



User Guide

Salesforce Backup & Recovery



SF UG-CE 25.1

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1 Preface

1.1 About This Guide

Thank you for selecting CloudAlly for Salesforce. Relax! All your Salesforce data is now securely protected with easy recovery from data loss. CloudAlly comprehensively backs up your data on industry-leading AWS S3 storage. Our product's ethos is to provide feature-rich backup and recovery with security, ease of use, and flexibility woven in.

CloudAlly is cloud-native, a full cloud-to-cloud solution. No installation is required, the setup is hassle-free, backup is easy, and there are flexible recovery and export options. Read on for instructions about how to activate and manage your backups, restore your data by keyword, from any point-in-time, and at any granular/hierarchical level, export your backups to your own storage, activate summary/exception reporting, and set up MFA and other helpful features.

Questions or comments? Please contact us at support@cloudally.com or search our Knowledge Base at <https://support.cloudally.com/hc/en-us>.

1.2 Audience

This guide is intended for individuals who administer CloudAlly for Salesforce.

1.3 What's in This Guide

This guide is organized to help you find the information you need to manage CloudAlly for Salesforce. It is divided into functional parts intended to support you as you manage your environment:

- [Creating and Accessing Your Backup Account](#)
- [Backing Up Your Data](#)
- [Recovering Your Backed Up Data](#)
- [Compliance](#)
- [Comparing, Replicating, and Setting Smart Alerts](#)
- [Filtering and Viewing Drill-Down Details](#)

- [Managing Your Account](#)
- [Managing Subscriptions and Payments](#)

2 Creating and Accessing Your Backup Account

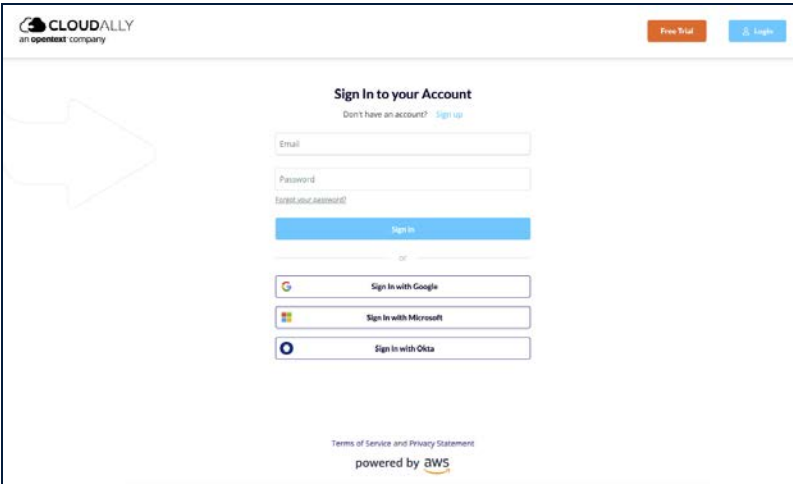
2.1 Prerequisites

To administer backups for the Salesforce environment, the following is required:

- Salesforce Subscription. Not all editions of Salesforce support API access required for CloudAlly backup to operate. The following editions support the API access: Enterprise Edition, Unlimited Edition, Developer Edition, Performance Edition, and Salesforce Essentials Edition.
- Salesforce account with API access enabled in the profile.

2.2 Sign Up/Sign In from the CloudAlly Home Page

1. In your Internet browser, open cloudally.com and click **Login**.
2. Click **Customers**. The *Sign In* page is displayed.



3. If you don't have an account yet, click **Free Trial**. The *Sign Up* page is displayed.

The screenshot shows the CloudAlly website's sign-up page. On the left, there's a section titled "#1 SaaS Data Protection Platform" with bullet points: "Secure Backup, Smart Solution", "Never Face Data Loss, Again!", "14 Day Free Trial", "5 Minutes Setup", and "No Credit Card Required". Below this, it says "Trusted by over 16,000+ Customers Worldwide" and shows several logos. On the right, the "14 Day Free Trial" form is displayed. It includes fields for "First Name", "Last Name", "Email", "Password", and "Confirm Password". There's a dropdown menu for "Location" currently set to "US East (Northern Virginia)". Below these is an orange "Submit" button. Further down are links for "Sign up with Google" and "Sign up with Microsoft". At the bottom, there's a small disclaimer about terms of use and privacy policy, and a "powered by AWS" logo.

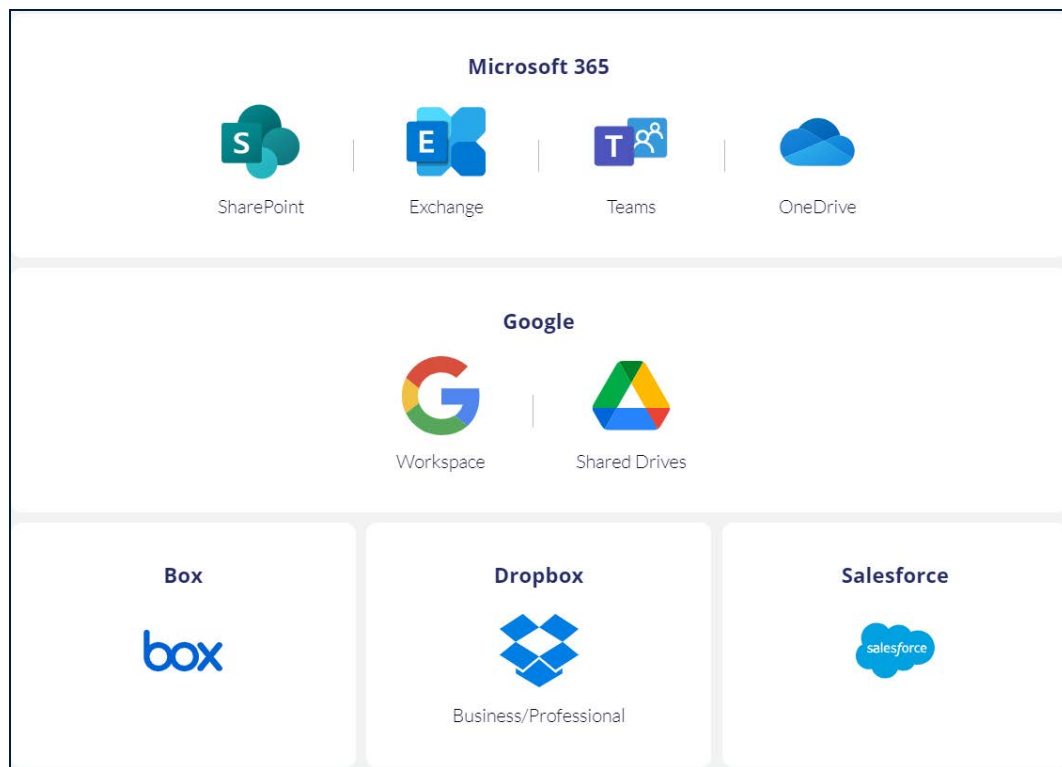
4. Complete the form, and then click Sign up.

Note: CloudAlly gives you the choice of numerous AWS data centers available in the dropdown menu “Location.” These include locations in Australia, Canada, EU (France, Germany, and Ireland), US, UK, South Africa, India, Japan, and Switzerland. The ability to choose from a wide range of data centers helps our customers comply with local data sovereignty laws that regulate the physical location and movement of data. In addition, we also offer a “Bring Your Own Storage” (BYOS) option on request. This allows you to backup sensitive data in your own AWS S3 buckets, S3 compatible storage service, Azure, or Google Cloud Platform. Please contact support@cloudally.com for more information.

5. Your trial account is created, and an email containing your activation link is sent to your email address. Click on the activation link contained in the email you received to activate your account. If you sign up with Google, Azure, or Okta, the activation link will not be sent to you.
6. Once your account is activated, you are redirected to the CloudAlly *login* page. Enter your email address/password and click **Sign In** to login and access your account.

Note: You can also enable Two-Factor authentication to provide additional security. For more information, see [Managing Your Account](#).

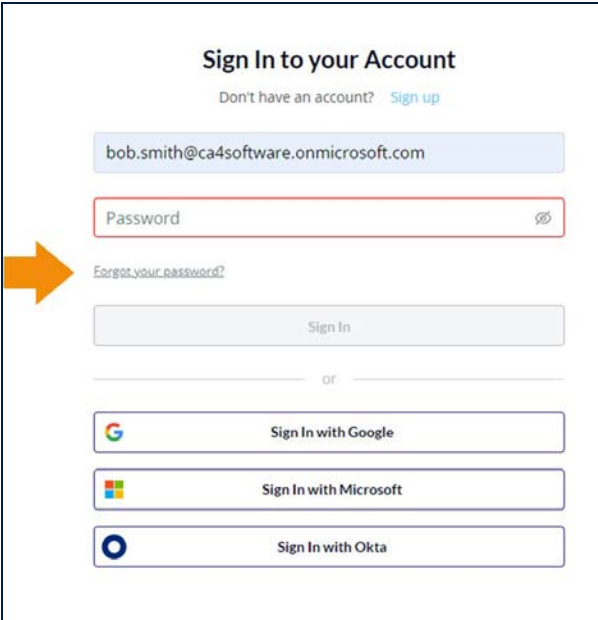
7. After you log in, you will see the following screen, enabling you to begin creating your backup tasks:



2.3 Resetting Your Password

If you do not remember your password, you can easily reset it using the **Password Reset** function.


1. On the sign-in page, click **Forgot your password?** to start the process of resetting your password.



Sign In to your Account

Don't have an account? [Sign up](#)


bob.smith@ca4software.onmicrosoft.com


Password 


[Forgot your password?](#)

Sign In

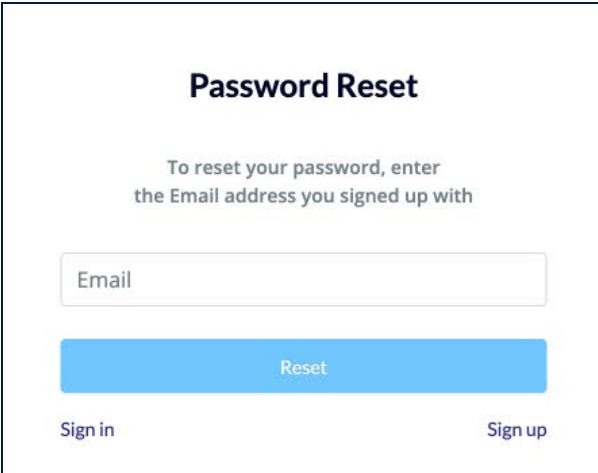
or

 Sign In with Google

 Sign In with Microsoft

 Sign In with Okta

2. The *Password Reset* page will appear.



Password Reset

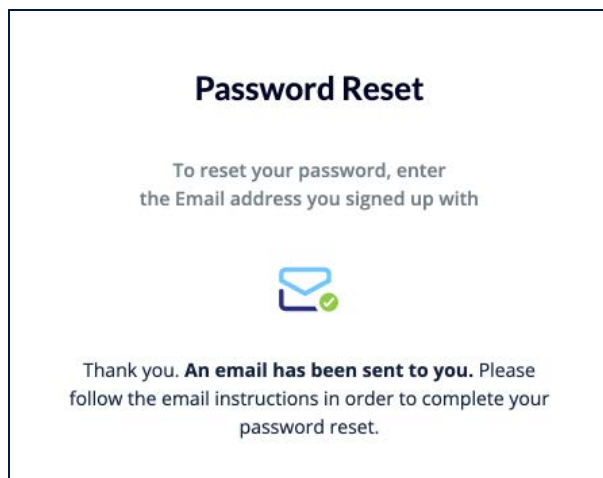
To reset your password, enter
the Email address you signed up with

Email

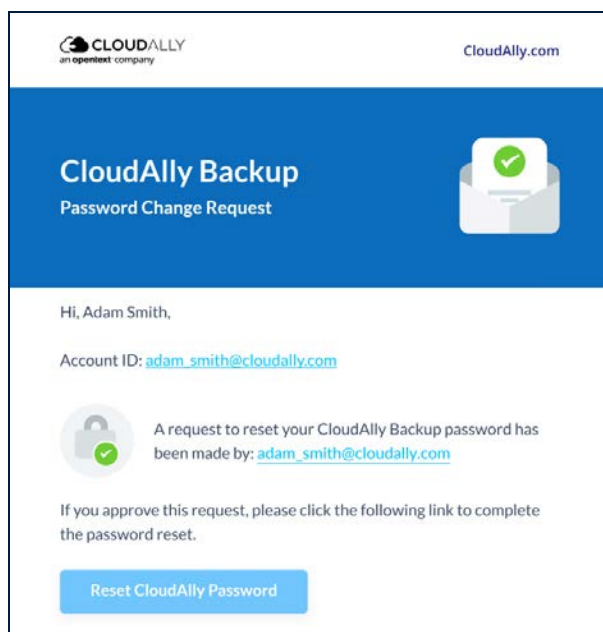
Reset

[Sign in](#) [Sign up](#)

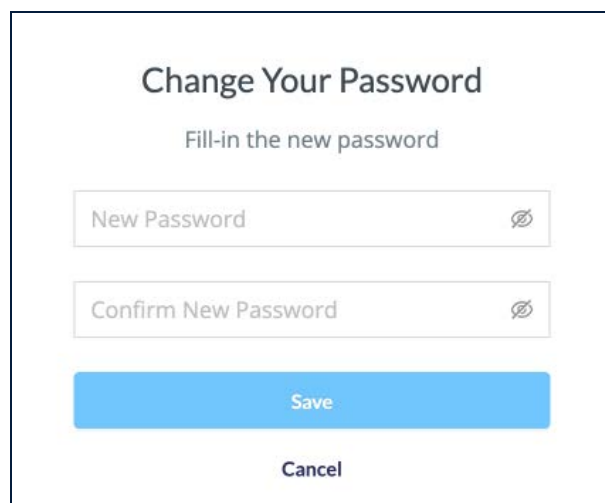
3. In the Email field, enter the email address that you used to sign up.
4. Click **Reset**, and the *Password Reset* window will appear.



The email will look as follows:



5. In the email, click **Reset CloudAlly Password** to confirm the password reset, and the *Change Your Password* window will appear.

A screenshot of a web form titled "Change Your Password". Below the title is the instruction "Fill-in the new password". There are two input fields: "New Password" and "Confirm New Password", each with a password icon (a circle with a diagonal line) to its right. Below these fields is a blue "Save" button and a "Cancel" link.

Change Your Password

Fill-in the new password

New Password

Confirm New Password

Save

Cancel

6. Enter your new password in the **New Password** field and again in the **Confirm New Password** field, and click **Save**.

After resetting the password, you will be directed back to the *Sign In to your Account*.

3 Backing Up Your Salesforce Data

For many businesses, Salesforce data serves as the infrastructure for success. To protect your business' critical data, a system administrator must perform time-consuming, manual on-site backups that can only be completed once a week. Whether as a result of accidental or malicious data deletion or inadvertent processes that result in data corruption, your business' lack of daily Salesforce data backups represents a tremendous and unnecessary risk. CloudAlly's automated daily Salesforce backup service eliminates this risk and ensures that your data is protected around the clock and is available for recovery whenever you need it.

Note: An Admin account is required to back up all Salesforce user accounts.

CloudAlly backs up all Salesforce organizational data, including chatter feeds and metadata.

3.1 Creating a New Backup Task

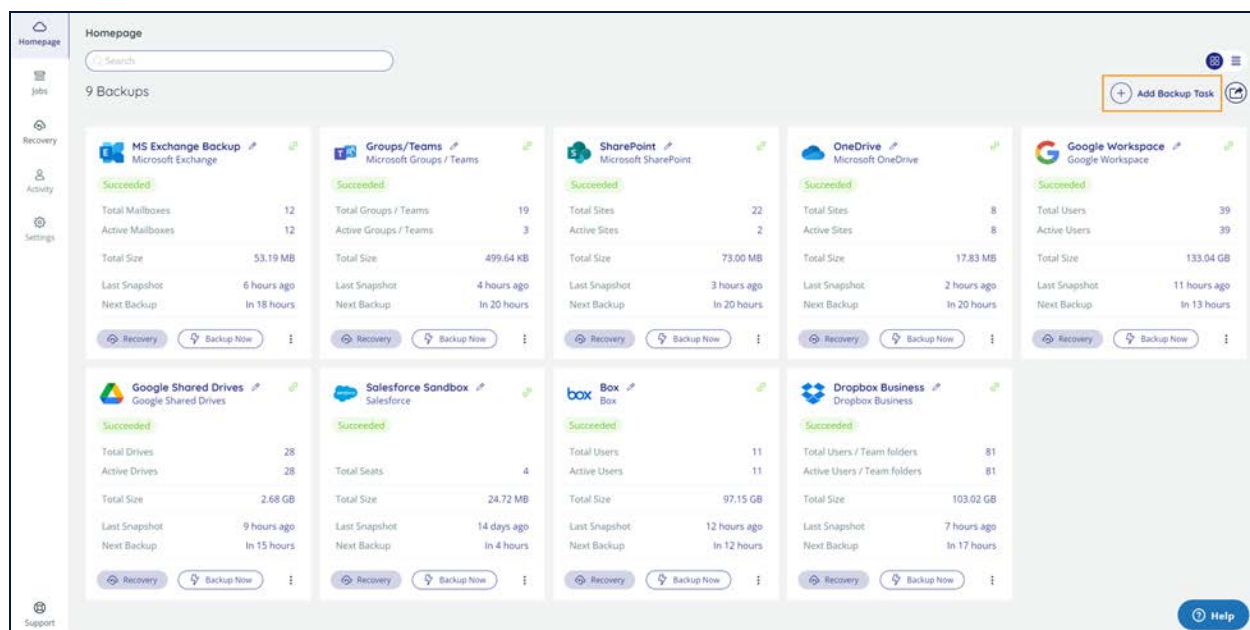
Pre-requisite: Enabling API Access

Before CloudAlly can access your Salesforce account, you need to enable API access in your Salesforce user profile:

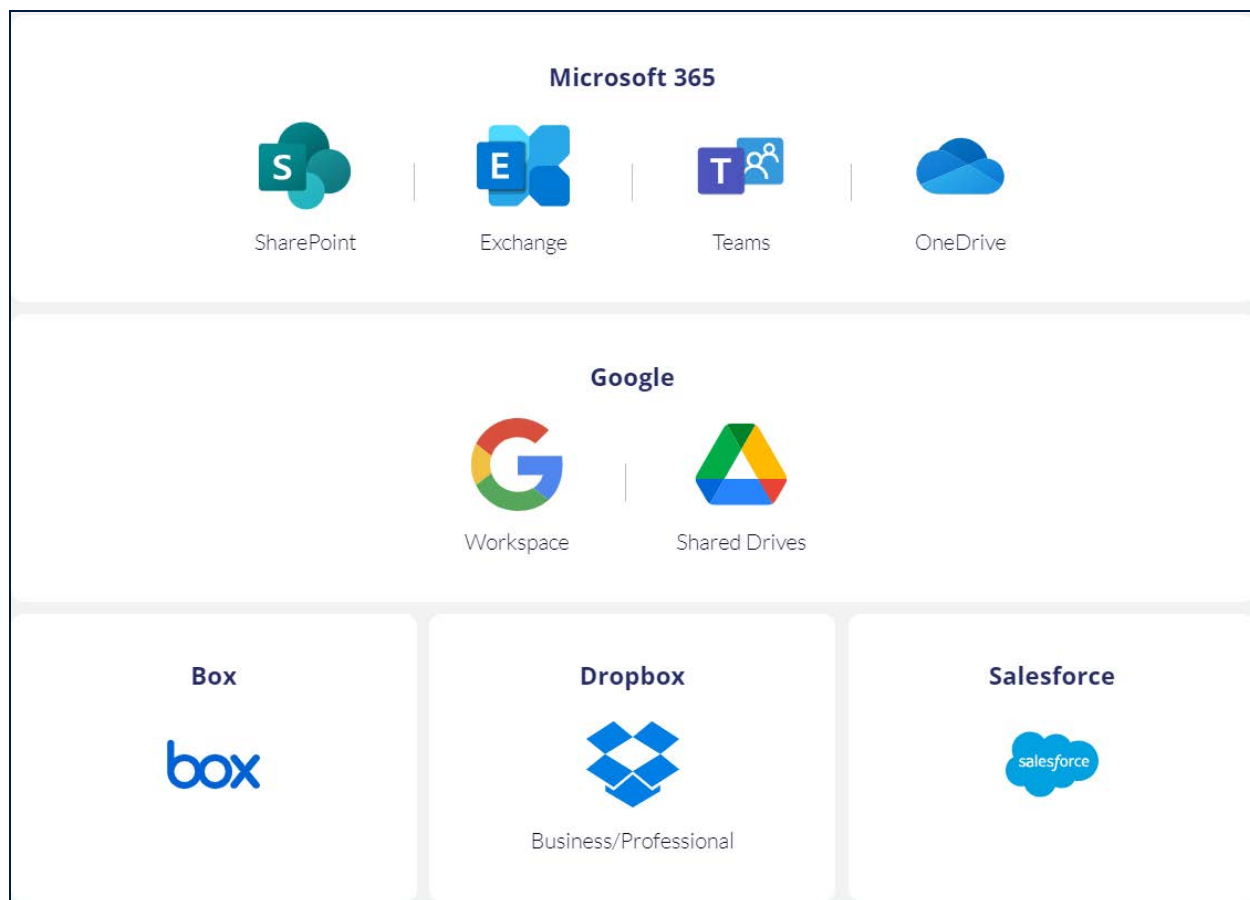
1. Log in to your Salesforce account.
2. Click **Setup** at the top of the page.
3. Under **Administration Setup**, expand **Manage Users**, and then click **Profiles**.
4. Click **Edit** for the appropriate Profile.
5. Under **Administrative Permissions**, check API Enabled, View All Data, and Modify All Data.

To create a new backup task:

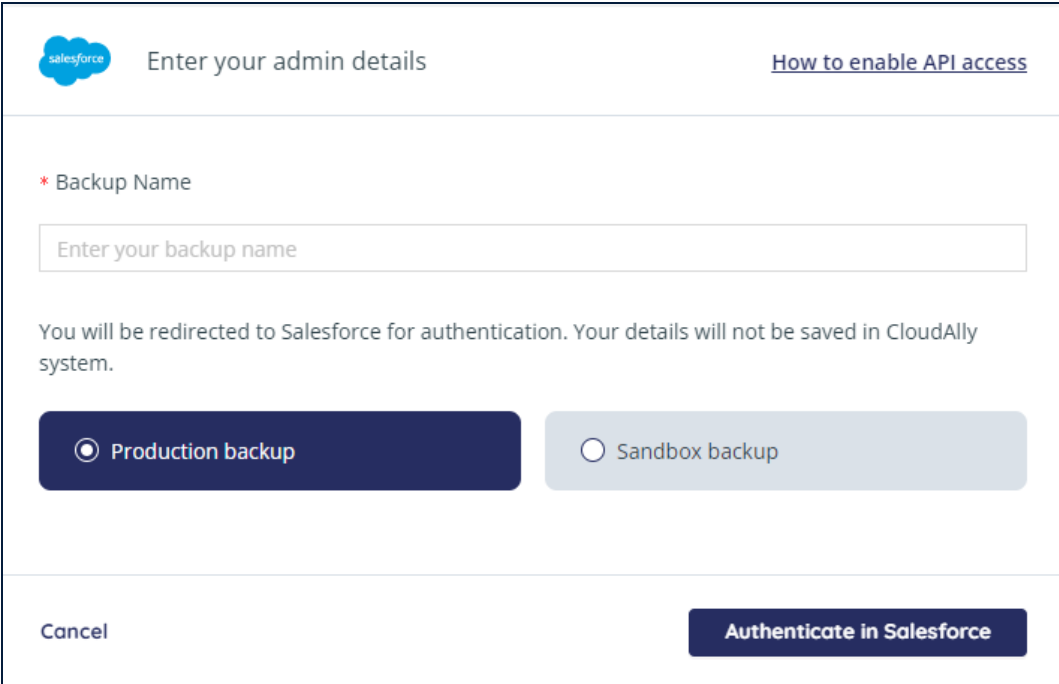
1. Sign in to your account, or if you are already signed in, click the **Homepage** option in the Navigation Panel.
2. On the Homepage, click **+ Add Backup Task**.



The following page is displayed:



3. Click **Salesforce**. The following screen appears.



salesforce Enter your admin details [How to enable API access](#)

* Backup Name

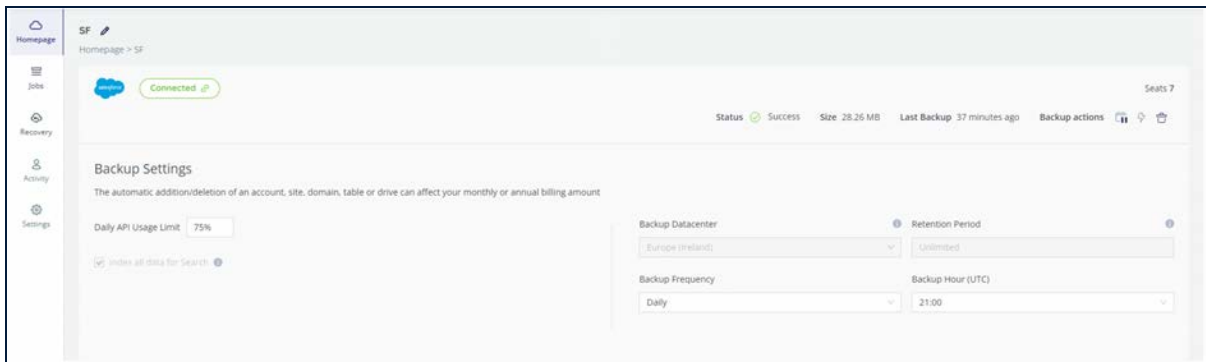
Enter your backup name

You will be redirected to Salesforce for authentication. Your details will not be saved in CloudAlly system.

☒ Production backup ☐ Sandbox backup

Cancel **Authenticate in Salesforce**

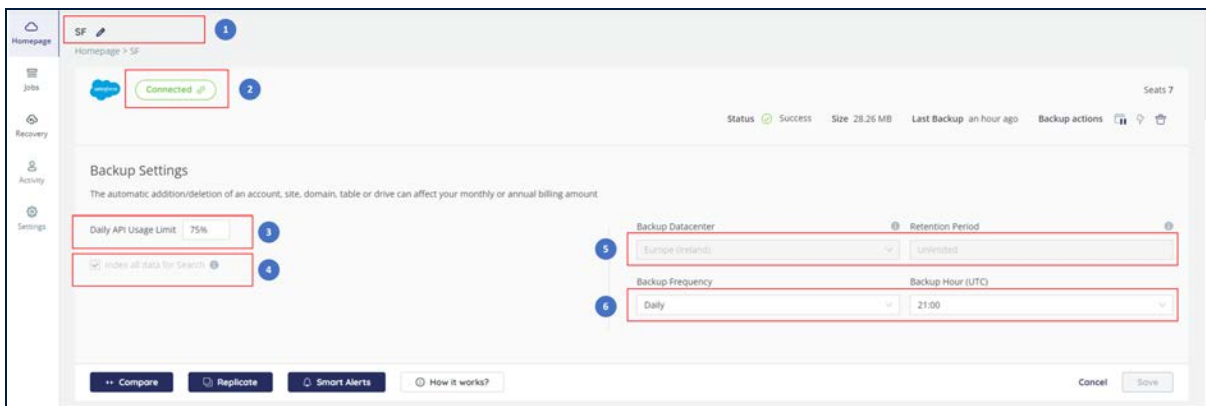
4. Fill in the name of the backup task. This name is used in the notifications and reports, and it can be changed later.
5. Select whether you'd like to back up your **Production** or **Sandbox** account. This option cannot be changed later.
6. Click **Authenticate in Salesforce**. You will be redirected to the Salesforce authorization page. Click the **Allow** button from the *Allow Access* page.
7. When prompted, enter your Salesforce Admin credentials from the Salesforce login screen, and click **Authorize**. You may be prompted to enter a code that was sent to your mobile device.
8. You will be redirected to the *Backup Settings* page, where you can adjust the settings of the backup.



On this page, you can adjust the backup settings and activate backups for the Salesforce users. See the sections below for the detailed procedures.

3.2 Configuring Backup Settings

To access the configuration screen, click **Edit**.



1. You can change the name of the backup task by clicking the pencil icon.
2. The icon next to the Salesforce logo displays whether the application was able to connect to the specified Salesforce account. If the authentication token granted for the application becomes invalid (e.g., it expires due to inactivity because you put the backup task on pause for a long time), the Connected icon changes to Disconnected. To grant the application a new token, click on the icon to open the authentication dialog, and repeat the authentication process.
3. Enter the daily Salesforce API usage limit. The default value is 75% and the maximum value is 100%, which corresponds to the fraction of the total daily API limit.
4. By default, the “Index all data for Search” option is selected, which enables CloudAlly to provide you with its granular search and restore functionality. In

the process, your data is temporarily decrypted for a brief period of time, and then re-encrypted once the index is built. If this goes against your company policy and you would like to disable automatic indexing, please contact support@cloudally.com.

Note: The **Backup Data Center** and **Retention Period** fields are “display only,” and their values can’t be changed here.

5. The **Backup Data Center** field displays the Data Center location you selected when you signed up with your registration.

The **Retention Period** field displays whether a retention period has been set up. By default, we provide unlimited retention of your daily backups for as long as you maintain your account subscription. You can override this default and specify a retention period in days, months, or years by contacting CloudAlly support. Backups older than the retention period specified will be automatically deleted.

Note: Your backup storage location cannot be changed once it's been set during the account setup process. Contact CloudAlly support if you need to move backups to a different geographic region, or if you'd like more information on our “Bring Your Own Storage” (BYOS) option.

6. Backup Frequency and Backup Hour

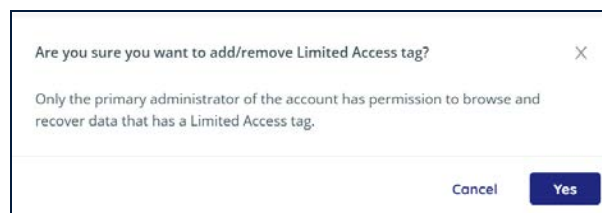
- a. Click the drop-down list adjacent to the **Backup Frequency** field and select how often you would like the backups to occur. The available options include:
 - i. Daily
 - ii. Every 3 days
 - iii. Weekly
 - iv. 3 times a day
- b. Click the drop-down list adjacent to the **Backup Hour (UTC)** field and select the backup hour. Click **Save**.

Note: 3x daily backups might be subject to additional charges. Please contact CloudAlly support or your sales representative if you have any questions before changing the backup frequency.

3.2.1 Compare, Replicate, and Smart Alert Buttons

- You can click **Compare** to initiate the data or metadata comparison process. This operation compares data or metadata between two backup snapshots or a backup snapshot and production database.
- You can click **Replicate** to start the data or metadata replication process. This process can help you copy the data or metadata of your organization to the sandbox of your or any other organization. The tool is especially helpful for Seeding purposes.
- You can click **Smart Alert** to create an alert that compares changes between the previous and latest backups.

Detailed instructions about all three of these features are provided in ["Comparing, Replicating, and Setting Smart Alerts."](#)

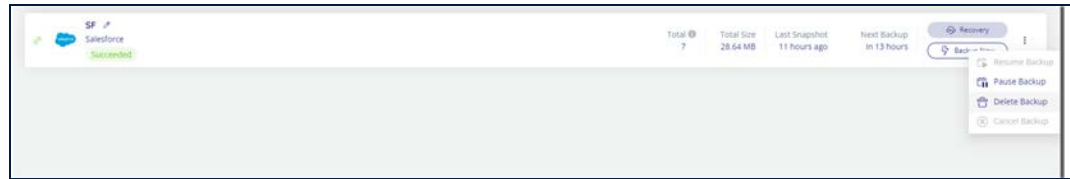


3.3 Deleting a Backup

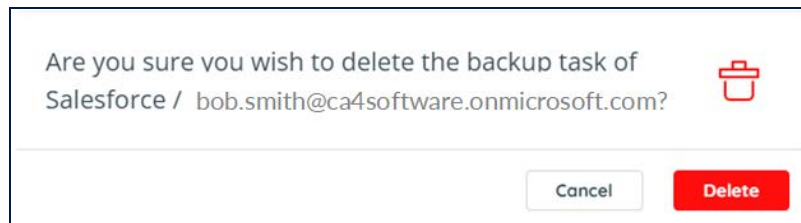
You can delete individual user backups or the entire backup service from your account if you do not want to use them further. The following sections guide you through the process of removing backup services and individual user backups.

3.3.1 Deleting a Backup Task

To remove a backup task for a service, on the *Homepage*, click Menu > **Delete Backup** adjacent to the backup task you want to remove.



The **Confirm Delete** pop-up window is displayed with a warning message.



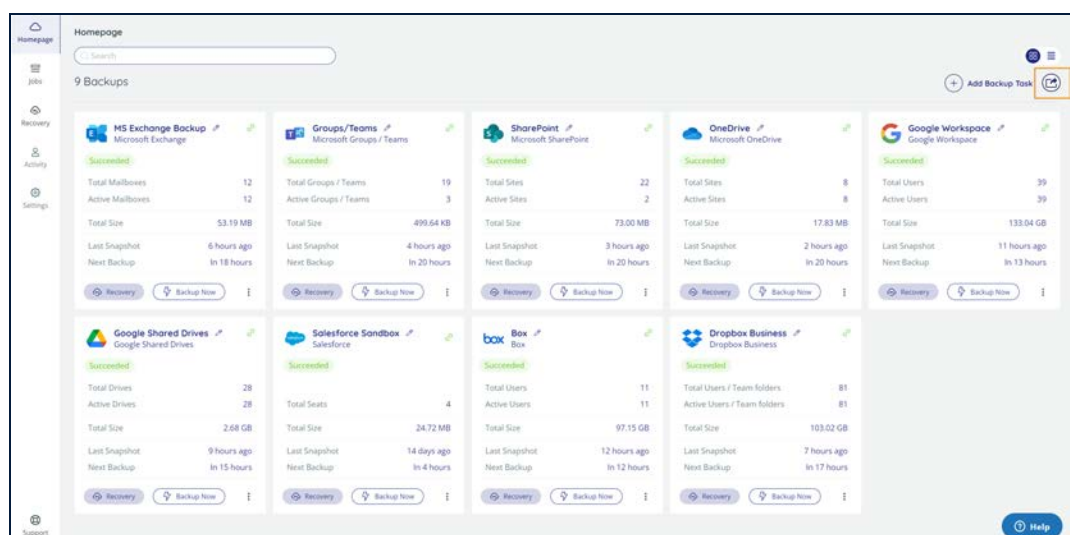
Click **Delete**. The selected backup service is removed from your account.

To prevent mistaken deletions, there is a grace period of 7 days after your backup is deleted.

3.4 Usage Reports

In order to provide greater clarity to you about which objects CloudAlly is backing up, you can export a CSV file that lists all of the entities that were backed up, including the status of each entity (active, inactive, or archived).

