



Pacnet DataVault

Administrative Guide

Version 1.1

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1. DataVault Overview

This chapter provides an overview of the major administrative functions of DataVault.

- DataVault Administration Account
- Logging in to the Admin Console
- Working with Windows
- Dashboard
- Backups
- Machines
- Users
- Licenses
- Storage Space Quotas
- DataVault Client Software

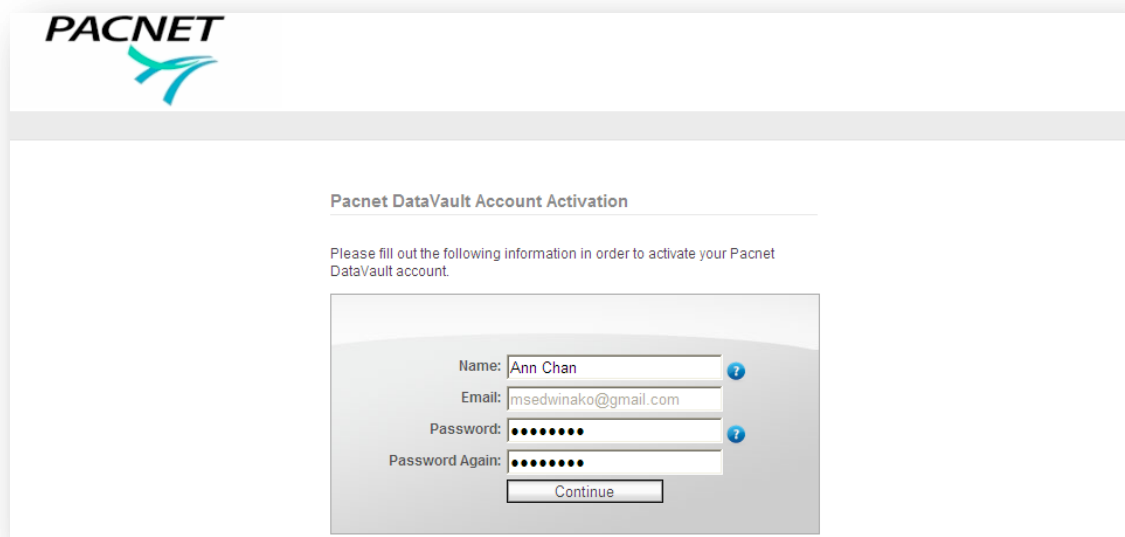
DataVault Administration Account

When you or your company subscribes to Pacnet DataVault, an administration account will be provisioned for your company and an email will be generated to the designated administrator email address. Just follow the instructions in the email to activate your administrator account.

Logging in to the Admin Console

Managing DataVault account online is simple and straightforward using a user-friendly and flexible tool for managing multiple complex accounts.

1. In the browser's address bar, type <https://login.datavault.pacnet.com/login/admin>, then press **Enter**.
2. Type in the administrator's email address and password in the appropriate fields.
3. Click **Log In**.



PACNET

Pacnet DataVault Account Activation

Please fill out the following information in order to activate your Pacnet DataVault account.

Name: ⓘ

Email:

Password: ⓘ

Password Again:

Figure 1: Admin Account Activation

The Admin Console opens to the Dashboard View where the administrator can navigate the different account management functions:

- Users
- Resources
- Graphs and Reports
- Restores
- Support



Figure 2: Dashboard

Working with Windows

When you click one of the links in the Admin Console, a window pops up on the screen. These windows can be opened, minimized and refreshed.


To open a window and display information, click the **right arrow button** .



Figure 3: Open Window

To minimize a window to a single bar, click the **down arrow button** .

To refresh the information in a window, click the **refresh button** .



Figure 4: Minimized Window

Dashboard

The Dashboard page displays two windows by default: the Backups window which displays a graphical representation of users' backup history and the Machines window which contains a list of machines that users have successfully registered to.

