



Cloud Backup

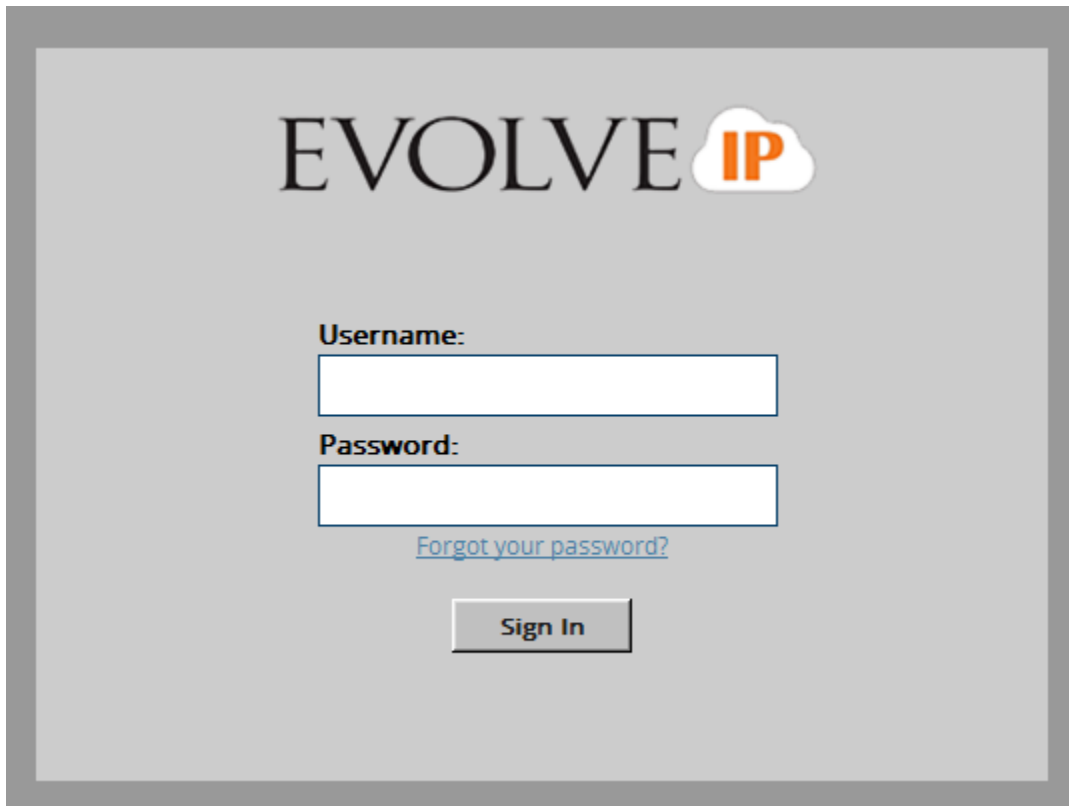
Quick Start Guide

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Logging in

Once you become an Evolve IP Cloud Backup customer, you can log in with your username and password Go to <https://evolveip.managemybackups.com/>



The screenshot shows the Evolve IP login interface. At the top center is the Evolve IP logo. Below it are two input fields: one for the username and one for the password. A blue link labeled "Forgot your password?" is positioned below the password field. At the bottom center is a "Sign In" button.

Enter your username and password to log in.

Adding Computers to Accounts

Once you have created an account, you can begin adding computers to it.

To add computers to an account, click the Manage Accounts/Computer tab, highlight the account and select Add Computer.

The screenshot shows the Evolve IP Management Dashboard. At the top, it says "Hi eipdemo you are logged in | Log out". Below that are navigation tabs: Home, Manage Accounts/Computers, View Reports, Download Installer, and Contact Information. The main area is titled "Management Dashboard" and "View, Edit, and Manage Your Account".

