



## Actiphy Portal Service Quick Start and Help Guide (version 1.1)

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### 1. Introduction

Thank you for choosing Actiphy for solutions to your backup and disaster recovery plans. We work hard at Actiphy to provide you with the most reliable, user friendly and easy to implement solutions on the market. Actiphy Portal Service (hereafter APS) is a step further in that direction. APS is an online portal that was designed to allow you to monitor your backup infrastructure and generate reports from a single location on the web.

Requirements: While there are no system requirements to use the portal, each agent will need to have direct https internet access to the portal location.

*\*By using the portal you agree to the terms of the license displayed on initial log in. In addition you agree to the use of Actiphy, Inc collecting certain data and cookie information necessary to make the portal functional.*

## 2. Acquiring a portal account

APS requires you to have an account to logon to the portal. All accounts are issued by Actiphy, Inc and its distribution partners. Please contact your distributor to have an account issued. When an account is issued, you will be provided with a username and password that will allow you to logon to the service and begin monitoring and reporting. Before an account is enabled you will need to accept the licensing agreement.

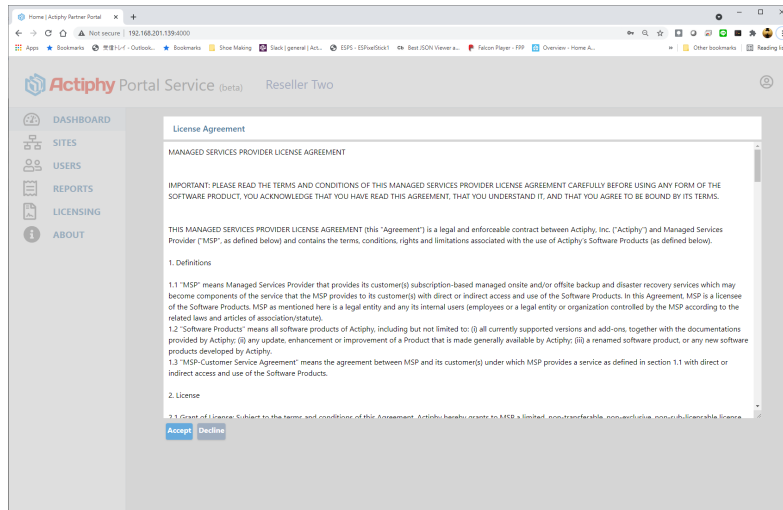
## 3. General UI layout (where things are)

After you have been issued an account you can access APS from the URL <https://portal.actiphy.com>

Once there enter your username (email) and password and click the Sign in button to logon.

A screenshot of the Actiphy Portal Service sign-in interface. It has a light grey background. At the top left, the text "Sign In" is in large, bold, black font. Below it, the word "email" is in small, grey font, followed by a white input box containing the placeholder text "your.name@yourdomain.com". Below that, the word "password" is in small, grey font, followed by a white input box containing the placeholder text "your\_password". At the bottom left, there is a blue button with the text "Sign in" in white. To the right of the button, the text "forgot password" is in blue, underlined font.

When logging on for first time you will need to accept the license agreement to proceed. If you do not accept the license agreement you will be logged out of the system. If you do not accept the license agreement please contact your distributor about concerns.



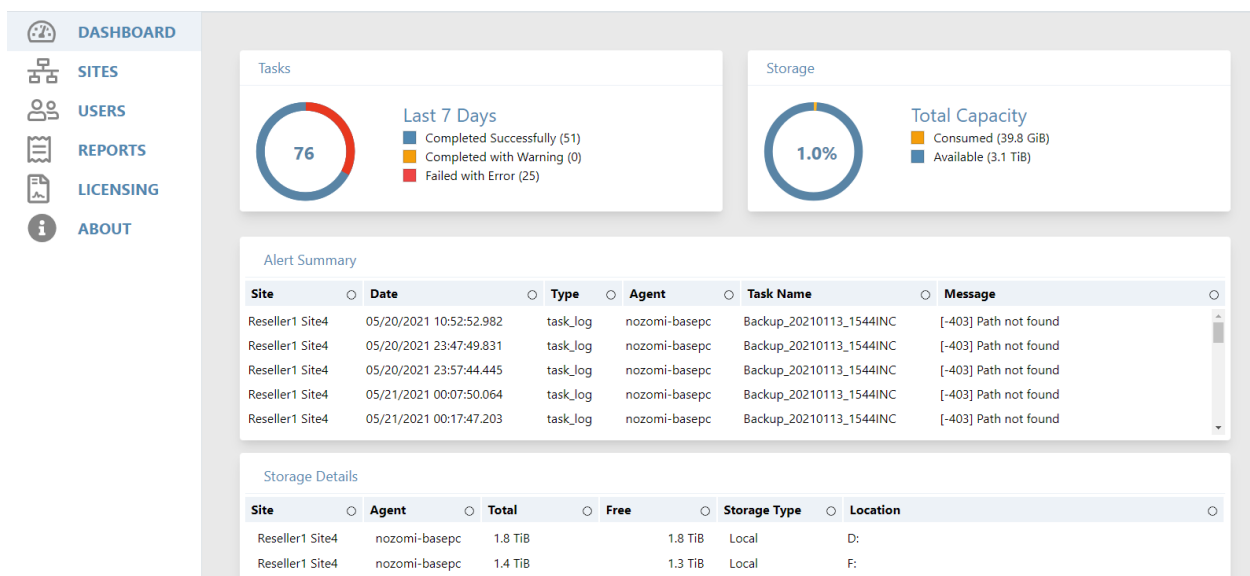
After logging on you presented with the dashboard. On the dashboard you can confirm, overall, how many backups have taken place over a certain period of time and any alerts that may

have occurred on agents. In addition, you can get a basic overview of the storage that image files are being saved to.

