NODE4 | Channel

Channel Data Services
Onboarding Guide

Partner Only

14/06/2023

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Document Change Details

Version	Date	Author	Changes
1.0	10/05/23	Channel Team	Initial version
1.1	14/6/23	Pete Springfield	Trial licenses, ProPartner Registration, Pulse Token

Table 1: Document Change Details

Contents

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

![NODE4 Channel]

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

> ❓ For more information on the configuration, see our online Help Center web page

![NODE4]

Figure 1: Partner Welcome Email

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.
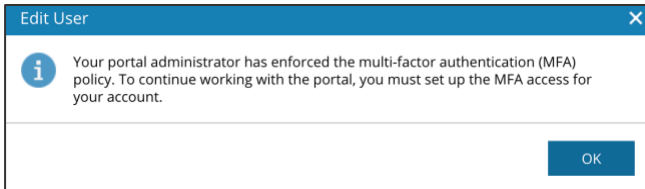

Figure 2: MFA Configuration

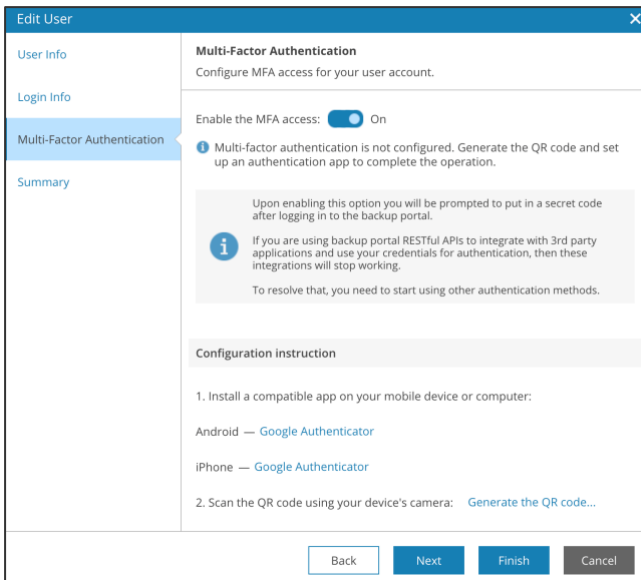Click 'OK' and proceed to the MFA configuration page.

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.
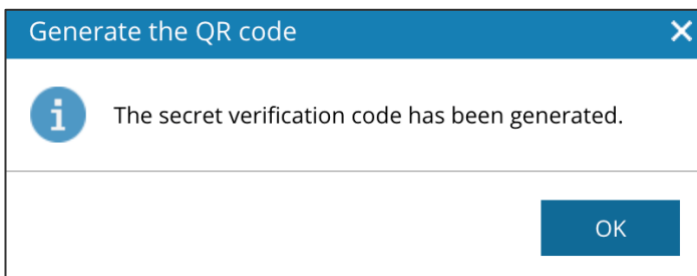
Figure 4: MFA Configuration