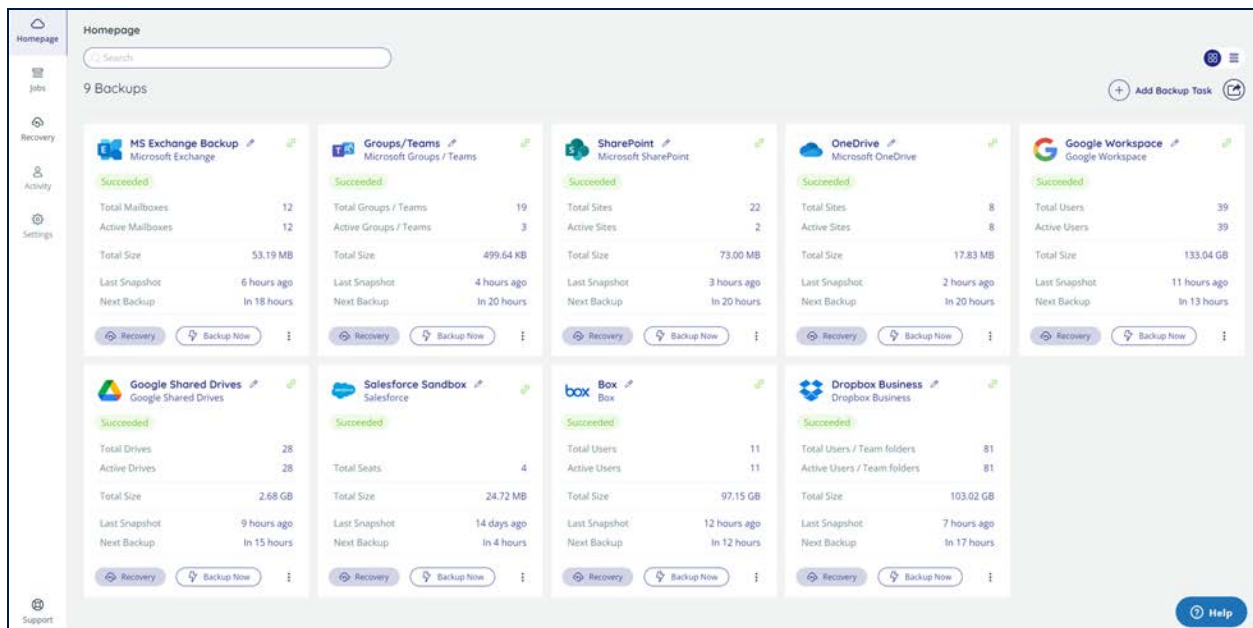
To export a usage report, click the **Export** button, next to **Add Backup Task**. The report will be sent to you via email.



3.5 Modifying the Settings of an Existing Backup

To modify an existing backup task:

1. Click the *Homepage* option from the Navigation Panel. The *Homepage* screen appears.



2. Click the Salesforce icon from the list or enter a keyword in the Search field to find a specific task. The *Salesforce Backup* page is displayed.
3. Click **Settings Edit** on the top-right section of the screen to see the backup settings.

From here, it is possible to modify the fields described in [Configuring Backup Settings](#).

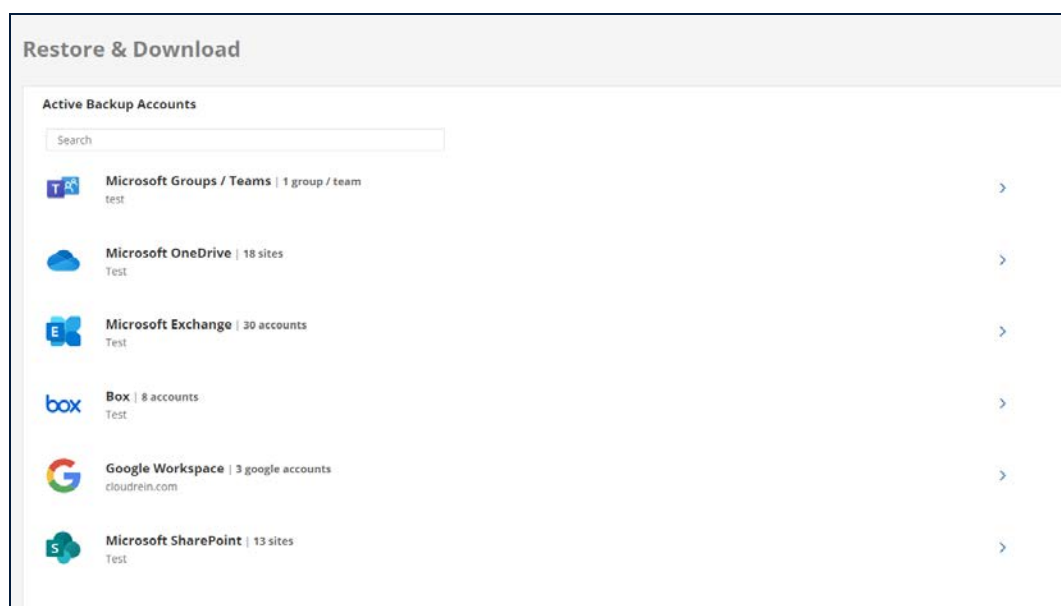
4 Recovering Your Backed Up Data

4.1 Using the Recovery Menu

The Recovery Menu provides you with options at a fine granularity for selecting which object to restore or export.

To recover your backed up data:

1. Click Recovery from the Navigation Panel. The *Restore & Download* page is displayed with all your active-backup account details.



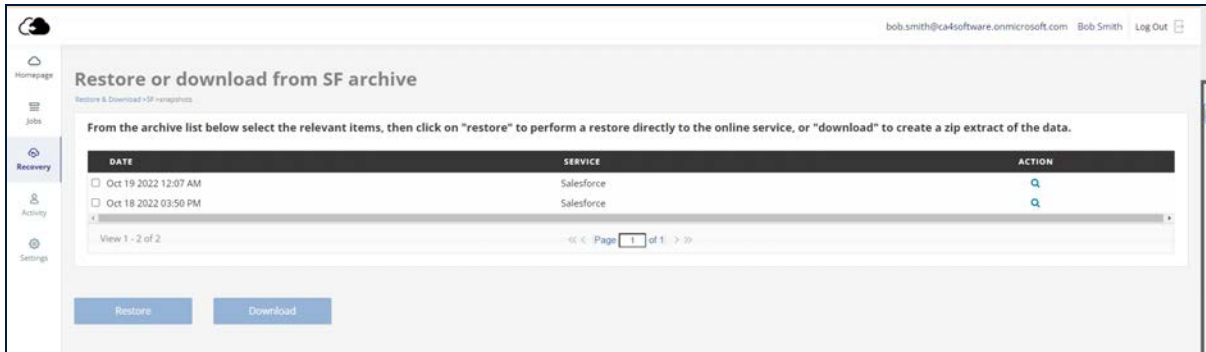
2. Click the Salesforce backup task from which you wish to recover the data.



- Select the radio button for your preferred restore method:
 - Via Snapshot (see [Via Snapshot](#))
 - Via Item Search (see [Via Item Search](#))

4.1.1 Restore or Download Via Snapshot

1. Enter the date range that you would like to restore using the *Data changed from* and *To* fields, and press **Continue**.
2. The list of backup snapshots within that date range is displayed. Select the snapshot you want to recover.



3. Once you select an item, the **Restore** and **Download** buttons become available.
4. Alternatively, you can click the magnifying glass in the Action column to drill down into the snapshot and select one or more data/metadata items to recover.



5. Once you select an item, the **Action** menu becomes available. Choose either **Export** or **Restore**.



4.1.1.1 Restore

If you click **Restore**, the restore confirmation window appears, asking you about the following:

- You can add an optional 50-character Job Label to differentiate it from other Exports and Restores on the Jobs page.
- Which account would you like to restore the data to? You can restore the data to a different Salesforce instance.
- Do you want to:
 - **Activate inactive users:** If you would like the restore process to automatically attempt to active inactive users to restore the associated data using their accounts. The users will be deactivated after the restore process. If the checkbox is left unmarked, the restore will attempt to insert the data as the current user.
 - **Disable triggers in restore:** Data affected by restore can activate triggers. Mark this checkbox if you would like the restore process to automatically disable all Validation Rules, Workflows, Triggers, and Processes in the restored data. This doesn't affect the triggers in the existing data at the destination organization. After the restoration process concludes, all Validation Rules, Workflows, Triggers, and Processes are automatically reactivated.
- Choose available account types:
 - Production
 - Sandbox
- During the restore process, we compare the records in the existing objects with the records being restored using the unique fields (except for the automatically generated id). Choose one of the three available restore modes for identical records:
 - **Overwrite:** The restored records will be located in the same place as the existing records. Deleted objects and records will be restored from the snapshot. Existing identical records will be overwritten.
 - **Use this option:** to restore or repair deleted / modified data.
 - **Bypass:** The restored records will be located in the same place as the existing records. Deleted objects and records will be restored from the snapshot. Existing identical records will be skipped.
 - **Use this option:** to restore deleted data.

- **Duplicate:** The restored records will be duplicated in the same location as the existing records, with a suffix that indicates that it is a copy. (The suffix contains the year, month, day, hour, minutes, and seconds, e.g., 20230401000525.) Deleted objects and records will be restored from the snapshot.
- **Use this option:** to compare both versions of each item, to ensure the correct version is preserved.

Please confirm the restore request

You are about to restore items from the archive of
bob.smith@ca4software.onmicrosoft.com

Please ensure that the user that authenticated your backup task in our system has full admin permissions in Salesforce.

Please temporary disable workflows, triggers and validation rules in Salesforce.

Job Label (optional) ⓘ *Maximum 50 characters*

Enter Job Label

Restore to *

bob.smith@ca4software.onmicrosoft.com

☐ **Activate inactive users** ⓘ

☐ **Disable triggers in restore** ⓘ

* You can restore the data to a different organization

☒ Production

☐ Sandbox

Restore mode for identical records ⓘ

☒ Restore will overwrite existing live data.

☐ Existing data will be bypassed and not restored.

☐ Existing data will be duplicated.

A notification Email with a report will be sent to you upon completion.

Yes

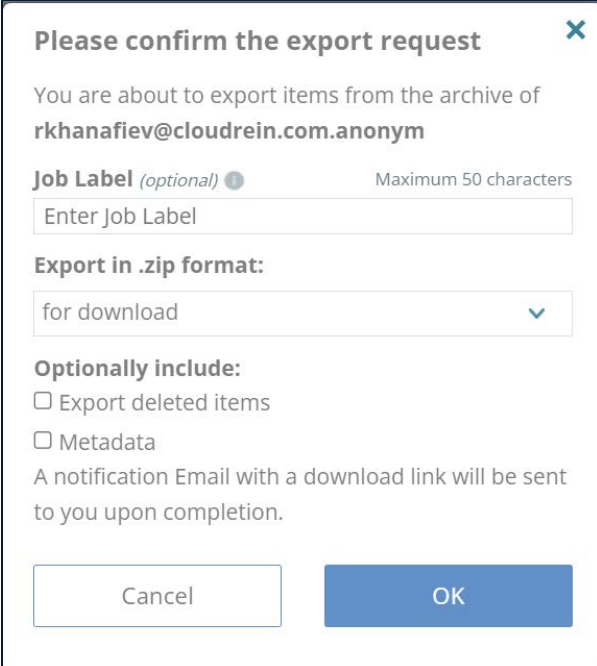
No

The backup data that you selected will be restored to the location that you specified. When the recovery process is complete, a summary will be sent to your email.

You can also check the Jobs page to see the progress of your task. See ["Tracking Recovery Tasks on the Jobs Page."](#)

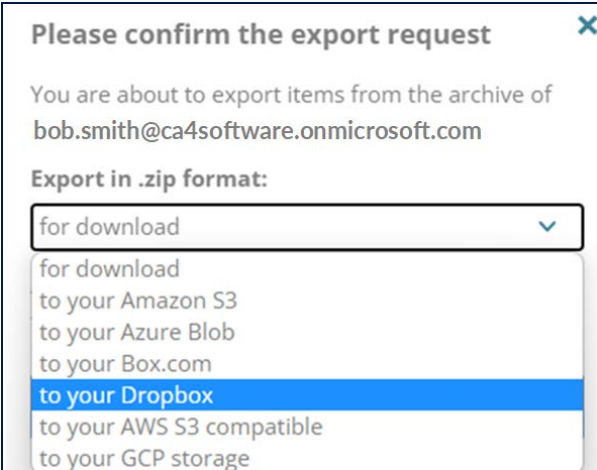
4.1.1.2 Export/Download

1. If you click **Download**, the following confirmation window appears.



The dialog box is titled "Please confirm the export request" with a close button (X) in the top right corner. The text inside reads: "You are about to export items from the archive of rkhanafiev@cloudrein.com.anonym". Below this, there is a field for "Job Label (optional)" with a help icon and the text "Maximum 50 characters". The input field contains the placeholder text "Enter Job Label". Underneath, it says "Export in .zip format:" followed by a dropdown menu currently showing "for download". Below the dropdown, there is a section titled "Optionally include:" with two checkboxes: "Export deleted items" and "Metadata". A note states: "A notification Email with a download link will be sent to you upon completion." At the bottom, there are two buttons: "Cancel" and "OK".

2. Click the drop-down list and select one of the following storage locations:



This screenshot shows the same dialog box as before, but the "Export in .zip format:" dropdown menu is open, displaying a list of storage options. The options are: "for download", "to your Amazon S3", "to your Azure Blob", "to your Box.com", "to your Dropbox" (which is highlighted in blue), "to your AWS S3 compatible", and "to your GCP storage".

3. If you select options other than “for download,” you may be asked for additional credentials and/or access tokens for the selected storage locations.
4. You may optionally include:
 - a. Deleted items
 - b. Metadata: : If you want your to include information about the fields, configurations, code, logic, and page, etc.
5. Click **OK**. The download instructions are sent to your registered email address. The download link is only valid for 72 hours.
6. Or, you can check the *Jobs* page. (See ["Tracking Recovery Tasks on the Jobs Page."](#)) When the task is completed, the **Download Results** button will be active.



4.1.2 Restore or Download Via Item Search

1. Select **Via Item Search**, and enter a word or phrase to search on.
2. Or search using any of the following fields:
 - a. **Table/Metadata type**: Enter the name of the table from which the data has to be retrieved, or the name of the metadata field.
 - b. **Created by ID**: Enter a term that matches part of the user's ID
 - c. **Updated by ID**: Enter a term that matches part of the user's ID

- d. **By unique Salesforce Record ID(s)**
 - e. **Date from / Data to:** Enter the date range that you would like to restore.
3. **Is Deleted:** Select the check box adjacent to this field if you want to include deleted items in your search.

Homepage

Jobs

Recovery

Billing

Activity

Settings

Restore or download Salesforce Backup task: My_SFC_Task

Restore & Download My_SFC_Task

Please select your preferred choice for restore

☐ Via Snapshot ↕
A snapshot is a copy of your online application data taken at a specific date and time. Use this option to recover all of your data, or drill down into the snapshot to recover a particular item.

☒ Via Item Search ▾
Use this option to search all the backup snapshots of this service for a particular keyword or name. To search for an exact phrase, including an email address, use double-quotes ("). For example: "user@company.com" or "important update".

Search phrase

Table/Metadata type
Account ▾

Created By ID

Updated By ID

By unique Salesforce Record ID(s) ⓘ
Example: 5003000000000000000 - 5003000000000000000QAA

Date from

Date to

☐ Is Deleted

Continue

- Click **Continue**. The *Restore or download* page is displayed, showing the search results with details such as Type, Name and Date. The details columns are different for different types of restored items.
- Select items you would like to restore or download. When at least one item is selected, **Restore** and **Download** become available.
- Follow the instructions in the [Restore](#) or [Export/Download](#) sections to complete the recovery process.

4.2 Tracking Recovery Tasks on the Jobs Page

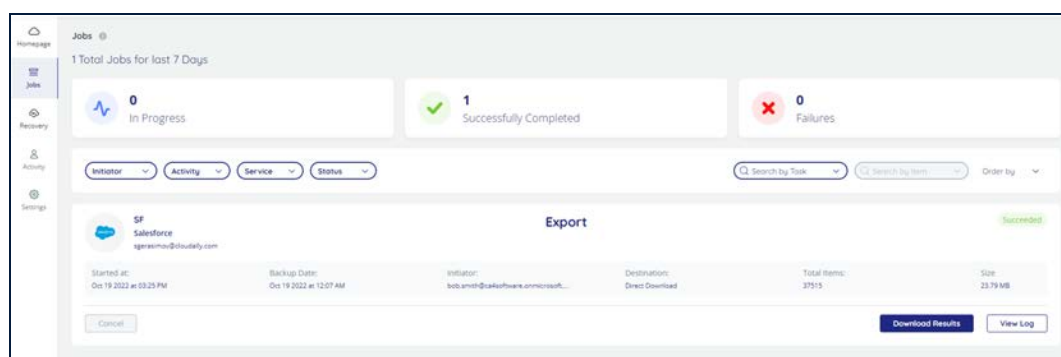
The Jobs page provides you with both high-level and drill-down views of your restore and export jobs over the last seven days.

Note: To see the status of your Backups, click the name of the backup from the *Homepage*.

From the Navigation pane, click **Jobs**.

4.2.1 High-Level Summary

- The top portion of the Jobs dashboard summarizes how many of your jobs are in progress, how many have successfully completed, and how many have partially succeeded or failed over the past 7 days.



To see a list of jobs that have any of these 3 statuses, click on the status, and your results will be filtered accordingly

4.2.2 Filtering

The next section allows you to filter by numerous criteria:

- **Initiator:** Who initiated the backup / restore?
- **Activity:** Filter by restores or exports.
- **Service:** Filter by one of the following services, such as:
 - Google Workspace
 - Google Shared Drives
 - Salesforce
 - Box
 - Dropbox
 - Google Account
- **Status:** Filter by one of the following:
 - In progress
 - Succeeded
 - Partially succeeded
 - Failed
 - Pending
 - Canceled
- **Search by Task:** Filter by a task, such as:
 - Box
 - Dropbox
 - Google Workspace
 - Salesforce

If you choose to filter using a particular service, then you can focus on a specific item in the search bar. You can also order by:

- Latest First
- Oldest First

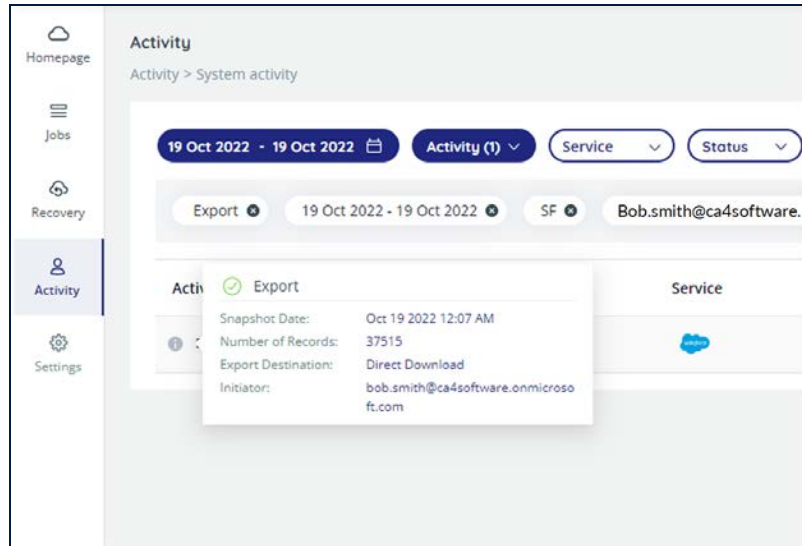
4.2.3 Description of Each Job

- The rest of the screen provides a detailed description of each individual job that you ran.
 - **Type of Job:** Export, or Restore – this appears as a large title within each job description.
 - **Name, Service, and Account** of the job.
 - Start date, backup date, initiator, destination, total items backed up or restored, and the size of the file(s).
- **Cancel** enables you to stop a job that is in progress.
- **Download Results** enables you to download a zip file with your recovery data.
- **View Log** redirects you to the System Activity page, which displays your account activity with details such as Activity, Date and Time, Service, Sub-Service, Status, Task Name, and Item.

