

Intronis Backup Agent – Solarwinds MSP N-central Integration Guide

Version 1.2



Revision History

Status	Changes	Date
Final.	New	March, 2018

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Intronis Backup Agent – Solarwinds MSP N-central Integration Guide

INTRODUCTION

This chapter includes the following topics:

- Audience
- About This Document
- Related Documentation
- Barracuda MSP Partner Support

Audience

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

About This Document

The scope of this document is limited to the Barracuda Intronis Backup Agent interface with Solarwinds MSP N-central. Refer to the Solarwinds MSP N-central documentation for more information.

This User Guide provides the following information:

Chapter	Contents
Introduction	Information about this document.
1	Intronis Backup Agent and Solarwinds MSP N-central Configuration
2	Intronis Backup Agent Windows Event Viewer IDs Reference
3	Contacting Partner Support

Related Documentation

The following documentation is available from Barracuda MSP:

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



Barracuda MSP Partner Support

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

Phone: 800.569.0155, Option 1 or 617.948.5300

Email: partnersuccess@barracudamsp.com

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

Click the following link:

Link: <http://barracudamsp.com/partner-success-resources/>

Chapter 1. Intronis Backup Agent and Solarwinds MSP N-central Configuration

This chapter includes the following topics:

- Intronis Backup Agent and Solarwinds MSP N-central
- Component Prerequisites
- Solarwinds MSP N-central RMM Configuration Procedures

Intronis Backup Agent and Solarwinds MSP N-central

The integration of the Intronis Backup Agent with the Solarwinds MSP N-central allows MSPs to monitor backup and recovery statuses and notifications through the same interface used to manage other service offerings.

The Intronis Backup Agent cooperates with the MSP N-central software by allowing you to use its Windows Applications and Services Log to monitor devices (similar to the Windows Event Log Service).

Component Prerequisites

The following components are required:

- MSP N-Central Agent Software is installed on the device(s) to be monitored
- Intronis Backup Agent software is installed
- Windows Server WMI is enabled
- Service Template is installed for monitoring devices (Contact Partner Support for the BarracudaMSP Service Template)
- Devices to be monitored are configured in Professional Mode

Solarwinds MSP N-central RMM Configuration Procedures

This section includes the following procedures:

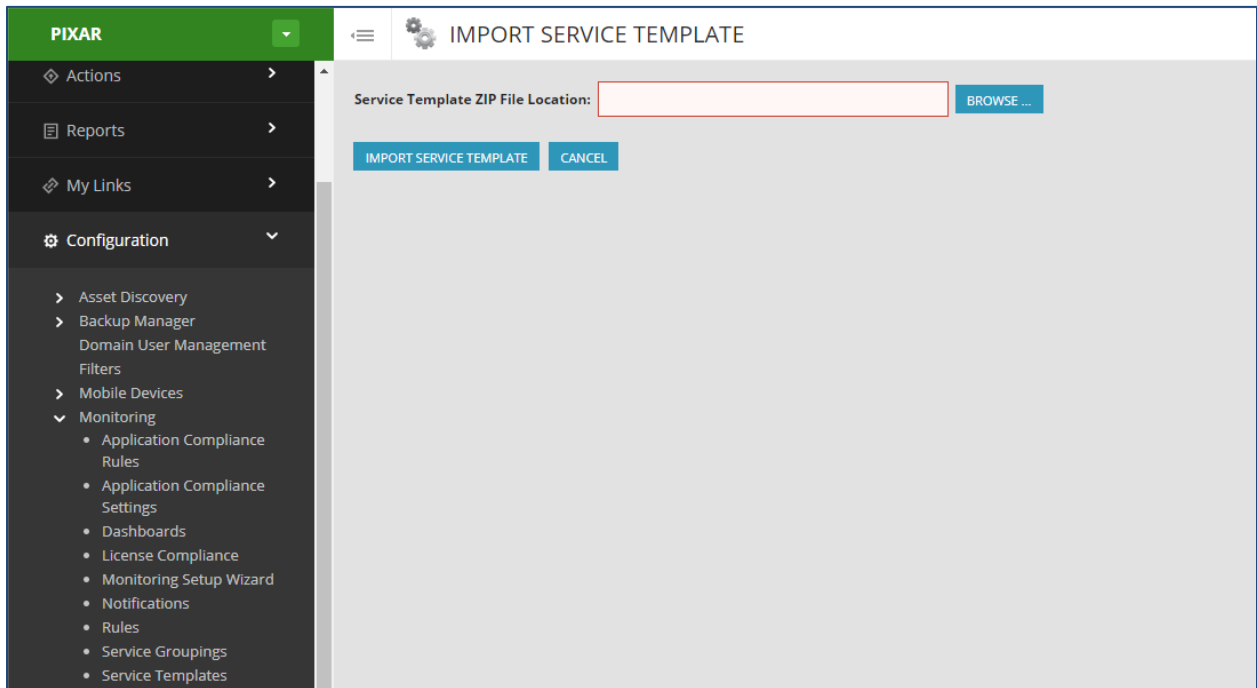
- Importing the Barracuda MSP Monitoring service template
- Applying the service template for monitoring Intronis Backup Agent Processes on a Device within MSP N-central
- Verifying Intronis Backup Agent Processes are being monitored on a Device

