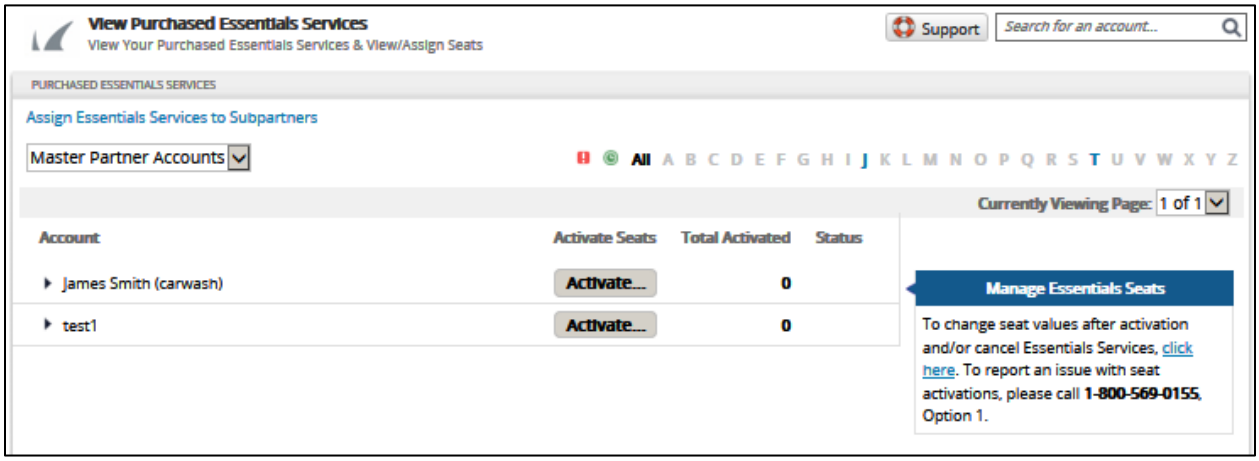
The View Purchased Essentials Services page is displayed.



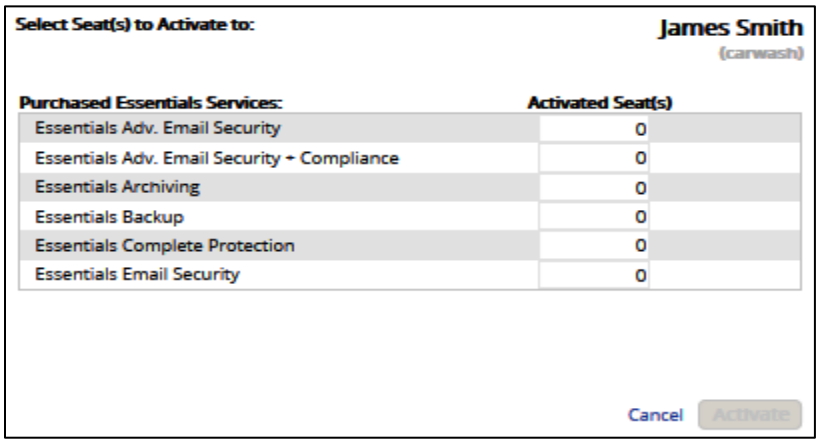
2. Select which accounts to view by clicking the **All Accounts** drop-down arrow.

The accounts are displayed.

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.



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

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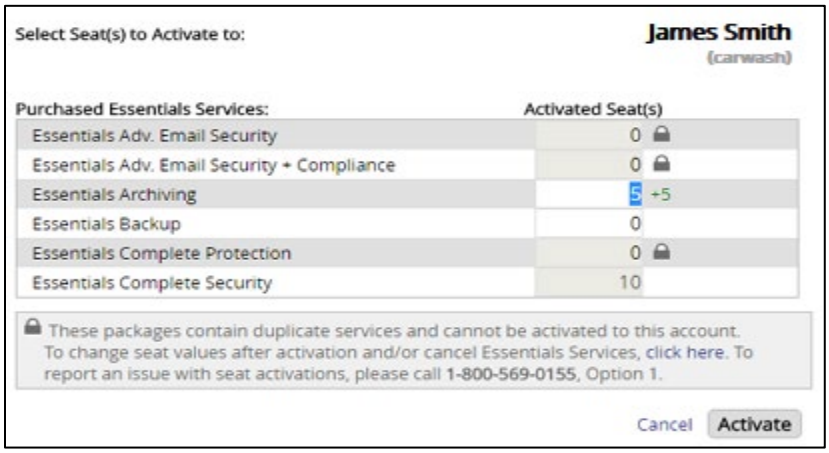
The Activate button is enabled.

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



5. Click the **Activate** button.

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

6. 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.