Activity	Date and Time	Service	Sub Service	Status	Task Name	Item
Export	Oct 19 2022 03:25 PM	SF	-	Succeeded	SF	bob.smith@catsoftw...com

This page enables you to filter and search the list of backup tasks, export the list as a CSV file, and view more details on any backup task.

The latter can be achieved by clicking the information icon in the Activity column. The Info pop-up displays the backup execution time, the size of the stored data, and the number of entities, and the summary of the backup execution.

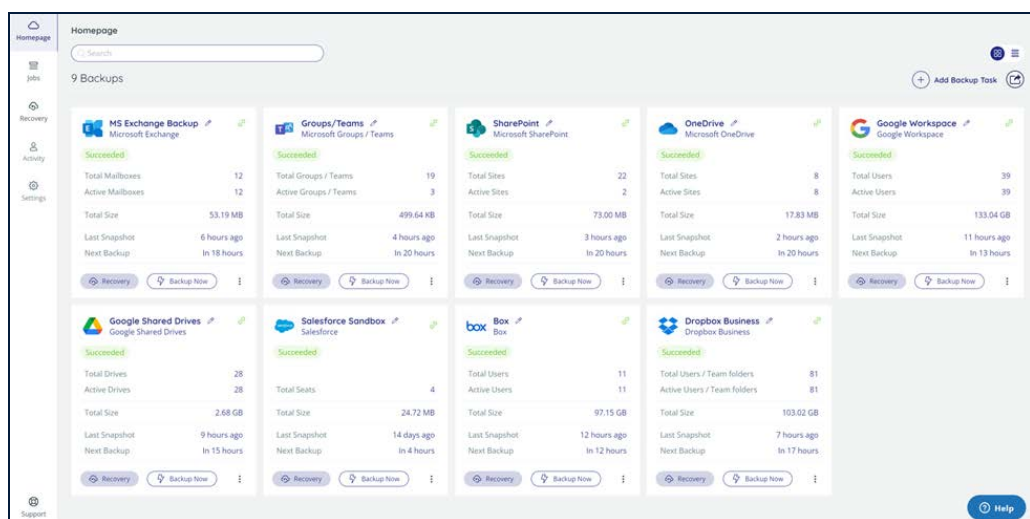


5 Filtering and Viewing Drill-Down Details

This section explains the process of finding the exact backup data you are looking for using filtering.

5.1 Filtering by object

1. Click the *Homepage* option from the Navigation Panel. The *Homepage* screen appears.

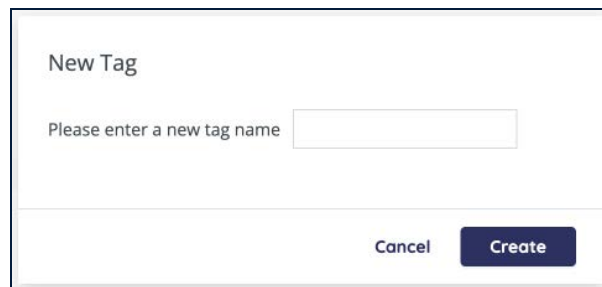


2. Click the Salesforce icon from the list or enter a keyword in the Search field to find a specific task. The *Salesforce Backup* page is displayed.
3. The *Salesforce Backup* page displays all the Salesforce objects available for the administrator account you are using. The page displays the details such as Object Type, Object Name, Record Count, Status, Last Snapshot, and how many records were added, updated or deleted. It also provides the means to filter by Object Type or Status.

5.1.1 Filtering Using Names or Statuses

You can filter using the following options:

- Enter a search phrase in the *Search by* field to view all the objects with the entered keyword.
- Filter by Object Type: Data or Metadata.
- Filter by statuses such as Not Active, Scheduled, Success, In Process, Failed, Paused, Archived, or Partial.



A dialog box titled "New Tag" with a text input field labeled "Please enter a new tag name". Below the input field are two buttons: "Cancel" and "Create".

5.2 Viewing Backup Statistics with the Drill-down Feature

Select the desired object, and click the downward-facing arrow at the end of the row. This option enables you to drill down to the backup history dashboard.

When you drill down, you can find a diagram describing past backups, and a brief summary of the backup outcomes.



The diagram depicts the number of items backed up each day. By hovering your mouse over a column in the diagram, you can see the number of items backed up in each service. This number includes all new and changed items, so it may be greater than the total number of items in the backup. You can select the date range of the chart with the sliders underneath it. The maximum range displayed is 30 days.

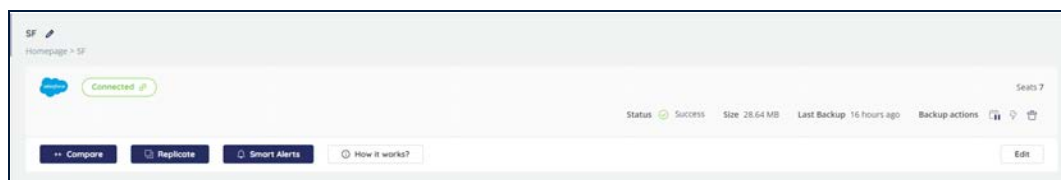
The summary tiles below the chart provide at-a-glance information about the backup: for each sub-service, they display the total number of items in the backup, the date of the last backup, and the outcome.

6 Comparing, Replicating, and Setting Smart Alerts

The CloudAlly Compare, Replicate and Smart Alert tools allow you to compare your data or metadata across backups or your production Salesforce database, and to alert you when something significant has changed. You can compare any backup snapshot or Salesforce Production/Sandbox and, in the case of metadata, even to other organizations.

6.1 Compare

You can access the Compare tool by clicking the Salesforce backup task from the *Homepage*.



6.1.1 Initializing the Data Comparison

To initiate the comparison procedure, follow these steps:

1. Click **Compare**.
2. The *Comparison* screen is displayed. The Data comparison option is selected by default:

The screenshot shows a web interface titled "Salesforce backup Comparison Select type and objects to compare". It features two main sections: "Data" and "Metadata". The "Data" section includes a description: "Compare particular object (e.g Account or Opportunity) or all objects across two snapshots to identify changes to records and fields", followed by an "Object" dropdown menu currently set to "All objects". The "Metadata" section includes a description: "Use this tool to compare all your metadata objects(e.g. Reports, Workflows, Apex Code, etc.) across two snapshots to identify changes". At the bottom right, there are "Cancel" and "Next" buttons.

3. You can select which objects you want to compare. By default, all objects are compared during the operation.

Note: The following system fields are automatically excluded from comparison: CreatedById, CreatedDate, LastModifiedById, LastModifiedDate, LastViewedDate, LastReferencedDate, SystemModstamp.

This screenshot is similar to the one above but includes a dark blue callout box on the right side. The callout box contains the text: "System fields excluded from comparison: CreatedById, CreatedDate, LastModifiedById, LastModifiedDate, LastViewedDate, LastReferencedDate, SystemModstamp." The "Data" section and "Object" dropdown are visible in the background, with the "Object" dropdown set to "All objects".

4. You can select an object from the drop-down menu:

The screenshot shows the 'SF Comparison' dialog box with the title 'Select type and objects to compare'. The 'Data' section is active, showing a description: 'Compare particular object (e.g Account or Opportunity) or all objects across two snapshots to identify changes to records and fields'. Below this is an 'Object' dropdown menu with 'All objects' selected. Other options in the dropdown include 'Account', 'PermissionSetTabSetting', 'WorkOrderStatus', 'FormulaFunctionAllowedType', 'Document', 'ServiceAppointmentStatus', and 'ContentWorkspace'. At the bottom right are 'Cancel' and 'Next' buttons.

4. In the next step you are prompted to select the date of the sources of the data for the comparison:

The screenshot shows the 'Salesforce Comparison' dialog box with the title 'Select left and right side to compare'. The 'Backup' section is active, showing a description: 'Backup Task'. Below this is a 'Snapshot date' field with a date picker. The date picker shows the month of December 2020. At the bottom right are 'Cancel' and 'Start Compare' buttons.

5. Select the date of the backup task for which you initiated the comparison. If more than one backup was performed on the selected date, choose the time of the backup.

The screenshot shows the 'Salesforce Comparison' window with the title 'Select left and right side to compare'. It is divided into two panels. The left panel, titled 'Salesforce Backup', has a 'Backup Task' dropdown set to 'Renat' and an empty 'Snapshot date' field. The right panel, titled 'Backup', has a 'Backup Task' dropdown set to 'Enterprise edition' and a 'Snapshot date' field with a calendar picker open. The calendar shows December 2020. At the bottom left is a 'Back' button and at the bottom right is a 'Compare' button.

6. In the right panel, you can either select the backup task that will be used for comparison, or the Salesforce production database.
7. Once you have set the data sources, click **Start Compare**. The comparison task is started in the background, and the results will be available as soon as it is finished.

The screenshot shows a progress bar titled 'Comparing Data - All objects'. It features two boxes: 'Salesforce backup BACKUP 25/12/20 12:05:35 PM' on the left and 'Enterprise edition BACKUP 09/11/20 10:07:11 AM' on the right. A progress bar between them is labeled 'In Process 0%'. At the bottom right are 'Cancel' and 'View Result' buttons.

8. You can cancel the task with the **Cancel** button before it is finished.

6.1.2 Viewing the Data Comparison Results

Once the comparison task is finished, the **View Result** button becomes available.

Comparing Data - All objects

Salesforce backup
BACKUP
25/12/20 12:05:35 PM

100% Completed

Enterprise edition
BACKUP
09/11/20 10:07:11 AM

View Result

Clicking on the **View Result** button takes you to the *Compare* page:

Backups

Backups >> Salesforce backup >> Compare

Backup task Salesforce backup 25/12/20 12:05:35 PM			Backup task Enterprise edition 09/11/20 10:07:11 AM		
Total Records	Unique Records	Changed Records	Unique Records	Total Records	
3	3	0	1	1	Task
27	27	0	214	214	LightningUsageByAppTypeMetrics
3	3	0	3	3	TaskPriority
920	920	0	3526	3526	SetupEntityAccess
3742	3742	0	1080	1080	PermissionSetTabSetting

The results in this page are organized in a table displaying the Total number of records, the number of Unique records in each of the data sources, and the number of changed records in each of the objects found in the Salesforce database at the point of backups (or in the production database respectively).

To find more details on the Unique or Changed elements, click the corresponding numbers in the table – they contain links to the “comma-separated values” (.csv) files containing detailed information on the unique or changed items in the corresponding object.

The CSV files created for the Unique and the Changed records are essentially different and describe different aspects of the records. Below is an example of a CSV file created for Unique records in an item:

	A	B	C	D	E	F	G	H	I	J	K
1	Id	DurableId	Label	MasterLabel	NamespacePref	DeveloperName	LogoUrl	Description	UiType	NavType	UtilityBar
2	0000000000000000	06m5J000000n7	Sales	salesforce	standard	Sales	/img/salesforce-t	The world's most popular sales	Aloha	Standard	
3	0000000000000000	06m2X000001D	Sales	salesforce.com	standard	Sales	/img/salesforce-t	The world's most popular sales	Aloha	Standard	

The results page can be filtered via the Search bar at the top of the page. The search is case insensitive and requires just a partial match of the name of the objects.

Backups
Backups >> Salesforce backup >> Compare

Backup task Salesforce backup 25/12/20 12:05:35 PM			Backup task Enterprise edition 09/11/20 10:07:11 AM	
Total Records	Unique Records	Changed Records	Unique Records	Total Records
4	4	0	16	16
6	6	0	3	3
67	67	0	14	14
662	662	0	55	55
6921	6921	0	1107	1107

The following 3 data object(s) had no changes

The following 40 data object(s) exist only in Backup task Renat - 25/12/20 12:05:35 PM

The following 49 data object(s) exist only in Backup task Enterprise edition - 09/11/20 10:07:11 AM

At the bottom of the page, you can find the summary of the objects that had no changes and the objects that only exist in either of the data sources. These numbers can also be clicked, displaying the detailed lists of respective objects:

The following 40 data object(s) exist only in Backup task Salesforce backup- 25/12/20 12:05:35 PM

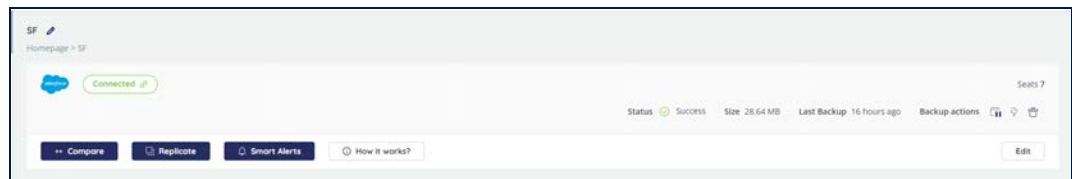
Account	ApexTestResult	ContentDistribution	Product2
OpportunityLineItem	ApexTestResultLimits	WorkOrderStatus	
DuplicateRecordItem	Book__c	Attachment	
ServiceAppointmentHistory	OpportunityHistory	Case	
SolutionHistory	ServiceAppointmentStatus	EmailMessageRelation	
ContentFolderLink	Opportunity	Lead	ServiceReportLayout
DuplicateRecordSet	Pricebook2History	ContentWorkspacePermission	
CampaignMember	Solution	WorkOrderLineItemStatus	CaseHistory
EmailMessage	FieldServiceMobileSettings	OpportunityContactRole	
AssignmentRule	CampaignMemberStatus	ServiceAppointment	
MetadataSearch	Config Manager__c	PricebookEntry	Seeding__c

Cancel

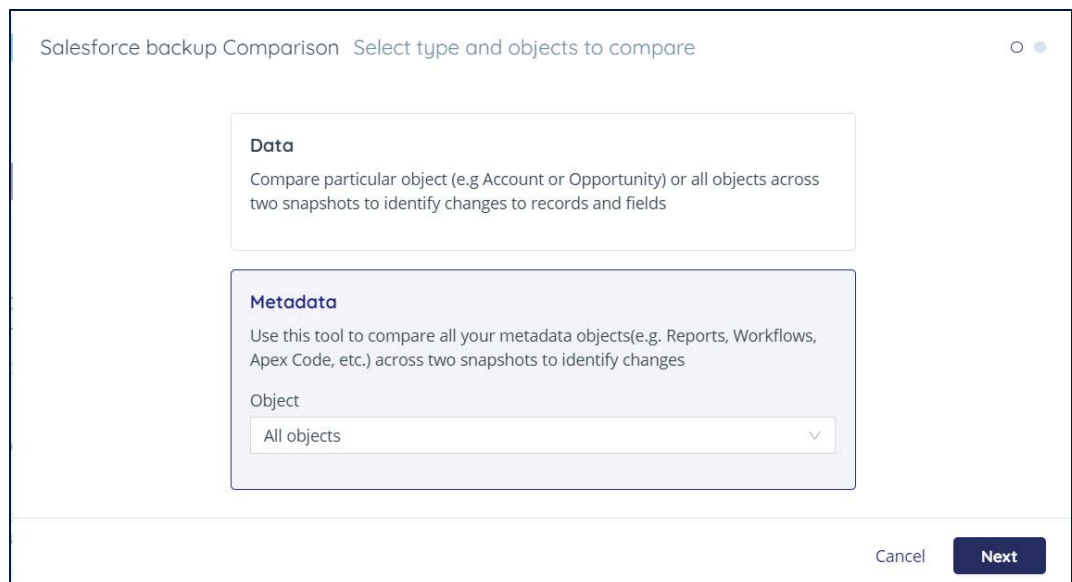
6.2 Comparing Metadata

6.2.1 Initializing the Metadata Comparison

To initiate the metadata comparison procedure, follow these steps:



1. Click **Compare**.
2. The compare dialog screen is displayed. The data comparison option is selected by default. Select the **Metadata** option:



3. You can select which objects you want to compare. By default, all objects are compared during the operation. You can select an object from the drop-down menu:

Salesforce backup Comparison Select type and objects to compare

Data
Compare particular object (e.g Account or Opportunity) or all objects across two snapshots to identify changes to records and fields

Metadata
Use this tool to compare all your metadata objects(e.g. Reports, Workflows, Apex Code, etc.) across two snapshots to identify changes

Object

All objects

All objects

ApexClass

ApexComponent

ApexEmailNotifications

ApexPage

ApexTrigger

AppMenu

AssignmentRules

Cancel Next

4. In the next step, you are prompted to select the date of the sources of the data for the comparison:

Salesforce backup Comparison Select left and right side to compare

Salesforce Sandbox

Backup Task

Ren

Snapshot date

Dec 2020

Su	Mo	Tu	We	Th	Fr	Sa
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

Backup

Backup Task

Enterprise edition

Snapshot date

Enterprise edition

☐ Salesforce

☐ Other Organisation

Back Cancel Start Compare

5. In the left panel of the page, select the date of the backup task for which you initiated the comparison. Below you can select the date of the backup, and, if more than one backup had been performed on the selected date, choose the time of the backup.
6. In the right panel, you can either select the backup task that will be used for comparison, the Salesforce production database, or metadata from another organization. In the latter case you can choose whether to use the production database or the sandbox:

Salesforce backup Comparison Select left and right side to compare

Salesforce Sandbox

Backup Task

Ren

Snapshot date

☐ Backup

☐ Salesforce

☒ **Other Organisation**

You will be asked to authorise on the organisation website. Don't worry we don't store your credentials

Production

Production

Sandbox

← Back Cancel **Start Compare**

7. Once you have set the data sources click **Start Compare**. The comparison task is started in the background, and the results will be available as soon as it is finished.