Backups

The Backups window displays two graphical representations of your backup history. The Backup Overview pie chart displays the number of successful backups within the last 24 hours, one week, and over one week. The backups made in the last week graph displays the number of backups made during the last week, on which days they were performed, the maximum number of backups performed at one time, and the average number of backups performed.

Machines

The Machines window displays a list of machines that are currently registered to the account. The list displays the following information:

- Machine Name
- User
- User Group
- Storage used and space available
- Creation date
- Date of last backup

To see additional information about a machine, click the machine name and a new window will display the following information:

- Owner of the machine
- Space used
- Date/time of the restore
- Download Status
- Date/time of the last backup
- Machine's encryption type
- Client version
- License key used
- Last requested restore
- Date/Time restore was completed
- Number of files requested
- Size

To close the window, click the **X** on the top right corner of the window

To see additional information about the user, click the name of the user and a new window will display the following information:

- Name of the user
- Account creation date
- Quota (space used by the user in gigabytes)
- Email address where the user was created from
- List of computers assigned to the user
- Encryption type for each computer
- Space used and availability for each computer
- Date/time of last backup for each computer
- License key used for each computer.

To close the window, click the **X** on the top right corner of the window.

To search for machines in the Machines list, enter the name of the user or machine in the Search field, then click **Search**. A list of available users and machines matching search criteria appears.

Users

The User tools can be used to create new users and list users and machines that are assigned in the account. A new user created in the Admin Console receives an email containing a welcome message, a link to download the DataVault client software and a unique license key to activate the software. If the user has multiple machines, each machine is configured separately and requires its own license key.

Licenses

Each machine requires a unique license key to activate the DataVault software. Licenses are available in two forms: desktop licenses and server licenses.

Storage Space Quotas

The storage space quota is the actual amount a computer can back up. You can only allocate space storage in GB increments, or hundredth place decimals of a GB (e.g., 1.25GB).

Client Software

The client software is the software that resides on user machines and supports backup configuration, files restoration and track backup histories.

2. Administering Users

This chapter includes information on how to perform account administration.

- Adding a New User
- View a New User Report
- Viewing User Accounts
- Changing the Storage Spare for a User
- Editing a User Account

Adding a New User

New users can be created quickly and easily with the following steps:

1. Click **Add New User** from **Users Menu**.
2. In the **Name** field, type the user's name.
3. In the **Email** field, type the user's email address.
4. In the **# of Desktop / Server Licenses** field, specify the number of desktop / server licenses to be allocated to that user.
5. In the **Desired Quota per Desktop / Server License** field, specify the storage quota (in GB) allocated to that user.
6. Click **Save Changes**

After a new user is created, an email is automatically sent to her/him with a unique license key to use for DataVault installation and setup.

Viewing a New User Report

The New User report shows the number of users who have signed up per hour, per week, per month or per year.

1. Under Graphs & Reports, click **New Users**.
2. Select the period for the report:
 - The number of users who have signed up per hour for the last 24 hours
 - The number of users who have signed up in the last week
 - The number of users who have signed up in the last month
 - The number of users who have signed up in the last year

Viewing User Accounts

Following information about a user can be viewed:

- The name of the machine that each user has backed up with DataVault
- The method of encryption
- The amount of space that users have used of their quota
- The last time the machine was backed up
- The license key for the user's account per machine

1. Click **Search/List Users**.
2. Click the email address of the user whose information you want to view. A window appears at the bottom of the Users page.

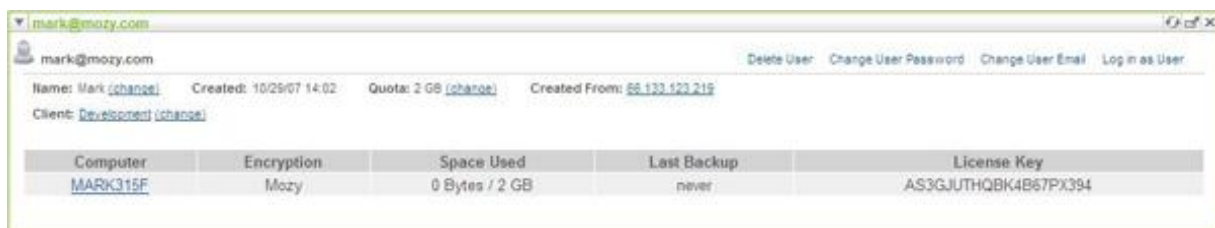


Figure 5: User Information

Changing the Storage Quota for a User

The storage quota for a specific machine that belongs to a user can be changed by following these steps:

1. In the left menu, click **Search/List Users** under Users Menu.
2. Click the email address of the user. A windows appears at the bottom of the User page:

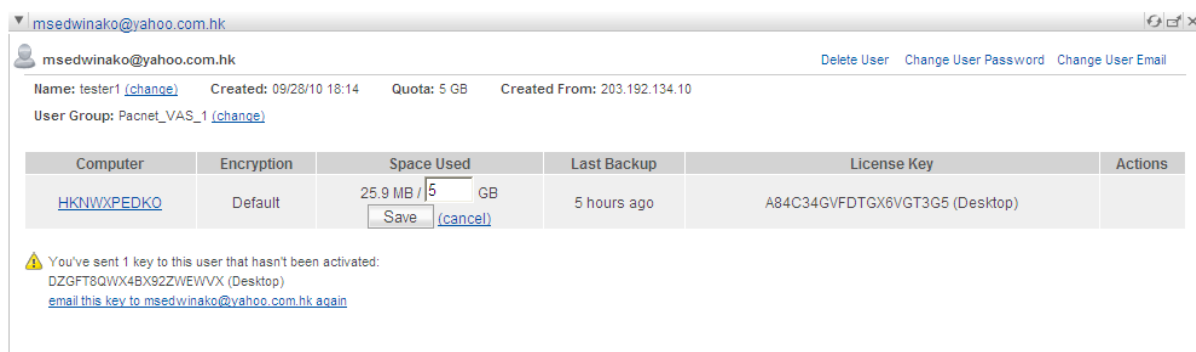


Figure 6: Change Storage Quota

3. In the **Space Used** column, click **change**.
4. Enter the amount of backup storage (in GB) want to allocate for the machine, then click **Save**.

Editing a User Account

Changing a User's Password

1. Click **Search/List Users**.
2. Click the email address of the user whose password will be changed.
3. Click **Change User Password**.
4. Enter the user's new password in the **Password** field and again in the **Confirm Password** field.
5. Click **Save Changes**.

Changing a User's Email Address

1. Click **Search/List Users**.
2. Click the email address of the user whose password will be changed.
3. Click **Change User Email**.
4. Enter the user's email address in the **New Email** field.
5. Click **Save Changes**.

Changing a User Name

1. Click **Search /List Users**.
2. Click the email address of the user whose name you want to change.
3. Next to **Name**, click **Change**.
4. Specify the user's new name.
5. Click **Submit**.

Deleting a User

When a user is deleted, the storage space and license keys assigned to that user become available for new users. Any machines assigned to that user are deleted and their data is no longer available for backup or restore.

1. Click **Search/List Users**.
2. Click the email address of the user to be deleted.
3. Click **Delete User**, then click **OK** to confirm the delete.

Logging In as a User

Administrator can be logged in as a specific user when the user is logged in and have the same rights and privileges as the actual user. Any open browser session will represent that real user as well.

1. Click **Search/List Users**.
2. Click the email address the user want to be log in as.
3. Click **Log in as User**.

Searching the User List

1. Click **Search/List Users**.
2. In the **Search** field, enter the text to search for.
3. Click **Submit**.
4. (Optional) To see the full list again, click **Clear Search**.

Filtering the User List

1. Click **Search/List Users**.
2. In the **Filter** drop-down list, select the desired filter.
3. Click **Submit**.

Exporting the User List

A summary of user list report can be exported through a CSV file that can be opened by a spreadsheet application.