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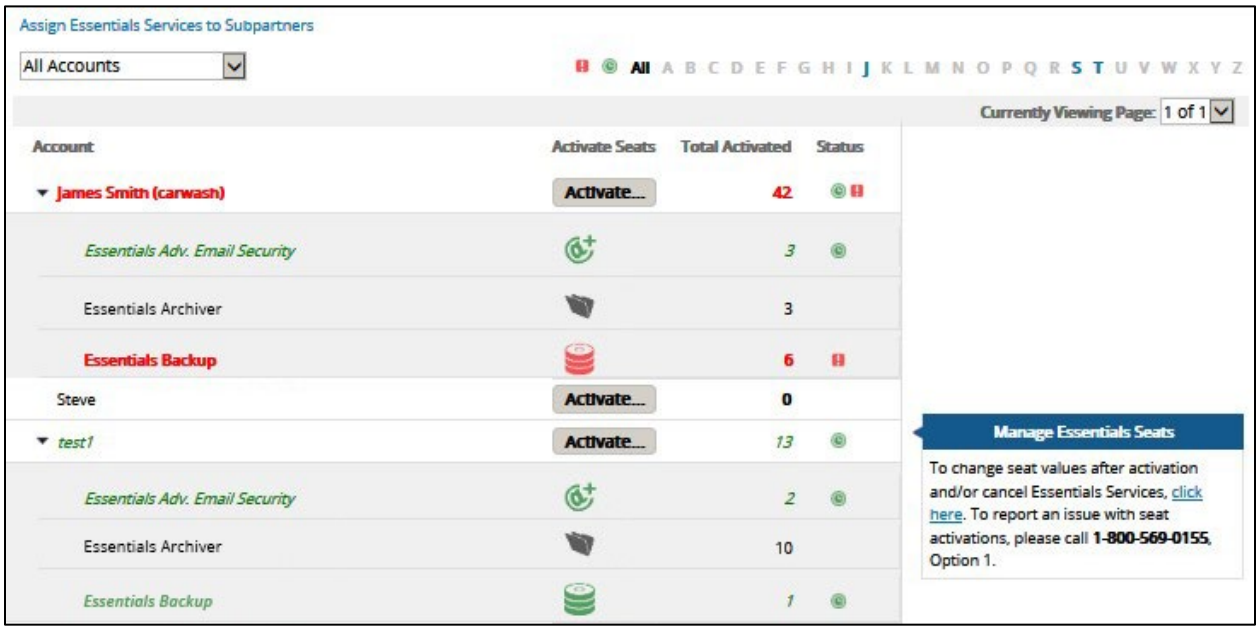
The Essentials Services that have been activated to the specific account are displayed, as shown below.



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

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The Manage Account Page More Services Tab

The Manage Account Page provides a More Service 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.

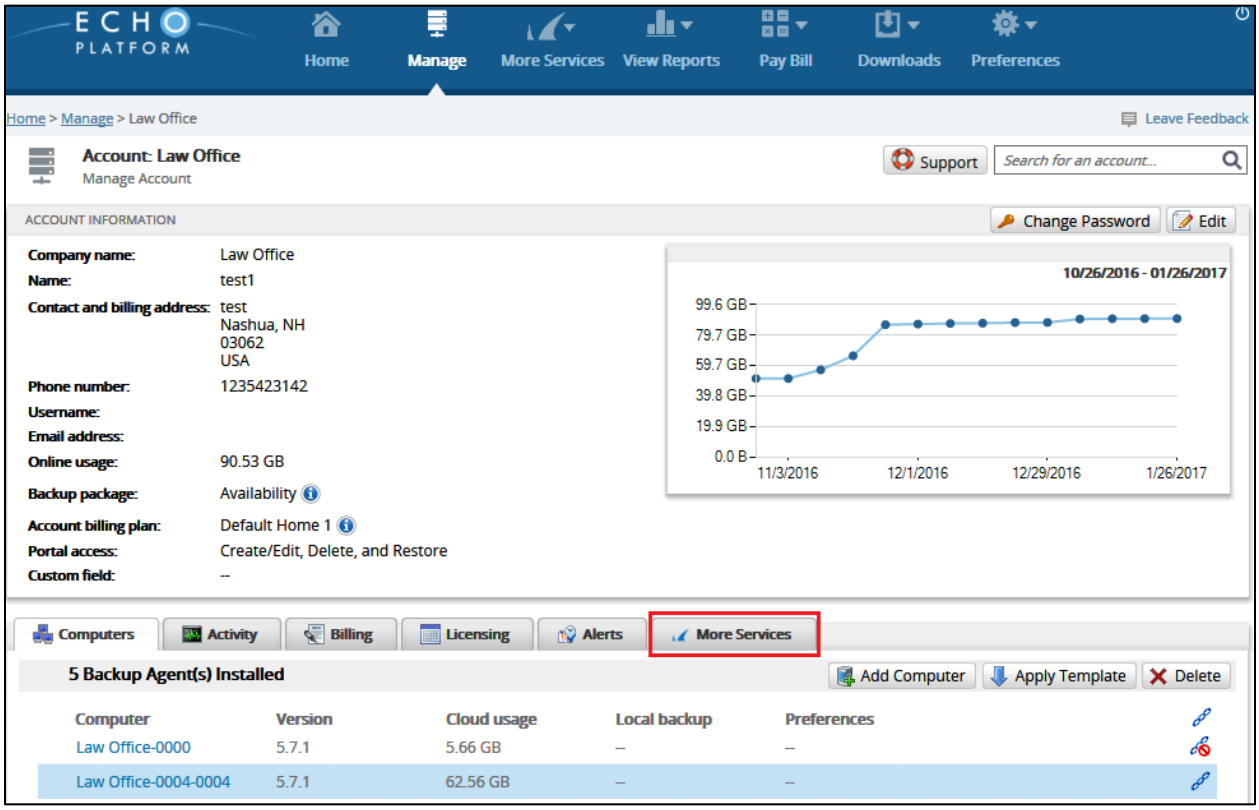
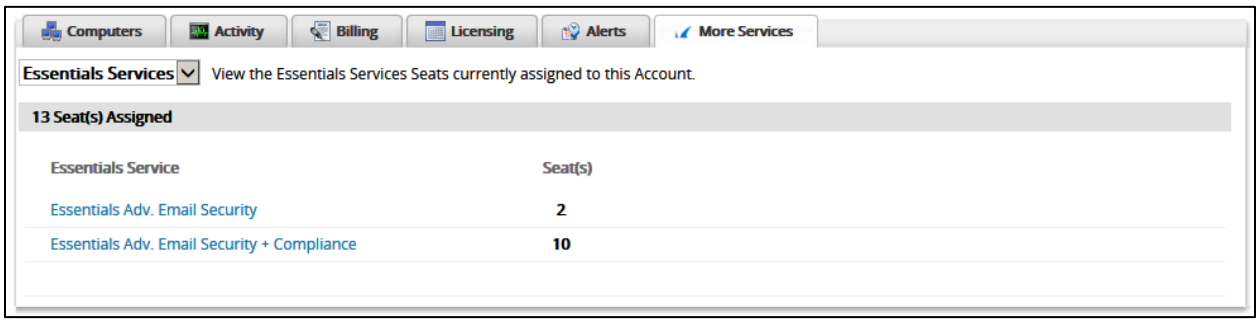