Under the "MANAGE" section, there are account details for "Evolve IP":

- Company name: Evolve IP
- Name: Evolve IP
- Contact and billing address: 989 Old Eagle School Rd, Wayne, PA 19087, US
- Phone number: 610-232-0433
- Username: eipdemo
- Email address: mreydy@evolveip.net
- Online usage: 300.48 GB
- Custom field: --

To the right of these details is a line graph showing cloud usage from 12/19/2014 to 10/07/2015. Below the details is an "Add Computer" button.

Below the "Add Computer" button is a table of existing computers:

Computer	Version	Cloud usage	Local backup	Preferences
Cust1-Web-0002	5.4.4	118.80 GB	--	--
Dan G Dell E5310-0003	5.4.4	53.01 GB	--	--
Godfrey-VDI-0004	5.4.4	947.51 MB	--	--
Test-0005	--	0.00 B	--	--
Eric Desktop-0006	5.4.4	59.30 GB	--	--
Dans PC-0007	--	0.00 B	--	--
ZVM-0008	5.4.4	53.59 GB	--	--
Jason Evolved Off.-0009	5.4.4	14.85 GB	--	--
Dan Godfrey11a-0010	--	0.00 B	--	--

At the bottom of the dashboard, there is a footer with copyright information: "Copyright © Online Backup Solutions 2015. All trademarks used herein are the property of their respective owners." and contact info: "support@evolveip.net 877-459-4347".

The screenshot shows the "Computer: New Computer (Evolve IP)" form. At the top, it says "Hi eipdemo you are logged in | Log out". Below that are navigation tabs: Home, Manage Accounts/Computers, View Reports, Download Installer, and Contact Information. The main area is titled "Computer: New Computer (Evolve IP)" and "New Computer".

Under the "COMPUTER INFORMATION" section, there are three input fields:

- Computer name: *
- Email address: * (name@company.com)
- Phone number: *

Below the input fields are "Save" and "Cancel" buttons.

Below the "COMPUTER INFORMATION" section is a table with columns: Activity, Settings, Backup, Delete, and Restore. The table is currently empty, with the message "There is no activity on this computer." displayed in the center.

At the bottom of the form, there is a footer with copyright information: "Copyright © Online Backup Solutions 2015. All trademarks used herein are the property of their respective owners." and contact info: "support@evolveip.net 877-459-4347".

Figure 1 Complete the form for each computer to be added then click Save.

Installing the Software

With Evolve IP Cloud Backup, there are several different methods for deploying the software including:

- Download the Backup Agent software
- Create a custom Backup Agent installer
- Deploy the Backup Agent software with RMM

Once you have created an Account and added Computers to the Account, you can start downloading and installing the Backup Agent Software.

Download the Backup Agent Software



To download the backup agent software, click the Download Installer tab and select “installer”

You will then be able to Run or Save the software and install it onto the computer.

Create a custom Backup Installer

By creating a Custom Installer, you can create an installer file that will allow the software to self-install with the proper username, password and Computer ID.

This option allows you to them configure the Backup Agent's settings from the Management Portal.

From the Manage Accounts/Computers tab, locate the computer that you would like to create the installer for.

The screenshot shows the 'Management Dashboard' for 'Evolve IP'. It includes account information, a line graph of cloud usage from 10/07/2014 to 01/07/2015, and a table of managed computers. An orange arrow points to the 'Create Installer' button in the top right of the computer list.

Computer	Version	Cloud usage	Local backup	Preferences
Cust1-Web-0002	5.4.4	118.80 GB	--	--
Dan G Dell E5510-0003	5.4.4	53.01 GB	--	--
Godfrey-VDI-0004	5.4.4	947.51 MB	--	--
Test-0005	--	0.00 B	--	--
Eric Desktop-0006	5.4.4	59.30 GB	--	--

Once you click Create Installer, you will see a popup including the link to the customer installer software and the ability to copy and paste the link or email it to the contact for this computer.

The screenshot shows a 'Management Dashboard' with a 'Installer Created' popup window. The popup contains a download link, a note about the link's expiration, and an email input field.