Getting Familiar with Veeam Service Provider Console

Login to the Veeam VSPC using your provided credentials. Your Overview page will look like this:
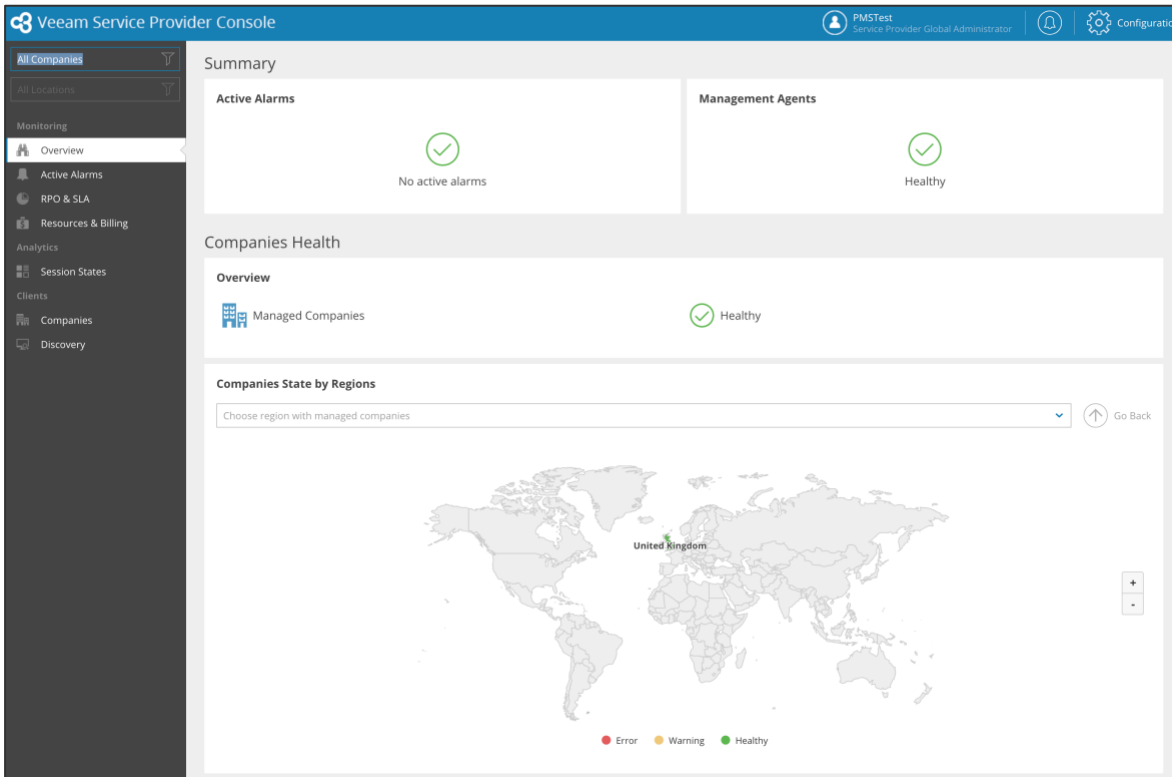
Figure 5: VSPC overview page

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: - https://helpcenter.veeam.com/docs/vac/reseller/about.html?ver=70

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.
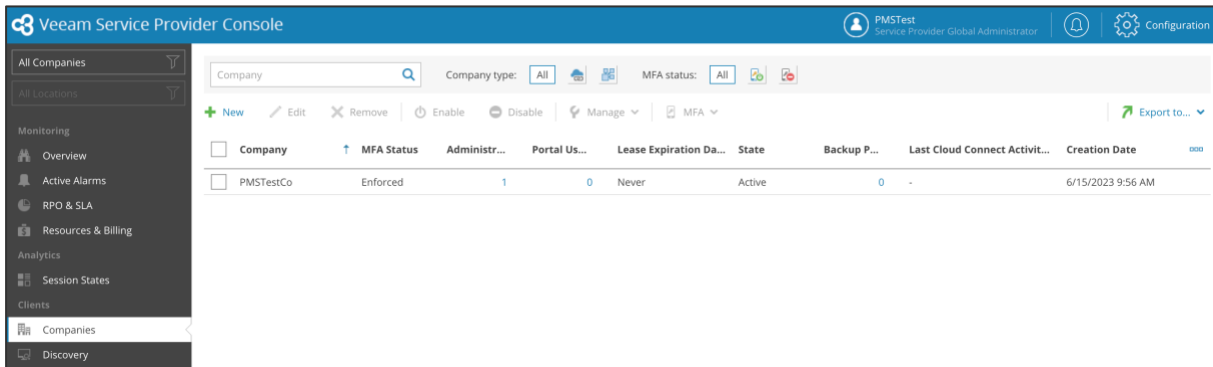
Figure 6: Companies page