Figure 8. Manage Account Page More Services Tab.

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



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

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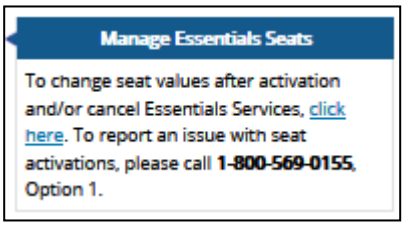
Modifying or Canceling Essentials Services

If you need to…	Then, perform one of the following actions:
• Modify or cancel Essentials Services • Change seat values after activation • Report an issue with seat activation	• Click the **click here** link, as shown below.  **Note**: The **click here** link opens a processing change form. • Call 1-800-569-0155, Option 1.

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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) **Total Services: 8 Seat(s)** Purchased Services: 100 Seat(s)	100		
Overage Seat(s) Issued: 0	0		
Essentials Archiving James Smith S/N: 841793, Date Issued: 05 - Dec - 2016, 8 Seat(s) **Total Services: 8 Seat(s)** Purchased Services: 100 Seat(s)	100		
Overage Seat(s) Issued: 0	0		
Essentials Adv. Email Security James Smith S/N: , Date Issued: 05 - Dec - 2016, 8 Seat(s) **Total Services: 8 Seat(s)** Purchased Services: 100 Seat(s)	100		
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) **Total Services: 15 Seat(s)** Purchased Services: 100 Seat(s)	100		
Overage Seat(s) Issued: 0	0		
Essentials Backup James Smith S/N: 841794, Date Issued: 05 - Dec - 2016, 8 Seat(s) **Total Services: 8 Seat(s)** Purchased Services: 100 Seat(s)	100		
Overage Seat(s) Issued: 0	0		

Figure 9. Partners Invoice for Essentials Services.

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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 ECHOplatform ribbon lets you access the Barracuda Content Shield page.

Figure 10 displays the Content Shield menu options.

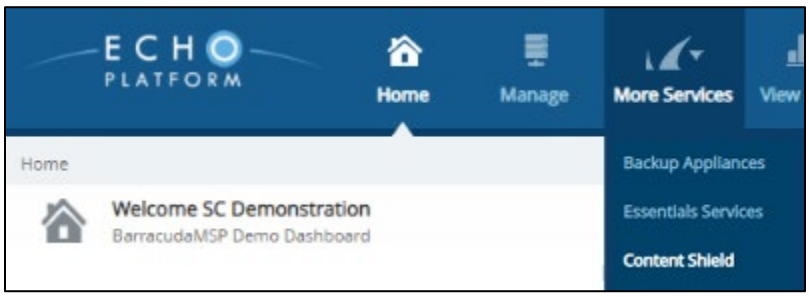

Figure 10. Content Shield Menu Option.