On the left hand side will be the main menu to navigate through the portal and on the upper right hand side is a user icon that will allow you to log off the portal

A brief explanation for each item of the main menu is noted below:

**Dashboard** - a location that shows general information about the status of agents and storage, and any problems that may have been detected in the past 7 days.



**Sites** - An area where you can create a group your agents for monitoring and reporting purposes. The portal was designed with MSP resellers in mind, each site is a representation a of agents that are located at or belong to a customer site. A explanation of how to assign an AIP agent to a site will follow.

DASHBOARD	Agent Management Sites									
SITES										
USERS										
REPORTS										
LICENSING										
ABOUT										

Name	Status	Task History		Data Storage		Backup Sources			
Reseller1 Site 1	Enabled	0	0	0.0 KB	0.0 KB	1	0	0	0
Reseller1 Site2	Enabled	0	0	0.0 KB	0.0 KB	0	0	0	0
Reseller1 Site3	Enabled	0	0	0.0 KB	0.0 KB	0	1	0	0
Reseller1 Site4	Enabled	77	25	3.2 TB	3.1 TB	1	0	0	0

**Users** - You can manage users here. Create, remove or temporarily disable users. Current the portal only supports creating users of the type “Admin”, they are equal in terms of what can be done.

DASHBOARD	Portal Users					
SITES						
USERS						
REPORTS						
LICENSING						
ABOUT						

Name	↑	Status	○	Last Login	○	Language	○	Role	○
User1 Reseller		Active		2021/5/19		English		Admin	

**Reports**- Various ad-hoc reports can be generated in HTML format and downloaded in other formats. You can also create automated (scheduled) email reports that will be sent to the users registered email address in various formats.

DASHBOARD	Generate New Report						
SITES							
USERS							
REPORTS							
LICENSING							
ABOUT							
HELP							

One Time ☐ Automated ☒

Create a report of successful tasks on all sites for the past 1 days


  

Run Report


  

Currently Scheduled Reports						
Created On	Last Run	Report Type	Attach File As	For Site	Run	On Day
2021-11-22 07:03:14 (UTC)	2022-01-13 00:49:47 (UTC)	successful tasks		all sites	daily	Everyday
2021-11-22 07:03:16 (UTC)	2022-01-13 00:49:47 (UTC)	failed tasks		all sites	daily	Everyday
2021-11-22 07:03:19 (UTC)	2022-01-13 00:49:47 (UTC)	all tasks		all sites	daily	Everyday


**Licensing** - In this area you can confirm a general state of agent licenses and get an overview of license status




DASHBOARD




SITES




USERS



REPORTS









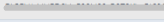

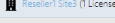
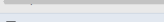
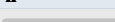
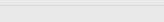


LICENSING











ABOUT

License Information

Site Name / Key	Type	Edition	Activations			Agent Activation Usage				Support Expiration
										
										
	Subscription	Windows Desktop	0	0	0	0	0	0	0	2022-07-15 17:22:46
										
										
	Subscription	HyperAgent	0	0	0	0	0	0	0	2021-12-14 13:33:05
										
	Subscription	Windows Desktop	0	0	0	0	0	0	0	2022-07-15 17:22:46

**About** - This area will contain the latest news of changes or other information. It also has a form where you can contact Actiphy to leave feedback.

 DASHBOARD	What's changed?	
 SITES		
 USERS		
 REPORTS		
 LICENSING		
 ABOUT		
	<div>  <b>May 11th , 2021</b>            About page added to include let users know what has changed and what new features have arrived on the portal site. Also there is now a contact form to report issues or make portal request to Actiphy.         </div> <div>  <b>May 10th , 2021</b>            Sorting performance one the agent event and logs tabs have been greatly improved. Even when sorting 1000s of rows of data you it should be relatively quick to complete.             Partial localization for German has been added. In order to switch a users language you need to changes the settings in the users page and logout, on the next login the new user lanauge will be displayed.         </div>	

#### 4. Adding, Modifying and removing users.

Each organization account in the portal can create, modify and remove users for that organization. There is no limitation to the number of users that There are 3 types of users that can be created as follows,

**Administrator** - This type of user has full access to all sites, agents, reports and licensing information for the organization. This type of user can also create and remove sites and users create ad-hoc and and automated reports and delete agents from within sites. Basically as an administrator they can preform all functions for the organization.

**User-** This type of user can access specified sites and the agents within those sites. In addition they can delete agents from sites. They have access to all reports for the sites specified and can view licensing information. Additional users and sites cannot be added or modified by the user.