Comparing Metadata Object - ApexClass

Salesforce backup
BACKUP
30/11/20 01:46:27 PM

In Process 0%

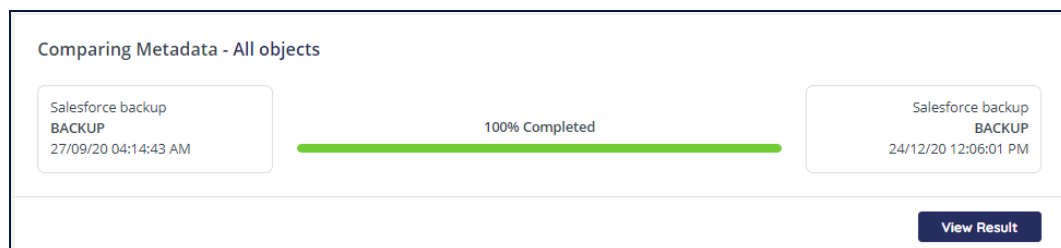
Salesforce backup / Alyssa Roc...
BACKUP
10/11/20 12:09:48 PM

Cancel View Result

8. You can cancel the task by clicking **Cancel** before it is finished.

6.2.2 Viewing the Metadata Comparison Results

Once the comparison task is finished, the **View Results** button becomes available.



Clicking on **View Results** takes you to the *Compare* page:

Backups
Backups >> Salesforce backup >> Compare

Backup task Salesforce backup 27/09/20 04:14:43 AM			Backup task Salesforce backup 24/12/20 12:06:01 PM	
Total Records	Unique Records	Changed Records	Unique Records	Total Records
75	0	0	4	79
151	0	2	7	158
34	0	34	0	34
118	0	0	4	122

The following 30 metadata object(s) had no changes

The comparison results are organized on the page in a table displaying the Total number of records, the number of Unique records in both the data sources, and the number of changed records for Objects and Profiles.

You can filter the page using the search bar situated in the top portion of the page:

Backups
Backups >> Salesforce backup >> Compare

Backup task Salesforce backup 27/09/20 04:14:43 AM		object	Backup task Salesforce backup 24/12/20 12:06:01 PM	
Total Records	Unique Records	Changed Records	Unique Records	Total Records
151	0	objects 2	7	158

The following 30 metadata object(s) had no changes

At the bottom of the page, you can find the summary of the number of objects that have no changes and the objects found only in one of the data sources. Clicking the numbers of such objects displays the list of corresponding objects:

The following 30 metadata object(s) had no changes

staticresources

components

remoteSiteSettings

roles

classes

tabs

workflows

installedPackages

quickActions

assignmentRules

homePageLayouts

matchingRules

reportTypes

apexEmailNotifications

pages

flows

flowDefinitions

flexipages

iframeWhiteListUrlSettings

settings

homePageComponents

objectTranslations

duplicateRules

triggers

cleanDataServices

labels

applications

autoResponseRules

escalationRules

communities

Cancel

To find more details on the Unique or Changed elements you can click the corresponding numbers in the table. This leads you to the comparison GUI.

Backups
Backups >> Salesforce backup >> Compare >> Profiles

profiles 34 Changed Records Download ALL

Admin.profile

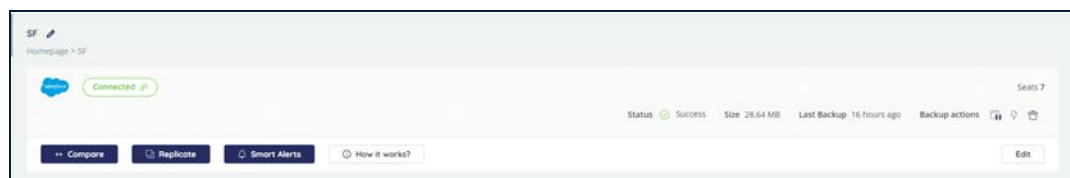
@@ -4744,6 +4744,11 @@			
4744	</fieldPermissions>	4744	</fieldPermissions>
4745	<fieldPermissions>	4745	<fieldPermissions>
4746	<editable>false</editable>	4746	<editable>false</editable>
		4747 +	<field>Case.AssetWarrantyId</field>
		4748 +	<readable>false</readable>
		4749 +	</fieldPermissions>
		4750 +	<fieldPermissions>
		4751 +	<editable>false</editable>
4747	<field>Case.BusinessHoursId</field>	4752	<field>Case.BusinessHoursId</field>
4748	<readable>false</readable>	4753	<readable>false</readable>
4749	</fieldPermissions>	4754	</fieldPermissions>
@@ -5093,6 +5098,16 @@			
5093	<readable>true</readable>	5098	<readable>true</readable>
5094	</fieldPermissions>	5099	</fieldPermissions>
5095	<fieldPermissions>	5100	<fieldPermissions>
		5101 +	<editable>false</editable>
		5102 +	<field>ContactPointAddress.PreferenceRank</field>
		5103 +	<readable>false</readable>
		5104 +	</fieldPermissions>
		5105 +	<fieldPermissions>
		5106 +	<editable>false</editable>
		5107 +	<field>ContactPointAddress.UsageType</field>
		5108 +	<readable>false</readable>
		5109 +	</fieldPermissions>
		5110 +	<fieldPermissions>
5096	<editable>true</editable>	5111	<editable>true</editable>

You can expand any row of the table by clicking the downward-arrow button to view the comparison results, or you can download an archive with the corresponding objects via the download button. The records can be displayed side-by-side, or over-under. You can switch the orientation by clicking on the orientation button.

6.3 Replicating your Database

The CloudAlly **Replicate** feature enables you to copy your data or metadata from your backup to a Salesforce sandbox database. The tool has a wide range of options and you can choose whether to copy all of the data or just selected objects, to apply various functions on the data, and to copy data to other Salesforce organizations.

You can access the **Replicate** tool by clicking the Salesforce backup task from the *Homepage*.



When you click Replicate, you will see the following screen:

The screenshot shows a dialog box titled "SF Replicate" with a subtitle "Select type and snapshot date to Replicate". In the top right corner, there are four dots, with the first one being filled. The dialog contains two main sections: "Data" and "Metadata". The "Data" section is highlighted with a light blue background and contains the text "Replicate selected Data object/s (e.g. Accounts or Opportunities) or all Data objects" and a "Snapshot date" input field. The "Metadata" section is highlighted with a light yellow background and contains the text "Replicate selected Metadata object/s (e.g. Workflows or Apex Code) or all Metadata objects" and a "Snapshot date" input field. At the bottom right of the dialog, there are "Cancel" and "Next" buttons.

6.3.1 Replicating Data

1. By default, **Data** is selected.
2. Choose the Snapshot date. If more than one backup was performed on the selected date, choose a backup time. Click **Next**.

SF Data Replicate Select Destination

Full Organisation
A "Full Org" replicate job will migrate all data across all Objects from the source Org Snapshot to the destination Org.

Multiple Parent Objects
Select Parent Objects to include in the replication data set. Our system will automatically identify the descendant related Object records and will include them in the replicate job as well. These records will be migrated to the destination Org with relationships

☐ Anonymize data ⓘ [Download the Full Anonymization Template](#)

← Back Cancel **Next**

You can choose whether you want to restore all data objects or select the objects to replicate.

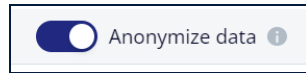
- Select **Full Organization** if you want to restore all data objects. See [Full Organization Replication](#) below.
- Select the **Multiple Parent Objects** options to select the objects you want to be replicated and, if needed, apply selection filters on them. See [Multiple Parent Objects](#) below.

6.3.1.1 The Need to Anonymize Data

When you replicate part or all of your Production Salesforce data in your Sandbox, you may be exposing PII - Personally Identifiable Data. PII is information that can be used to identify, contact, or locate a person, such as their name, social security number, birthdate, or contact details. PII is extremely lucrative to hackers and is the main target of ransomware and malware attacks. Data security best practices and global regulatory laws including the GDPR , CCPA, HIPAA, and PIPEDA, mandate stringent protection and anonymization of PII by organizations.

6.3.1.2 Data Anonymization in CloudAlly Salesforce Data Replication

CloudAlly supports your efforts to anonymize your Salesforce data by providing a toggle switch that turns data anonymization on and off.



Anonymization Using the Default Template

By default, CloudAlly will anonymize your data using a template, that defines which data will be replaced by which type of values:

- Some of your data will be replaced with pre-set typical values, such as Last Name = Smith, or Address = 123 Main Street. The data will keep its original format, to ensure that it can be safely used for integration.
- Other data will be replaced with meaningless characters, such as notes or comments.

To learn the details of how each data field will be anonymized using the template, click **Download the Full Anonymization Template** to view the full list in an Excel format. As you will see, CloudAlly sets the most frequently-used fields, with the appropriate information (pre-set values or random data). The template is an excellent solution for most System Administrators.

Customization of Anonymized Data

For some advanced users who want to delve into the details, instead of accepting the default template, you can change how each object is handled.

- To see how to customize anonymized data for a **Full Organization Replication**, click [here](#).
- Click here to see how to customize anonymized data for a **Multiple Parent Objects Replication**, click [here](#).

6.3.1.3 Full Organization Replication

After selecting the snapshot date, click **Full Organization** and then click **Next**.

Anonymizing Data

Click the toggle to turn **Anonymize data** on. By default, CloudAlly will use the Anonymization Template, which sets either fake or random values for the most commonly-used objects and fields. If you would like to delve into the details to customize your anonymized fields, you can do so on the screen after you click **Next**.

You will see the following screen:

SF Data Replicate Data Anonymization

Choose object from the list below to determine which fields you want to anonymize.

Search Object

All Objects

- SlaProcess
- FormulaFunction
- Account
- LightningUsageByAppTypeMetrics
- TaskPriority
- SetupEntityAccess
- PermissionSetTabSetting

Search Fields

Only Anonymized	Replace with	Preview
BillingCity	City	New York
BillingPostalCode	Postal Code	10013
BillingState	State	New York
BillingStreet	Street	N. Moore
Fax	Phone	212-379-8543

Back Cancel Next

- The left side of the screen contains all of the objects in your data set.
- The right side of the screen lists all of the fields in the highlighted object. Here, for each field, you can determine whether you want to:
 - Skip this field (it won't be anonymized)
 - Replace it with random characters
 - Or, replace it with one of the pre-defined fields in the template.

SF Data Replicate Data Anonymization

Choose object from the list below to determine which fields you want to anonymize.

Search Object

All Objects

- SlaProcess
- FormulaFunction
- Account
- LightningUsageByAppTypeMetrics
- TaskPriority
- SetupEntityAccess
- PermissionSetTabSetting

Search Fields

Only Anonymized	Replace with	Preview
BillingCity	City	New York
BillingPostalCode	Postal Code	10013
BillingState	State	New York
BillingStreet	Street	N. Moore
Fax	Phone	212-379-8543

Back Cancel Next

When you are done customizing your fields, click **Next**.

Select the destination of the replicated data. You can replicate the data to a sandbox of the original organization or you can send it to a sandbox of a different organization. In the latter case, you will be asked to authorize the operation with the credentials of the destination organization.

Salesforce backup Data Replicate Select Destination

☒ Same Organisation Sandbox
Bob.smith@onmicrosoft.com

☐ Other Organisation Sandbox
You will be asked to authorise on the organisation website. Don't worry we don't store your credentials

☒ Automatically disable all Validation Rules, Workflows, Triggers and Processes

← Back Cancel Replicate

You can unmark the checkbox **Automatically disable all Validation Rules, Triggers, and Processes** if you want these elements to be enabled in the replicated data. By default, the checkbox is marked, thus disabling the validation of rules, workflows triggers, and processes. This is done as a precaution because the said elements may not work well with replicated data. After the restoration process concludes, all Validation Rules, Workflows, Triggers, and Processes are automatically reactivated.

Click **Replicate** to create the replication task. The task will be assigned to the next available processing machine, which may take several minutes. You can view the progress of the task in the Replicates tab of the backup page.

Replicating Data Object - All objects 28/12/20 11:37:16 AM

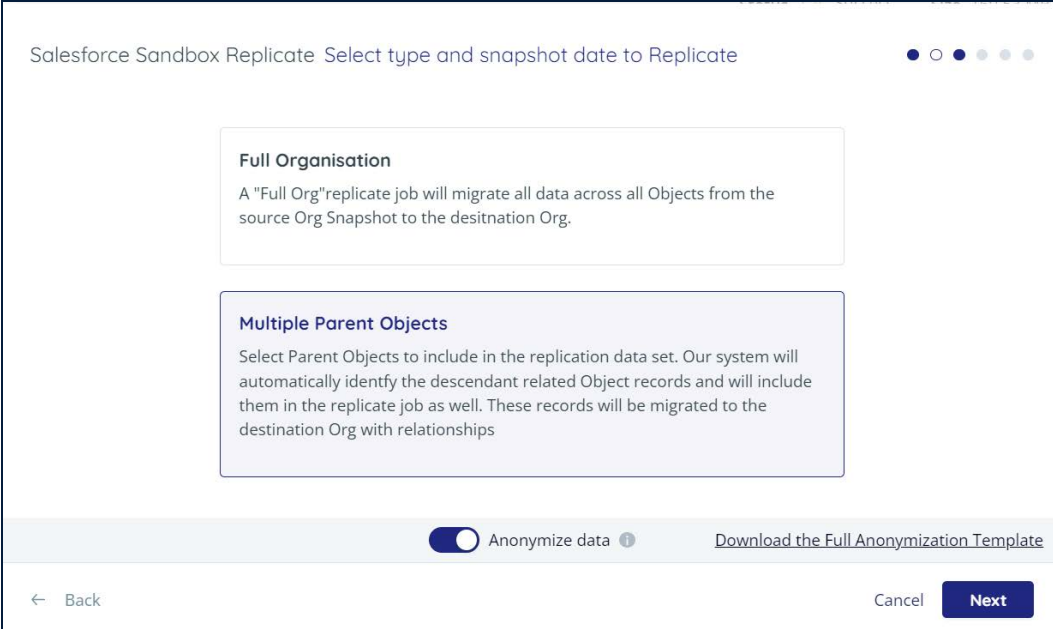
"IsUseRest" : true,
27/12/20 05:12:31 AM

In Process 0%

alyssaroche@yahoo.com
Sandbox

6.3.1.4 Multiple Parent Objects

After selecting the snapshot date, select **Multiple Parent Objects** and click **Next**.



The screenshot shows a web interface titled "Salesforce Sandbox Replicate: Select type and snapshot date to Replicate". It features two main selection boxes. The first box, "Full Organisation", describes migrating all data. The second box, "Multiple Parent Objects", is highlighted with a purple border and describes selecting parent objects and their descendants. Below these boxes is a toggle for "Anonymize data" (currently off) and a link to "Download the Full Anonymization Template". At the bottom are "Back", "Cancel", and "Next" buttons.

Salesforce Sandbox Replicate: Select type and snapshot date to Replicate

Full Organisation
A "Full Org" replicate job will migrate all data across all Objects from the source Org Snapshot to the destination Org.

Multiple Parent Objects
Select Parent Objects to include in the replication data set. Our system will automatically identify the descendant related Object records and will include them in the replicate job as well. These records will be migrated to the destination Org with relationships

☐ Anonymize data ⓘ [Download the Full Anonymization Template](#)

← Back Cancel **Next**

Anonymizing Data

Click the toggle to turn **Anonymize data** on. By default, CloudAlly will use the Anonymization Template, which sets either fake or random values for the most commonly-used objects and fields. If you would like to delve into the details to customize your anonymized fields, you can do so after you click **Next**.

You are taken to the step: **Select Data Object**:

Salesforce backup Data Replicate Select Data Object

Search object

- ☐ Account
- ☐ Book__c
- ☐ BusinessHours
- ☐ Calendar
- ☐ Campaign
- ☐ CampaignMember
- ☐ Case
- ☐ ChatterActivity
- ☐ Contact
- ☐ Document
- ☐ Include Attachments ⓘ

Hierarchy depth 0 ⓘ

← Back Cancel Next

Select the objects you want to replicate. You can search by typing at least 3 symbols matching part of the name of the object.

Click the checkbox **Include attachments** if you want the restored data objects to contain all original attachments.

The **Hierarchy depth** field refers to the objects that are dependent on the selected objects. By default, the **Hierarchy depth** is set to 0, meaning only the selected objects will be replicated.

You can set the Hierarchy depth to the desired depth, up to 7 levels: all objects dependent on the selected objects up to the selected depth will be marked for the next step.

By default, all records are selected for replication in the selected Objects. You can set up selection rules manually for any number of objects. To select multiple objects, click the corresponding lines in the list. You can define different rules for the objects – deselect the objects for which you have already set up the selection and select the other ones.

The screenshot shows the 'Object Filtering' step in the Salesforce backup Data Replicate process. The interface is divided into two main sections. On the left, there is a search bar labeled 'Search object' and a list of selected objects: 'GroupMember', 'ProcessNode', and 'Product2'. Each object has a 'Use all records' button and a close 'X' button. Below the list is a 'Deselect' button. On the right, the 'Filtering for' section shows 'All objects' selected. Below this, there are three radio button options: 'Use all records' (which is selected), 'Pick' (with a sub-option of '200' and a 'Newest' dropdown menu), and 'SOQL WHERE clause'. At the bottom of the interface are 'Back', 'Cancel', and 'Next' navigation buttons.