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The View Purchased Content Shield Page

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

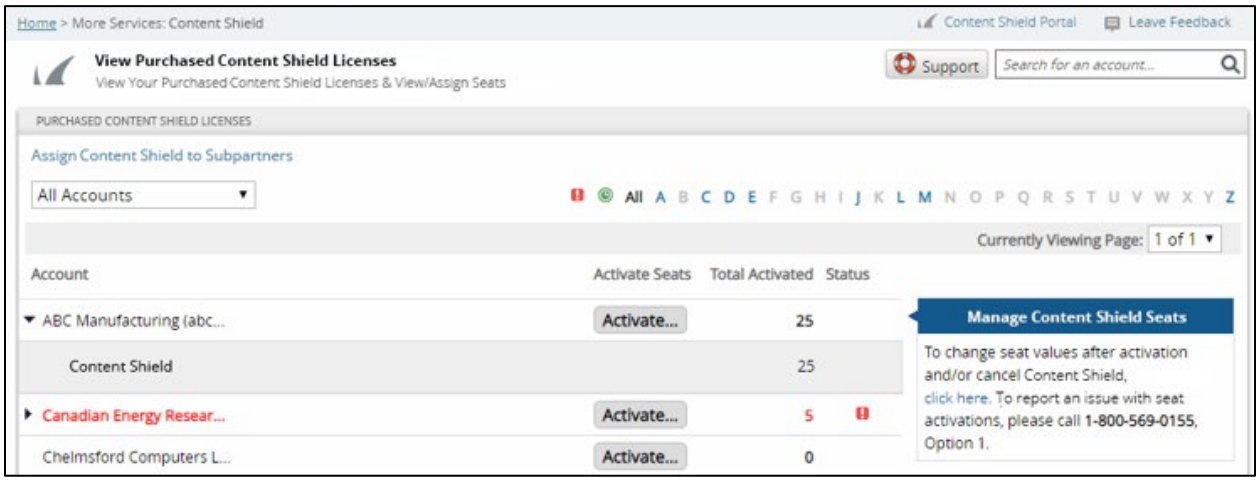

Figure 11. View Purchased Content Shield Page.

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.

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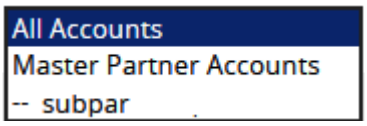
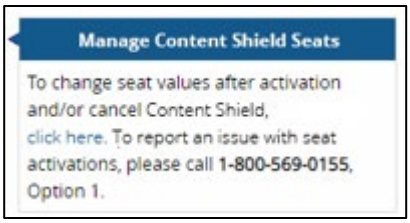
Viewing Options

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.

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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.

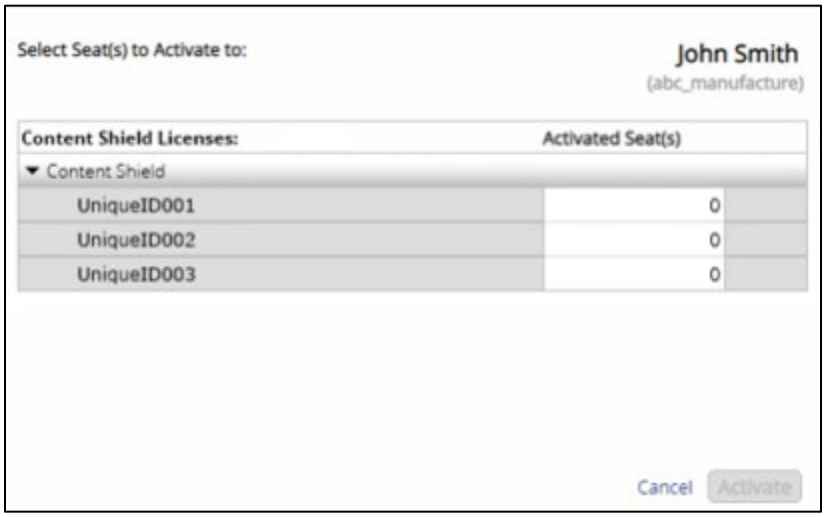

Figure 12. Unique IDs.

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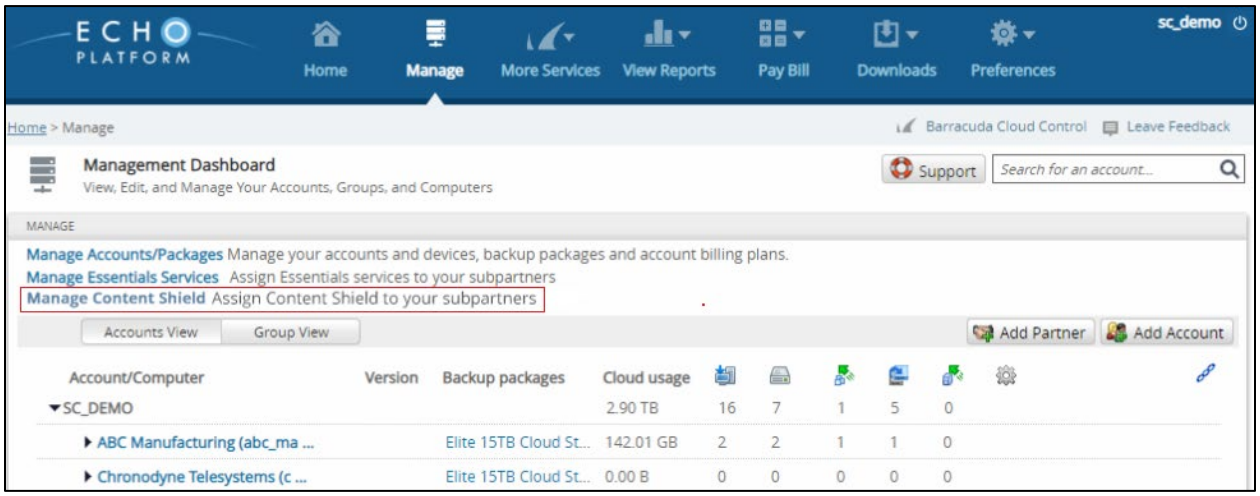
Assigning Content Shield to Subpartners