Importing the Barracuda MSP Monitoring Service Template

To import the Barracuda MSP Monitoring service template within the MSP N-central portal, perform the following steps.

1. At the MSP N-central portal PIXAR navigation pane, click **Configuration, Monitoring, Service Templates**, and then click **Import**.

The Import Service Template page is displayed.



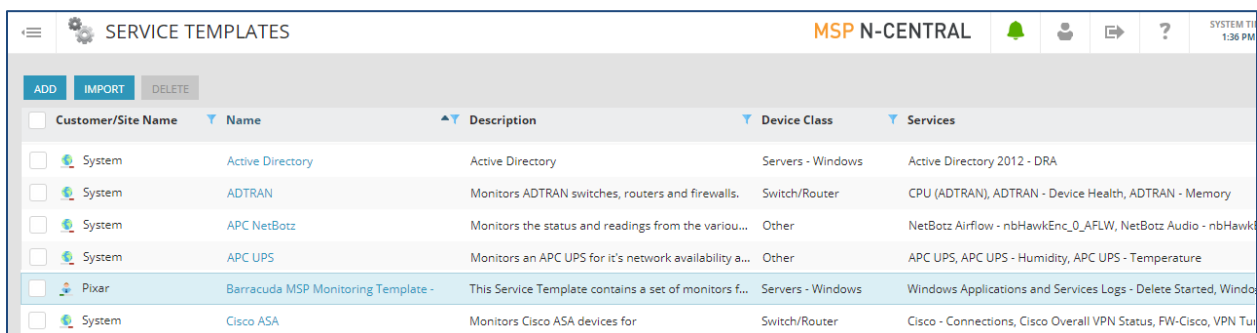
2. Click **Browse** to navigate to and select *ServiceTemplateExport.zip*.
3. Click **Import Service Template**.

The service template and its associated services are imported.

Note: Solarwinds N-central verifies that the service configuration is valid.

4. Click **OK**.

The Barracuda MSP Monitoring Template is displayed in the Service Templates page, as shown below.



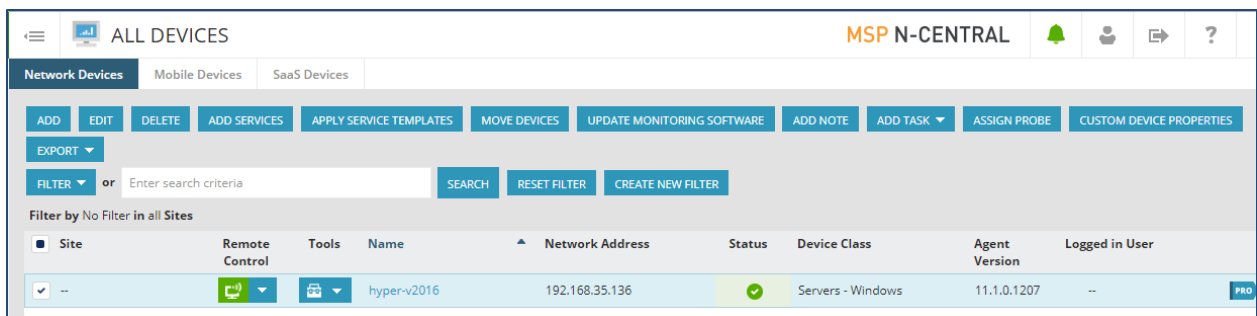
Customer/Site Name	Name	Description	Device Class	Services
System	Active Directory	Active Directory	Servers - Windows	Active Directory 2012 - DRA
System	ADTRAN	Monitors ADTRAN switches, routers and firewalls.	Switch/Router	CPU (ADTRAN), ADTRAN - Device Health, ADTRAN - Memory
System	APC NetBotz	Monitors the status and readings from the variou...	Other	NetBotz Airflow - nbHawkEnc_0_AFLW, NetBotz Audio - nbHawk...
System	APC UPS	Monitors an APC UPS for it's network availability a...	Other	APC UPS, APC UPS - Humidity, APC UPS - Temperature
Pixar	Barracuda MSP Monitoring Template -	This Service Template contains a set of monitors f...	Servers - Windows	Windows Applications and Services Logs - Delete Started, Windo...
System	Cisco ASA	Monitors Cisco ASA devices for	Switch/Router	Cisco - Connections, Cisco Overall VPN Status, FW-Cisco, VPN Tui...