**Viewer-** This is the most limited type of account, these user have no access to monitor sites or agents in the site. They have no access to user controls. They can generate reports, both ad-hoc and automated, based only on the sites specified by the and administrator.



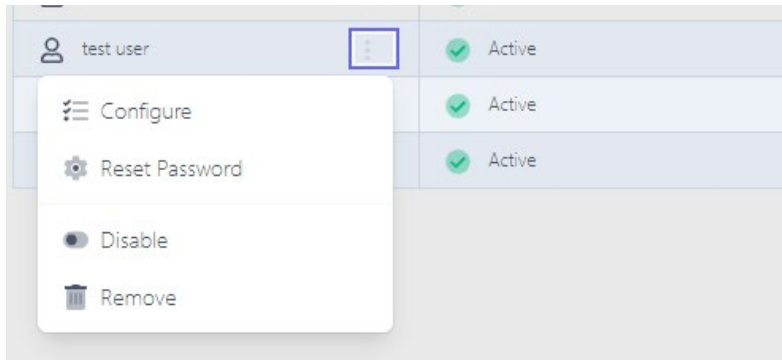
Create a new ✕  
for Actiphy Reseller Account

Add the information for the new user below

Account type	Administrator
First name	First Name
Last name	Last Name
Language	Select a language
Phone number	Phone Number
Email	email
Password	Password
Password confirmation	Confirm Password

Create User

Administrator level users have the ability to configure existing users, reset passwords, disable users (this doesn't delete users, but stops the account from logging onto the portal) or remove users. To configure a user, click the drop down menu button to the right of the user and select "Configure"



The account information for the user selected will be displayed on the right hand side of the screen. After modify user information the changes can be applied by clicking the “Update User” button at the bottom of the settings screen.

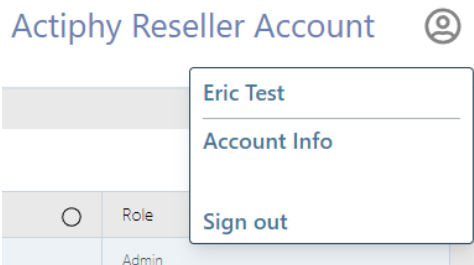
A screenshot of the 'Update User Account Information' form. The form is divided into two main sections. The top section, 'Update User Account Information', contains six input fields: 'Account type' (set to 'Viewer'), 'First name' (set to 'test'), 'Last name' (set to 'user'), 'Language' (set to 'English'), 'Phone Number' (set to 't'), and 'Email' (set to 'test.user@tst.com'). The bottom section, 'Site Access Settings', contains two checkboxes: 'Actiphy' (checked) and 'TODA managed servers' (unchecked). At the bottom of the form is a blue button labeled 'Update User'.

## 5. Two Factor Authentication (2FA)

Actiphy Portal Service supports logging in with two factor authentication using a time based one time password (TOTP). In order to use this functionality you will need to install an application that can read the TOTP QR code and generate a time based password.

Caution! If you enable 2FA and do not scan the QR code with an authentication application you will not be able to logon to the portal. Please make sure that you have scanned the QR code and an application is generating one time password codes (with the domain portal.actiphys.com) *Please make sure this code is available before logging out of the site after enabling 2FA for the first time.*

To enable 2FA click on the profile icon and click on “Account Info”



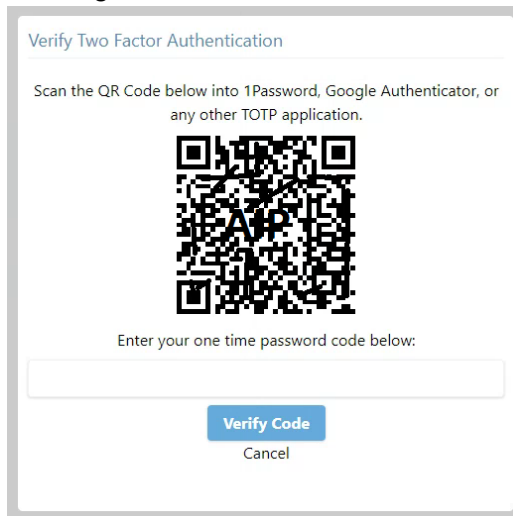
Your user account information will be on the right hand side of the screen, at the bottom of the account information screen click on the button “Enable 2-Factor Authentication”.

A screenshot of a web form titled 'Update User Account Information'. The form contains several input fields with labels on the left and values in the input boxes: 'Account type' (Administrator), 'First name' (User), 'Last name' (Test), 'Language' (English), 'Phone Number' (111222333444), and 'Email' (User.test@actiphys.com). Below these fields is a blue button labeled 'Update User'. Underneath the button is a section header 'Two-factor Authentication', followed by another blue button labeled 'Enable 2-Factor Authentication'.

This will generate a QR code that can then be scanned by any application that supports TOPT. Scan the QR code and verify that the application is generating a password for the portal before logging out. You will need to verify the one time password in order to enable 2FA, if you choose to cancel the verification 2FA will be disabled.