The next illustration shows the initial detail of the company tenancy you can setup to provide your data protection service.
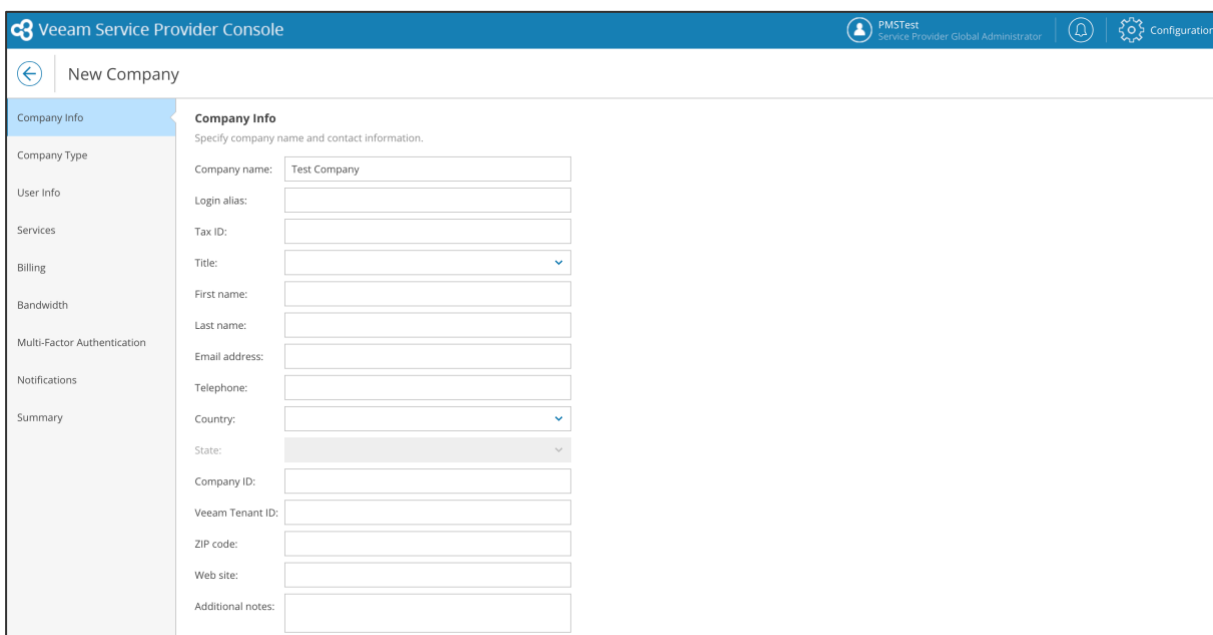
Figure 7: Company info page

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
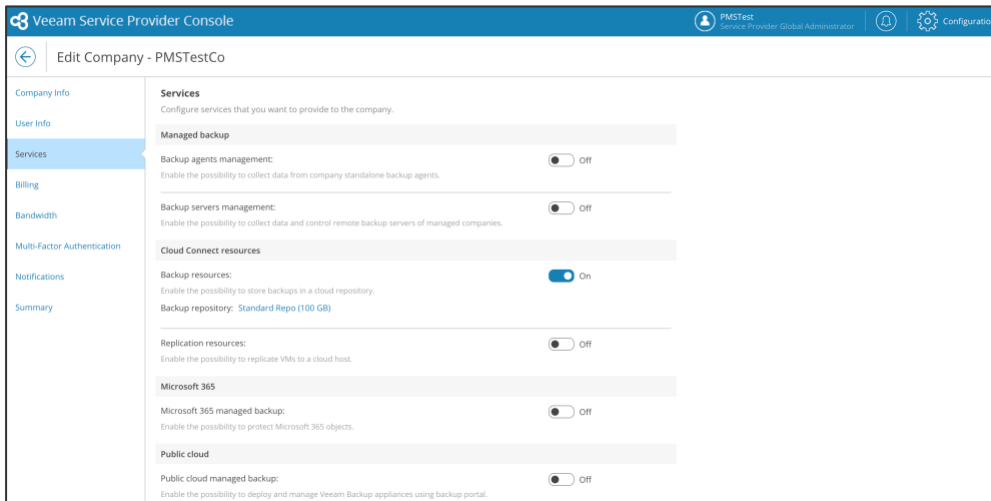
Figure 8: Company services