To define the number of records that need to be replicated, click the option **Pick <number> records**. You can fill in the number of records to be replicated and choose one of the options: Newest, Oldest, or Random:

You can define the SOQL WHERE query that will be applied to select the records for replication. To do that click the SOQL WHERE clause option, fill in the query and click **Enter** to validate it.

Note: The replication system only validates the query syntax and doesn't check that the query can be applied to the selected objects. An inapplicable SOQL clause may lead to a failure in the replication procedure.

Salesforce backup Data Replicate Object Filtering

You can narrow down the data being replicated, by filtering each object

Search object

GroupMember SOQL WHERE clause X

ProcessNode Use all records X

Product2 SOQL WHERE clause X

Deselect

Filtering for All objects

☐ Use all records

☐ Pick 200 Newest records

☒ SOQL WHERE clause

Date_c IN(4252)

Press Shift + Enter to add a new line without validating the query

✓ Validation Complete

Back Cancel Next

Click **Next**.

Customizing Data Anonymization Fields

You will see the following screen:

SF Data Replicate Data Anonymization

Choose object from the list below to determine which fields you want to anonymize.

Search Object

All Objects

SlaProcess

FormulaFunction

Account

LightningUsageByAppTypeMetrics

TaskPriority

SetupEntityAccess

PermissionSetTabSetting

Search Fields

Only Anonymized	Replace with	Preview
BillingCity	City	New York
BillingPostalCode	Postal Code	10013
BillingState	State	New York
BillingStreet	Street	N. Moore
Fax	Phone	212-379-8543

Back Cancel Next

- The left side of the screen contains all of the objects in your data set.
- The right side of the screen lists all of the fields in the highlighted object. Here, for each field, you can determine whether you want to:

- Skip this field (it won't be anonymized)
- Replace it with random characters
- Or, replace it with one of the pre-defined fields in the template.

SF Data Replicate Data Anonymization

Choose object from the list below to determine which fields you want to anonymize.

Default System Template

Search Object

All Objects

SlaProcess

FormulaFunction

Account

LightningUsageByAppTypeMetrics

TaskPriority

SetupEntityAccess

PermissionSetTabSetting

Only Anonymized

Replace with

Preview

Field	Replace with	Preview
BillingCity	City	New York
BillingPostalCode	Postal Code	10013
BillingState	State	New York
BillingStreet	Street	N. Moore
Fax	Phone	212-379-8543

Back

Cancel Next

When you are done customizing your fields, click **Next**.

You are taken to the **Select Destination** step.

Select the destination of the replicated data. You can replicate the data to a sandbox of the original organization or you can send it to a sandbox of a different organization. In the latter case, you will be asked to authorize the operation with the credentials of the destination organization.

You can unmark the checkbox **Automatically disable all Validation Rules, Triggers, and Processes** if you want these elements to be enabled in the replicated data. By default, the checkbox is marked, thus disabling the validation rules, workflows triggers, and processes. This is done as a precaution because the said elements may not work well with replicated data. After the restoration process concludes, all Validation Rules, Workflows, Triggers, and Processes are automatically reactivated.

The screenshot shows a dialog box titled "Salesforce backup Data Replicate Select Destination". It has two radio button options: "Same Organisation Sandbox" (selected) and "Other Organisation Sandbox". The "Same Organisation Sandbox" option shows the email "Bob.smith@onmicrosoft.com". The "Other Organisation Sandbox" option has a description: "You will be asked to authorise on the organisation website. Don't worry we don't store your credentials". At the bottom, there is a checked checkbox labeled "Automatically disable all Validation Rules, Workflows, Triggers and Processes". Navigation buttons at the bottom include "Back", "Cancel", and a blue "Replicate" button.

Click **Replicate** to create the replication task. The task will be assigned to the next available processing machine - this may take several minutes. You can view the progress of the task in the *Replicates* tab of the backup page.

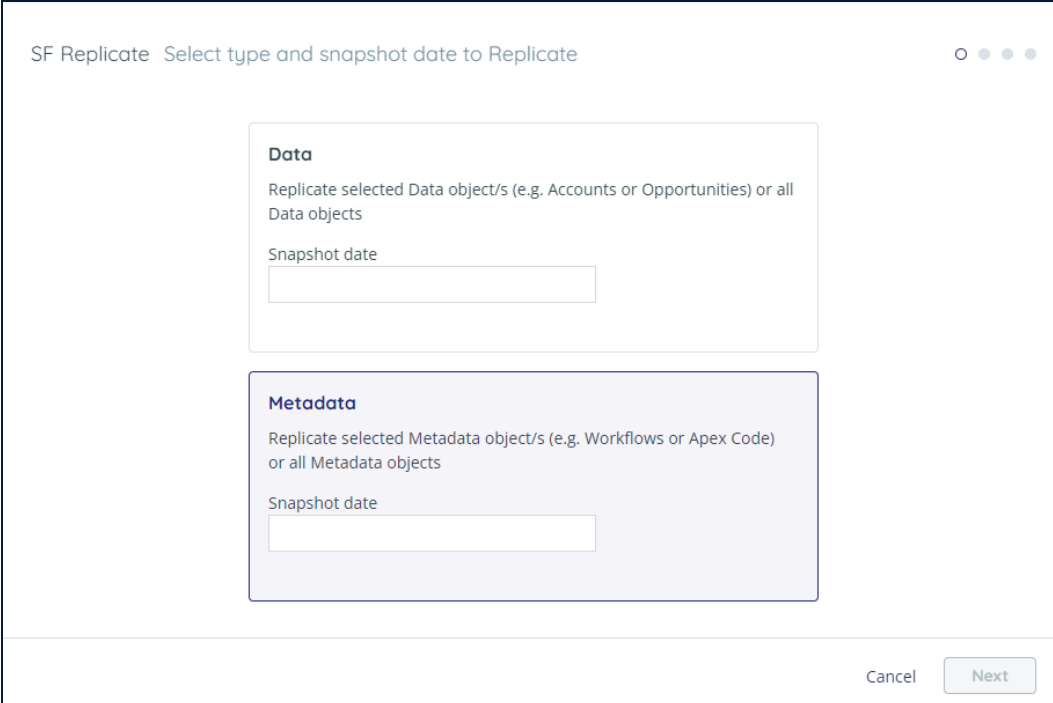
The screenshot shows a progress bar for "Replicating Data Object - 3 Objects". The progress is at "In Process 0%". On the left, a box contains "Salesforce backup" and "25/12/20 05:11:48 AM". On the right, a box contains "alyssaroche@yahoo.com" and "Sandbox". The timestamp "28/12/20 11:48:08 AM" is in the top right corner.

6.3.2 Replicating Metadata

To initiate the metadata comparison procedure, follow these steps:

The screenshot shows the Salesforce backup interface. At the top, it says "SF" and "Homepage > SF". Below that, there's a "Connected" status with a green checkmark. On the right, it says "Seats 7". Below the status bar, there's a row of buttons: "Compare", "Replicate", "Smart Alerts", and "How it works?". To the right of these buttons, there's a row of information: "Status: Success", "Size: 28.64 MB", "Last Backup: 16 hours ago", and "Backup actions". At the bottom right, there's an "Edit" button.

1. Click **Replicate**. The **Replicate** screen is displayed.



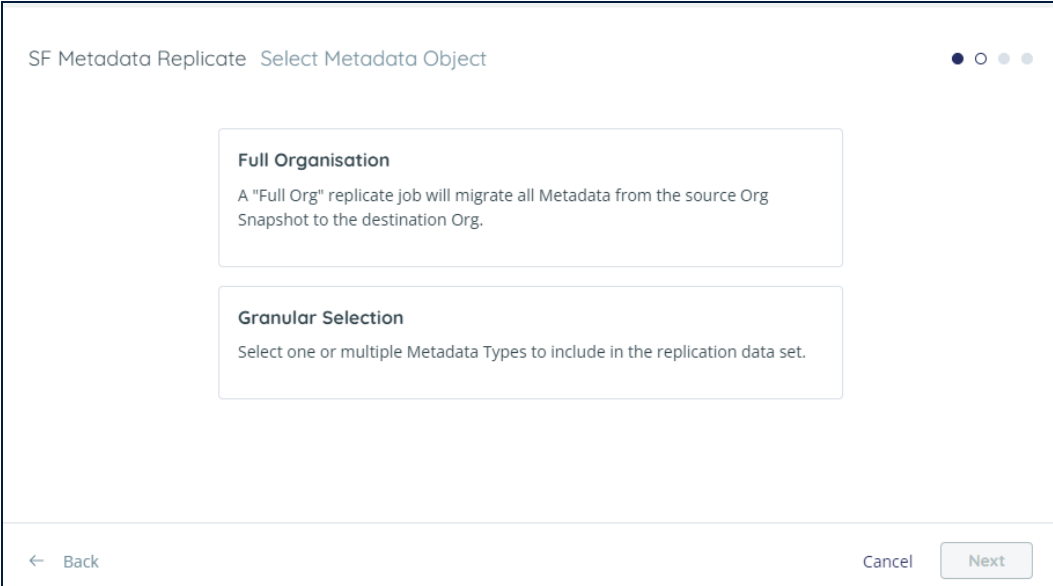
SF Replicate Select type and snapshot date to Replicate

Data
Replicate selected Data object/s (e.g. Accounts or Opportunities) or all Data objects
Snapshot date

Metadata
Replicate selected Metadata object/s (e.g. Workflows or Apex Code) or all Metadata objects
Snapshot date

Cancel Next

2. The Data option is selected by default. Select the **Metadata** option, choose a snapshot date, and click **Next**.



SF Metadata Replicate Select Metadata Object

Full Organisation
A "Full Org" replicate job will migrate all Metadata from the source Org Snapshot to the destination Org.

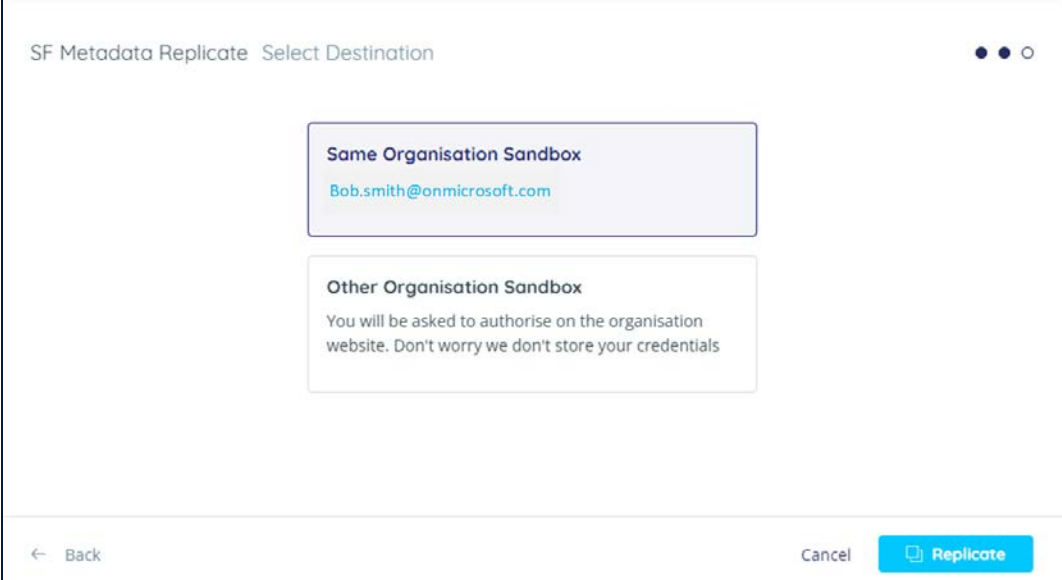
Granular Selection
Select one or multiple Metadata Types to include in the replication data set.

← Back Cancel Next

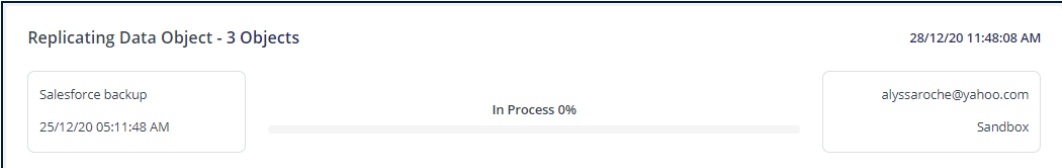
Choose either **Full Organization**, to migrate all metadata from the source organization snapshot to the destination organization, or **Granular Selection**, to select which metadata types to include in the replication data set.

6.3.2.1 Full Organization

Select the destination of the replicated data. You can replicate the data to a sandbox of the original organization or you can send it to a sandbox of a different organization. In the latter case, you will be asked to authorize the operation with the credentials of the destination organization.

A screenshot of a web application window titled "SF Metadata Replicate Select Destination". The window has a light gray background and a white content area. At the top, the title "SF Metadata Replicate Select Destination" is displayed in a small, dark font. Below the title, there are two main options presented in rounded rectangular boxes. The first box, titled "Same Organisation Sandbox", contains the email address "Bob.smith@onmicrosoft.com" in a blue, clickable font. The second box, titled "Other Organisation Sandbox", contains the text "You will be asked to authorise on the organisation website. Don't worry we don't store your credentials". At the bottom of the window, there is a navigation bar with a "Back" button on the left, a "Cancel" button in the center, and a blue "Replicate" button on the right with a document icon.

Click **Replicate** to create the replication task. The task will be assigned to the next available processing machine - this may take several minutes. You can view the progress of the task in the *Replicates* tab of the backup page.

A screenshot of a progress bar interface. At the top, it says "Replicating Data Object - 3 Objects" on the left and "28/12/20 11:48:08 AM" on the right. Below this, there is a horizontal progress bar. On the left side of the bar, there is a box containing "Salesforce backup" and "25/12/20 05:11:48 AM". In the center of the bar, it says "In Process 0%". On the right side of the bar, there is a box containing "alyssaroche@yahoo.com" and "Sandbox".

6.3.2.2 Granular Selection

Choose **Granular Selection**. You are taken to a screen where you can select which metadata objects you would like to duplicate:

SF Metadata Replicate Select Metadata Object

Search object

- ☐ ApexEmailNotifications
- ☐ AppMenu
- ☐ AppointmentSchedulingPolicy
- ☐ AssignmentRules
- ☐ AutoResponseRules
- ☐ CleanDataService
- ☐ Community
- ☐ CustomApplication
- ☐ CustomLabels
- ☐ CustomObject

← Back Cancel Next

Make your selection(s), and click **Next**. You are taken to the **Select Destination** step.

Select the destination of the replicated data. You can replicate the data to a sandbox of the original organization or you can send it to a sandbox of a different organization. In the latter case, you will be asked to authorize the operation with the credentials of the destination organization.

Click **Replicate** to create the replication task. The task will be assigned to the next available processing machine - this may take several minutes. You can view the progress of the task in the *Replicates* tab of the backup page.

Replicating Data Object - 3 Objects 28/12/20 11:48:08 AM

Salesforce backup 25/12/20 05:11:48 AM In Process 0% alyssaroché@yahoo.com Sandbox

6.4 Smart Alerts

6.4.1 Anomaly Detection

How can you minimize the damage of a mistaken Sandbox refresh, unwanted database update, buggy code insert, bad data imports, or a mistaken deletion or updating records? By reducing the time it takes you to detect the red flag – your Recovery Time Objective (RTO) – and restoring your Salesforce data ASAP.

CloudAlly's Salesforce Backup comes with Anomaly detection that alerts you of suspicious activity – updates or deletes – to your Salesforce data.

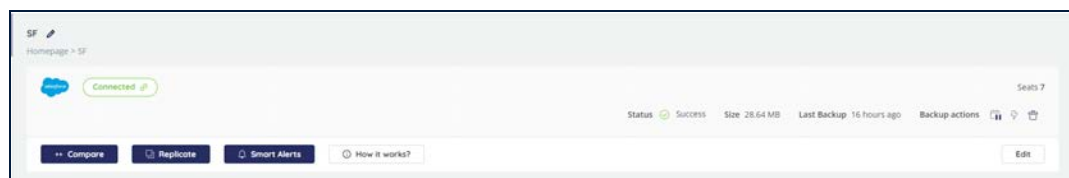
- Customize Smart Alerts to detect irregular objects changes such as addition, deletion, or updates between backup snapshots, based on your predefined threshold.
- Get email notifications with a snapshot report of Salesforce objects changes that triggered the Smart alert.
- Use historical backup snapshots to quickly restore your data to any point-in-time or keyword/metadata search for granular recovery.

6.4.2 Setting a Smart Alert

Smart Alerts enable you to compare changes between the previous and latest backups, and to alert you when significant changes are detected. You can determine which changes are "significant."

Note: Before you can set a smart alert, you must have at least one successful Salesforce backup that CloudAlly can use as the baseline for future comparisons. See [Creating a New Backup Task](#).

1. From the *Homepage*, click the Salesforce backup task. Click **Smart Alerts**.



2. By default, **All Objects** are selected. If this is your preference, click **Next**.

Salesforce Backup Smart Alert Select Alert Level

All Objects
Create an Alert for all Objects that compares changes between the previous and latest Backup

Specific Object
Create an Alert for Specific Object that compares changes between the previous and latest Backup
Choose a Specific Object
Trigger Object

Record Level Alert COMING SOON
Create an Alert when records are changed between the previous and latest Backup

Cancel Next

3. If you prefer to choose which objects will trigger an alert, click **Specific Object**.
4. Choose the object from the drop-down list that you would like to trigger the alert. You can only choose one object per smart alert. When you have made your selection, click **Next**.