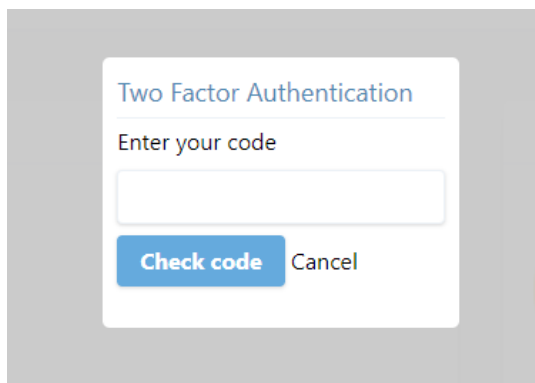


To manually disable 2FA click on “Disable 2-Factor Authentication” and 2FA will be disabled on the next login.



The screenshot shows a dialog box titled "Verify Two Factor Authentication". Inside, it says "Scan the QR Code below into 1Password, Google Authenticator, or any other TOTP application." Below this is a square QR code. Under the QR code, it says "Enter your one time password code below:" followed by a text input field. At the bottom, there are two buttons: "Verify Code" (in blue) and "Cancel" (in grey).

After enabling 2FA the on the next login the portal will require an additional one time password in order to access a page within the portal.



The screenshot shows a dialog box titled "Two Factor Authentication". Inside, it says "Enter your code" above a text input field. At the bottom, there are two buttons: "Check code" (in blue) and "Cancel" (in grey).

## 6. Preparing to monitor ActiVemage Protector agents

In order to monitor ActiVemage Protector agents there are requirements that must first be fulfilled. First, you must have logged into the portal and created at least one site location. You can do this by clicking on the SITES menu on the left hand side and then clicking on the + button the right hand side of the sites area.

Agent Management Sites <span>➔</span> <span>+</span>										
Name	Status	Task History		Data Storage		Backup Sources				
		✓	?	📁	📁	💻	📄	📦	🔗	
Reseller1 Site1	Enabled	0	0	0.0 KiB	0.0 KiB	1	0	0	0	
Reseller1 Site2	Enabled	0	0	0.0 KiB	0.0 KiB	0	0	0	0	
Reseller1 Site3	Enabled	0	0	0.0 KiB	0.0 KiB	0	1	0	0	
Reseller1 Site4	Enabled	73	24	3.2 TiB	3.1 TiB	1	0	0	0	

On the right hand side a panel will appear where you can enter the new site details. Please enter the name of the site location and click create. This operation will add a new site location to which you will be able to assign agents.

### Configure Sites

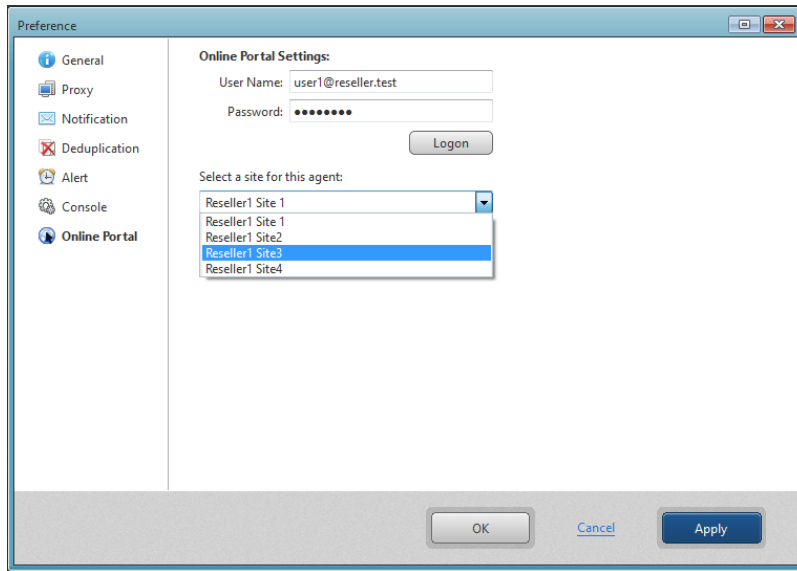
Create new sites or update existing sites

Create a new site

Name

Create Site

Next, you will need to configure each agent that you want to have connect to the portal by opening up the ActiVimage Protector console and selecting the Preferences > Online Portal. This will show a dialog where you can specify your portal online username and password. After specifying your online username and password, click the Logon button and in the drop down below select a site location to which this agent will connect. Please note that you cannot create a site location from the ActiVimage Protector console dialog, this must be done by logging onto the portal.



After selecting the site location, the agent will automatically began to report its status to the portal.



