



# Channel Data Services Onboarding Guide

Partner Only

14/06/2023

Partner Only



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## **Document Change Details**

1.0         10/05/23         Channel Team         Initial version           1.4         14/0/02         Data Oncircular Field         Trial Version	Version	Date	Author	Changes
4.4 Add Add Add Add Add Add Add Add Add Ad	1.0	10/05/23	Channel Team	Initial version
1.1 14/6/23 Pete Springfield That licenses, ProPartner Registration, Pulse Toker	1.1	14/6/23	Pete Springfield	Trial licenses, ProPartner Registration, Pulse Token

Table 1: Document Change Details



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### About the Node4 Data Services Channel Program

Welcome to our Channel Data Backup Service! We're excited to have you on board as our new partner. This onboarding process will guide you through the necessary steps to get started.

This Node4 Channel Program is specifically designed to enable channel partners to utilise Node4's expertise and infrastructure to generate a profitable income stream right now based on the world-wide market presence of the Veeam data protection ecosystem allied with Node4's proven expertise in delivering Veeam based solutions.

#### **Account Setup**

Visit our partner portal and provide the required information to complete the registration process for a trial account at which a default pool of resources is provided for 30 days. At the conclusion of the trial period (or before if required), Node4 will convert the trial to a billable account that entitles the reseller partner to deploy as much resource as required.

Once your account is approved, you will receive login credentials and access to the Veeam Service Provider Console via a welcome message. We have provided an example of the welcome email on the next page.

#### **Veeam Trial Licenses**

For the trial period alone it's possible to download and use 30-day trial licenses directly from Veeam without any pre-existing relationship with Veeam. Use the link below to retrieve trial licenses for any Veeam product.

https://www.veeam.com/backup-replication-vcp-download.html

Note: when the 30-day license period is over, the product(s) will operate in Community Edition or Free mode with limited functionality however, the Node4 repository will no longer be available. You can continue to use the community or free editions independently of any relationship with Node4.

Upon completion of the 30-day trial, your Node4 Account Manager can transition service to production status at which point storage repository is reinstated, and your purchase order will enable consumption billing for all licenses and storage consumed by you and your end-user customers. You will be able to deploy rental licenses with no necessity to reinstall Veeam backup software.

#### **ProPartner Registration**

We are confident that you will wish to continue using Node4 as your preferred Veeam Service Provider and in this case part of onboarding as a Node4 commercial client requires you to register as a Veeam ProPartner so that we can align you as reseller within our commercial process.

The link to ProPartner registration is shown below. We may need reseller partners to generation a VSPC Pulse integration token to facilitate self-service license deployment. Guidance notes to generate your Pulse token from ProPartner are provided in Appendix 3.

https://propartner.veeam.com/registration/#company-selection



Dear Pete Springfield

Please keep this email for your records. Your account information is as follows:

Username: Password:

Log in to the Backup Portal and change your password

Welcome to our Channel Data Backup Service! We're excited to have you on board as our new partner. This trial account is limited to 30 days, 1TB of storage capacity and 10 VM or Agent licenses providing an ideal environment to evaluate our services. The following onboarding guide will help you through the necessary steps to get started. A member of Node4 will be assigned as a point of contact for the duration of the trial should you have any questions.

https://node4.co.uk/app/uploads/2023/06/Channel-Data-Services-Onboarding-Guide.pdf

#### **Getting Started**

- 1. Fill in information about your company in the backup portal
- 2. Brand your portal with the company logo
- 3. Configure email notifications settings
- 4. Start providing Veeam backup services

#### Self-Service Portal

Veeam Agent management

- Install management agents on managed computers. Please refer to this
   Help Center web page to get the installation guide
- · Create Windows or Linux discovery rule in the backup portal
- Deploy Veeam backup agents to the discovered computers
- Apply backup policies to the backup agents
- · Start monitoring and reporting on backup jobs

Veeam Backup & Replication management

- · Deploy Veeam backup server
- Launch the New Service Provider wizard
- · Specify cloud gateway settings to connect to the backup portal:
  - Site: Node4 Northampton (DC4),
  - Gateway Address: cloudconnect-nht-gw-02.n4cloud.co.uk:6180 Site: Node4 Northampton (DC4),
  - Gateway Address: cloudconnect-nht-gw-01.n4cloud.co.uk:6180
- Enable remote management capabilities checkbox in the remote Veeam backup server

Por more information on the configuration, see our online Help Center web page



Figure 1: Partner Welcome Email

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## **Enabling Multi-Factor Authentication (MFA)**

Multi-Factor Authentication is enabled by default on all new reseller accounts. To complete your access, you will need to enable MFA so you will be directed to the MFA configuration page immediately.

