NetApp SaaS Backup Partner Central documentation

SaaS Backup For Partner Central

NetApp
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Partner Central

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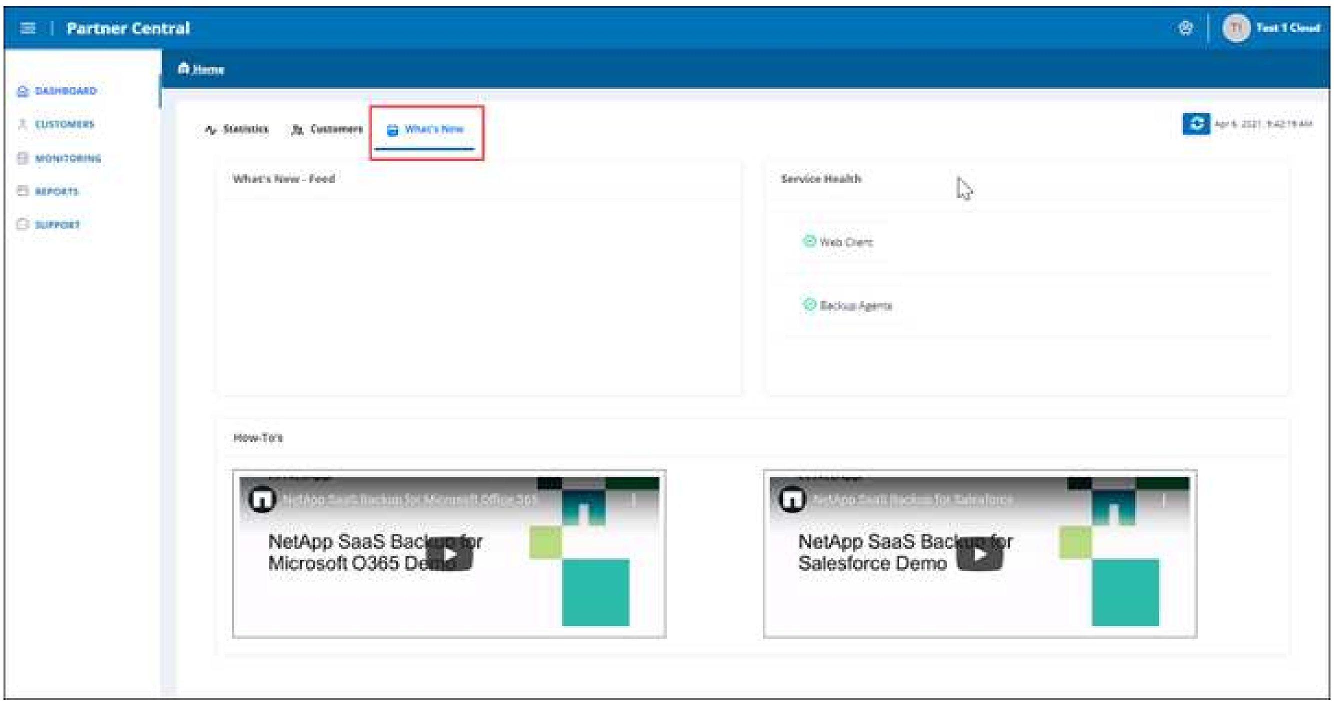
NetApp SaaS Backup Partner Central is an interface which helps NetApp partners manage and support customers who use SaaS Backup for Microsoft 365. It provides steps to register in Partner Central, manage your customers, and make modifications to settings and to partner and customer information.

Discover what's new

- Release notes
- For product updates, how-to videos, and information about the health of your services, go to the **What's New** dashboard view.

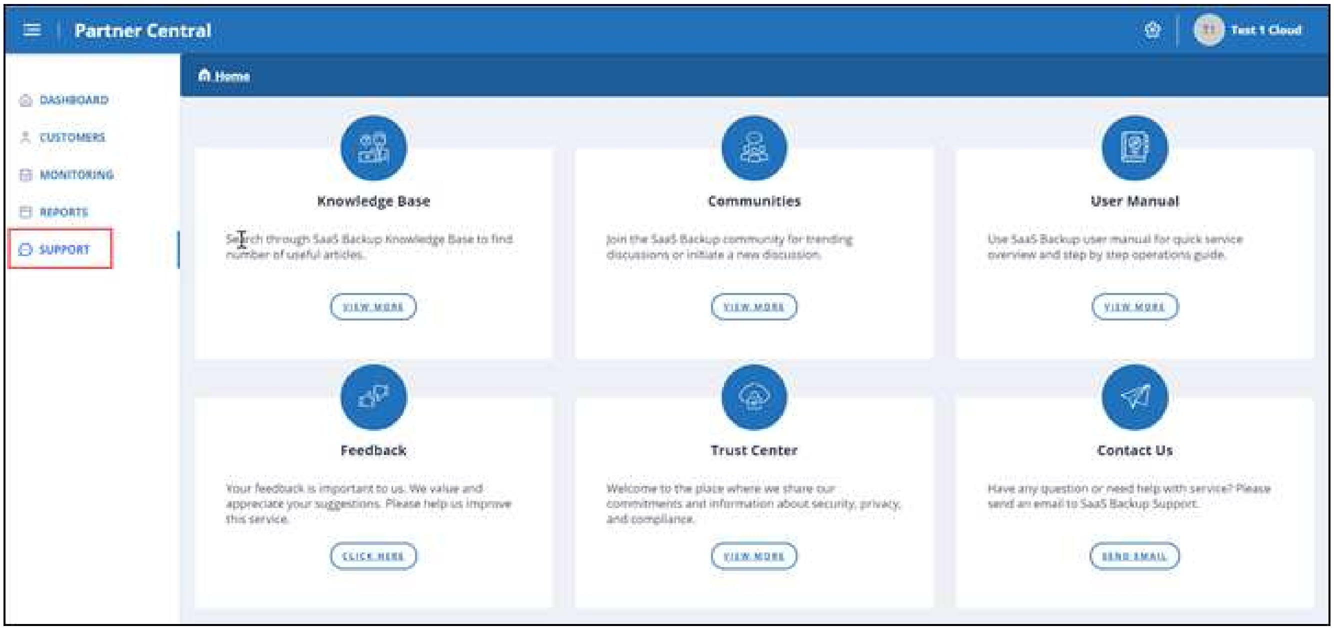


Get started

- Sign up for Partner Central
- Add and manage customers

Get help, find more information, and provide feedback

- For access to different support resources, go to **Support** in the Partner Central user interface.



The **Support** page provides access to **Knowledge Base** articles, **Communities**, the **User Manual** for SaaS Backup for Microsoft 365, and the **Trust Center**. You can also provide feedback and ask questions if you select **Contact Us**.

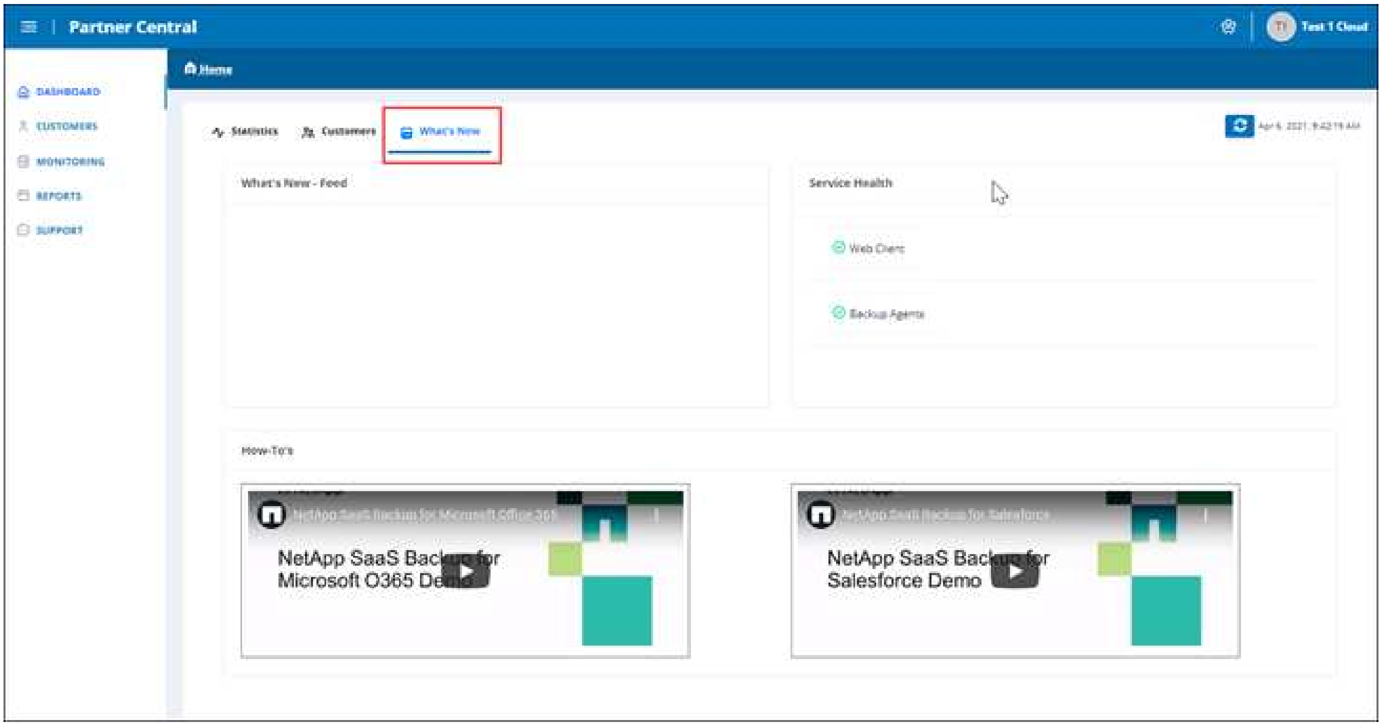
- Product Page for SaaS Backup for Microsoft 365
- User documentation for SaaS Backup for Microsoft 365