## 7. Monitoring ActivelImage Protector agents.

From the SITES menu you can access a table of previously created site. From this page you can see at a glance the number of tasks that occurred, the number of errors, summary data storage, and the source for backups. This information is only available from the time each agent begins reporting it status. To get more detailed information about the site or to view more detailed information about each agent in the site you can access the SITES monitoring view. To do this click on either the site name or you can click on the “...” and select “Manage Site” from the drop down menu. You can can also change the details of a site clicking on “Configure” or remove a site by click on “Delete”. *Caution: If you choose to remove a site, all associated data that belongs to that site will also be removed. All agents, agent data, logs files, alerts, and other information that has been collected will be completely removed. This operation is NOT reversible.*

Name	Status	Task History		Data Storage		Backup Sources			
Reseller1 Site 1	Enabled	0	0	0.0 KiB	0.0 KiB	1	0	0	0
Reseller1 Site2	Enabled	0	0	0.0 KiB	0.0 KiB	0	0	0	0
Reseller1 Site3	Enabled	0	0	0.0 KiB	0.0 KiB	0	1	0	0
Reseller1 Site4	Enabled	109	36	3.2 TiB	3.1 TiB	1	0	0	0

Manage Site  
Configure  
Delete

Click on the menu item “Manage Site” will take you to the site dashboard page. Note the site dashboard page looks identical to the main dash board page, however the data contained in the site dashboard page is limited to the agents that belong to that site. To access more detailed information about each agent that is associated with this site, click on the “AGENTS” button on the left hand side menu. This will display a list of agents that are associated with the site.

Client	Agent Edition	Version	System	Alerts	Last Online
 win-s7I2sjdee3t	ActiveImage Protector 2018	5.1.11.6507	Microsoft Windows Server 2016 Standard Edition (build 14393), 64-bit	0	2021-05-19 09:24:20 UTC
 nozomi-basepc	ActiveImage Protector 2018	5.1.11.6665	Microsoft Windows 10 Professional (build 19041), 64-bit	0	2021-05-24 01:56:03 UTC

The agent list provides some high level information about the client the agent is installed on. The host name, agent edition and version, the clients operation system type, the number of alerts and the last date the agent connected with the portal. If the agent has not connected with the portal within 24 hours the Client icon will be highlighted in red to indicate that it is offline. Agent information can be removed from the portal by clicking the trash icon on the right hand side of the agent information bar. *Caution: If you choose to remove an agent, all associated data that belongs to that agent will be removed. If you remove an agent in the portal please also remove the agent in ActiveProtector console on the agent, otherwise it will continue to connect to the portal and report information for agent that doesn't exists.*

Click anywhere on the agent information bar will display the details of an agent. This information include client information, disk information, task logs, schedules, agent events, storage information. Additional information about any of these can be accessed by clicking on the associated tab. Keep in mind that this information is not real time and there may be delay between the agent and the portal. There is a brief explanation of details of each tab below.

Client Info, tab includes general information about a client, basic hardware, network, time zone and OS information can be found here.

nozomi-basepc    Activelmage Protector 2018    5.1.11.6665    Microsoft Windows 10 Professional (build 19041), 64-bit    5    2021-05-24 02:22:54 UTC

Client Info    Disk Info    Schedules    Task Logs    Events    Storage    Alerts

Host Name: nozomi-basepc  
Domain Name: WORKGROUP  
Time Zone: Tokyo Standard Time  
OS: Microsoft Windows 10 Professional (build 19041), 64-bit  
Processor: AMD Ryzen 7 1700 Eight-Core Processor 3.00GHz  
Memory: 48.0 GB  
Disks: 10  
IP Address (v4): [192.168.221.225] [192.168.1.100]  
IP Address (v6): [fe80::c90d:4a46:7617:c0e3%12] [fe80::30e9:41:c738:dc81%19]

Manufacture: Micro-Star International Co., Ltd  
Model: MS-7A34  
Architecture: x64-based PC  
Product: Activelmage Protector 2018

Disk Info, this tab contains a disk map of all disks found by the agent.

nozomi-basepc    Activelmage Protector 2018    5.1.11.6665    Microsoft Windows 10 Professional (build 19041), 64-bit    5    2021-05-24 02:22:54 UTC

Client Info    Disk Info    Schedules    Task Logs    Events    Storage    Alerts

Disk 0  
1397.27 GB  
Basic (GPT)  
New Volume (F:)  
1.36 TB NTFS  
Primary Partition

Disk 1  
931.51 GB  
Dynamic (GPT)

Disk 2  
2794.52 GB  
Dynamic (GPT)  
Data (I:)  
2.24 TB NTFS  
Primary Partition  
VMS (J:)  
1.4 TB NTFS  
Primary Partition

Schedules, includes a list of schedules that an agent has configured. This area contains information for both agent based and hyperbagent backups.

nozomi-basepc    Activelmage Protector 2018    5.1.11.6665    Microsoft Windows 10 Professional (build 19041), 64-bit    5    2021-05-24 02:22:54 UTC

Client Info    Disk Info    Schedules    Task Logs    Events    Storage    Alerts

Task	Type	Valid From	Last Run	Next Run
Backup_20210105_1634	0	2021-01-06 01:44:00	2021-05-24 20:15:00	2021-05-24 20:25:00
Backup_20210112_1737	0	2021-01-13 02:47:00	2021-05-24 20:15:00	2021-05-24 20:25:00
Backup_20210113_1544	0	2021-01-14 00:55:00	2021-05-24 20:20:00	2021-05-24 20:25:00

You can access more detailed information about a Schedules by click on the Task name on the left hand side.