Edit	lser	×
0	Your portal administrator has enforced the multi-factor authentication (MFA) policy. To continue working with the portal, you must set up the MFA access for your account.	
	оқ	

Figure 2: MFA Configuration

Click 'OK' and proceed to the MFA configuration page.

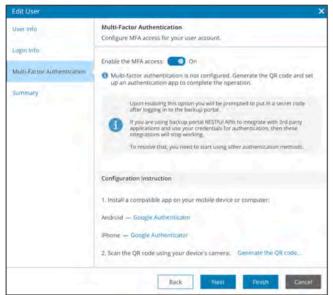


Figure 3: MFA Configuration

If you don't have a preferred authentication application, VSPC suggests options for Android or iPhone. A useful tip is to ensure that you Generate the QR code and verification code as you cannot select the 'Next' or 'Finish' options before doing so.

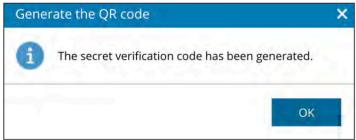


Figure 4: MFA Configuration



### Getting Familiar with Veeam Service Provider Console

Login to the Veeam VSPC using your provided credentials. Your Overview page will look like this:

ider Console			PMSTest Service Provider Global Administ	eic-
Summary				
Active Alarms		Management Ag	ents	
	No action allocar		() Healtha	
1	No active matrix		неакну	
Companies Health				
Overview				
Managed Companies		Healthy		
Companies State by Regions				
Enclose region with managed com	pannes			• (①) G9 Gar(
		United Registors		
	Summary Active Alarms Companies Health Overview Managed Companies Companies State by Regions	Summary Active Alarms Wo active alarms Companies Health Overview Managed Companies	Summary Active Alarms Management Ag Overview Managed Companies Companies State by Regions Companies State by Regions Companies State by Regions	Summary Active Alarms  Active Alarms  Active Alarms  Anagement Agents

Figure 5: VSPC overview page

Take some time to explore the console interface and become familiar with its features and capabilities. Note that your default account is the sole Global Administrator role.

It is strongly recommended that you review the Veeam Service Provide Console Guide for Resellers available within the Veeam Help Center here: - <u>https://helpcenter.veeam.com/docs/vac/reseller/about.html?ver=70</u>

You can create subordinate roles according to the needs of your business. It may be that the Global Administrator is all you need. Alternatively, you can create role-based accounts from the following four options:

**Service Provider Administrator** has a similar set of privileges as the Service Provider Global Administrator but cannot modify or remove Service Provider Global Administrator.

**Service Provider Operator** can perform all kinds of management tasks for companies in the access scope. Data available to a Service Provider Operator can be limited to one or more client companies, and the user can access data pertaining to all managed Veeam products.

**Service Provider User** has access to client companies monitoring data, but cannot perform most configuration and management tasks. Data available to a Service Provider User can be limited to one or more client companies, and the user can access data pertaining to all managed Veeam products.

Service Provider Invoice Auditor has access to invoices and billing details pertaining to all client companies.

Here, we provide a brief introduction to the 'Companies' sidebar option where you, the Channel Partner can create and setup your tenant customer(s). Here, we can see the list of companies with just one test company created, and we've already checked the single test company for editing, so we can examine it further.



C Veeam Service Pr	ovider Console			Text Producer Contact conversion transie		guration
All Companies	Company	Company type: 🗚 📥 🕌 MFA status:	All Bb Bb			
Wernew	+ New - Edit & Remove	🕐 Enable 🔿 Dipable 🤗 Manage 🛩 🚊 MFA as Administr Portal Us Lease Expiration D		Last Cloud Connect Activit	7 Export	t to Y
Active Alarms RPD & SLA Revources & Billing	PMSTestCo Enforced	T II Never	Active 0		6/15/2023 9:56 AW	
Cherros						

Figure 6: Companies page

The next illustration shows the initial detail of the company tenancy you can setup to provide your data protection service.

