Qloud Cover Backup – Installation Guide

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Introduction

This Guide is designed to give a walkthrough of how to install and get started using Qloud Cover – Backup for local deployment.

Installation Guide

Prerequisites

The following is a list of prerequisites for installing Qloud Cover - Backup:

- Admin access to a server which will run the service.
- .NET 8.0.10 Runtime and .NET core Runtime 8.0.10. **It is important that the Runtimes are installed in the correct order: first .NET Runtime and afterwards .NET core Runtime. If this is done wrong, uninstall both Runtimes with the desired URL below and install them again.**
    - Download the .NET 8.0.10 Runtime via:

      https://download.visualstudio.microsoft.com/download/pr/f55ed80e-ba58-4ac8-a2b3-f2227cd628de/6fabf1c613cf9386d14ddbaaca1a5eb8/dotnet-runtime-8.0.10-win-x64.exe

    - Download the ASP.NET Core 8.0.10 Runtime via: https://download.visualstudio.microsoft.com/download/pr/a17b907f-8457-45a8-90db-53f2665ee49e/49bccd33593ebceb2847674fe5fd768e/aspnetcore-runtime-8.0.10-win-x64.exe
- (Optional) Password and Email for an Email account.
- Certificate to Qloud Cover – Backup on the server.
- (If using Azure AD authenticaion) Instance, Domain, TenantID and ClientID for the Azure AD which the service should use to authenticate users.
    - Create an App Registration in Azure and find the Configurations which must be placed in the Configuration File in Qloud Cover – Backup.

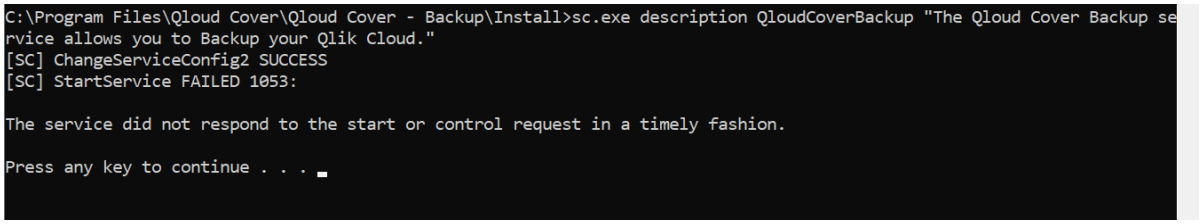
Step 1: Register the program and set up as a Service

If you are not already on the server where the program should run, move the files to the server.

Under **Program Files (Do not use the X86 version).** Create a folder with the name **Qloud Cover**, inside that folder create a folder called **Qloud Cover – Backup**. Place all the files inside this folder.

Find the Install folder. Run the **Install.bat** file as an **administrator**. Go to services afterwards and validate that the service has been registered. It will have the name “Qloud Cover – Backup”.

If you have not followed the other steps the program will fail to start. This is expected behavior.



Step 2: Create and Update License file

For Creating License:

Place the License file in the folder “License”. The file must have the name “license.slc”. If it does not have this, change the name of the file to “license.slc”.

Ensure the file is in the License folder.

For Updating License:

Retrieve the new license file from the service provider. Create a copy of the old license file. Ensure that the new license file is called “license.slc”. Restart the service, and check the log files to validate that license file has been successfully updated.

Step 3: Configure App Settings

To configure the file appsettings.json find the appsettings_template.json file and follow the setup in the guide. Afterwards rename the file to “appsettings.json” or copy the content into a new file with the required filename.

The following values appear (some of the fields are optional, others should not be onfigured):

1. **(Optional) OrganizationAd**
   Create an app registration in Azure and find the Configurations for *Instance, Domain, TenantId* and *ClientId*

    a. **ClientCertificates**
    Here, you have the option of configuring the service to use a client certificate for authentication. Leave as is if unsure.

2. **Serilog**
   Configure the Logging Level for the service to use.
   We recommend having the “Default” value to Information. But the following can be chosen if required:
    a. **Trace**: Logs that contain the most detailed messages.
    b. **Debug**: Logs that are used for interactive investigation during debugging.
    c. **Information**: Logs that track the general flow of the application.
    d. **Warning**: Logs that highlights abnormal or unexpected events in the program flow.
    e. **Error**: Logs that highlights errors.

   Other values should not be changed.

3. **Logging**
   Does not need to be configured when using local deployment.

4. **DeployOptions**
    a. **ApplicationAuthenticaionProvider**: Choose which authentication to use for this application
        i. **OrganizationAzureAd:** When using Azure AD
        ii. **Negotiate:** When using Windows Active Directory
        iii. **OpenID:** When using OpenID
            1. OpenId currently has limited support. Contact solution provider if you wish to use Open ID.

   Does not needs to be configured, but ensure the correct values are set as specified in the appsettings_template file.

5. **TenantDefinition**

a. **TenantOrganizationName:** Optional field to specify the the tenant name displayed in the GUI for all users. If field is blank the default name Qloud Cover - Backup will be used.
b. **TenantOwnerId:** Specify the ID of the tenant owner.
    i. **Using OrganizationAzureAd or OpenId**: Use the Email of the owner of the tenant. We recommend creating a SAC Account for this purpose.
    ii. **Using Negotiate:** Enter the windows username for the user who should be the initial owner of the tenant, in the following format: “azuread\\username”. Double baskslash is required for escaping in json file.
c. **Email:** Enter the email that we should use to send emails notificaitons with for this Tenant Owner.

NB these values cannot be changed without deleting the application database. Multiple owners can be created in the GUI when logged in with the Email of the original Tenant Owner.

6. **Kestrel**
   Configure the certificate options. Follow what is specified in the appsettings_template file.
   a. **Subject:** To configure the subject, navigate to computer certificates, find the issued certificate. Open the certificate and find the Subject. Copy paste the subject and insert it in the subject section in the appsettings file.

7. **ProxySettings**
   Optional fields to force Qloud Cover Backup to use a proxy, either through Default Credentials (Windows user authentication) or manually input credentials. Set ‘Enabled’ to false, if you do not want to use the proxy.

8. **EmailSettings**
   Optional fields to update the Email Settings for the Qloud Cover – Backup service. This will use the specified email account to send emails with the system. Leave blank if you do not want to use the Email Service.

9. **BackgroundEventOptions**
   Domain: should not be changed but ensure that the port specified matches the HTTPS port in section 5. Kestrel

10. **SchedulerServiceOptions**
    Is not required to change. Contact support if you wish to configure the Scheduler.

11. **SchedulerInstructionServiceOptions**
    Is not required to change. Contact support if you wish to configure the Scheduler.

12. **AllowedHosts**
    Update the allowed hosts if required. Use “*” for all hosts. Separate with ; for multiple hosts. E.g. “Host1.com;Host2.com;Host3.com”

Step 4: Run the service and validate

Ensure that .NET Core 8.0 is downloaded. See more under Prerequisites.

Start the Service under services. Check the logfiles generated in the folder “Logs”. Ensure that everything runs successfully or change the configuration according to the log messages.

When everything runs successfully use the User Guide setting up your Qloud Cover – Backup service.

Enjoy! 😊

Troubleshoot and Known issues

- .NET CORE 8.0 is missing. Check prerequisite and follow the provided URL to download .NET CORE 8.0.