← Manage Account



**SITE INFO**




**AGENTS**



**LICENSING**

test site 1 (2) agents

Client	Agent Edition	Version	System
 win-s7l2jdee3t	Activemage Protector 2018	5.1.11.6507	Microsoft Windows Server
<div> <div>Client Info</div> <div>Disk Info</div> <div>Schedules</div> <div>Task Logs</div> <div>Events</div> </div>			
<div> <div>Host Name:</div> win-s7l2jdee3t <div>Domain Name:</div> WORKGROUP <div>Time Zone:</div> Tokyo Standard Time <div>OS:</div> Microsoft Windows Server 2016 Standard Edition (build 14393). 64-bit <div>Processor:</div> AMD Ryzen 7 1700 Eight-Core Processor 3.00GHz <div>Memory:</div> 8.0 GB <div>Disks:</div> 4 <div>IP Address (v4):</div> [192.168.201.133] <div>IP Address (v6):</div> [fe80::11f:33fd:49ec:a261%2] </div>			

nozomi-basepc		Activemage Protector 2018	5.1.11.6665	Microsoft Windows 10 Pro	
Client Info		Disk Info	Schedules	Task Logs	Events
Task					Type
	Backup_20210105_1634				0
	Backup_20210112_1737				0
	Backup_20210113_1544				0

**Schedule**

Starting: 2021-01-13 02:47:00

(enabled)



**Backup Source**

Task Name:

Backup\_20210112\_1737

Source Disk/Volume:

Selected Disk(s)

☒ Drive 3

Image Destination:

img\_20210112\_1737.aiv

Filename:

D:\

☒ Create separate image for each disk

**Schedule:**

Last Run: 2021-05-24 20:15:00

Next Run: 2021-05-24 20:25:00

Full(base) Triggers:

Weekly, at 11:00, on days: [sun,mon,tue,wed,thu,fri,sat]

Incremental Triggers:

Weekly, at 07:00, on days: [sun,mon,tue,wed,thu,fri,sat] repeat every 5 minutes

Retention Policy:

Retain 0 sets of image files.

**Options:**

Destination Isolation:

- ☐ Remove drive letter after backup completes
- ☐ Take disk offline after backup completes
- ☐ Disable network after backup completes
- ☐ Eject USB after backup completes

Task Logs, this is a list of task logs that have occurred on the agent. You can retrieve the log details by clicking on the Log ID, highlighted in blue. Task logs can be downloaded from the portal by opening the details and clicking on the download button. The portal only contains log files that have been created since the online portal agent was configured. All tasks log previous to that time are still on the client but they cannot be seen in the portal.]

← Manage Account

SITE INFO

AGENTS

LICENSING

test site 1 (2) agents

Client	Agent Edition	Version	System
win-s7i2sjde3t	ActivImage Protector 2018	5.1.11.6507	Microsoft Windows Server
nozomi-basepc	ActivImage Protector 2018	5.1.11.6665	Microsoft Windows 10 Pro

Client Info

Disk Info

Schedules

Task Logs

Events

Task Name	Task ID	Log ID	Result	Started
Backup_20210113_1544INC	1015	1621822967	-403	2021-05-24
Backup_20210112_1737INC	1014	1621822882	0	2021-05-24
Backup_20210105_1634INC	1013	1621822800	0	2021-05-24
Backup_20210113_1544INC	1012	1621822668	-403	2021-05-24
Backup_20210112_1737INC	1011	1621822583	0	2021-05-24

Log ID

Created by profile

Date	Time	Details
05/24/2021	02:22:47.816	aipcopy started
05/24/2021	02:22:47.817	Init returns 0x14
05/24/2021	02:22:47.818	lppCore (threaded) 2020.0.1 (r0x35c5ec66)
05/24/2021	02:22:47.818	Aipcopy Configurations:
05/24/2021	02:22:47.818	IO_BUFFER_SIZE: 1048576
05/24/2021	02:22:47.818	PIPELINE_READ_BUFFER_SIZE: 4194304
05/24/2021	02:22:47.818	LOCAL_IO_NON_CACHE: 1
05/24/2021	02:22:47.818	NETWORK_IO_NON_CACHE: 1
05/24/2021	02:22:47.818	DEFAULT_TASK_PERF_SLIDE: 100
05/24/2021	02:22:47.818	ON_WINPE: 0
05/24/2021	02:22:47.818	bDriverManageBitmap: 1
05/24/2021	02:22:47.818	bUsingDCP_IOCTL: 1
05/24/2021	02:22:47.818	bUsingDCPEX_IOCTL: 1
05/24/2021	02:22:47.818	use_ms_rct: 1
05/24/2021	02:22:47.818	restore_io_flag_non_cache: 0
05/24/2021	02:22:47.819	OS Version: 1000(build 19041) (0.0) 0x100, 64 bit: yes
05/24/2021	02:22:47.820	_BALANCE_THREADS enabled
05/24/2021	02:22:47.820	_USE_THREAD_AFFINITY enabled
05/24/2021	02:22:47.820	_USE_MOREBOOST enabled
05/24/2021	02:22:47.820	_USE_LARGE_PAGES enabled
05/24/2021	02:22:47.820	_USE_NOZERO_PADDING enabled
05/24/2021	02:22:47.883	Shakehand with service successful.
05/24/2021	02:22:47.883	{IDS_STRING3127}AipCopy: 5.1.11.6507
05/24/2021	02:22:47.883	Task ID: 1015
05/24/2021	02:22:48.878	SetTaskLogNumber
05/24/2021	02:22:48.879	UpdateTaskInfo
05/24/2021	02:22:48.879	PerformanceSlide: 0
05/24/2021	02:22:48.879	Task: ID = 1015; Type = 1
05/24/2021	02:22:48.887	{IDS_STRING3140}Target: \\localhost\localshare\backups\windows10\nozomi-basepc\img_20210113_1544.aiv
05/24/2021	02:22:48.888	{IDS_STRING3142}Disks: 0;
05/24/2021	02:22:48.888	NetworkUser: LOCALHOST\seric

