

nexetic

Nexetic Shield Backup Control Panel Getting Started



Vendor Information

- General Information page contains basic and contact information of the Vendor
- Support email and Support phone are important, as they will be shown to end users in the Client
- Software version updated automatically
- Remember to click Save after adding or editing any info

exetic	DASHBOARD ACCOUNTS	VENDOR INFORM	ATION ? S
Ceneral info	rmation Email templates	Settings	Branding
Vendor	NX Test		
Contact email	info@companix.com		
Contact phone	+44 010 123456		
Support email	support@companix.com		
Support phone	+44 010 123457	×	
Software version	2.0.3.200		



Email templates

Emails will be sent to users when..

- Adding a new end user
- Transferring the service to a new computer
- Changing a password
- Texts on the templates can be customised
- Remember to update your Support contact info in the signature

*						
General informa	ation	Email templates	Settings	Branding	Alerts	Admin users
Language	Engli	sh	~			
Details for account creation	email (invit	te) (English)				
Sender	Nexe	tic Support <support@nexetic.co< td=""><td>m></td><td></td><td></td><td></td></support@nexetic.co<>	m>			
Subject	Insta	lling Nexetic Shield				
			Styles Pa = = = = = = = = = = = = = = = = = = =	ragraph ▼ Font Famil ↓ ♥ 孝 @ m ×, × ³ Ω ☺ ∏ ∞	y Font Size	- <u>*</u> -
	Hello, Thank Please 1. Do 2. Ins 3. Rea The a Usern Passw So, in	you for buying Nexetic Shield backup a follow the instruction to reinstall the wnload Nexetic Shield for <u>Windows</u> or tall the application and follow the scr ady! pplication asks for username and pas ame: %username% ord: %password% stall the program to make sure your i	p service. This program v : application: OS X een instuctions. Copy and sword during setup: important files are alway	will automatically backup a d paste the username and s backed up.	ll important files on y password mentioned	our computer. below.
	Best F Nexet email	Regards ic Customer Service support@nexetic.com				



= Default settings for new client accounts

Timing:

- Turn off no backups are being made
- Continuous data is backed up automatically every few minutes (recommended option)
- Daily data is backed up once a day. You can select time for the daily backup.





- By default all files and folders on end users' computers will be backed up.
- In Exclusions, click Change to exclude files and folders from the backup.
- You can choose not to back up e.g. external drives, compressed files, program files etc. When completed, click OK and close Exclusions window.





- In Bandwidth you can choose maximum bandwidth that is allowed for the backup service.
- Unlimited bandwidth can be used as default.
- Option to Show alerts for end user in case of errors or problems.





- Access right: whether end user has rights to make any changes to the settings in the client program
- Full rights: end users can change all basic and advanced settings in the client program
- Blocked:
 - End users have no right to make any changes to the settings in the client program; only language selection is available.
 - However, end users have viewing right to all their settings.

Access right	full rights	~
Store deleted	full rights blocked	
Backup hidden files		
Alert from failed after	5 retries 🕥	
Remind to backup after	30 Aays 🚯	
l og level	General	



- In Store deleted you can choose for how many days deleted files will be kept among the backups. The default value of 30 is recommended.
- The system will send out an alert in case backing up data fails only if alerts have been switched on (see section Alerts).
- In Alert from failed after you can choose how many failed retries are allowed until an alert is sent out. Value 5 can be used as a default.

Access right	full rights	~
Store deleted	30 Aays 🕐	
Backup hidden files		
Alert from failed after	5 retries 🚯	
Remind to backup after	30 Aays 🕜	
Log level	General	~
Proxv	No Proxy	
0.535.507.53		
1990 - 1997 - 1	Auto Proxy	



- In Remind to backup after you can set after how many days a reminder will be sent if there has been no backup.
- Log level can be chosen from the options low, general and detailed. Often logging on general level is adequate.





Branding

- If your company is selling Nexetic backup service under your own brand, in Powered by Nexetic or White Label program, you can also customize the layout of control panel.
- You can replace Nexetic logo with your own company logo
 - Click Change in Header logo, and upload the logo from your computer
 - Similarly, you can remove the current logo by clicking Change





Branding

- Add your company www address at website URL. Clicking the header logo will take you to this address.
- Favicon refers to the small icon at the beginning of the address bar. It is often the company logo or other relevant symbol. To customise it, choose Change in Favicon to upload the icon from your computer.