Installer Created

To download the installer for this computer, visit the link below:

<https://evolveip.managemybackups.com/Installer.ashx?EvolveIPCloudBackup&SoftwareID=9c83f78f-0caf-4bea-a150-a8aa86ed0759&TokenID=51a5d70c-2fd6-6ed2-c3ab-398060bb017b>

(The link will expire in 7 days)

Email the link to the following address (optional):

Deploy the Backup Agent software with an RMM

Once you have downloaded the installer, you can deploy it through RMM tools such as Kaseya, Level Platforms or N-able.

To do so, use the following command line switches:

/Username=user_test *(Specifies the username to be used during Monitor setup - only for new accounts)*
/Password=1234567 *(Specifies the password to be used during Monitor setup - only for new accounts)*
/ComputerID=0000 *(Specifies the Computer ID to be used during Monitor setup - only for new accounts)*
/ManagedKey *(If added, managed key will be used during Monitor setup - only for new accounts)*
/Silent *(Runs the installer in silent mode - user interaction is not required)*
/SuppressMsgBoxes *(Combined with /silent, suppresses setup message boxes)*
/VerySilent *(Will not display any software message boxes or screens unless errors are encountered)*

Note: All parameters are case sensitive.

Creating Backups

There are several specific types of backup sets that can be created based on your needs:

- File and Folder Backup
- Exchange Information Store Backup
- Exchange Mailbox Backup
- SQL Backup
- System State Backup
- Virtual Machine Backup

File and Folder Backup

This option will let you back up individual files and folders.

Exchange Information Store Backup

This option will let you back up an entire Exchange Information Store.

Exchange Mailbox Backup

This option will let you backup individual Exchange mailboxes. This option should not be used for full Exchange disaster recovery.

SQL Backup

This option will let you back up SQL databases.

System State Backup

This option will let you back up the computer's system state data.

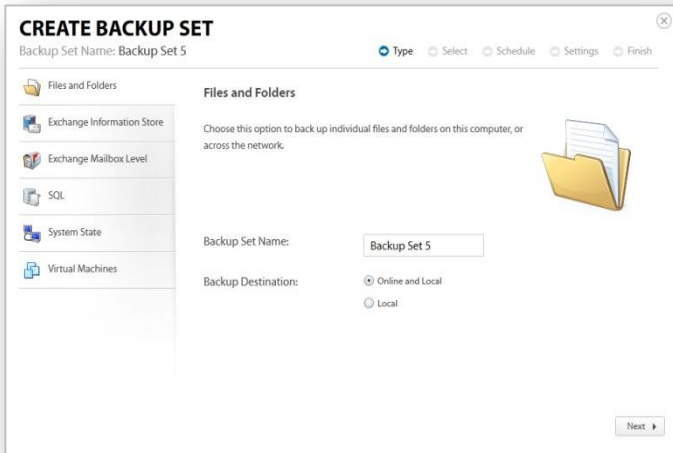
Virtual Machine Backup

This option will let you backup up VMware images. You can back up VMware images using QuickSpin, which will let you recover your VMs locally in a matter of minutes, or using Standard backup to the cloud.

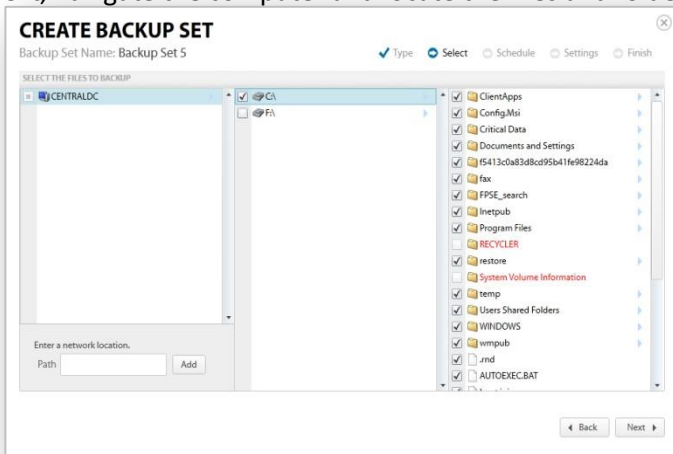
Backup Set Creation

When creating a backup set, select the type of backup set you want to create, provide a name for the backup set and select your backup destination – Online and Local or Local Only