Download Close

Events, this area is a list of events that have occurred on the agent and contains the same kind of information as the aip.log on the agent. The information in this table is sortable and can give you an overview of what happened when and may also help you to troubleshoot any issue that might come up.

nozomi-basepc

ActivImage Protector 2018

5.1.11.6665

Microsoft Windows 10 Professional (build 19041), 64-bit

5

2021-05-24 02:22:54 UTC

Client Info

Disk Info

Schedules

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Alerts

Date	Details
2021-05-24 02:22:53	1001 {IDS_STRING3013}Processed 0.00 GB in 00:00:04 ID=1621822967; {IDS_STRING3019}1 Errors; {IDS_STRING3009}There were errors during the operation.
2021-05-24 02:22:53	5002 {IDS_STRING4049}ID=1621822801; {IDS_STRING4048}1 Errors; {IDS_STRING4038}There were errors during the operation.
2021-05-24 02:22:53	52 {IDS_STRING4028}Task 1015 completed with exit code -403
2021-05-24 02:22:48	1000 {IDS_STRING3091}Creating image using: Backup_20210113_1544INC
2021-05-24 02:22:47	52 {IDS_STRING4028}Task 1014 completed with exit code 0

Storage, each time a backup task completes and the data is sent to the portal, the storage information for the destination of the image file is sent to the portal. This tab allows you see what the storage usage is for the last reported backup from any agent. In addition by moving your pointer over the Images column, you can see a list of image files that were saved to this destination.

nozomi-basepc

ActivImage Protector 2018

5.1.11.6665

Microsoft Windows 10 Professional (build 19041), 64-bit

5

2021-05-24 02:22:54 UTC

Client Info

Disk Info



Schedules

Task Logs

Events

Storage

Alerts

Type	Location	Capacity	Used	Available	Images
	D:	1.8 TiB	3.9 GiB	1.8 TiB	5
	F:	1.4 TiB	43.3 GiB	1.3 TiB	5

Alerts, this area display a list of alerts that have occurred on the agent. If a backup task fails or your destination storage is running low an alert is generated and displayed on this tab. You can individually dismiss alerts by click on the trash icon, you can also dismiss all alerts on an agent at by using the header trash icon. Not that once an alert is dismissed it can no longer be retrieved.

nozomi-basepc

ActivImage Protector 2018

5.1.11.6665

Microsoft Windows 10 Professional (build 19041), 64-bit

5

2021-05-24 02:22:54 UTC

Client Info

Disk Info

Schedules

Task Logs

Events

Storage

Alerts

	Date	Type	Task Name	Message
	05/24/2021 02:04:05.279	task_log	Backup_20210113_1544INC	[-403] Path not found
	05/24/2021 02:07:53.345	task_log	Backup_20210113_1544INC	[-403] Path not found
	05/24/2021 02:12:53.439	task_log	Backup_20210113_1544INC	[-403] Path not found
	05/24/2021 02:17:53.712	task_log	Backup_20210113_1544INC	[-403] Path not found
	05/24/2021 02:22:53.054	task_log	Backup_20210113_1544INC	[-403] Path not found

To get back to the SITES page click on the Manage Account button at the top the left hand menu.

← Manage Account	test site 1 (2) agents				
SITE INFO	Client	Agent Edition	Version	System	Alerts
AGENTS	win-s712sjdee3t	ActivImage Protector 2018	5.1.11.6507	Microsoft Windows Server 2016 Standard Edition (build 14393), 64-bit	0
LICENSING	nozomi-basepc	ActivImage Protector 2018	5.1.11.6665	Microsoft Windows 10 Professional (build 19041), 64-bit	5
	Client Info	Disk Info	Schedules	Task Logs	Events
		Date	Type	Task Name	Message
		05/24/2021 02:04:05.279	task_log	Backup_20210113_1544INC	[-403] Path not found
		05/24/2021 02:07:53.345	task_log	Backup_20210113_1544INC	[-403] Path not found
		05/24/2021 02:12:53.439	task_log	Backup_20210113_1544INC	[-403] Path not found
		05/24/2021 02:17:53.712	task_log	Backup_20210113_1544INC	[-403] Path not found
		05/24/2021 02:22:53.054	task_log	Backup_20210113_1544INC	[-403] Path not found

## 8. Running Ad-Hoc Reports



Clicking on the REPORTS menu item from the left hand menu will take you to the reports page. Various reports can be created and run from here. To run an ad hoc report select the Ad-Hoc menu toggle and the select the type of report you want to run. Specify which site(s) the report should taken from and the past number of days you wish the report to start from. Ad hoc reports are one time reports and do not automatically re-occur.