Applying the Service Template for Monitoring Intronis Backup Agent Processes on a Device within MSP N-Central

To apply the template for monitoring Intronis Backup Agent processes on a device within MSP N-central, perform the following steps.

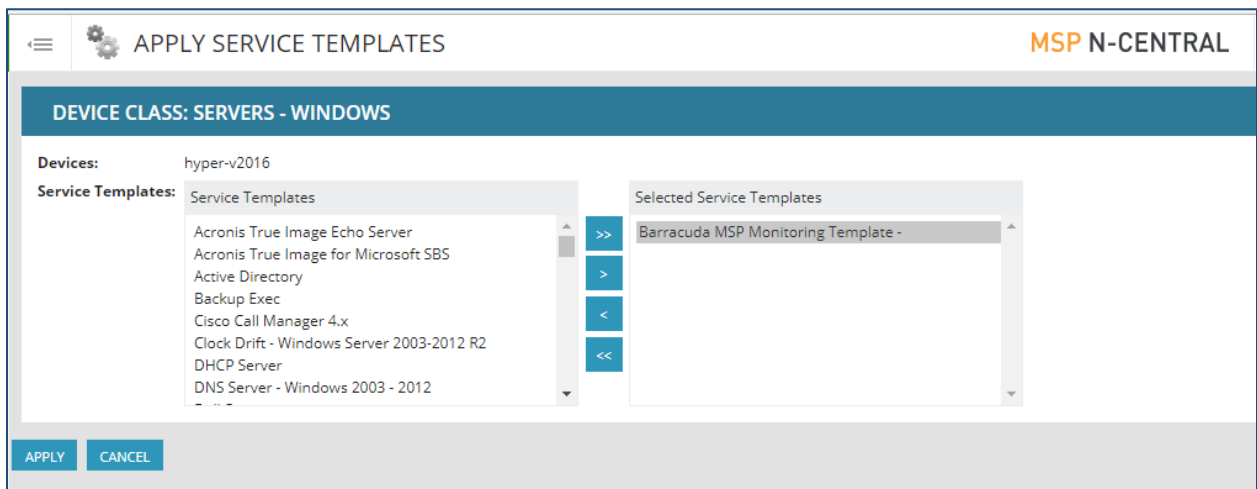
1. At the MSP N-central portal navigation pane, click **Views, All Devices**, and then select the check box of the device(s) to be monitored.

The All Devices page is displayed.

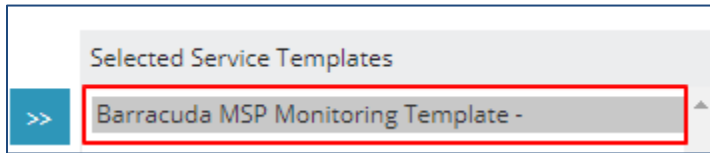


2. Select **Apply Service Templates**.

The Apply Service Templates page is displayed.