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

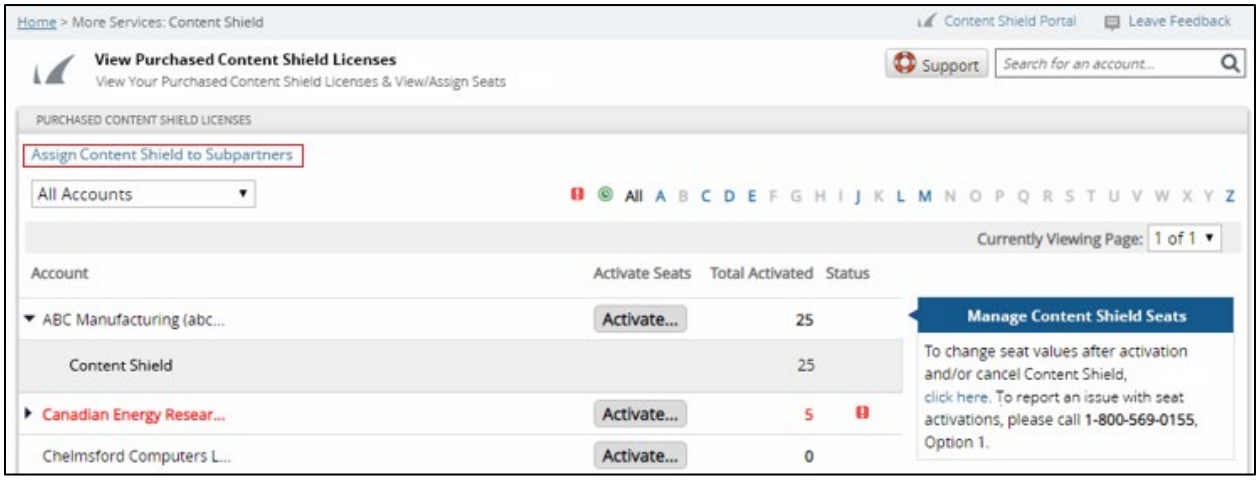
To assign Content Shield to subpartners, perform the following steps.

1. To display the Manage Essentials Services page, do one of the following:

   - At the Management Dashboard, click **Manage Content Shield**, as shown below.



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



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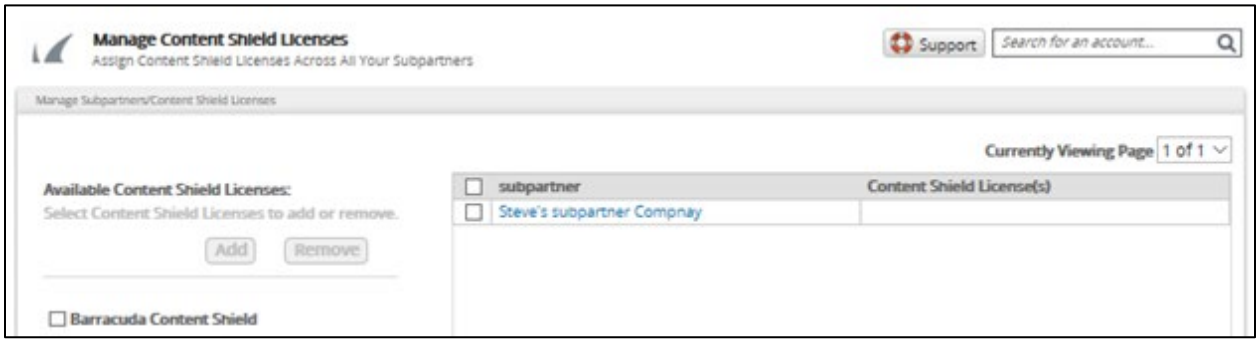
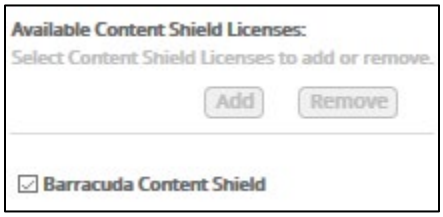
The Manage Content Shield Licenses page is displayed.