1. Click **Search/List Users**.
2. Click **Export to Excel**.
3. Perform one of the following actions:
 - Click **Save to Disk** to save the file to disk, then click **OK**.
 - Select **Open with** to open the file immediately with the associated application, then click **OK**.
4. (Conditional) If you selected **Save to Disk**, browse to the location on your computer where you want to save the file, then click **OK**.

3. Managing the Client

The client software is the software that resides on user machines allowing users to configure their backups, restore files, and track their backup histories.

This chapter contains the following information to help you manage the client software:

Downloading the Pacnet DataVault Client

The Download DataVault Client window allows you to download the latest and the older versions of DataVault. It also includes the MD5 string, the date the client was generated and the release notes.

1. Click **Download Pacnet DataVault Client**.
2. Click the link for the client you want to download.
3. Save the file to your hard drive and launch it when you are ready to install.
4. Click **Release Notes** to view additional information about the client version.

4. Administering Machines

This chapter contains information for managing machines.

Topics:

- Using the Machines Window
- Viewing Machines
- Changing a Machine's Storage Space
- Search/List Machines
- Searching for Machines
- Filtering Machines
- Exporting the Machine List to a Spreadsheet
- Deleting a Machine
- Replacing a Machine

Using the Machines Window

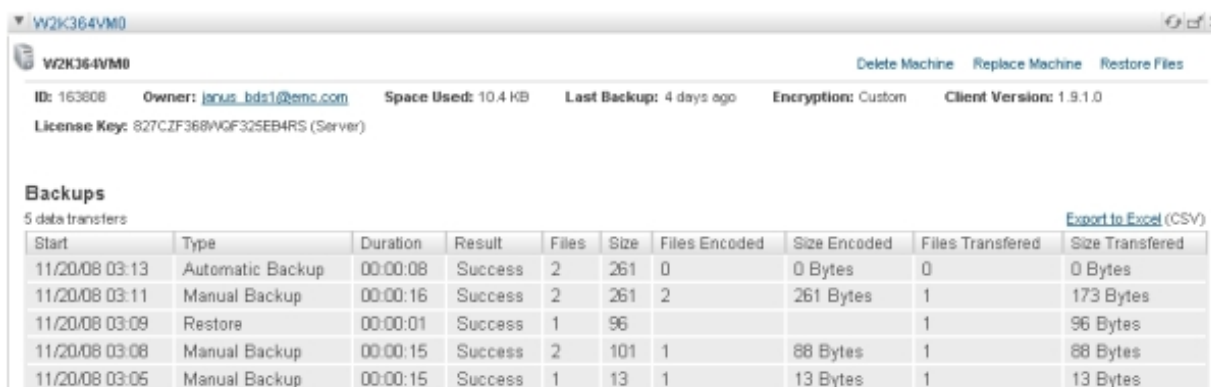
The Machines window provides information about machines.

From the Machines window, you can search for machines in the Machines list, enter the name of the user or machine in the **Search** field, then click **Search**. A list of available users and machines matching your search criteria appears.

Viewing Machines

You can view or edit an individual machine from a user account.

1. Click the machine's name from the **Search/List Machines** list.
A window appears at the bottom of the **Users** page.



W2K364VM0

W2K364VM0 [Delete Machine](#) [Replace Machine](#) [Restore Files](#)

ID: 163808 Owner: jacus_bds1@emc.com Space Used: 10.4 KB Last Backup: 4 days ago Encryption: Custom Client Version: 1.9.1.0
License Key: 827CZF368WQF325EB4RS (Server)

Backups

5 data transfers [Export to Excel \(CSV\)](#)

Start	Type	Duration	Result	Files	Size	Files Encoded	Size Encoded	Files Transferred	Size Transferred
11/20/08 03:13	Automatic Backup	00:00:08	Success	2	261	0	0 Bytes	0	0 Bytes
11/20/08 03:11	Manual Backup	00:00:16	Success	2	261	2	261 Bytes	1	173 Bytes
11/20/08 03:09	Restore	00:00:01	Success	1	96			1	96 Bytes
11/20/08 03:08	Manual Backup	00:00:15	Success	2	101	1	88 Bytes	1	88 Bytes
11/20/08 03:05	Manual Backup	00:00:15	Success	1	13	1	13 Bytes	1	13 Bytes