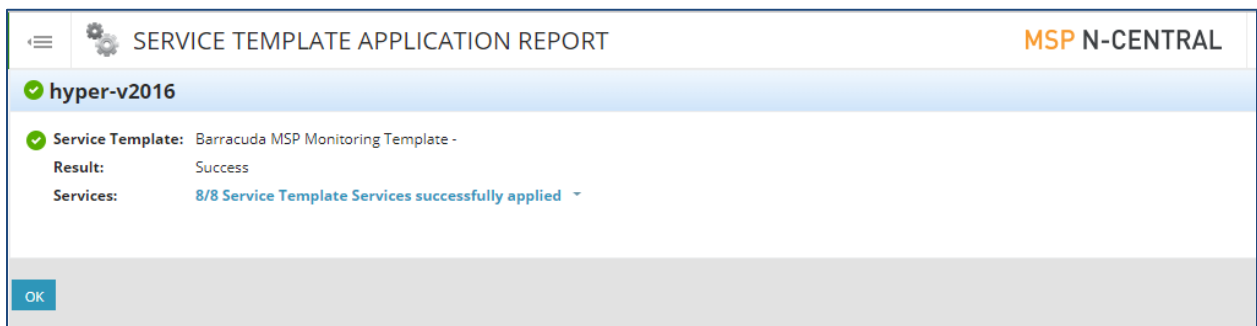


3. Select the **Barracuda MSP Monitoring Template**, as shown below.



4. Click the **APPLY** button.

The Solarwinds N-central Service Template application report is displayed, as shown below.



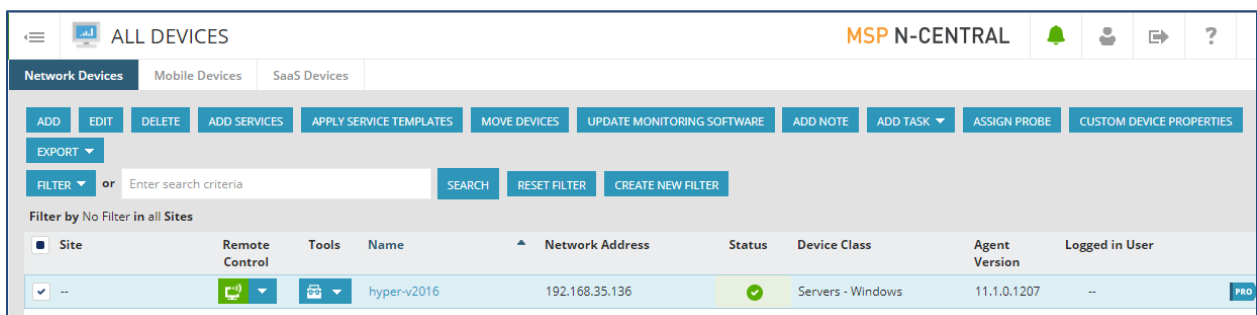
5. Click **OK**.

Verifying Intronis Backup Agent Processes are being Monitored on a Device

To verify Intronis Backup Agent processes are being monitored on a device, perform the following steps.

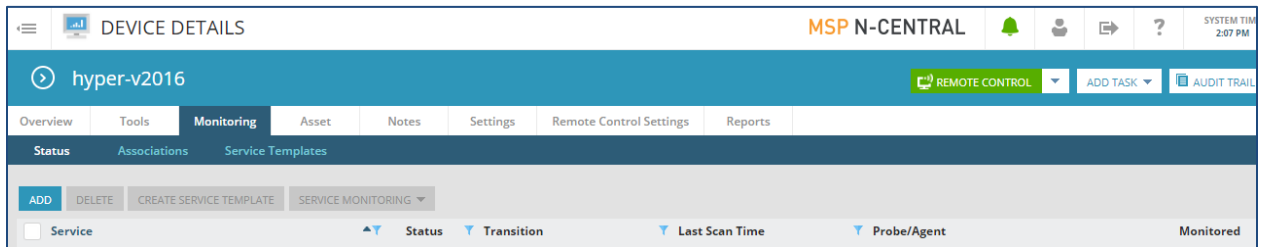
1. At the MSP N-central portal navigation pane, click **Views, All Devices**.

The All Devices page is displayed.



2. Click the devices being monitored.

The Device Details page is displayed.



3. Select the **Monitoring** tab.

The monitored Intronis Backup Agent services status is listed in the Service column, as shown below.