C Veeam Service Pr	ovider Console	PMSTpet	Configuration
New Company	у		
Company Info	Company Info Specify company name and contact (information		
Company Type	Company name: Test Company		
User Info	Login alias:		
Services	Tax iD:		
8 ng	Title:		
Bandwidth	First name:		
Multi-Factor Authentication	Last name		
Notifications	Telephone:		
Summary	Country:		
	State		
	Company ID:		
	Veeam Tenant ID:		
	ZIP code:		
	Web site:		
	Additional hotes:		

Figure 7: Company info page

Continue to explore and review the available documentation and training materials available to understand the full functionality of the backup solution you'll be selling.

### **Setting Up Backup Services**

Determine the backup products and services you want to offer to your customers from the enabled services provided by the Node4 infrastructure. The selection option page is shown below, but please note that not all services will be available as Node4 builds and extends its Channel Partner Data Services portfolio. If you select an unavailable service, the option will



C Veeam Service Pr	ovider Console	Mister	Configuration	
Edit Company	y - PMSTestCo			
Company Into User Info	Services Configue services they you want to potwell for the company. Managed backup			
Services Billing	Backup agents mänagement: Louise Pre general terrorial offer promiting press and press	• off		
Bandwidth	Backup servers management: Traction of the server of the s	or or		
Multi-Factor Authentication	Cloud Connect resources			
Notifications	Backup resources:	On .		
	Replication resources: Episode the ground interview with market out them	ort		
	Microsoft 365			
	Microsoft 365 managed backup: Construction of the answer and construction of the Original	ОН		
	Public cloud			
	Public cloud menaged backup: Tracta stream of a system of additionance year in back and a second stream of a second stream of a second stream	e on		

Figure 8: Company services

Next, we can see your pricing schedule set up for the company under inspection. Please note that Node4 does not set your selling price, leaving flexibility to provide lean services at competitive prices, value added services or a mix of both, with complete freedom to address your own market. Please also note the values shown act as an example only, set to illustrate the range of possibilities.

🕄 Veeam Service P	rovider Console		EMSTest.	(1) 🔅 Containing
Edit Compan	iy - PMSTestCo			
Company Inter	Billing Simet for desired fotoerconvergency	Sug.		2
Lewr m/s		Plan info		
Servere	Cream News	Name: Description	Fest Flan	
	Winty detain	Currency		
and the second se	Lymber by different	contincy		
RAMMANINY	No dilling	Currency:	United Kingdom Pound (GBP)	
		Tacc Discount	VAT 20H	
Constitution Automation				
ALC ROUGHS		General services		
		Managed services	0 GBP per month	
Summery		Monitoring services:	0 GBP per month	
	Managed backup			
		Workstation agent:	0 GBP per month	
		Servir agent:	0 GBP per month	
		Managed VM:	0 GBP per month	
		VM with CDP enabled:	0 GBP per month	
		File share size	0 GBP per TB	
		File share backup size: File share archive size:	0 GBP per TB	
		Windows workstation OS:	0 GBP per TB 0 GBP per agent per month	
		Windows server OS:	0 GBP per agent per month	
		Linux OS:	0 GBP per agent per month-	
		-matter	GBP per agent per month-	
		Veeam Cloud Connect backs	ip resources.	
		Server backup:	) GBP per montin	
		Workstamon backup.	û GRP per moren	
		VM backup:	0 GBP per month	
		Data transfer out (horkup)	ú GBP per GB	
		Previous		

Figure 9: Example Billing Subscription

In this last illustration, we can see how the Welcome message to one of your customer companies is created and notifications set.



C Veeam Service P	rovider Console	( Miles	
Edit Company	y - PMSTestCo		
Concerning info. Losse india Services annung	Notifications           Early as instruction sample to thereorypany.           Witcome Enail           State outsom set:               ①             04            Space (y dat stress adds) = wildowe enail, if help opname (W)              ①		
Bantweldt Ander Excendual ondersone Matchications			
Server.	Processing and a set of a second and a		

Figure 10: Notifications

Remember to customise branding and notifications to reflect your company's identity. Note that you can add customised text to the welcome email that is despatched to your customer. By default, the welcome email includes login credentials and email address, but you can add further information pertinent to the services offered by you as a reseller.