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.
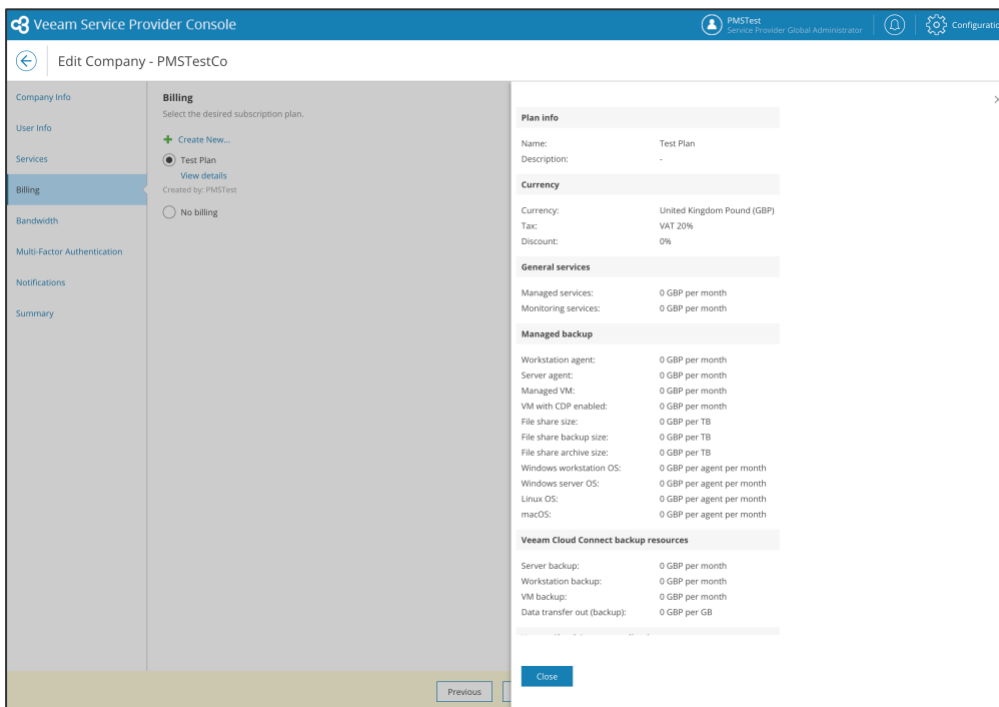
Figure 9: Example Billing Subscription

In this last illustration, we can see how the Welcome message to one of your customer companies is created and notifications set.
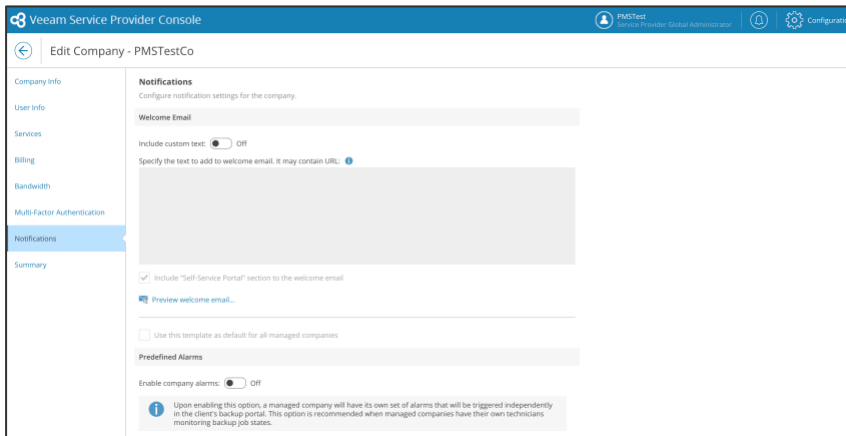
Figure 10: Notifications

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.
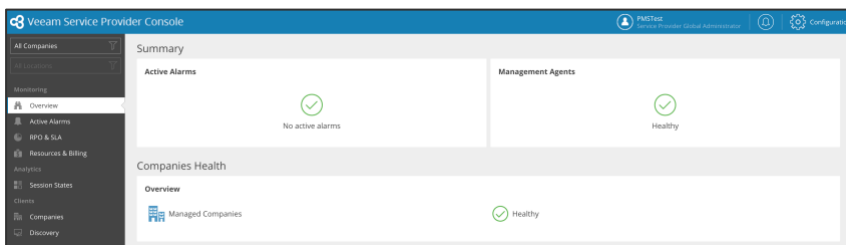
Figure 11: Reseller Configuration