Release notes

New features and updates

The following new features and updates have been added to this release of NetApp SaaS Backup Partner Central.

Go to the **What's New** view in the Partner Central dashboard to see a feed of new updates, how-to videos, and information about the health of your services.



Known problems and limitations

The following limitation exists:

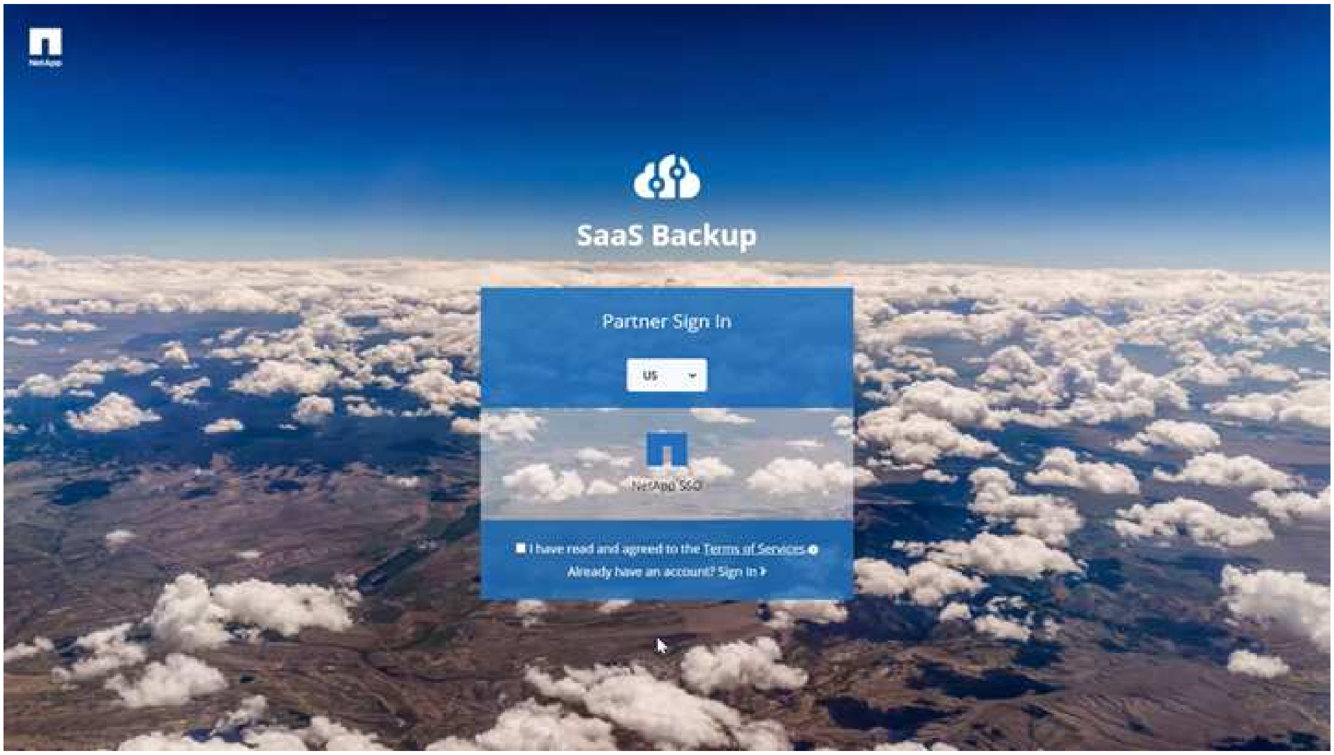
- Partners are unable to onboard tenants based on delegated permissions.

Sign up for NetApp SaaS Backup Partner Central

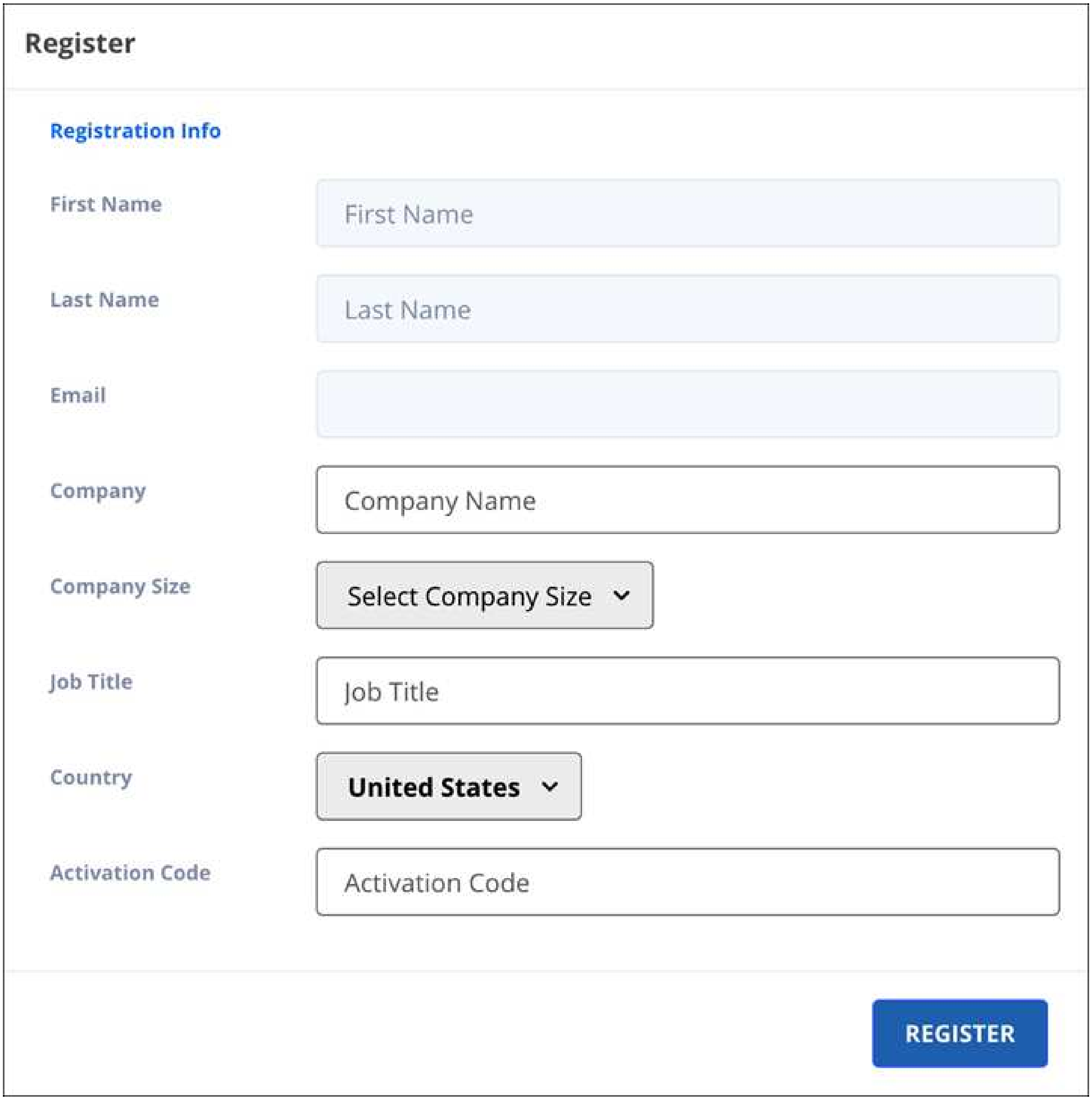
In NetApp SaaS Backup Partner Central, you can register as a partner. After you register, you can begin adding and managing customers in the interface.