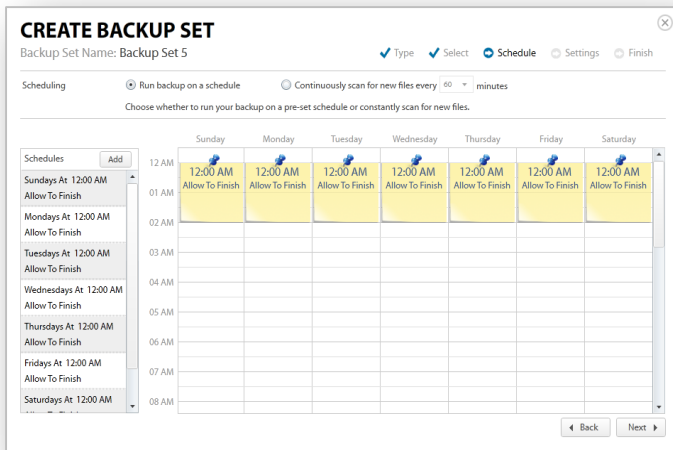
Note: The following steps will demonstrate how to create a file and folder backupset.



Next, navigate the computer and locate the files and folders to be backed up and click Next.

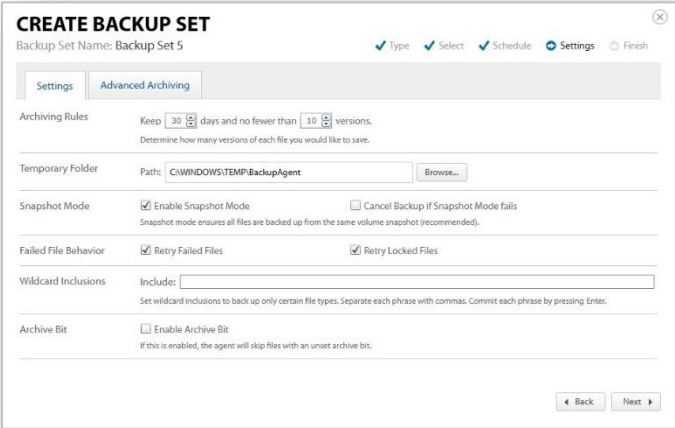


Create a schedule for when you want your backup set to run by clicking and dragging the sticky notes or clicking add to create new dates and times, and then click Next.

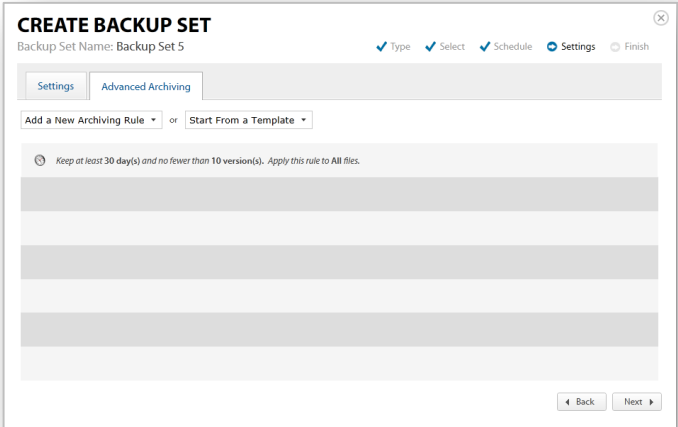


Define your settings for the backup set

- Archiving Rules
- Temporary Folder
- Snapshot Mode
- Failed File Behavior
- Wildcard Inclusions
- Archive Bit