To ensure that welcome emails and notification to your end-user clients are enabled, you will need to configure your own SMTP settings. Click the gearwheel icon at the top right to enter configuration page.

ce Vecam Service Pr	ovider Console			() PASTAN	
Al Desgames	Summary				
	Active Alarms		Management Agents		
A Control Accordance BPC& SLA		Nos active alarres.		() Healthy	
	Companies Health				
Companies Companies	Overview		🕑 Hasamiy		

Figure 11: Reseller Configuration

Select the notifications options from the side menu to access the SMTP Server & notification configuration.

😪 Veeam Service Pro	vider Console
Exit Configuration	Configuration Alarms Management
	Save
Backup Policies	SMTP server: Not set yet
Rev Notifications	
Security	Configuration: Test email notification Reset email server settings
Roles and Users	Default sender: p.springfield@node4.co.uk
Plugin Library	Choose the level of notifications you want to use:
Subscription Plans	No email notifications Summary emails only Emails on every event
Company Info	•
Quota and License Usage	Alarms Specify email settings to use in alarm notifications

Figure 12: SMTP Configuration



The 'Not set yet' hotlink can then be selected to configure your organisation's mail gateway settings.

Email Server Settin	gs		×
Authentication type:	Basic	÷	
SMTP server:	Enter name or address		
Port:	25		
Encryption protocol:	Auto	*	
Requires authen	tication		
Usemaine: Enl	er useminne		
Rassword: Enl	or password		
		Save	Cancel

Figure 13: SMTP Detailed Configuration

### **General Configuration**

Configuration of backup jobs, retention periods and other tasks are performed at the company level. You may choose to hand over the tenancy to your client at this point or provide chargeables services to configure provide 1<sup>st</sup> line support. It is recommended that you refer to the 'VSPC User Guide (Reseller) for further information and a direct link to this is provided in Appendix 1.

#### **Backup Data Seeding**

Most end-user clients will commence off-site data protection with new backups in their new company tenancy. However, there may be clients with backup requirements that would take an extended time to perform the initial backup operation.

In this case, Node4 can offer a seeding service that comprises shipping of a physical server to the customer's site facilitating the local transfer of data to a simple NAS (Network Attached Storage) virtual machine located on the provided server. NAS (or SMB) protocol ensures that a simple shared volume is available for a bulk copy operation. There is no requirement to utilise backup software for the transfer process.

Seeding is a chargeable professional services engagement, and your Channel Account Manager can advise you of the pricing.

A guideline document describing the seeding procedure and the underlying transport hardware provided is available here – <u>https://node4.co.uk/app/uploads/2023/06/Channel-Data-Services-Seeding-Documentation-v1.1.pdf</u>



## **Appendix 1**

#### Links and References

The following table is a list of links to resources of use to Channel Data Service Partners.

Title	Link
VSPC User Guide (Reseller)	https://helpcenter.veeam.com/docs/vac/reseller/about.html?ver=70
VSPC User Guide (End User)	https://helpcenter.veeam.com/docs/vac/provider_user/about.html?ver=70h ttps://helpcenter.veeam.com/docs/vac/provider_user/about.html?ver=70
Veeam Pro-Partner Account Registration (New Reseller)	https://propartner.veeam.com/registration/#company-details
Veeam Pro-Partner Account Registration (Existing Reseller)	https://propartner.veeam.com/registration/#company-selection
Veeam IQ - Training & Certification (ProPartner Account Required)	https://propartner.veeam.com/veeam-iq
Veeam Marketing Centre	https://www.structuredweb.com/sw/app/Marketing/CPage.aspx?pageCont ext=HomePage&limit=1000 =415&TMID=509&SWSESSIONID=E550 2536C946A4495E1D4671DD190C5F

Table 1: Links and References



## Appendix 2

#### **Glossary of Terms**

The following table is a glossary of terms used.

Term	Definition	
VSPC	Veeam Service Provider Console. This is the foundational software product that facilitates exposing the Node4 backup resource 'tenancies' to channel partners for deployment and management of their services.	
Veeam Competency Program	This is the audited certification that ensures that Veeam and its distributors can refer resellers and major customer opportunities to Node4, who in turn provide a consister set of Veeam based services.	
Veeam Competency Badge	This is the indicator of service(s) provided by Node4 that have been assessed as meeting Veeam standard for an MSP delivered channel service.	
Cloud Connect	This is the underlying technology that connects on-premises Veeam Backup and Replication Servers or Stand-alone agents to the Node4 backup infrastructure.	
Reseller	The word 'reseller' in the context of the Veeam Service Provider Console portal refers specifically to the Channel partner who purchases and consumes resources from Node4 to offer solutions to their own customers.	
Company	The word 'company' in the context of the Veeam Service Provider Console portal refers specifically to the sub-tenancies that the Reseller creates as logically separate virtual backup environments with isolated configuration and configuration. One reseller may have one or many companies within VSPC.	