Steps

1. Go to SaaS Backup Partner Central.



2. Select your region from the drop-down menu. The default region is the US.
3. To sign up, read and agree to the **Terms of Services**.
4. Click **NetApp SSO**.
5. On the NetApp sign in page, sign in with your NetApp SSO credentials.
6. Enter the requested registration information.
   To request an activation code, contact SaaS Backup product management.



7. Click **Register**.

Add, delete, and manage customers

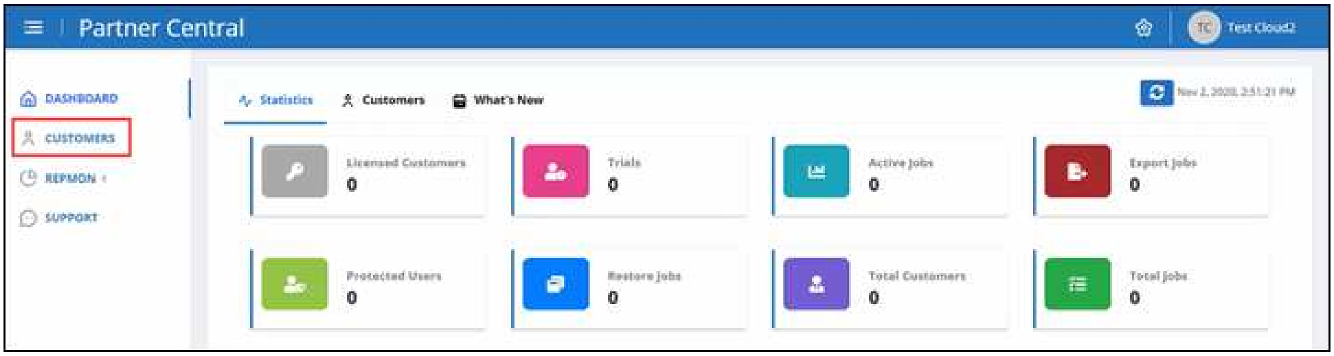
You can add and delete customers in SaaS Backup Partner Central. To manage customer data, you'll use the SaaS Backup for Microsoft 365 user interface.

If you want to add an existing tenant from SaaS Backup for Microsoft 365 into Partner Central, contact SaaS Backup Support at saasbackupsupport@netapp.com.

Add a customer

Steps

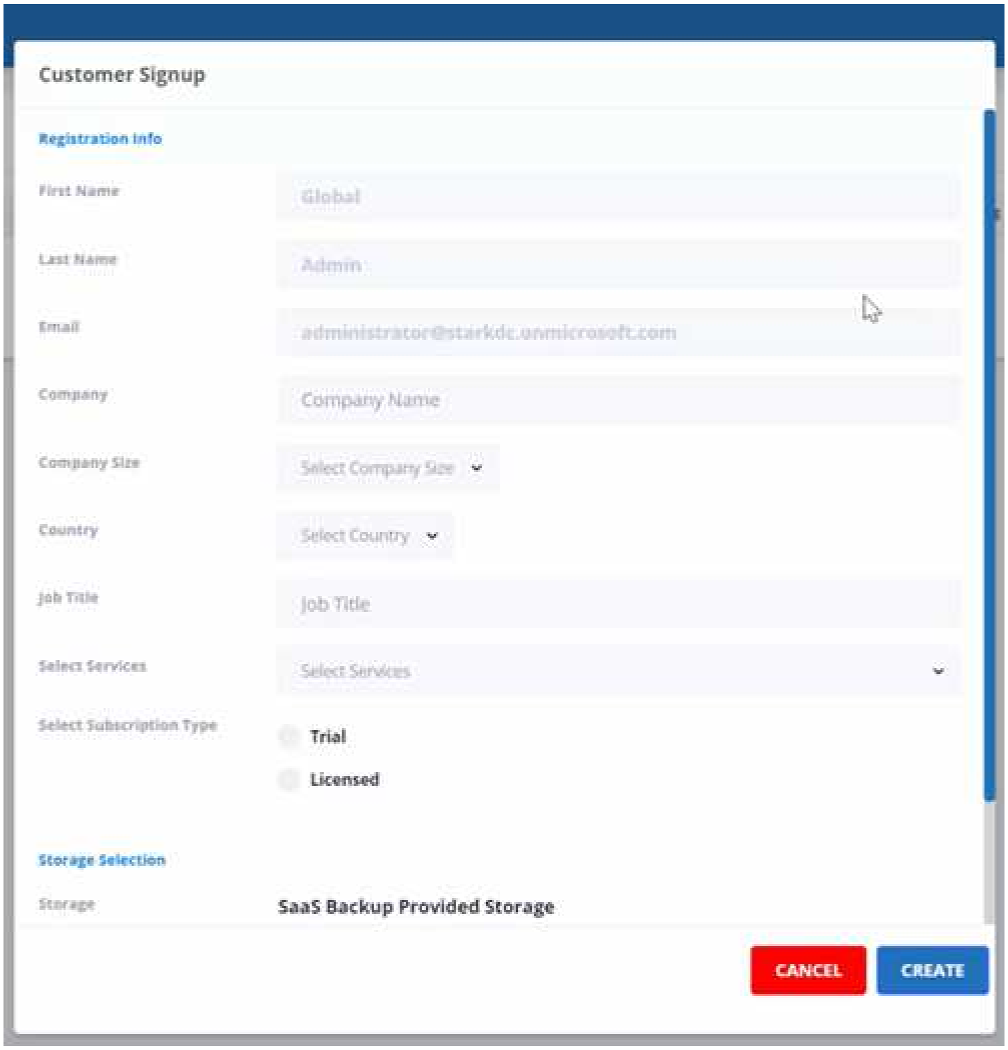
1. From the dashboard, click **Customers** on the left.



2. On the **Customer List** screen, click to add a new customer.

3. In the pop up, click on the Office 365 icon to create a new customer subscription.
4. Enter the email address and password for your Microsoft 365 global administrator service account, and then click **Sign in**.
5. A list of the permissions requested by SaaS Backup for Microsoft 365 is displayed.
   Click **Accept**.
6. Back in Partner Central, click under **Action** in the **Customer List** to complete **Customer Signup**.

7. Enter the requested user information.



- Select subscription type:
  - If this is a trial subscription, enter the activation code.
  - If this is a licensed subscription, enter your NetApp SSO and product serial number.
- Select your storage under **Storage Selection**.

  If you are using storage provided by SaaS Backup:

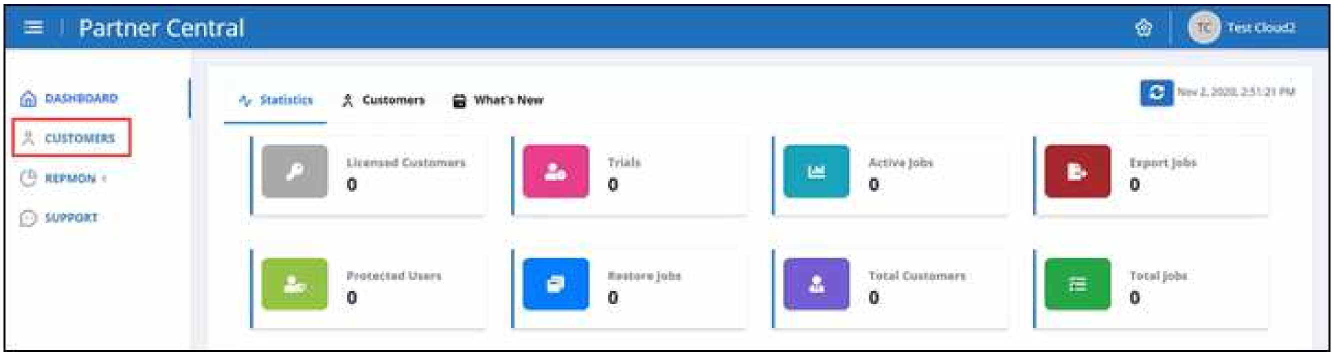
  a. Click **SaaS Backup Provided Storage**.
  b. Select the **Amazon S3** or **Azure Blob** storage option.
  c. Select the **AWS S3** or **Azure Blob** region for your backup. You should select the region that is the closest to the physical location of the data you are backing up.

8. Click **Create**.
   A status update appears on the right side which reads “Customer Sign up In-Progress.” When the status update is finished, the status changes to “Customer Sign up completed” and the status becomes Active.