Alerts

- If anything unexpected happens with the backup service - such as failed backup or disk space running out - there is an option to send out an alert either / both to Vendor Support, Company Support (if any), and directly to end users.
- Please note that alerts can only be sent out in case they have been set on - make sure Send email alerts is set as ON.
- At Email message you can edit email templates that are being sent to the users in case of alarms. Contents of the message depend on the alert type.







Alerts

- Fill in your company Support email address in Send email alerts
- When disk space reserved for a client account is about to run out, our system sends out an automatic warning. Add the email address of your company Support at Send warning when 5% disk space is left to. You can add several email addresses by separating them by a comma.

General information	n Email templates	Settings	Branding	Alerts	
Send email alerts	ON				
Email message	Edit				
Send email alerts to	info@companix.com				
Send warning when 5 % disk space is left to	info@companix.com	×			
Alerts of Standard clients. Send to vendor	ON				
Alerts of Standard clients. Send to end users	ON				
Alerts of Server clients. Send to vendor	ON				
Alerts of Server clients. Send to end users are Ship	ON				
Send reminder if client is not installed after 14 days of invitation	ON				

Alerts

- Next choose whether the alerts will be sent to:
 - Vendor of Endpoint users
 - Endpoint end users
 - Vendor of Server users
 - Server end users
- Set alarms on / off
 - **ON** = alerts on (recommended option)
 - OFF.= alerts off
- Choose whether a reminder will be sent in case end user has not installed the backup program within 14 days of sending out the invite.

General information	on Email templates	Settings	Branding	Alerts
Send email alerts	ON			
Email message	Edit			
Send email alerts to	info@companix.com			
Send warning when 5 % disk space is left to	info@companix.com	×		
Alerts of Standard clients. Send to vendor				
Alerts of Standard clients. Send to end users				
Alerts of Server clients. Send to vendor				
Alerts of Server clients. Send to end users				
Send reminder if client is not installed after 14 days of invitation	ON			



Admin users

- Admin users have rights to make changes to account settings.
- Add a new admin user by clicking Create new
- Choose an existing admin user and edit the user data, or change the password by clicking Reset password

General information	Email templates	Settings	Branding	Alerts	Admin users
Select user	-	~	Create new		
Username			Reset password		
Name					
Email					
Last login time					
User rights level	Vendor	*			
Organisation	All	~			
Language	English	~			



Admin users

User rights levels:

- Vendor
 - Full rights to add new vendor admin users and change all settings within the vendor account
 - Full rights to add new clients and change all client account settings
- Vendor support
 - Full viewing rights to all of the above
 - No rights to change any settings
- Account admin
 - Full rights to add new admin and endpoint users within the account
 - Full rights to change all account settings
- Account support
 - Viewing rights to account information
 - No right to change any settings.



Adding a new account

• Add a new company account by clicking Add account at the right upper corner of the Accounts page.

nexetic	DASHBOARD			N ? SUPPORT			
🙁 All	~					Ad	ld account
Installation status	Show insta	lled clients	~				
Order status	All		~				
Records shown	30		~				
Endpoints: 12, Disk us Endpoints: 1, Disk us Endpoints: 1, Disk us Endpoints: 1, Disk us Endpoints: 4, Disk us Endpoints: 4, Disk us	age: 403.57 GB age: 939.09 MB age: 1.19 GB age: 36.11 GB age: 45.19 GB			Modify table	Send in	vite to selected	Add user
Username		Organisation	Туре	Last Backup	File count	Disk usage Stati	us
heli-test		Nexetic Test	Endpoint	25.03.2015	3581	581.28 MB	V
heli.siniha	rju@nexetic.com	Companix Ltd	Endpoint	02.04.2015	291	939.09 MB	V



Account Information

- Fill in the requested fields on **Information** page
- You can find instructions for filling VAT id field by pressing the i button next to it
- Once you have finished filling in all the information, choose **Save**.

exetic 🕑		5 🗼 VENDOR	? SUPPORT
<u>-</u>	~		
Information			
Name *	Companix Ltd		
VAT Id	123454-2	6	
Street address			
Postal code			
Postal area]
* - Mandatory field			



- To add license info for a new client account, move onto License page
- In Nexetic Endpoint Backup section you can define license settings for Endpoint users
- Add number of end users in Endpoints
- In Disk space you can choose how much disk space in average will be reserved for a single end point user. The options are 25 GB, 50 GB, or Unlimited.