Service	Status	Transition	Last Scan Time	Probe/Agent	Monitored
Agent Status	✓	2018-Mar-12 14:38	2018-Mar-14 14:00	Central Server Asset	ON
Windows Applications and Services Logs - Backup Canceled	✓	2018-Mar-14 13:51	2018-Mar-14 13:57	Local Agent	ON



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Chapter 2. Intronis Backup Agent Windows Event Viewer IDs Reference

The following table provides the Intronis Backup Agent Windows Event Viewer IDs.

Intronis Backup Agent Event	Monitor Type	Monitor Description	Event Log	Event Source	Event ID	Severity Information	Details Search Text	Event Collection Enabled
Backup Finished	Windows Event	Backup Finished	Application	BackupAgent	8193	Information	[BACKUP Finished]	Event Collection Enabled
Backup Finished with Errors	Windows Event	Backup Finished with Errors	Application	BackupAgent	8193	Error	[BACKUP Finished]	Event Collection Enabled
Backup Finished with Warnings	Windows Event	Backup Finished with Warnings	Application	BackupAgent	8193	Warning	[BACKUP Finished]	Event Collection Enabled
Backup Canceled	Windows Event	Backup Canceled	Application	BackupAgent	8193	Warning	[BACKUP Canceled]	Event Collection Enabled
Backup Canceled with Errors	Windows Event	Backup Canceled with Errors	Application	BackupAgent	8193	Error	[BACKUP Canceled]	Event Collection Enabled
Full Backup Started	Windows Event	Full Backup Started	Application	BackupAgent	1025	All	N/A	Event Collection Enabled
Differential Backup Started	Windows Event	Differential Backup Started	Application	BackupAgent	2049	All	N/A	Event Collection Enabled
Incremental Backup Started	Windows Event	Incremental Backup Started	Application	BackupAgent	4097	All	N/A	Event Collection Enabled
Continuous Backup Started	Windows Event	Continuous Backup Started	Application	BackupAgent	16385	All	N/A	Event Collection Enabled
Restore Started	Windows Event	Restore Started	Application	BackupAgent	2	All	N/A	Event Collection Enabled
Restore Finished	Windows Event	Restore Finished	Application	BackupAgent	8194	Information	[RESTORE Finished]	Event Collection Enabled
Restore Finished with Errors	Windows Event	Restore Finished with Errors	Application	BackupAgent	8194	Error	[RESTORE Finished]	Event Collection Enabled
Restore Finished with Warnings	Windows Event	Restore Finished with Warnings	Application	BackupAgent	8194	Warning	[RESTORE Finished]	Event Collection Enabled
Restore Canceled	Windows Event	Restore Canceled	Application	BackupAgent	8194	Warning	[RESTORE Canceled]	Event Collection Enabled
Restore	Windows	Restore	Application	BackupAgent	8194	Error	[RESTORE	Event

Intronis Backup Agent Event	Monitor Type	Monitor Description	Event Log	Event Source	Event ID	Severity Information	Details Search Text	Event Collection Enabled
Canceled with Errors	Event	Canceled with Errors					Canceled]	Collection Enabled
Delete Started	Windows Event	Delete Started	Application	BackupAgent	4	All	N/A	Event Collection Enabled
Delete Finished	Windows Event	Delete Finished	Application	BackupAgent	8196	Information	[DELETE Finished]	Event Collection Enabled
Delete Finished with Errors	Windows Event	Delete Finished with Errors	Application	BackupAgent	8196	Error	[DELETE Finished]	Event Collection Enabled
Delete Finished with Warnings	Windows Event	Delete Finished with Warnings	Application	BackupAgent	8196	Warning	[DELETE Finished]	Event Collection Enabled
Delete Canceled	Windows Event	Delete Canceled	Application	BackupAgent	8196	Warning	[DELETE Canceled]	Event Collection Enabled
Delete Canceled with Errors	Windows Event	Delete Canceled with Errors	Application	BackupAgent	8196	Error	[DELETE Canceled]	Event Collection Enabled
Reset Started	Windows Event	Reset Started	Application	BackupAgent	8	All	N/A	Event Collection Enabled
Reset Finished	Windows Event	Reset Finished	Application	BackupAgent	8200	All	N/A	Event Collection Enabled

Chapter 3. Contacting Partner Support

This chapter includes the following topics:

- How and When to Contact Partner Support
- 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.
- Emailing partnersuccess@barracudamsp.com

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

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 Barracuda MSP can access it to find all relevant information.

Depending on the backup solution, a remote connection to the machine may be necessary.