Delete a customer

Steps

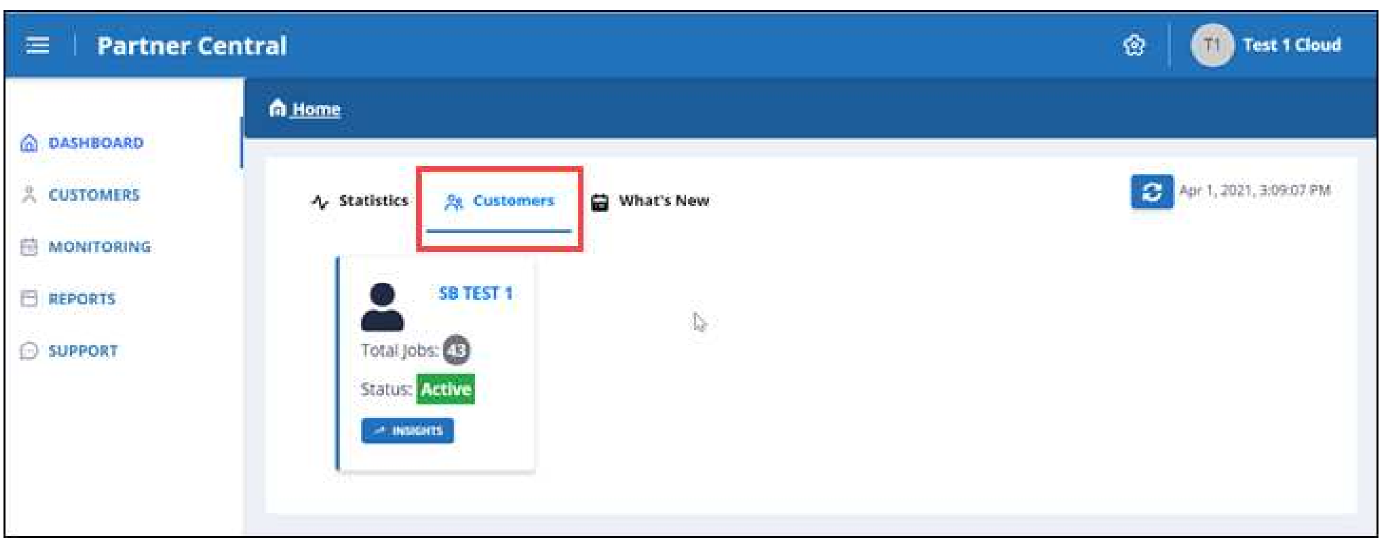
1. From the dashboard, click **Customers** on the left.



2. Find the customer you wish to delete in the customer list. Click to delete the customer.

Manage customer data

After you add new customers, you can view customer details such as the customer name, status, and total number of jobs from the dashboard in Partner Central.

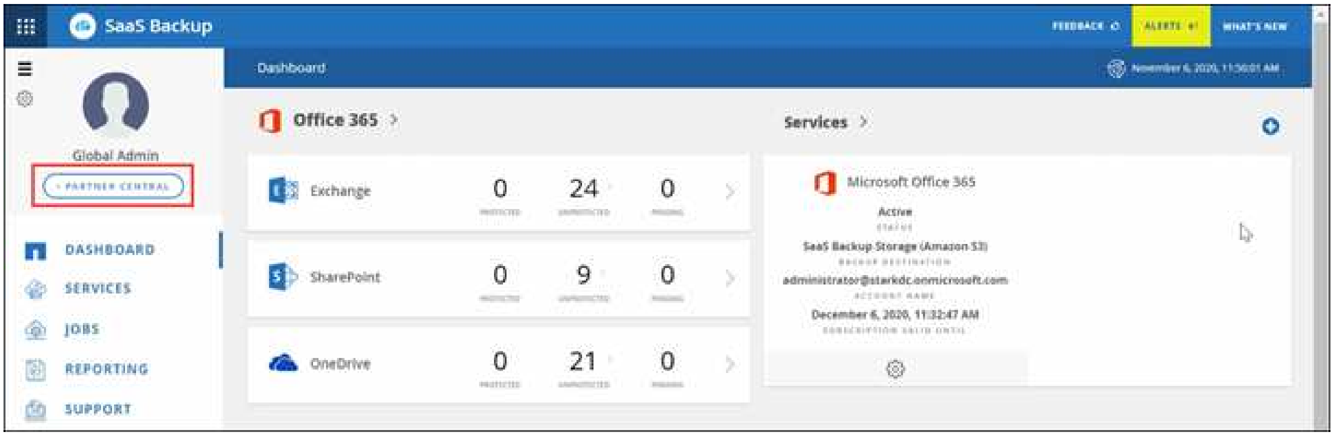


To manage customer data, you'll use the SaaS Backup for Microsoft 365 user interface.

Steps

1. Click to redirect to the SaaS Backup for Microsoft 365 user interface to manage customer data.

To return to Partner Central, click **Partner Central** under the customer's name on the left side of the SaaS Backup for Microsoft 365 user interface.



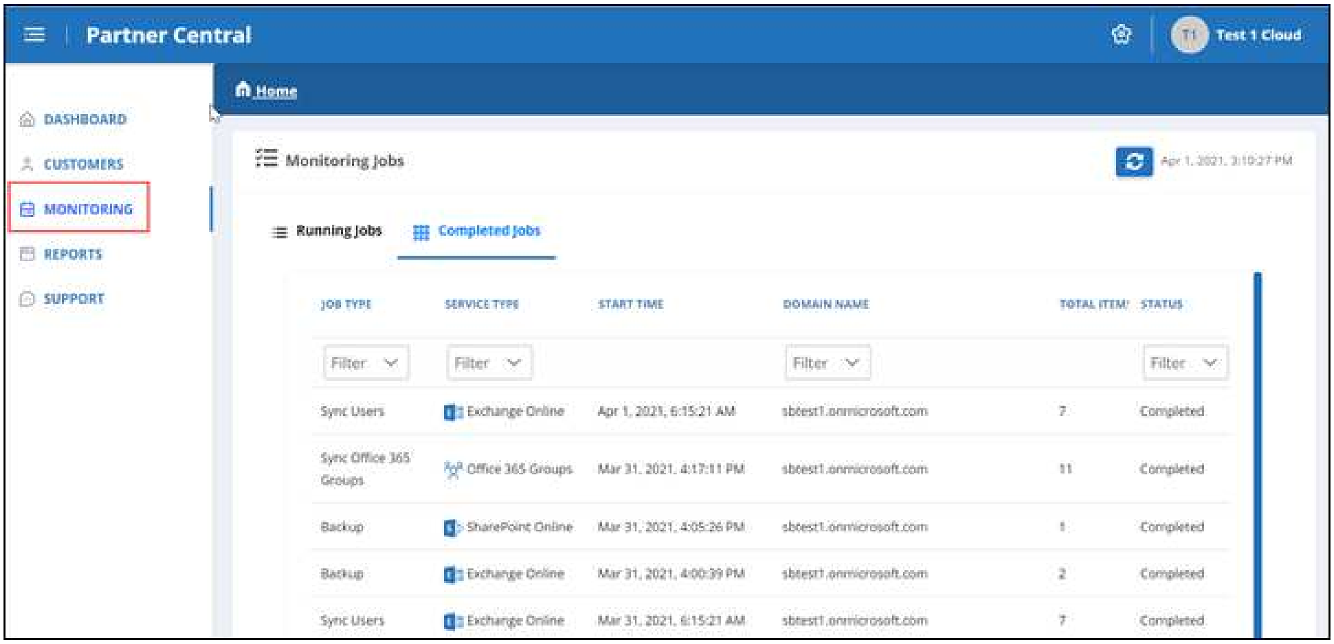
For information about how to use SaaS Backup for Microsoft 365, go to NetApp SaaS Backup for Microsoft 365 online documentation.

Monitor customer jobs

You can monitor backup, sync, and restore jobs for your SaaS Backup for Microsoft 365 customers in SaaS Backup Partner Central.