Select the notifications options from the side menu to access the SMTP Server & notification configuration.
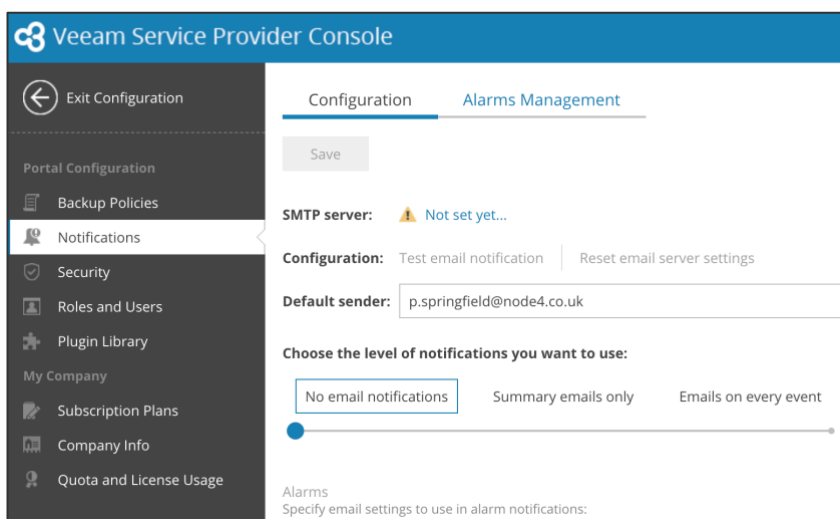
Figure 12: SMTP Configuration

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

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 1st 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 – https://node4.co.uk/app/uploads/2023/06/Channel-Data-Services-Seeding-Documentation-v1.1.pdf

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=70https://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?pageContext=HomePage&limit=1000&Tab=415&TMID=509&SWSESSIONID=E5502536C946A4495E1D4671DD190C5F

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 consistent 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 Generation

The following illustrations show the sequence of operations required to generate a VCSP Pulse integration token.
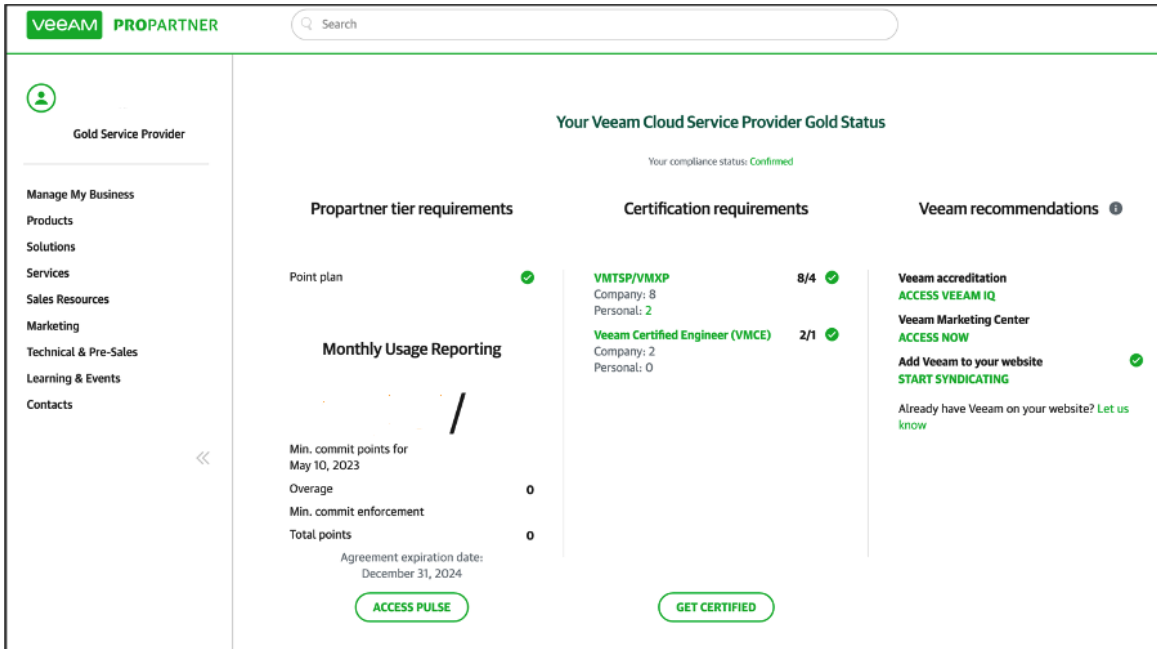
From your ProPartner landing page, select 'Manage my business'.

Next, select VCSP Pulse.

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

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.

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

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.