Figure 7: Machine Information

2. Click an individual machine in the first column to view and edit the information about that machine. The window shows the following information for backups:

- Start date and time for backups
- Type of backup (Automatic or Manual); this column also shows restores
- Duration of backup
- Result of backup (Success or Failure)
- Total number of files backed-up
- Total size of files backed-up (in bytes)
- Number of files encoded (compressed)
- Total size of files encoded
- Total number of files transferred (may not match total number of files backed up due to encoding)
- Total size of files transferred

The window shows the following information for restores:

- Unique ID for restores
- Date restore was requested
- Date restore finished
- Number of files retrieved
- Total size of files retrieved (in bytes)
- Download status (Expired or Downloaded)

Changing a Machine's Storage Space

You can change the storage space for a specific machine that belongs to a user.

To change the storage space for a specific machine:

1. Log in to the Admin Console.
2. In the left menu, click **Search/List Machines** under Users.
3. In the Storage Used column next to the machine you want to change, click **change**.
4. Enter the amount of backup storage (in GB) you want to allocate for the machine, then click **Save**.

Note: Please ensure the storage quota allocated does not exceed the total storage quota purchased.

Search/List Machines

After a machine is activated, it is listed when you click **Search/List Machines**.



The screenshot shows a web interface window titled "Search / List Machines". It features a search bar with a "Submit" button and a filter dropdown menu currently set to "None". Below the search bar, it indicates "2 machines" and provides an "Export to Excel (CSV)" link. A table displays the following data:

Machine	User	Storage Used	Created	Backed Up
Machine 1	mozyprouser@gmail.com	2.8 MB / 2 GB	08/09/07	6 days ago
Machine 2	mozyadmin@example.net	2.8 MB / 2 GB	07/31/07	9 days ago

Figure 8: Machine List

The Search/List Machines window displays the following information:

- Each machine's name
- The machine's corresponding user's name
- The amount of storage space used for each machine and the machine's quota
- The date each machine's account was created
- The amount of time elapsed since the machine's last backup

Searching for Machines

1. Click **Search/List Machines**.
2. In the **Search** field, enter the text to search.
3. Click **Submit**.

Filtering Machines

1. Click **Search/List Machines**.
2. In the Filter drop-down list, select the appropriate filter.
There are four options for filtering the list of machines:
 - None
 - Backed up within 24 hours
 - Backed up within 1 week
 - Backup over 1 week old

When there is no filter selected, the Filter drop-down list is set to **None**.

3. Click **Submit**.

Exporting the Machine List to a Spreadsheet

You can export the Machine list and either search results or filter results to a CSV file that can be opened in a spreadsheet.

1. Click **Search/List Machines**.
2. Click **Export to Excel (CSV)**.
3. Perform one of the following:
 - Select **Save to Disk** to save the file to disk, then click **OK**, navigate to the location on your machine where you want to save the file, then click **OK**.
 - Select **Open with** to open the file immediately with the associated application, then click **OK**.

Deleting a Machine

1. Click **Search/List Machines**.
2. Click the name of the machine you want to delete.
3. Click **Delete Machine**, then click **OK** to confirm the deletion.
When a machine is deleted, its key becomes available for reuse. The data from that machine is no longer available and cannot be restored.

Replacing a Machine

When you replace a machine, the backup data and history for the selected machine is replaced with the backup data and history of another machine. The machine that was replaced will no longer be backed up and its data is removed.

If the replacement machine remains in the same user group as the original machine, the replacement machine retains the configuration of the original machine. If the replacement machine is placed in a different user group, it inherits the configuration of the new group.

1. Click **Search/List Machines**.
2. Click the name of the machine you want to replace.
3. Click **Replace Machine**.
4. From the list of machines, select the replacement machine to replace the current machines backup data and history with.
5. Click **Submit**, then click **Submit** again to confirm the replacement.