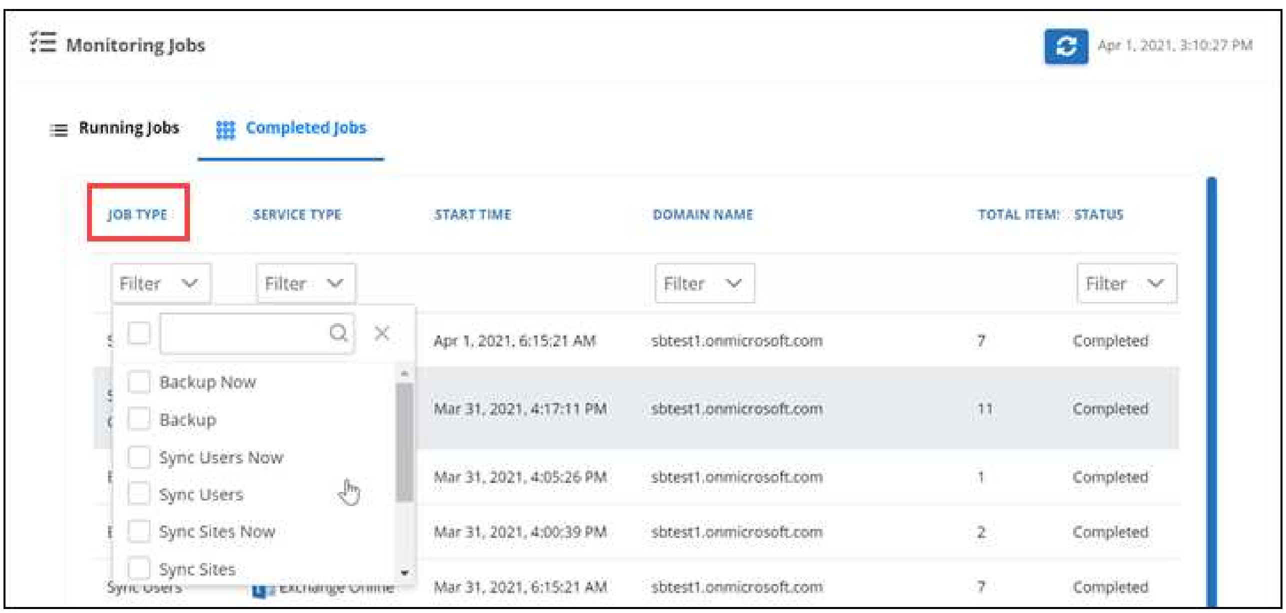
Steps

1. From the dashboard, click **Monitoring**.



In **Monitoring**, you can see job history for your customers in two separate tabs: **Running Jobs** and **Completed Jobs**.

2. You can filter **Running Jobs** and **Completed Jobs** by job type, service type, domain name, and status.
   a. To filter by job type, click **Filter** under **Job type** and then select the job type.



Now job types refer to on demand jobs.

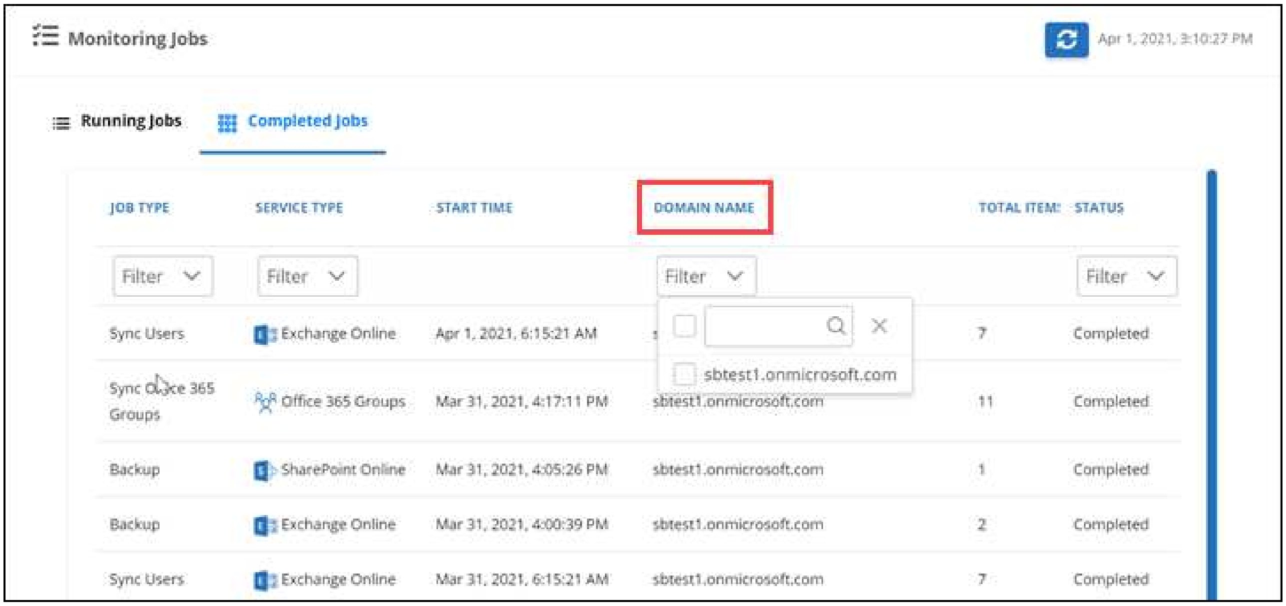
   b. To filter by service type, click **Filter** under **Service type** and then select the service.

   Select the service:

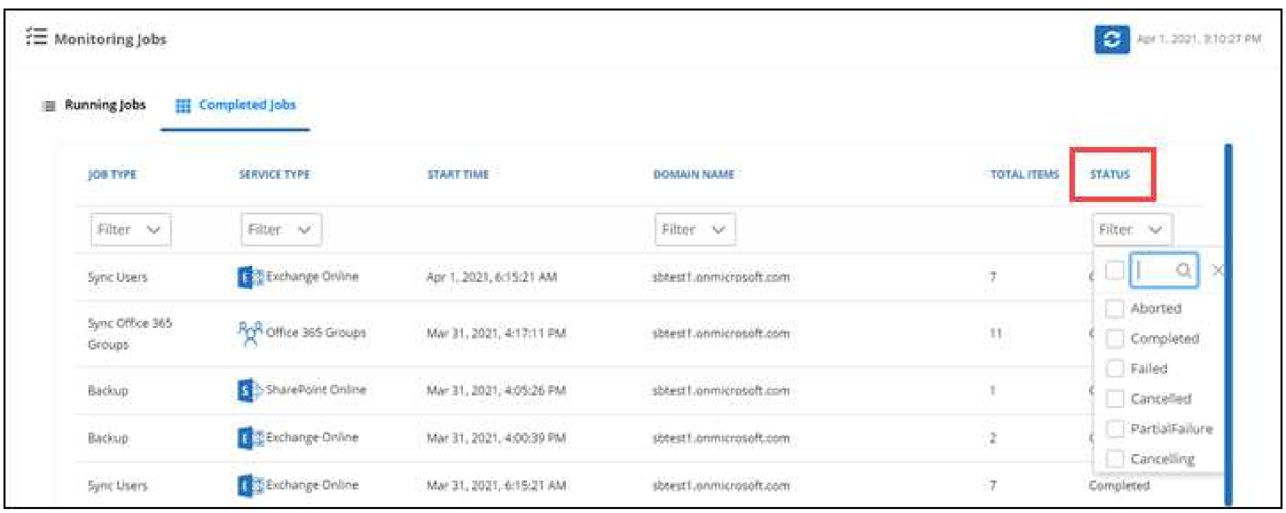
   - Exchange Online
   - OneDrive for Business
   - SharePoint Online

- Office 365 Groups

c. To filter by customer, click **Filter** under **Domain name** and then select or search for the customer domain.



d. To filter by status, click **Filter** under **Status** and then select the status.

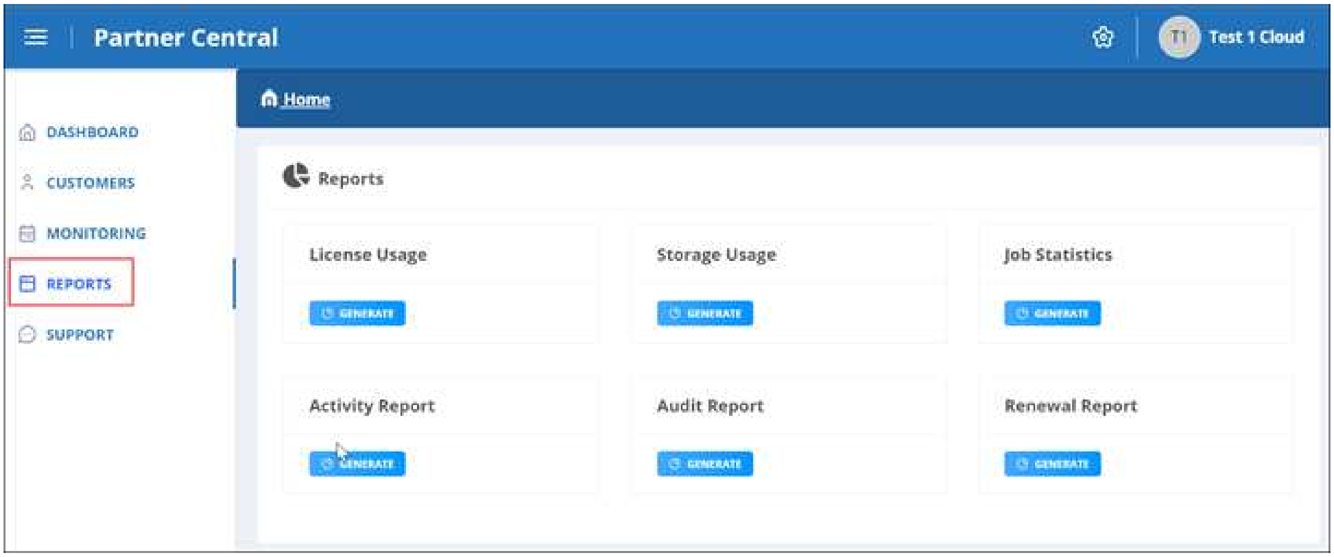


Generate Reports

In SaaS Backup Partner Central, you can generate reports for license usage, storage usage, job statistics, activity, audits, and renewals.