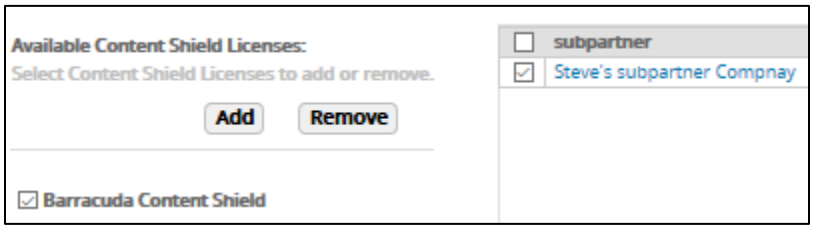


2. In the Available Content Shield Licenses pane, select the check box of the license you want to assign, and then click the subpartner's check box.



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.



4. Click the **Add** button.

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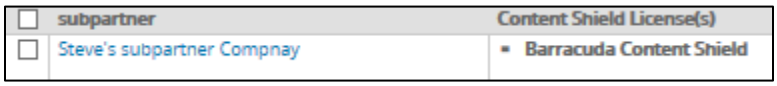
The Content Shield licenses you assigned are displayed beside the subpartner you selected, as shown below.



Removing Content Shield from Subpartners

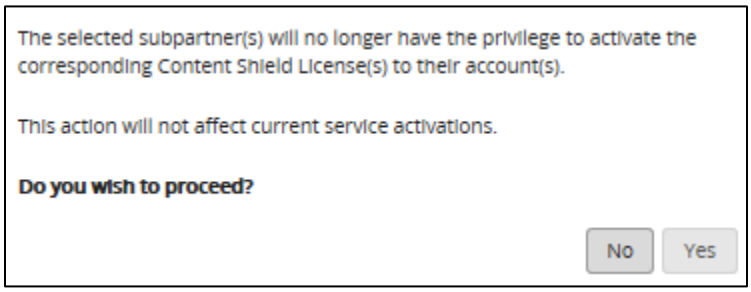
To remove Content Shield from a subpartner, perform the following steps.

1. 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.

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.

2. 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.

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

   The selected services are removed from the account.

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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

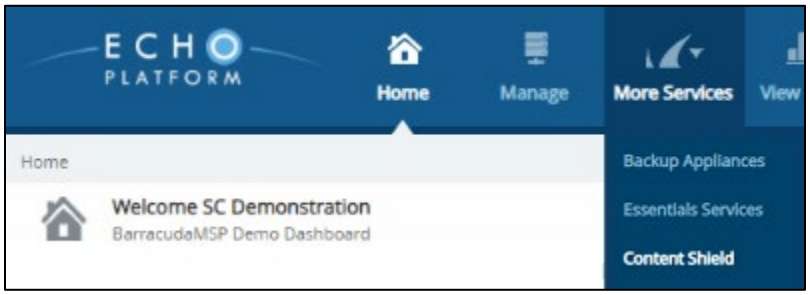
After Content Shield is assigned to a subpartner, then either the master partner or the subpartner can activate the Content Shield seats to one of the subpartner's accounts. See *Assigning* Content *Shield to Subpartners*.

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.



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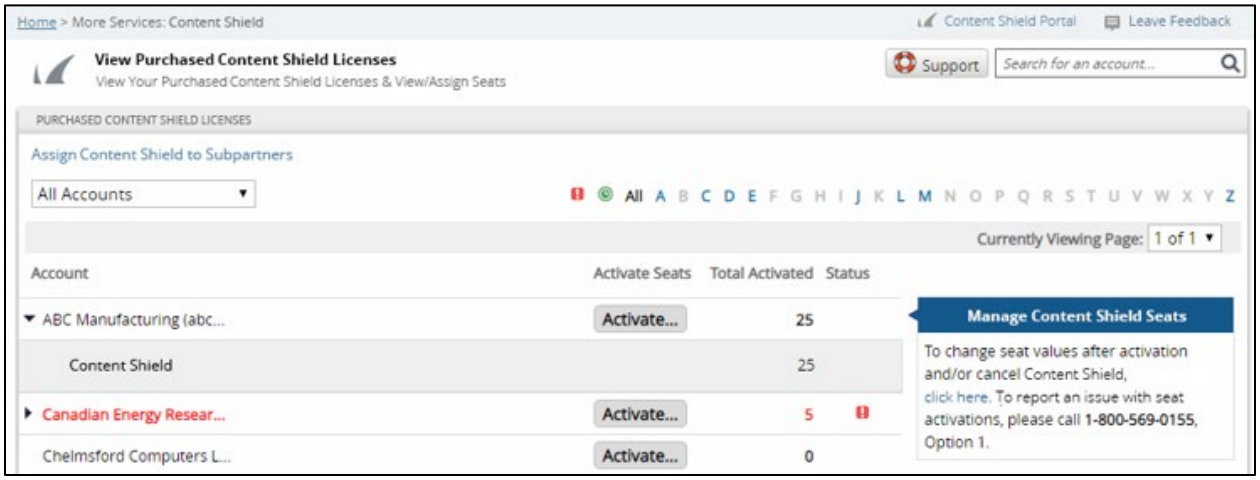
The View Purchased Content Shield page is displayed.