Information	License Settings	Advanced
State	Active	~
Nexetic Endpoint Backup		
Endpoints	5 Aused 0	
Disk space	O 25 GB average per user	
	50 GB average per user	
	O Unlimited	
Client limit	80 GB (0=not in use)	
Total Space Endpoints	250 GB	6

- In Client limit you can define disk space that can not be exceeded by a single end user.
- Default value 0 means that this setting is not in use. In case you do not wish to use this setting, a single end user may exceed the average disk space that is reserved for him/her, as long as Total space endpoints is not exceeded.
- In Total space Endpoints you will see the total disk space reserved for the client (=Endpoints x Disk space per end user).







• At Nexetic Server

Backup you can set license settings for servers.

• Similarly as for Endpoints

Servers	3 used 0	
Disk space	100 GB average per server	
	250 GB average per server	
	500 GB average per server	
	1 TB average per server	
Client limit	1000 GB (0=not in use)	
Total Space Servers	1500 GB	



- There is no need to make any changes in the following fields.
- Created equals the date when client has been added to the system
- Valid to contains the date which the current license is valid until.
 - By default the license is valid for one year after purchase.
 - Nexetic or your Vendor will automatically extend the license on a yearly basis.
- Once completed, choose Save.

Created	06.04.2015	
Valid to	05.04.2016	
Туре	Purchased	~
Number	1f6ef13c-dc90-11e4-b8e3-fa163e9430dd	6
Comments		



Vendor Settings are being used as default settings for all new Account Settings! If you need to customize settings for a single client account, you can do so in Account Settings.

ENDPOINT BACKUP

- Go to Settings and Endpoint Backup to adjust settings for endpoint users.
- Under Backup timing type drop-down menu there are three options to choose from:
 - Off no backups are being made
 - Continuous data is being backed up automatically every few minutes (recommended option)
 - Daily data will be backed up once a day. You can select time for the daily backup.
- We recommend continuous backups.





- By default all files and folders on end users' computers will be backed up.
- Default exclusions for Client accounts have optimally been defined in Vendor Settings.
- However, if there is a need to change exclusions for a single account, you can do so. In Exclusions, click Change to exclude further files and folders from the backup.





- In Bandwidth you can choose maximum bandwidth that is allowed for use of the backup service
- Unlimited bandwidth is used as default, unless changed by the Vendor
- The regular backups will take just a few minutes since only the data that have been changed need to be backed up; also, because the technology adapted by Nexetic is making backing up data very fast.



- In Show alerts for end users you can choose by ticking a box whether end users will be alerted in case of problems - such as failed backup, disk space running out etc.
- In Access right you can define whether end users have rights to change settings in their own client program.
- Full rights: End users can change all basic and advanced settings
- Blocked:
 - Only language can be selected by end users; no right to change any other settings
 - However, end users have viewing right to all their settings.

Access right	6. U Jahan	
Access right	tull rights	
	full rights	
Store deleted	blocked	
Alert from failed after	5 retries 🕥	



- In Store deleted you can choose how many days the files that have been deleted from end users' computers will be saved for among the backups. The recommended value is 30 days.
- The system will send out an alert in case backing up data fails only if alerts have been switched on (see section Alerts).
- In Alert from failed after you can choose how many failed retries are allowed until an alert is sent out. Value 5 can be used as default.

Access right	full rights	~
Store deleted	30 Aays 🚯	
Backup hidden files		
Alert from failed after	5 retries 🕥	
Remind to backup after	30 Aays (1)	
Log level	General	~



- In Remind to backup after you can set how many days a reminder will be sent after if there has been no backup.
- Log level can be chosen from the options low, general and detailed. Logging on general level is adequate in most cases.

Access right	full rights	~
Store deleted	30 Adays 🚯	
Backup hidden files		
Alert from failed after	5 retries ()	
Remind to backup after	30 Aays 🚯	
Log level	General	~



Advanced Settings

- On Advanced settings page, add your company's Support email address in Organisation admin field to enable alerts on company level (not necessary)
- If you keep **Do not send to end users** as **OFF**., alerts will also be sent to end users. You can set it ON to disable alerts to end users on account level.
- In Settings the field Prefix for username can be used with MSI package installations. MSI package installations refer to centralized installation of backup service on end users computers. This field is not obligatory and you can leave it empty. If you would like to know more about MSI package installations please contact your Vendor or Nexetic Support.