Generate New Report

Ad-Hoc ☒ Automated

Create a report of successful tasks on all sites for the past 1 days

Run Report

Click Run Report and the report will be displayed on the screen.

< - Back to reports

All Tasks Report (ad hoc)					
Task ID	Profile	Start Time	Complete Time	Image File	File Size
test site 1 - Backups for agent [win-s7i2sjdee3t] in last 35 day(s)					
test site 1 - Backups for agent [nozomi-basepc] in last 35 day(s)					
1011	Backup_20210112_1737INC	2021-05-24 11:16:23	2021-05-24 11:17:44	f:\nozomi-basepc\img_20210112_1737_d03_00006_00003.aii	5.8 MiB
1005	Backup_20210112_1737INC	2021-05-24 11:06:23	2021-05-24 11:07:44	f:\nozomi-basepc\img_20210112_1737_d03_00006_00001.aii	5.8 MiB
1001	Backup_20210105_1634INC	2021-05-24 11:00:01	2021-05-24 11:01:19	d:\nozomi-basepc\img_20210105_1634_d04_00004_00381.aii	128.0 KiB
1007	Backup_20210105_1634INC	2021-05-24 11:10:01	2021-05-24 11:11:19	d:\nozomi-basepc\img_20210105_1634_d04_00004_00383.aii	128.0 KiB
1014	Backup_20210112_1737INC	2021-05-24 11:21:23	2021-05-24 11:22:43	f:\nozomi-basepc\img_20210112_1737_d03_00006_00004.aii	5.8 MiB
1002	Backup_20210112_1737	2021-05-24 11:01:23	2021-05-24 11:03:58	f:\nozomi-basepc\img_20210112_1737_d03_00006.aiv	3.6 GiB
1012	Backup_20210113_1544INC	2021-05-24 11:17:48	2021-05-24 11:17:53	ERROR - Path not found	0.0 KiB
1013	Backup_20210105_1634INC	2021-05-24 11:20:00	2021-05-24 11:21:18	d:\nozomi-basepc\img_20210105_1634_d04_00004_00385.aii	128.0 KiB
1003	Backup_20210113_1544INC	2021-05-24 11:03:59	2021-05-24 11:04:05	ERROR - Path not found	0.0 KiB
1004	Backup_20210105_1634INC	2021-05-24 11:05:01	2021-05-24 11:06:19	d:\nozomi-basepc\img_20210105_1634_d04_00004_00382.aii	128.0 KiB
1008	Backup_20210112_1737INC	2021-05-24 11:11:23	2021-05-24 11:12:44	f:\nozomi-basepc\img_20210112_1737_d03_00006_00002.aii	5.8 MiB
1009	Backup_20210113_1544INC	2021-05-24 11:12:48	2021-05-24 11:12:53	ERROR - Path not found	0.0 KiB
1010	Backup_20210105_1634INC	2021-05-24 11:15:01	2021-05-24 11:16:19	d:\nozomi-basepc\img_20210105_1634_d04_00004_00384.aii	128.0 KiB
1006	Backup_20210113_1544INC	2021-05-24 11:07:47	2021-05-24 11:07:53	ERROR - Path not found	0.0 KiB
1015	Backup_20210113_1544INC	2021-05-24 11:22:47	2021-05-24 11:22:53	ERROR - Path not found	0.0 KiB

Download Report
Email Report

Error information will be highlighted in a lighter red color. You can download or email the report to your registered email address if you choose to. Downloaded report data will be in CSV file formation, while emailed reports will be in HTML format.

## 9. Running Automated Reports

From the same menu mention in section 6, you can also select to have the reports automatically run on a periodic bases. Automated reports are sent to the email address of the user that is running the report. To setup an automated report, from Generate New Report section, on the REPORTS page, toggle the switch to Automated. Select the period for when the report should automatically run, daily, weekly or monthly. You may also specify if you want to have the report attached as an XML or CSV file. Select the type of report you want to run and the sites that it should be taken from, and last of all specify the days range for the report. To schedule the report, click on Schedule Report. After a report has been scheduled it will be displayed in the Current Scheduled Reports area of the page. You can remove scheduled reports by clicking on the trash icon located on the right hand side.

Generate New Report

Ad-Hoc

☒

Automated

Run this report weekly on Sunday

☒ attach the report to the email as XML

Create a report of licenses on all sites for the past 7 days

Schedule Report

Currently Scheduled Reports

Created On	Last Run	Report Type	Attach File As	For Site	Run	On Day	Include Past	
2021-05-20 10:36:50 (UTC)	never	all tasks	csv	all sites	daily	everyday	3 days	

## 10. Agent License Information

From the licensing screen you can see a summary of information about the licensing on the agents. This information is categorized by site and gives a basic overview of the type, edition, number and activation, number of seats and the date of support expiration.

Reseller 1 License Information

Site Name / Key	Type	Edition	Activations			Agent Activation Usage				Support Expiration	
test site 1 (2 Licenses)											
EGDJQ6-82LHPH-TJLHUB-5EMDBG-XXTH8H	Subscription	HyperAgent	0	0	0	0	0	0	0	2021-12-14 13:33:05	