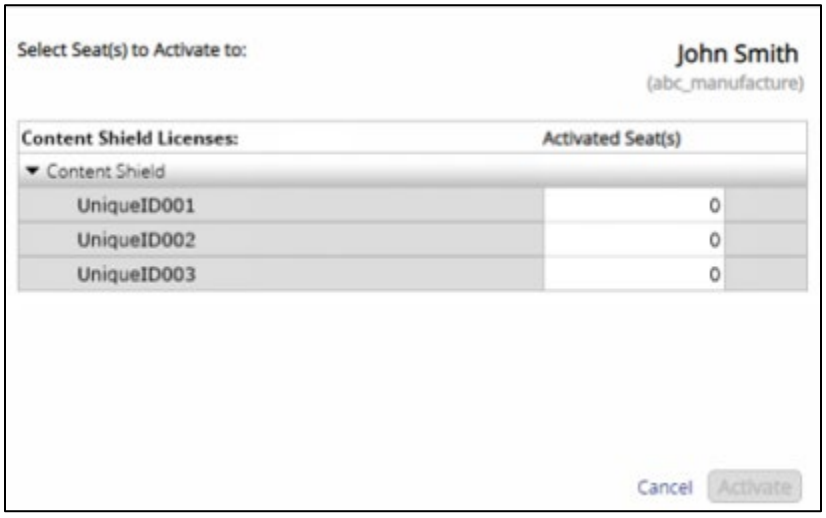
2. Select which accounts to view by clicking the **All Accounts** drop-down arrow.

The accounts are displayed.

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.



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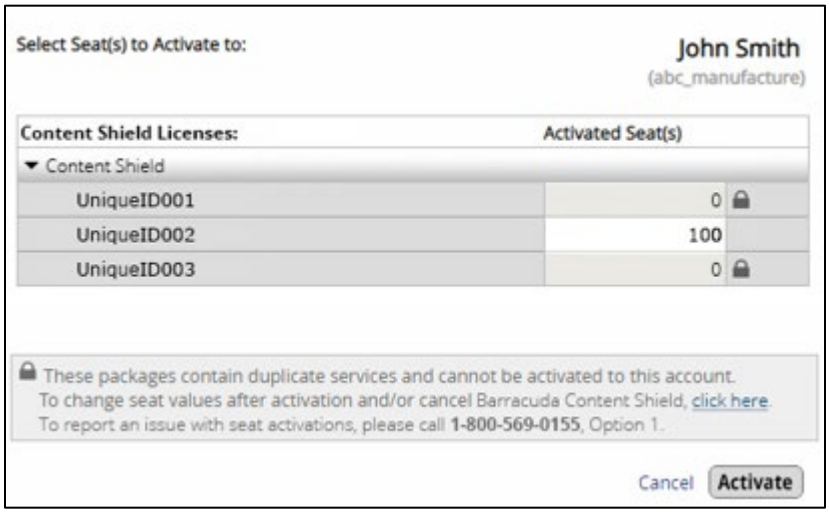
4. At the Activated Seat(s) field, type the number of seats you want to activate.

   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.



5. Click the **Activate** button.

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

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.

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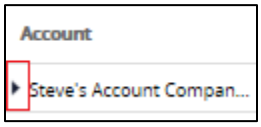
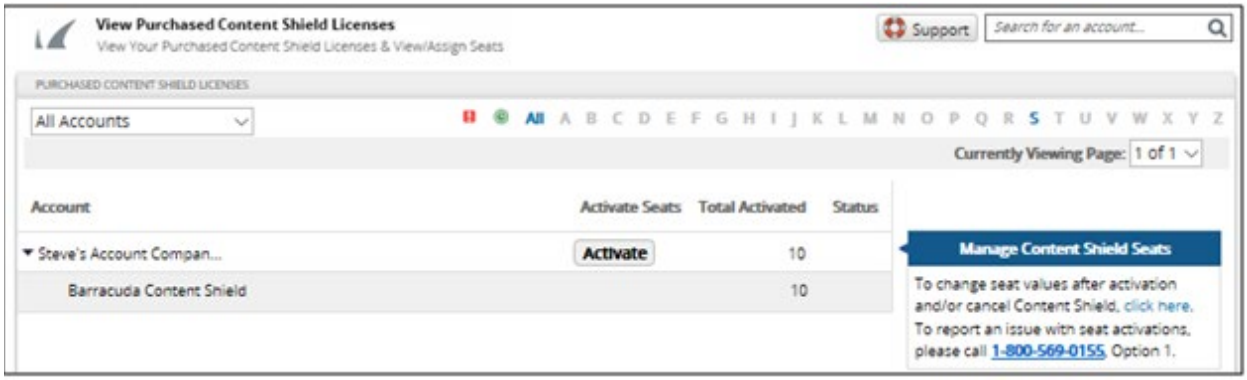
Viewing Content Shield Activated Accounts

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.