Information	License	Settings	Advanc	ed	Admin user
Alerts					
Organisation admin	support@comp	panix.com		×	
)o not send to end user	OFF				
Settings					
			1	0	

Admin Users

- Admin users have rights to make changes to account settings.
- Two user right levels on Client Account level:
 - Account admin:
 - Full rights to add new admin and endpoint users within the account
 - Full rights to change all account settings
 - Account support
 - Viewing rights to account information
 - No right to change any settings.
- Add a new admin user by clicking Create new
- Or choose an existing admin user and edit the user data, or change the password by clicking Reset password



Information	License	Settings	Advanced	Admin users
Select user				Create new
Username				
Name				
Email				
Last login time	0000-00-00 00):00:00		
User rights level	Account suppo	ort	~	
Organisation	All		~	
Language	Suomi		~	



Add a User

- You can add new end users for an existing account on Accounts page.
- First choose the Account from dropdown menu by clicking the small blue icon.
- Then click Edit to access account data

nexetic	DASHBOARD		
2	All 📥 -		
Installati	Q All		~
Order st	admin (123) Companix Ltd (55555)		~
Records	Companix Ltd (123456-7) GRIES AG (111813091)		~
Accoun	HelinTestiYritys (Y123455)	ervers Disk usag	je
aomin Comparı			
GRIFS A	G 2 36.5 GB	9 - 9	22



Add a user

• Once you have chosen the Account, click Add user

🙁 Comp	anix Ltd (555	55) ~ Edit				Add account
Installation status	All	~				
Order status	All	~				
Records shown	30	~				\frown
Endpoints: 1, Disk usage: (0.94 / 536.87 GB		Modify table	Send inv	ite to selected	Add user
Username	Organisation	Туре	Last Backup	File count	Disk usage	Status
heli.siniharju@	nexetic.com Compan	ix Ltd Endpoint	02.04.2015	291	939.09	мв 🥑
¢		I-4 - < Page 1	of 1 🕞 🕬			View 1 - 1 of



Add a user

- A new pop-up window with following fields will open:
- License number will be generated automatically
- Adding one user: Fill in Username and Email address. It is recommended to use email address also as a username.
- Password will be generated automatically and will appear in **Password** field.
 - To generate a new password, click Create.
 - You can also choose your own password and type it in the Password —field.

Add user		
License	cad451c0-d17f-11e4-b8e3-fa163e	9430dd
Multiple users		
Username	my.name@companix.com	
Email	my.name¦@companix.com	×
Password	WIZ:HRW40s	Create
Software type	Endpoint	~
Send invitation	✓	



Add a user

- To add several users at the same time, select Multiple users and add the email addresses, one on each row.
- If you are creating username for a desktop user, choose
 Endpoint as Software type. If you are creating username for a server, choose Server.
- Let the box Send invitation remain ticked user will receive invitation email containing download link along with username and password.
- Choose Save. A new user has been added.

Add user			
License	cad451c0-d17f-11e4-b8e3-fa163e94	30dd	
Multiple users			
Username	my.name@companix.com		
Email	my.name@companix.com	×	
Password	WIZ:HRW40s		Create
Software type	Endpoint	~	
Send invitation			





- On Dashboard you can see summary of the licenses and backups of your client accounts
- Data can also be viewed by account





Dashboard



🗠 Companix Ltd (55555) -Current last 30 days Add user LICENSE INFORMATION Total amounts of licenses 1/10•1 Trial Endpoint Licenses 0/0 Backed Up Successfully 0/0 Triat Server Licenses 0 Backup Failed Purchased Endpoint Licenses 1/10Backed Up With Errors Purchased Server Licenses 0/0 0 Inactive 0 Never Backed Up Devices backed up



last 3 months last 12 months

STORAGE USAGE last 30 days 10 GB 1 GB 100 MB 14, Apr 17, Apr 20, Apr 23, Apr 26, Apr 29, Apr 2, May 5, May 8, May 12, May



Account admin/support:

- On Dashboard you can see a summary of your account:
 - Licenses
 - Backups
 - Disk space usage
 - Current status
- Time span options :
 - Last 30 days
 - Last 3 months
 - Last 12 months



Dashboard

• Licenses:

- How many licenses have been allocated and how many of them have been installed
- Trial vs. purchased; Endpoint vs. Server
- How many devices have been backed up
- Device backup summary:
 - How many devices have been backed up successfully
 - How many devices have failed to back up
 - Other possible problems / errors



Dashboard

- Storage usage:
 - Disk space of the backed up files on end users' computers (not on the backup server) for the last 30 days (3 months or 12 months can also be selected)
- Activities summary:
 - How many data backups are in progress
 - How many data restores are in progress



My Account

- By clicking the user icon in the right upper corner of the page and selecting My account you can administer your own user settings.
- Log out option can also be found here.





My Account

- On My account page you can change:
- Your control panel password
- Control panel language. Current options are English, Finnish and Russian.
- Date and time format

Descurred		
Password		
New password		
Confirm		
Confirm	English	