5. Managing Resources

Assigning Keys

Because each user must have a unique license key, DataVault allows you to assign keys to individual users within your account. Depending on how you have transferred resources, you might see a list of the available keys in your account or you might have to select a user group to assign the keys to.

1. Log in to the Admin Console.
2. In the left menu, click **Assign Keys** under **Resources**.
3. If you have assigned resources to multiple user groups, select the user group, then click **Submit**.
If you do not have keys available to assign, you will be prompted to purchase additional keys.
4. Enter the email address of the user you want to assign the key to.
5. If you want DataVault to automatically send an email to the user, select **Send emails**.
6. Click **Assign**.

6. Managing Backup Reports

DataVault provides reports that let you quickly view information about backup history and backup health. This chapter contains the following sections:

Topics:

- Backup History
- Backup Health Graph

Backup History

The Backup History graph displays a snapshot of the number of backups that have taken place in your account during the last 24 hours, week(s), month(s) or year(s).

You can view your graphical backup history.

1. Click **Backup History**.
2. In the **Backup History** drop-down list, select your desired time frame.

For example, the following image shows the Month view:



Figure 9: Backup History

Creating a Custom Time Frame Graph

1. Click **Advanced**.
2. In the **Interval** fields, enter your desired time period.
3. Click **Update Graph**.
4. To return to the basic graph again, click **Simple**.

Backup Health Graph

The Backup Health graph displays how often each machine in your account backs up its data.

The stack of all three colors represents all the machines in your account. The graph shows how many completed backups there were within a predefined time frame including the last 24 hours, week, month or year.

The Backup health graph shows a graphical history of your users' backup health.

1. Click **Backup Health**.
2. In the **Backup Health** drop-down list, select your desired time frame.



Figure 10: Backup Health Graph

Creating a Custom Backup Health Graph

1. Click **Backup Health**.
2. Click **Advanced**.
3. In the **Interval** fields, enter your desired time period.
4. Click **Update Graph**.
5. To return to the basic graph again, click **simple**.

7. Obtaining Support

This chapter contains the following topics to help you gain access to support if you encounter problems using DataVault:

Support

The Support tools provide links to Administrative Guide, User Guide, Frequently Asked Questions (FAQs) and contact information for DataVault.

Appendix A: Selecting File Attributes

Use the second drop-down to select a file attribute for the backup set. The available options are:

Topics:

- File Type
- Size
- Last Modified
- Created
- File Name
- Folder Name

File Type

Specify the file extension in the text box. Examples are .exe, .doc, .txt, .pdf.

Include File type pdf

Size

Select either **is less than** or **is greater than** for your option, then specify the number of kilobytes in the text box.

Include Size is greater than 64 KB

Last Modified

Select either **before**, **after**, or **between** from the next drop-down list.

Before and **after** allow you to select one date for the date field. If you select **between**, two date fields appear so you can set the range.

You can enter the date manually or select the date from a calendar that appears when you click the date field drop-down menu.

Include Last modified between 1/ 2/2007 8/ 2/2007

Created

Select either **before**, **after**, or **between** from the next drop-down list.

Before and **after** allow you to select one date for the date field. If you select **between**, two date fields appear so you can set the range.

You can enter the date manually or select the date from a calendar that appears when you click the date field drop-down menu.

Include Created after 1/ 2/2007

File Name

Select one of the following from the next drop-down list:

- is
- is not
- starts with
- doesn't start with
- ends with
- doesn't end with

Specify the word or characters in the text box.

Include	▼	File name	▼	starts with	▼	D
---------	---	-----------	---	-------------	---	---

Folder Name

Select one of the following from the next drop-down list.

- is
- is not
- starts with
- doesn't start with
- ends with
- doesn't end with

Specify the word or characters in the text box and then select the desired if you want just **Files** or **Files and folders**.

Include	▼	Folder name	▼	ends with	▼	ment	Files and folders	▼
---------	---	-------------	---	-----------	---	------	-------------------	---