Steps

1. From the dashboard, click **Reports** on the left.



2. Select the category for which you want to generate a report.
   - **License Usage**
   - **Storage Usage**
   - **Job Statistics**
   - **Activity Report**
   - **Audit Report**
   - **Renewal Report**
3. Click **Generate** under the category.
   Reports are generated in CSV format.

Manage settings

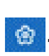
Manage notifications

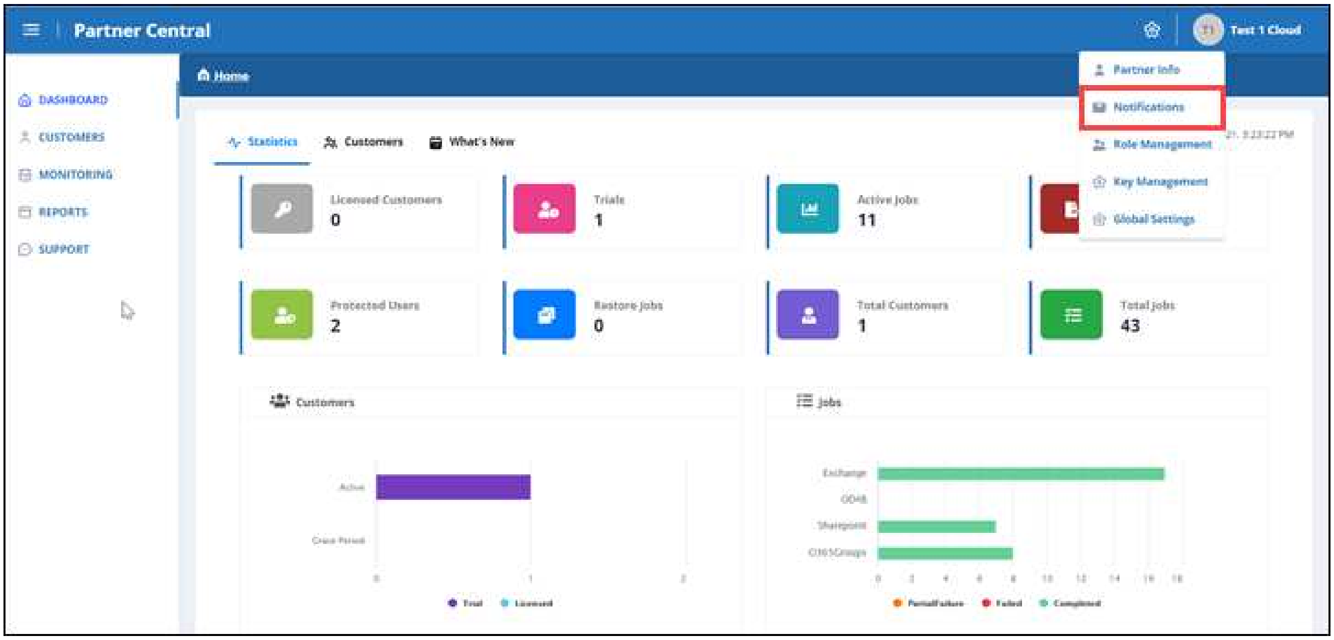
In SaaS Backup Partner Central, you can add, modify, and delete notifications for different users.

You can enable or disable the following notifications:

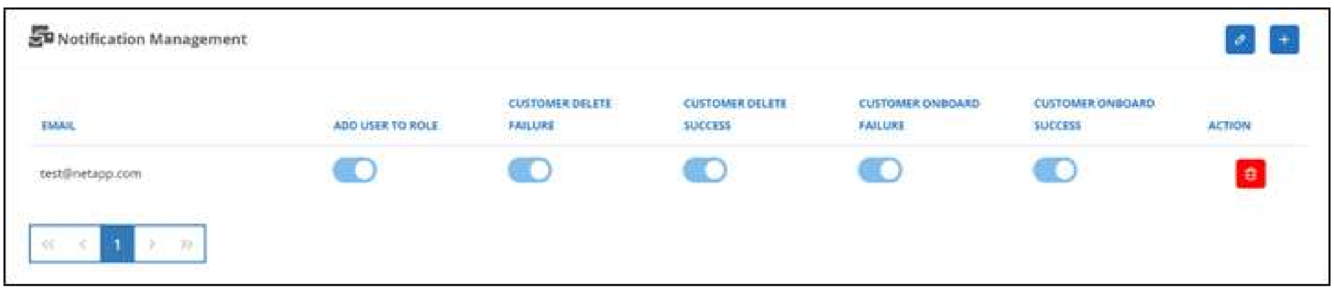
- Add user to role
- Customer delete success
- Customer onboard success
- Customer delete failure
- Customer onboard failure

Steps

1. From the dashboard, click .
2. Select **Notifications** from the dropdown menu.

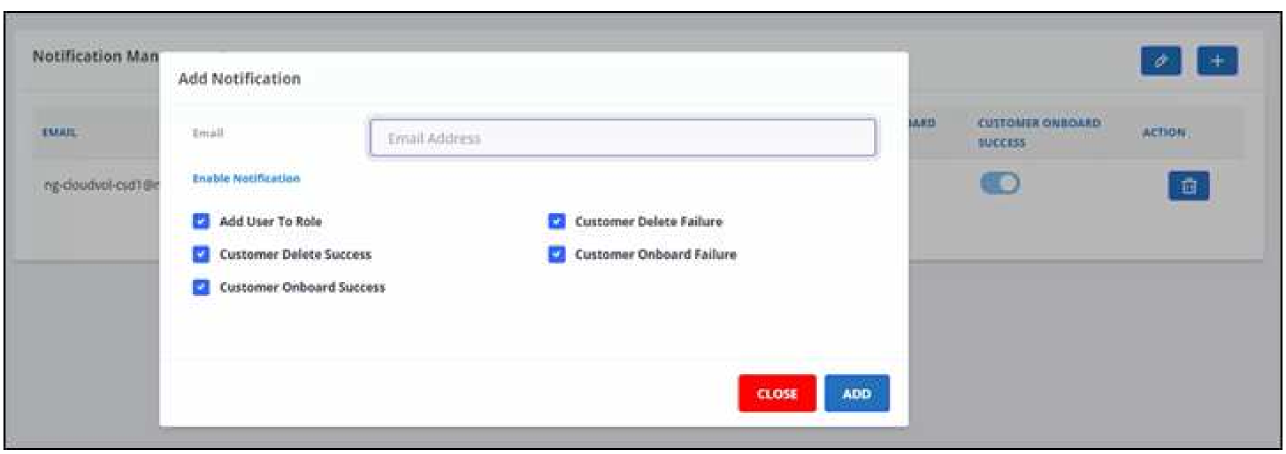


3. In **Notification Management**, you can add, modify, and delete notifications.



a. To add notifications, click + to add notifications to a user.

   In **Add Notification**, enter the email address for the user. Select notifications you want to enable and click **Add**.



b. To modify notifications, click .

c. To delete notifications, click .