Table 2: Glossary of Terms



## **Appendix 3**

VSPC	Pulse	Token	Gener	ation
------	-------	-------	-------	-------

The following illustrations show the sequence of operations required to generate a VCSP Pulse integration token.

1						
Gold Service Provider		)	Your Veeam Cloud Service Provi	der Gold Stat	us l	
			Your remplance statusi Omfun	Iner		
Nanage My Business Yroducts olutions	Propartner tier requirement	5	Certification requirem	ents	Veeam recommendation	IS (0
ervices ales Resources	Point plan	0	VMTSP/VMXP Company: B	8/4 🥹	Veeam accreditation ACCESS VEEAM IQ	
larketing			Personal: 2 Vecam Certified Engineer (VMCE)	2/1 😳	Veeam Marketing Center	
echnical & Pre-Sales earning & Events	Monthly Usage Reporting		Company: 2 Personal: D		Add Veeam to your website	
ontacts	1				Already have Veeam on your website know	? Let us
	Min. commit points for May 10, 2023					
	Overage Min. commit enforcement	0				
	Total points Agreement expiration date: December 31, 2024	o				

From your ProPartner landing page, select 'Manage my business'.

2	Workplace				
Gold Service Provider	VCSP Pulse		Your Veeam Cloud Service Provider	Gold Stat	tus
	Customer Expansion Portal		Your compliance status; Confirmed		
Manage My Business Products	Partnership Resources		Certification requirement	s	Veeam recommendations
Solutions	VCSP Welcome Hub				
Services Sales Resources	VCSP Getting Started Guide	٥	VMTSP/VMXP Company:	•	Veeam accreditation
Marketing	Partner Agreement Data Processor Addendum		Personal: Veeam Certified Engineer (VMCE)		Veeam Marketing Center ACCESS NOW
Technical & Pre-Sales Learning & Events Partnership Certificat Contacts Manufacturer Confirm	Partnership Certificate		Company: Personal:		Add Veeam to your website
	Manufacturer Confirmation Letter Find an Aggregator				Already have Veeam on your website? Let us
	Download NFR license				
	Competency Program				
	Services Partner Directory				
	VCSP Reseller Ready Partner Directory				
	Policies and Guidelines				
	ProPartner Program		GET CEATIFIED		
	Value-Added Resellers (VVAR)				
	Service Providers (VCSP)		Boost your business		
	Accredited Service Partners (VASP)		A standard and a standard and a standard and a standard a standard a standard a standard a standard a standard		rt from a Veeam marketing expert to run campaigns

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#### Next, select VCSP Pulse.