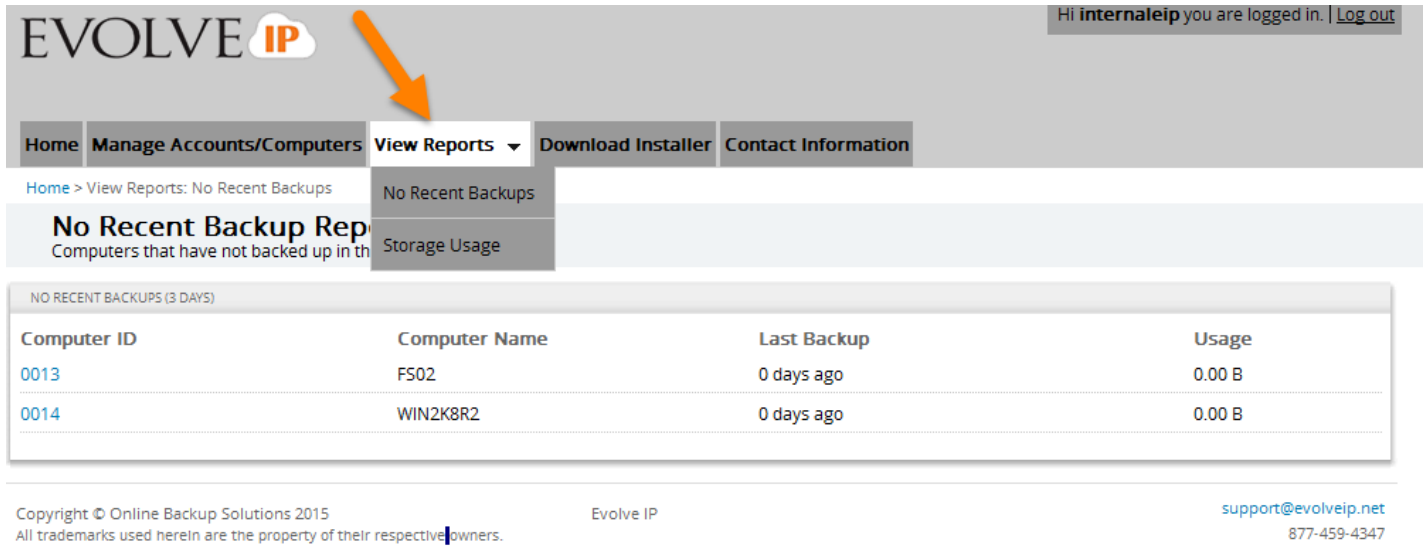
If there are any advanced archiving rules you would like to create, click the Advanced Archiving tab and you can do so here. Then click Next.



Reporting Capabilities

Configure Reporting

The Management Portal offers you several reporting capabilities to help you proactively monitor your cloud backup and recovery solution.



The screenshot shows the Evolve IP Management Portal interface. At the top right, it says "Hi internaleip you are logged in. | [Log out](#)". The main navigation bar includes "Home", "Manage Accounts/Computers", "View Reports" (with a dropdown arrow), "Download Installer", and "Contact Information". An orange arrow points to the "View Reports" dropdown menu, which is open and shows two options: "No Recent Backups" and "Storage Usage". Below the navigation, there is a breadcrumb trail: "Home > View Reports: No Recent Backups". The main heading is "No Recent Backup Rep" with a sub-heading "Computers that have not backed up in th". Below this is a table titled "NO RECENT BACKUPS (3 DAYS)".

Computer ID	Computer Name	Last Backup	Usage
0013	FS02	0 days ago	0.00 B
0014	WIN2K8R2	0 days ago	0.00 B

At the bottom of the page, there is a footer with copyright information: "Copyright © Online Backup Solutions 2015. All trademarks used herein are the property of their respective owners." The Evolve IP logo is also present. On the right side of the footer, there is contact information: "support@evolveip.net" and "877-459-4347".

In order to review your reporting, click the “View Reports” tab and select either the “No Recent Backups” report or the “Storage Usage” report.

Contacting Support

Prior to contacting our Partner Support Team, please attempt level one troubleshooting of the issue

Here are some common things you can check:

- Access the logs through the management portal or on the local software.
- 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
- When a failed Backup notice is received, try to reproduce the issue or manually run a backup.
- Check our growing Knowledge Base for relevant articles.

When you contact our Support Team, please have the user name of the client having the issue.

Please have any warnings, exceptions or error messages handy if possible.