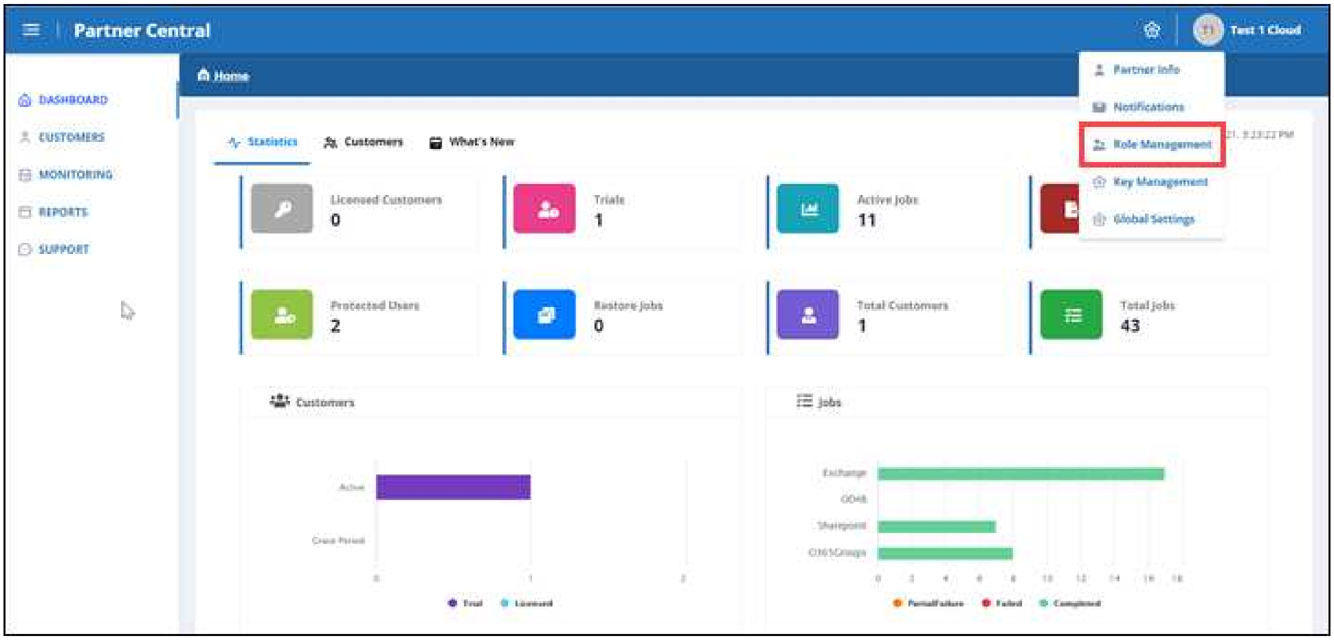
Manage roles

In SaaS Backup Partner Central, you can modify, add, and assign different user roles.

The default email in **Role Management** is the partner email.

Steps

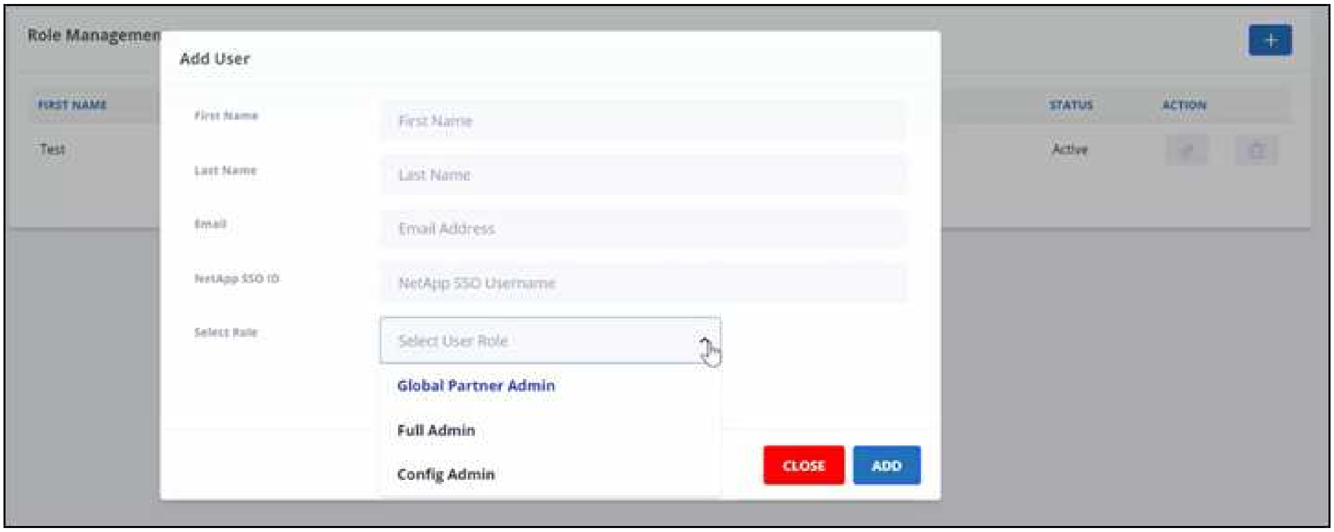
1. From the dashboard, click .
2. Select **Role Management** from the dropdown menu.



3. In **Role Management**, you can add, modify, and delete roles.

4. To add a user, click .

   In **Add User**, enter the requested information.



a. Select the role for the user.

- **Global Partner Admin**: Can create other global partners and has full control of all roles.
- **Full Admin**: Has full control of all roles except global partners.
- **Config Admin**: Can add and delete customers.

5. To modify a user's role, click .
6. To delete a user, click .

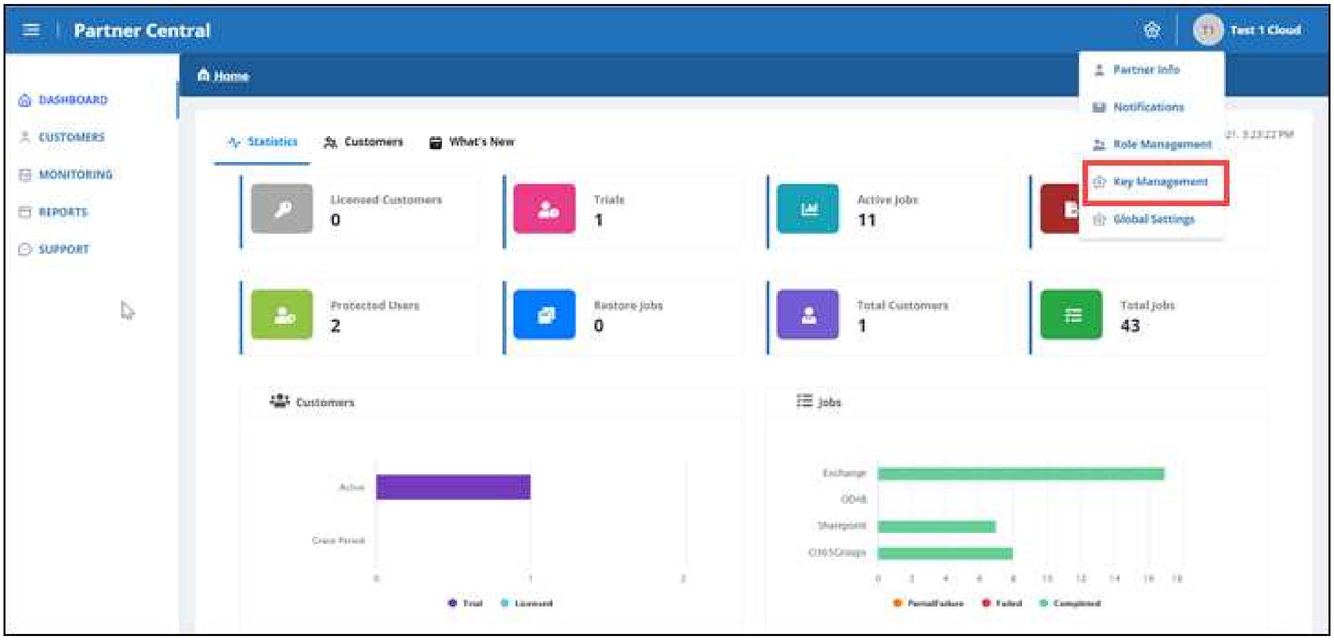
Manage Keys

You can add and manage keys for enhanced security in Partner Central from the **Key Management** setting.

Add keys

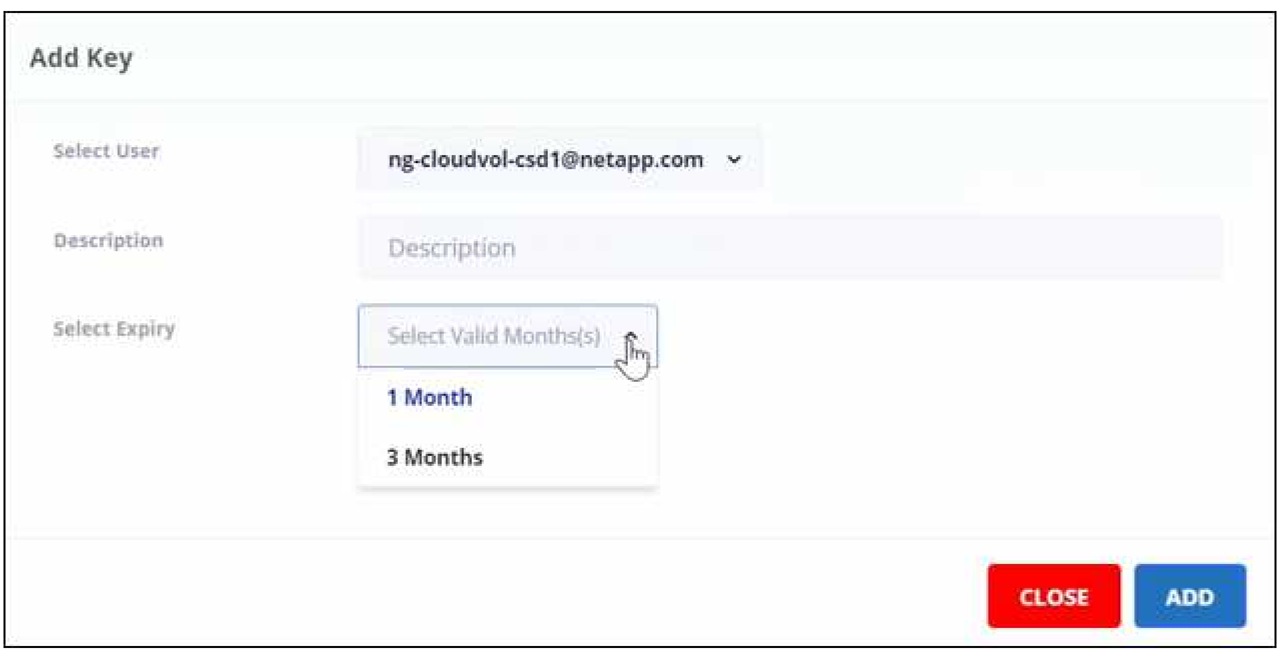
Steps

1. From the dashboard, click .
2. Select **Key Management** from the dropdown menu.



3. To add a key, click **+ ADD KEY**.

4. In **Add Key**, do the following:



a. Select the user.