	Skier	SUPPORT
Cold Service Provide Gold Service Provide Gold Service Provide Nadage My Busines Nadage My Busines Solutions Salations Salations Salations Markeing Technical & Pre-Salas Learning & Events Contacts	VCSP Pulse  Approx for our continuous effort to bring more value to our Veeem® Chood & Service Provider (VCSP) partners, we are pleased to introduce you to detomation platform that:  Supports end-to-end lifecycle management of your usage of Veem solutions:  Supports end-to-end lifecycle management of your usage of Veem solutions:  Supports end-to-end lifecycle management of your usage of Veem solutions:  Supports end-to-end lifecycle management of your usage of Veem solutions:  Supports end-to-end lifecycle management of your usage of Veem solutions:  Supports end-to-end lifecycle management of your usage of Veem solutions:  Supports end-to-end lifecycle management of your usage of Veem solutions:  Supports end-to-end lifecycle management of your usage of Veem solutions:  Supports end-to-end lifecycle management of your usage of Veem solutions:  Supports end-to-end lifecycle management of your usage of Veem solutions:  Supports end-to-end lifecycle management of your usage of Veem solutions:  Supports end-to-end lifecycle management of your usage of Veem solutions:  Supports end-to-end lifecycle management of your usage of Veem solutions:  Supports end-to-end lifecycle management of your usage of Veem solutions:  Supports end-to-end lifecycle management of your usage of Veem solutions:  Supports end-to-end lifecycle management of your usage of Veem solutions:  Supports end-to-end lifecycle management of your usage of Veem solutions:  Supports end-to-end lifecycle management of your usage of Veem solutions:  Supports end-to-end lifecycle management of your usage of Veem solutions:  Supports end-to-end lifecycle management of your usage of Veem solutions:  Supports end-to-end lifecycle management of your usage of Veem solutions:  Support end-to-end lifecycle management of your usage of Veem solutions:  Support end-to-end lifecycle management of your usage of Veem solutions:  Support end-to-end lifecycle management of your usage of Veem solutions:  Support end-to-end lifecycle management end-to-end lifecycle mana	VCSP Publies an COCIN TO VCSP Publies PVCSP Publies and COCIN TO VCSP Publies MOTE: If you already hows an active rentfal agreement, plasee contact how and not renewar a and finalisation for Moseon or public Publies how there not active and finalisation from Wesser or public how how been not active VCSP Publie, you will not be able to tops a contact your VCSP Publies, you will not be able to tops a contact your VCSP Representative for more information about you on exolution tops.
	You can now also generate and manage rental licenses and usage via Veeam Service Provider Console     wasming service forware now integrate with VCSP Plates, allowing you to generate and manage product license via Veeam Service     assign them to your customers, allocate license points to your Reseller Partners, and provides the ability deploy license keys from a centralize     To activate the integration, you will need to generate a taken from the Veeam Pro Partner Partal.     SEE THE STEPS FOR GENERATING A TOKEN. >	

#### In VCSP Pulse page, select 'See the steps for generating a token'

VERAM PROPARTNER	Seco		SUPPORT
Peter Springheld     Meter Springheld     Meter Springheld     Gold Service Provider	Integrate VCSP Pulse with	n Veeam Service Provider Co	nsole
Manage My Dusiness Products Solutions Services Sates Resources Markesting Technical, & Pre-Sales Learning & Eventy Centacts	manage limme key for supported products, for their Customers and can also a Penside: Council U. Capabilities in this latest.integration include: • On-demand license generation — The VCSP Fuke plug-in allows service pro- Service Provider Controle. • License management and access control – Service provider administrators of plug in .	Ia Veeam Service Provider Console expansion means that our Vesam Cloud Service Providers can quickly generate and nsign licenses and license quotas to their Reculiers, natively in the Vesam Service viders to generate license keys for Vesam products using the native UI of Vesam an create, install, revoke and update license keys generated via the VCSP Pulse Me's added functionality service providers can seemliessly deploy product licenses	Note: The short of the importance of the importa
	Step 1: Download Veeam Service Provider Console If you're a Veeam Cloud & Service Provider, console you are to downloaded PREV Yeam Service Investige (Service Investige) to the VCSP Pake (page- nis only available in and Later releases of Veaam Service Provider Console.	Stop 2: Generate your Token Navigate to the ProPartner API page to generate the connection roken Vata Homenetica API Steps: a) Set a desired excitation date of the token b) Click on the Generate button c) Copy the generated token to the clipboard	Step 3: Configure and start using the Console () Log in to the Vesiam Service Provider Console and click on the VCSP Pulse Portal plugies in the Plugin Library 2) Paste the connection taken to the configuration dialog: 3) Start using the plugin. To detailed the top step instructions on enabling the VCSP Pulse plugin integration, access the user guide.

You should not need to download the Veeam Service Provider Console as you will be accessing the Reseller instance of the console provided by Node4. Select the 'Visit ProPartner API' link.



VEEAM PROPARTNER	Search
Peter Springfield Node4 Ltd Gold Service Provider	Propartner API for Partners
Manage My Business Products Solutions	Auth Log Blacklist Revoke Expiration date for JWT token:
Services Sales Resources Marketing Technical & Pre-Sales	09/06/2024 day week month year
Learning & Events Contacts	

Set an expiration date or allow the default and select the 'Generate' option.

Propartner API for Partners	
Anth Log Bladslist. Revole	
Expiration date for JWT token:	Your new long-term JWT (till Jun 9, 2024):
09/06/2024	
day week month year	NeW dm (1 23,50,57) LITC of a given dates
GENERATE	

Token is generated. In this example, the extensive token is obfuscated but will contain a continuous sequence of characters when generated on your own ProPartner account.