Salesforce Backup Smart Alert Select Alert Level

All Objects
Create an Alert for all Objects that compares changes between the previous and latest Backup

Specific Object
Create an Alert for Specific Object that compares changes between the previous and latest Backup

Choose a Specific Object

Trigger Object

- Account
- AppMenuItem
- Campaign
- CampaignMemberStatus
- Case
- Contact
- ContentDistribution
- ContentDocument

COMING SOON

Cancel Next

5. You will be directed to the configuration screen, which enables you to set the criteria for when you will receive an alert:

Smart Alert For All Objects Select Alert Configuration

Alert when more than

Choose An Amount
0

Choose Unit
Select Unit

Choose an Event
Select Event

Triggered by

☒ **Single User**
Changes made by a single user

☐ **All Users**
Changes made by all users

← Back Cancel Next

- Alert when more than:
 - Number of items
 - Either % or number of records
 - Is added, updated, or deleted

Note: If you choose a low **Amount** value, CloudAlly will display a warning: "You have created an alert with very wide criteria. This means you will probably receive an alert after each backup cycle. Are you sure you want to proceed?"

- You can choose whether you'd like your alert to be triggered by a single user's changes or when ALL users have made this change, as defined in the "Alert when more than..." panel.

Note: Which option is preferable, changes made by a single user or all users? It depends on the volume of records in your organization's Salesforce database, the record volatility, and the data sensitivity.

- When you are done, confirm your configuration, and click **Add New Alert**.


Smart Alert For All Objects Review & Confirmation

You have configured to notify you when

More than

In All Objects are

Triggered by



[← Back](#) [Cancel](#) [Add New Alert](#)

6.4.3 Smart Alert List









After you click **Add New Alert**, CloudAlly adds the new alert to the Smart Alert list.

CloudAlly SF interface showing the Smart Alerts list.

4 Total Smart Alerts

Search by Trigger Object:

Event Triggered By Action

Trigger Object	Rule	Total	Unit	Event	Triggered By	Action
<input type="checkbox"/> All Objects	More than	1000	Records	Deleted	Single User	 
<input type="checkbox"/> Campaign	More than	250	Records	Deleted	All Users	 
<input type="checkbox"/> Document	More than	150	Records	Updated	Single User	 
<input type="checkbox"/> Task	More than	25	%	Updated	Single User	 

From this page, you can change the values in a Smart Alert - the Amount, the % or Number of Records, or the type of change - by clicking the pencil icon. However, it is not possible to switch from Single User to All Users - you'll need to create a new Smart Alert to do so.

You can also delete an alert by clicking **Action > Delete**.

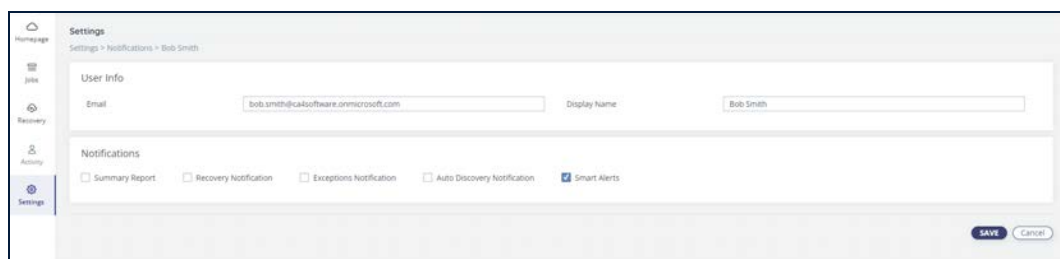
Finally, you can disable or enable an alert, by clicking the bell icon.

6.4.4 Smart Alert Notifications

By default, Smart Alert notifications are sent to the primary account user, but additional recipients can be added.

To add additional recipients:

1. From the Navigation Panel click **Settings > Notifications**.
2. Click **+Add New Recipient**, add a user's email address and name, and then click **Save**.



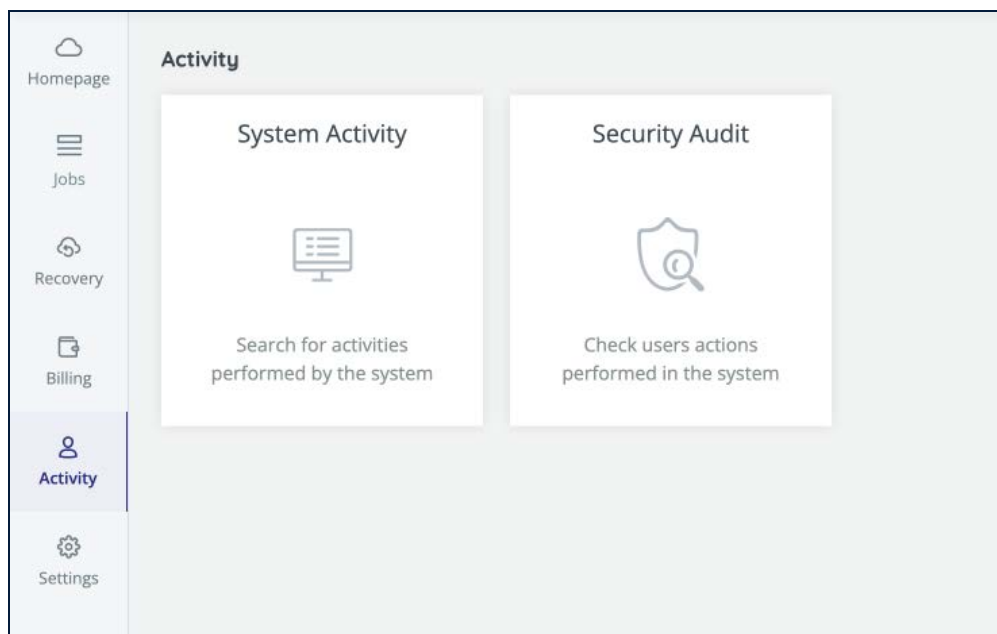
When changes trigger a Smart Alert, all of the users on the list will receive an email that summarizes what has changed. With this information, Admins can investigate the changes, and take appropriate the appropriate action.

7 Managing Your Account

This section guides you through the processes of managing your Account activity, account settings, password, setting up two-factor authentication, and managing users.

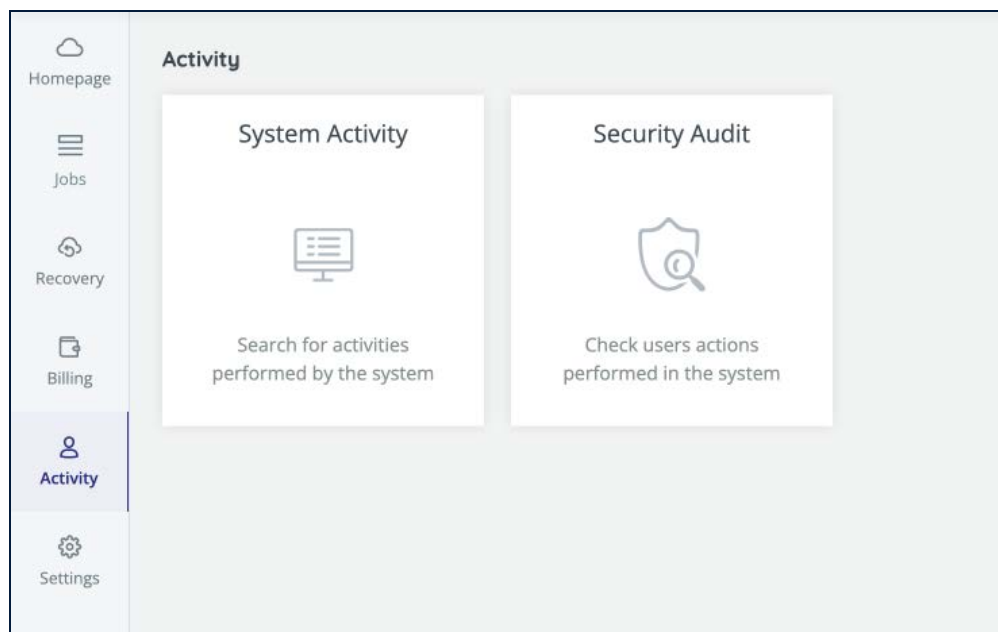
7.1 Viewing Account Activity

The Activity menu enables you to view your account activity, including System Activity and Security Audit. Click Activity on the navigation pane.



7.1.1 System Activity

Click **System Activity**.

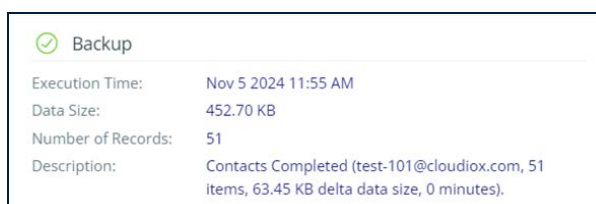


The **System Activity** page displays your account activity, with details such as Activity, Date and Time, Service, Sub-Service, Status, Task Name, and Item.

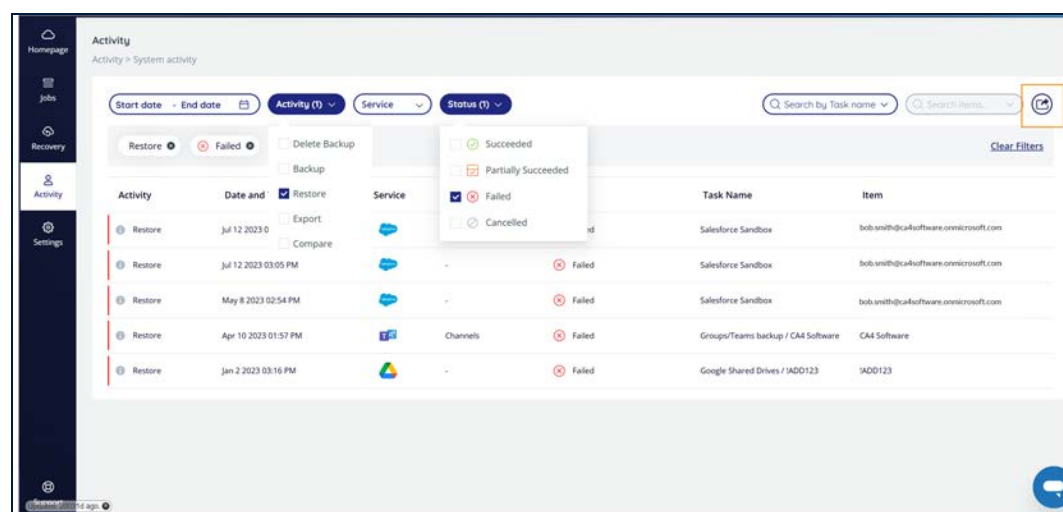
Activity						
Activity > System activity						
Start date - End date		Activity		Service		Status
Search by Task name		Search items				
Activity	Date and Time	Service	Sub Service	Status	Task Name	Item
Export	Jul 12 2022 04:08 PM	Microsoft 365	Calendars	Succeeded	Full MS Exchange Backup / bob.smith@ca...	bob.smith@ca4software.onmicrosoft.com
Backup	Jul 11 2022 01:01 PM	SharePoint	-	Succeeded	Sharepoint backup	...sites/AltaroRestored_Shared_mailbox_2021_08_31_11_05
Export	Jul 11 2022 01:00 PM	Microsoft 365	Channels	Succeeded	Full Teams Backup / AltaroRestored_Lind...	AltaroRestored_Linda_Fuller_2021_08_31_05_36
Restore	Jul 11 2022 01:00 PM	OneDrive	-	Succeeded	One Drive / clouddaily1-my.sharepoint.co...	.../2xepo_kazandev_pro
Backup	Jul 11 2022 05:04 AM	Microsoft 365	Calendars	Failed	Full MS Exchange Backup	Mila.Scott@ca4software.onmicrosoft.com
Backup	Jul 6 2022 05:06 AM	Microsoft 365	Notes	Succeeded	Full MS Exchange Backup	Jacob.Anderson@ca4software.onmicrosoft.com
Backup	Jul 6 2022 05:06 AM	Microsoft 365	Notes	Succeeded	Full MS Exchange Backup	Agata.Brown@ca4software.onmicrosoft.com
Backup	Jul 6 2022 05:06 AM	Microsoft 365	Notes	Succeeded	Full MS Exchange Backup	Alex.Duglas@ca4software.onmicrosoft.com
Backup	Jul 6 2022 05:06 AM	Microsoft 365	Notes	Succeeded	Full MS Exchange Backup	Sarah.Johnson@ca4software.onmicrosoft.com
Backup	Jul 6 2022 05:06 AM	Microsoft 365	Notes	Succeeded	Full MS Exchange Backup	Jessica.Miller@ca4software.onmicrosoft.com

This page enables you to:

- Filter and search the list of backup tasks
- View more details on any backup task. This can be achieved by clicking the "i" (Info) icon. The Info pop-up displays the backup execution time, the size of the stored data, and the number of entities, and the summary of the backup execution.



- Export the Activity Log as a CSV file. Any filters selected on the page will also apply to the exported log file. For example, you could choose to only see Restore tasks that have failed.



Note: Administrators can grant users permission to see the *System Activity* page by clicking **Settings > User Management**, and checking "View Account Activity."

7.1.2 Security Audit

The *Security Audit* page provides information about all the security-related actions that have happened in your account. The user activity that is displayed includes:

- Backup deleted
- User deactivated
- Settings changed
- Sign-in success or failure
- Permissions changed
- Notifications.

The page includes the date of the event, the type of activity, the service involved, the status of the activity, the account performing the activity, and the description.

Date	User Activity	Service	Status	Task	Performed By	Description
Sep 11 2023 03:09 PM	Sign-in		Completed	bob.smith@ca4software.onmicrosoft.com	bob.smith@ca4software.onmic...	Native Sign in (IDK) Chrome from ip:46.117.234.42.
Sep 11 2023 01:57 PM	Sign-in		Completed	bob.smith@ca4software.onmicrosoft.com	bob.smith@ca4software.onmic...	Native Sign in (IDK) Chrome from ip:46.117.234.42.
Sep 11 2023 01:39 PM	Sign-in		Completed	bob.smith@ca4software.onmicrosoft.com	bob.smith@ca4software.onmic...	Native Sign in (IDK) Chrome from ip:46.117.234.42.
Sep 11 2023 12:05 PM	Notification	Google Shared Drives	Completed	Google Shared Drives / 1901January20	bob.smith@ca4software.onmic...	Download Task for drive 1901January20 has been sc...
Sep 11 2023 12:05 PM	Notification	Google (Email)	Completed	Google Workspace / apostrophe@cloud...	bob.smith@ca4software.onmic...	Mail Download Task for mailbox apostrophe@cloudr...
Sep 11 2023 12:04 PM	Sign-in		Completed	bob.smith@ca4software.onmicrosoft.com	bob.smith@ca4software.onmic...	Native Sign in (IDK) Chrome from ip:46.117.234.42.
Sep 11 2023 10:52 AM	Sign-in		Completed	bob.smith@ca4software.onmicrosoft.com	bob.smith@ca4software.onmic...	Native Sign in (IDK) Chrome from ip:46.117.234.42.
Sep 10 2023 02:00 AM	Backup Deleted	Google Shared Drives	Completed	Google Shared Drives		The backup for the drive BE-4utoTests has been mark...
Sep 10 2023 02:00 AM	Notification	Google Shared Drives	Completed	Google Shared Drives		Backup for the drive BE-4utoTests has been deactiva...
Sep 10 2023 02:00 AM	Notification	Google Shared Drives	Completed	Google Shared Drives		Backup for the drive BE-4utoTests has been deactiva...
Sep 10 2023 02:00 AM	Backup Deleted	Google Shared Drives	Completed	Google Shared Drives		The backup for the drive BE-4utoTests has been mark...
Sep 8 2023 12:00 AM	Backup Deleted	Google Workspace	Completed	Google Workspace		The backup for the mailbox gakanstest@cloudn.co...
Sep 8 2023 12:00 AM	Notification	Google Workspace	Completed	Google Workspace		Backup for the mailbox gakanstest@cloudn...

The Security audit table can be exported as a CSV file by clicking **Export**.

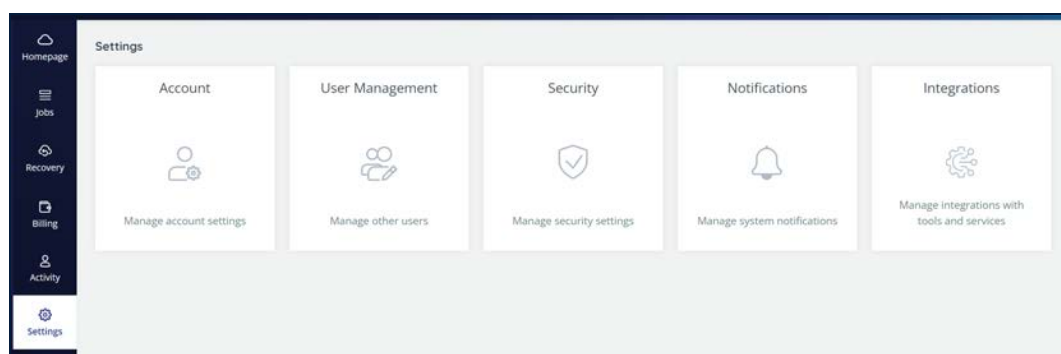
Note: Administrators can grant users permission to see the *Security Audit* page by clicking **Settings > User Management**, and checking "View Security Audit Page."

7.2 Managing Your Account Settings

The *Settings* page provides you with tools to control both your account and the accounts of users whose external credentials are linked to your account. The Settings section consists of the following sub-sections:

- Account
- User Management
- Security
- Notifications
- Integrations

You can find more details on each of the *Settings* pages below.



7.2.1 Account Settings

This page allows you to change the name of your account and the email address. You can only change the Data Center Location by contacting CloudAlly support. Finally, this page also allows you to terminate your account.

To update or change your account details:

1. From the Navigation Panel, click **Settings** and then click **Account**. The *Settings > Account* page is displayed.

The screenshot shows the 'Settings - Account' page in the CloudAlly interface. The left sidebar contains links for Homepage, Jobs, Recovery, Activity, and Settings. The main content area has the following fields: Account Name (Bob Smith), Email (bob.smith@ca4software.onmicrosoft.com), Data Center Location (Europe (Ireland)), and Partner ID (DOEVR002). A 'Save' button is at the bottom right. Below the fields, there is a section for terminating the subscription, which includes a checkbox for 'I approve the removal of my data from CloudAlly' and a 'Remove Account' button.