b. Add a description.

c. Select expiry.

d. Click **Add**.
A box appears with the message “Successfully generated the key.”

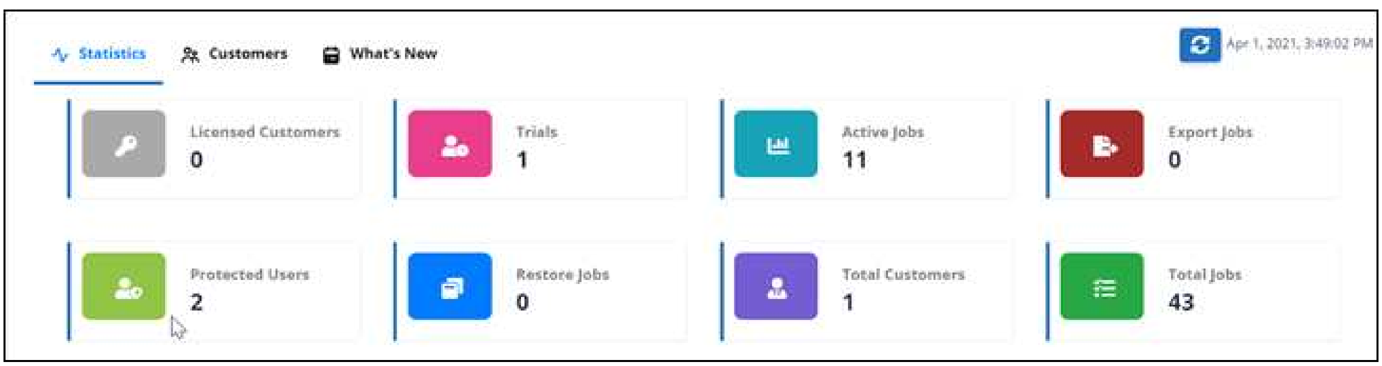
5. Click to show the unencrypted key and click to hide the unencrypted key.

Statistics

In SaaS Backup Partner Central, the **Statistics** view shows statistics to help you manage your SaaS Backup for Microsoft 365 customers.

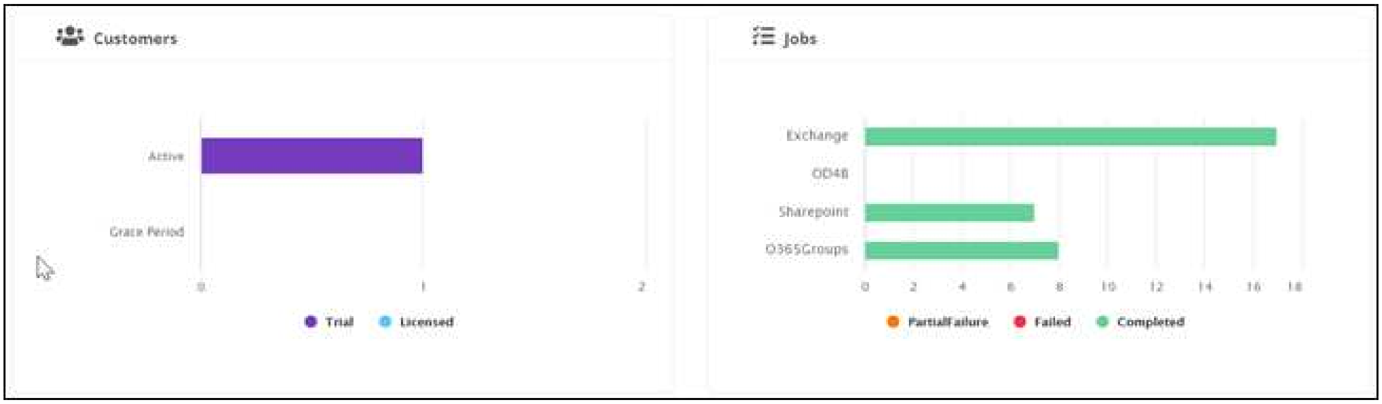
Numerical statistics appear for the following:

- **Licensed Customers**
- **Trials (Customers)**
- **Active Jobs**
- **Export Jobs**
- **Protected Users**
- **Restore Jobs**
- **Total Customers**
- **Total Jobs**



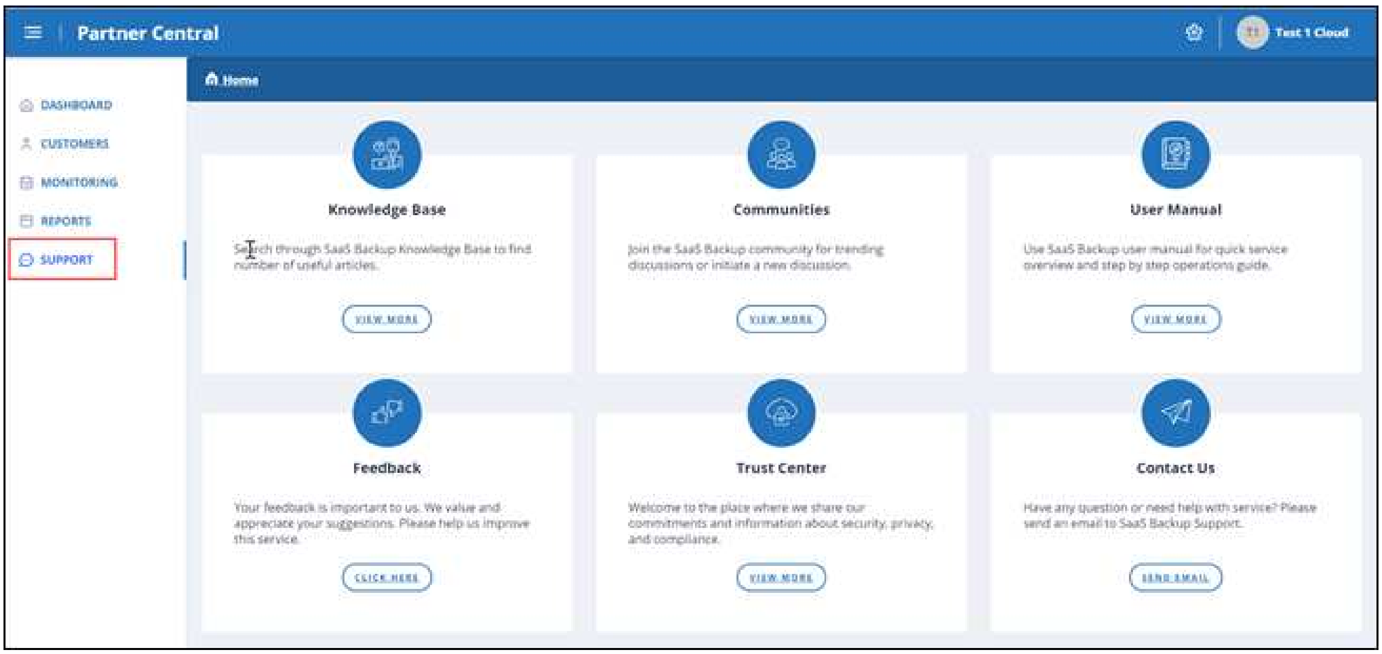
Graphical statistics appear for the following:

- **Customers**
- **Jobs**



Where to get help and find more information

You can get help and find more information in the NetApp SaaS Backup Partner Central interface in **Support**.



Support gives you access to the following resources:

- **Knowledge Base** articles
- **Communities**
- **User Manual**
- **Feedback**
- **Trust Center**
- **Contact Us**