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

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The Manage Account Page More Services Tab

The Manage Account Page provides a More Service 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.

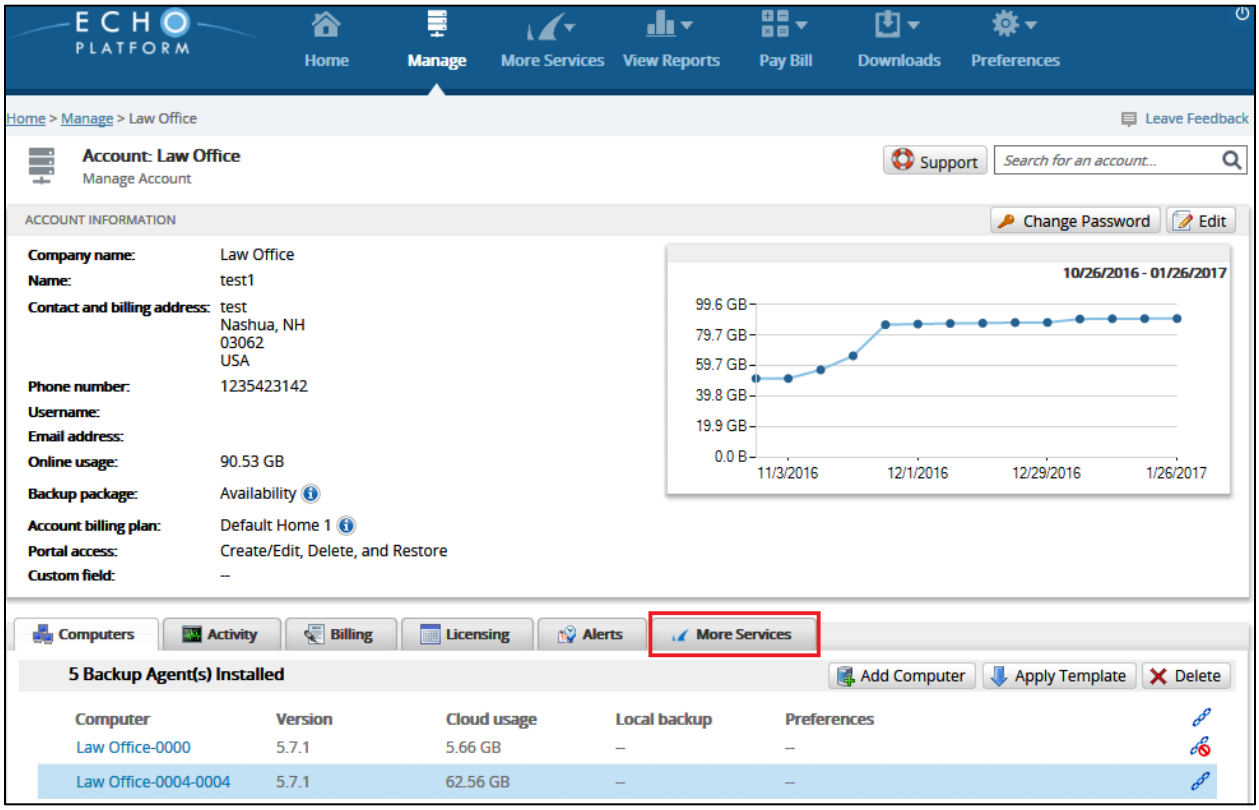
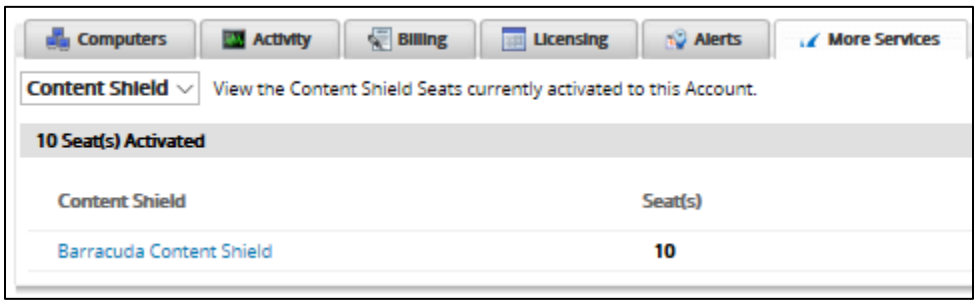


Figure 13. Manage Account Page More Services Tab.

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



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

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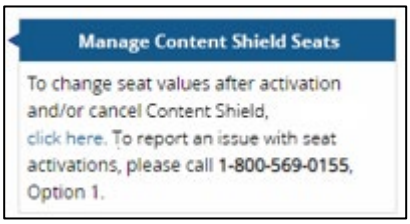
Modifying or Canceling Content Shield

If you need to…	Then, perform one of the following actions:
• Modify or cancel Content Shield • Change seat values after activation • Report an issue with seat activation	• Click the **click here** link, as shown below.  **Note**: The **click here** link opens a processing change form. • 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.

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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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