You can update the Account Name and/or Email.

Note: If you change your email address, you will receive an email sent to your new address for confirmation. The new address will not become active until it is confirmed.

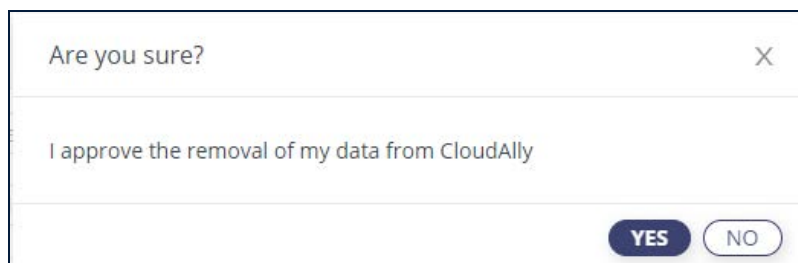
Click **SAVE**. The following screen will appear. If you did not receive the confirmation email, click **Resend Email Confirmation**

The screenshot shows the 'Settings - Account' page after saving changes. The 'Email' field now shows 'Bob.smith@ca4software.onmicrosoft.com' and a 'New Email - Waiting for Approval' section with the email 'username@company.com'. A 'Discard' button is next to the new email. A note states: 'Note: Confirmation was sent to your new email username@company.com and is waiting for your approval.' A 'Resend Email Confirmation' link is provided. The 'Data Center Location' is now 'US East (Northern Virginia)'. 'Save' and 'Cancel' buttons are at the bottom right.

7.2.2 Canceling Your Subscription

To cancel your subscription:

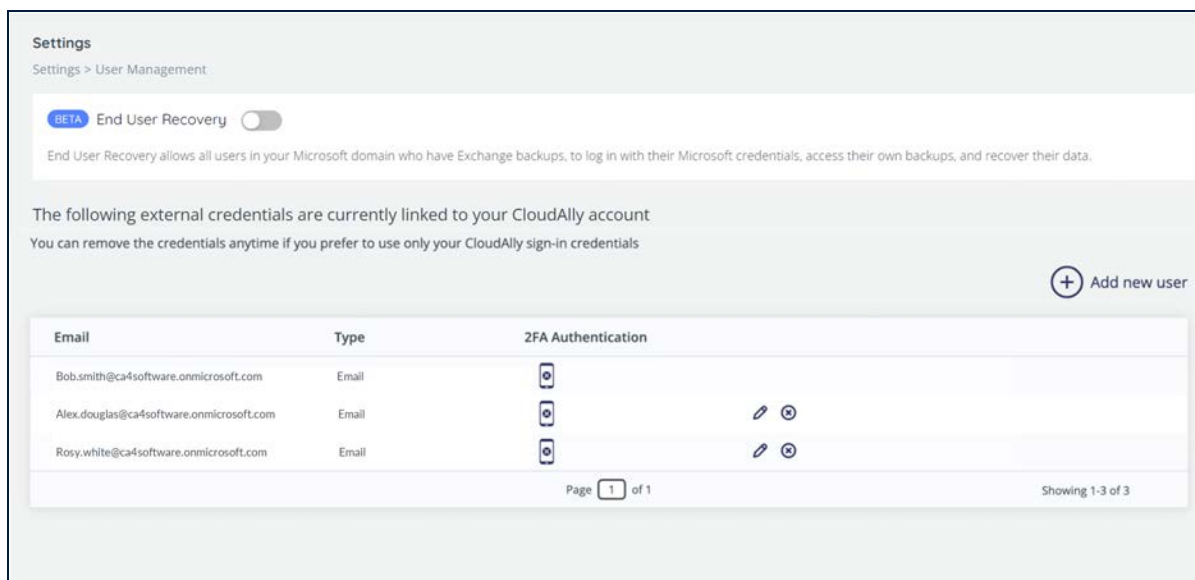
1. Check the box for "I approve the removal of my data from CloudAlly" field and click **REMOVE ACCOUNT**.
2. The *Are you sure?* pop-up window is displayed with a confirmation request.
3. Click **YES** to confirm the cancellation.



Note: To prevent mistaken deletions, there is a grace period of 7 days after your account is terminated. After the grace period, if your account is not reactivated, all data from all your backups will be deleted.

7.3 User Management

The page provides tools for fine-level control of the permissions and access levels of your users.



Settings
Settings > User Management

BETA End User Recovery ☐

End User Recovery allows all users in your Microsoft domain who have Exchange backups, to log in with their Microsoft credentials, access their own backups, and recover their data.

The following external credentials are currently linked to your CloudAlly account
You can remove the credentials anytime if you prefer to use only your CloudAlly sign-in credentials

[+ Add new user](#)

Email	Type	2FA Authentication
Bob.smith@ca4software.onmicrosoft.com	Email	<input type="checkbox"/>
Alex.douglas@ca4software.onmicrosoft.com	Email	<input type="checkbox"/> ✎ ⊗
Rosy.white@ca4software.onmicrosoft.com	Email	<input type="checkbox"/> ✎ ⊗

Page **1** of 1 Showing 1-3 of 3

7.3.1 Adding a New User

System Administrators, both those who logged in to CloudAlly with a username and password, or with Microsoft credentials, can add new users.

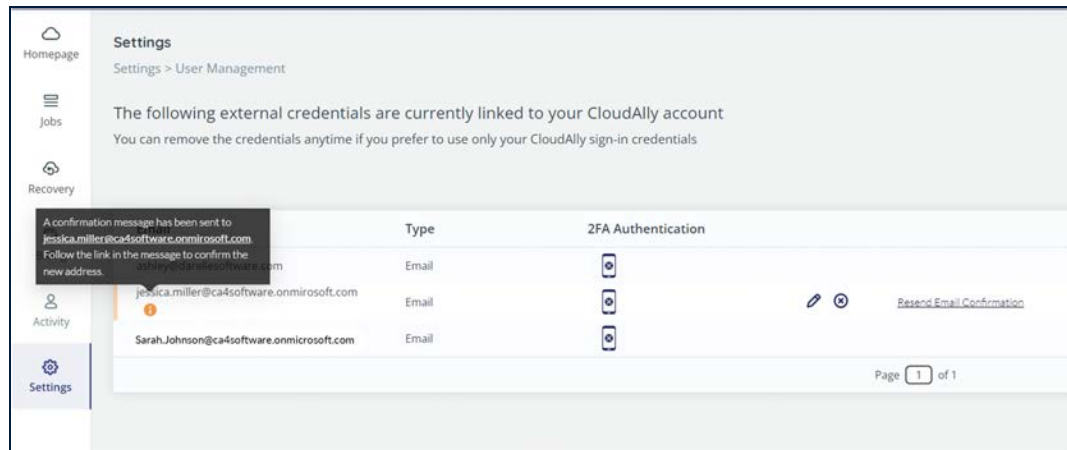
Click **+ Add new user** to create a new user and start the configuration procedure for that user, or the pencil icon to edit an existing user's settings.

- Enter the new user's email address.
- Select the Authentication Type: Azure, Email, Google+, or Okta.
- Select the permissions role for the user. Selecting the role “Administrator” enables permissions to all services and operations. Or, you can selectively choose which permissions to grant from the list of services:

To save changes, scroll to the bottom of the page and click **SAVE**.

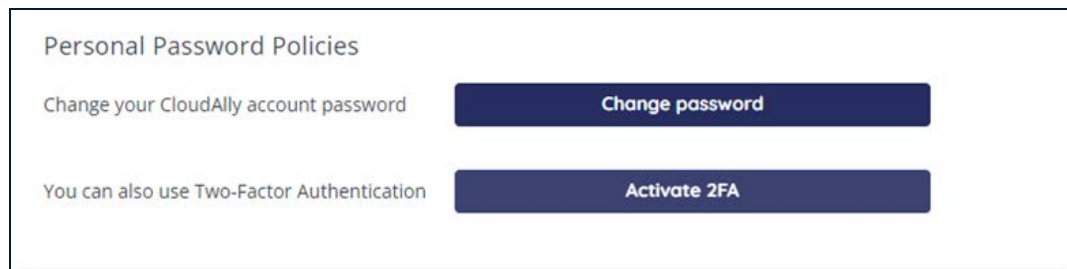
You will be returned to the Settings page. To complete the process, the user must confirm their email address using the link sent via email. This is a security measure, which ensures that the user's email address is valid.

The link is valid for 24 hours. If they did not confirm within this time period, or did not receive the confirmation email, click **Resend Email Confirmation**.



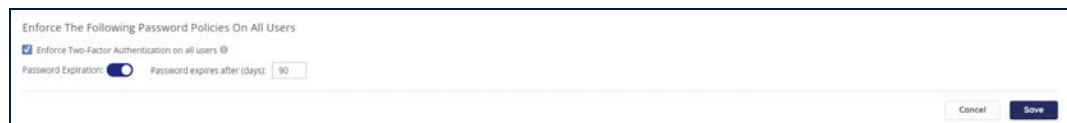
7.4 Security Settings

The *Security Settings* page enables you to:



- Update your password
- Set up two-factor authentication

You can also enforce certain security policies for your users' accounts.

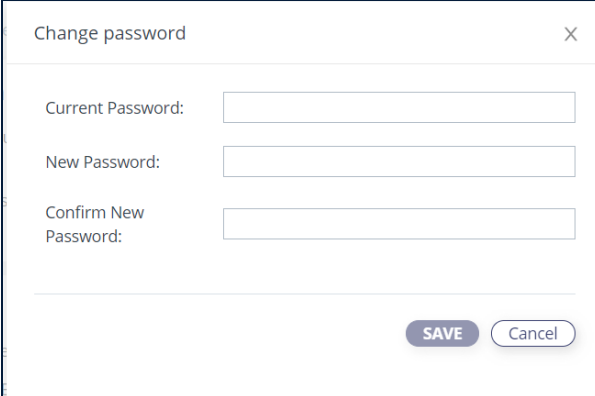


- With the **Enforce Two-Factor Authentication** option, you can make two-factor authentication mandatory for all the users in your account.
- By setting the **Password Expiration**, you can enable the password expiration option for all your users – you will be also be asked for the number of days before the users' passwords expire.

7.4.1 Changing Your Password for Credential-Based Authorization

You can change your existing account password by performing the following procedure:

1. From the **Settings >Security** page, in the Personal Password Policies panel, click **Change Password**.
2. The *Change password* pop-up is displayed.

A screenshot of a 'Change password' pop-up window. The window has a title bar with 'Change password' and a close button (X). Inside, there are three text input fields labeled 'Current Password:', 'New Password:', and 'Confirm New Password:'. At the bottom right, there are two buttons: 'SAVE' (highlighted in blue) and 'Cancel' (outlined in blue).

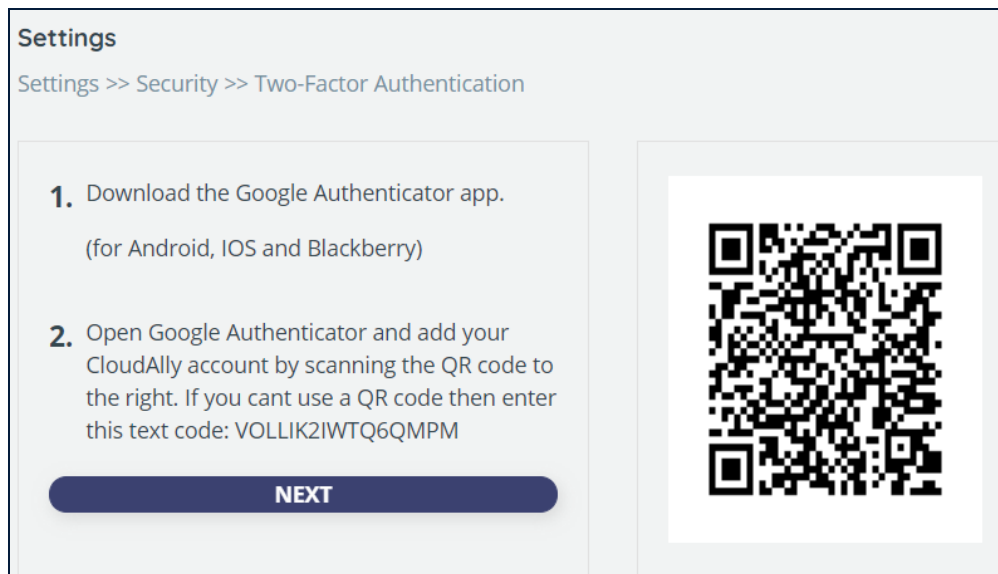
3. Enter the current password in the *Current Password* field.
4. Enter the new password in the *New Password* field.
5. Re-enter the new password in the *Confirm New Password* field.
6. Click **SAVE**. You can now use this password to access your account.

7.4.2 Two-Factor Authentication

Two-factor authentication provides additional security to your account and your backup data.

To enable two-factor authentication:

1. Click **Activate 2FA**. The Two-Factor Authentication page is displayed.



2. Download an Authenticator app, depending on your platform.
3. Open the Authenticator app and add your account by scanning the QR code provided in the web application.
4. If you cannot use a QR code, then enter the text code provided in the web application.
5. A six-digit code is generated.
6. Click **NEXT**.
7. Enter the 6-digit code that the application generated.
8. Click **ENABLE** to complete the process of activating the Two-factor authentication.

From now on, every time you sign in to your Account, you are asked to enter a 6-digit code from your authentication app, after you click **SIGN IN**. Click **VERIFY** to verify the code and access the application.

7.4.3 SAML

The Security Assertion Markup Language (SAML) is an open federation standard that allows an identity provider (IdP) to authenticate users and then pass an authentication token to another application known as a service provider (SP).

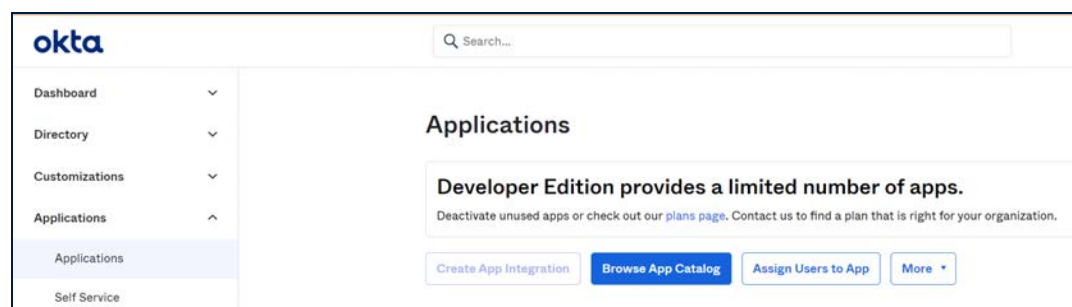
CloudAlly supports Okta as its SAML provider.

There are two steps to setting up Okta so that you can use it to log in to CloudAlly:

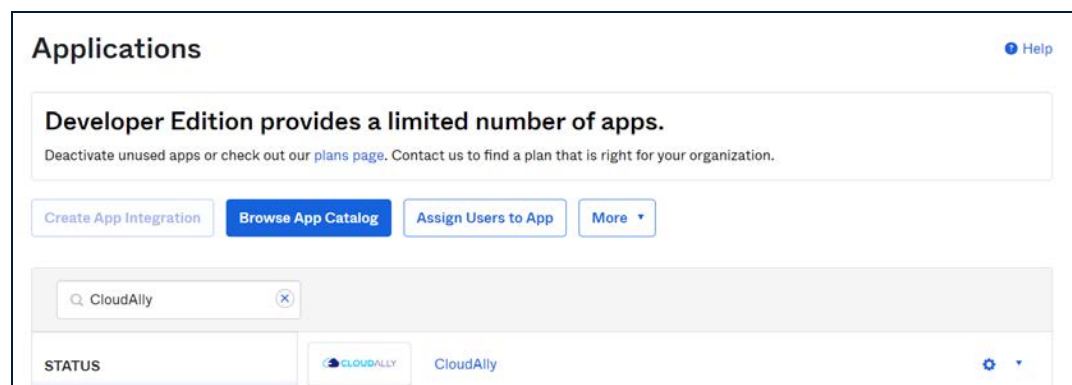
- Setting up CloudAlly in the Okta Application
- Setting up Okta in the CloudAlly application

7.4.3.1 Setting up CloudAlly in the Okta Application

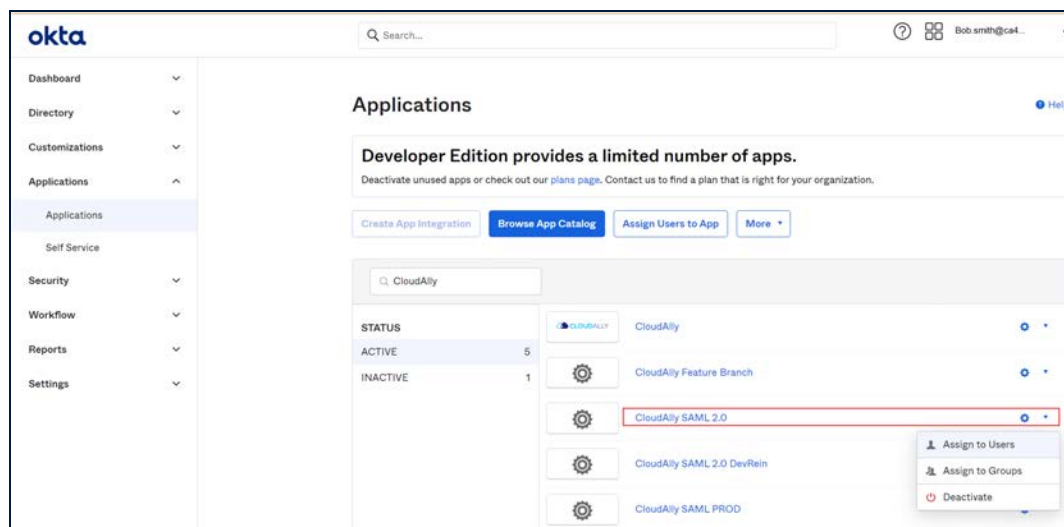
- In the Okta application, click **Applications > Applications > Browse App Catalog**.



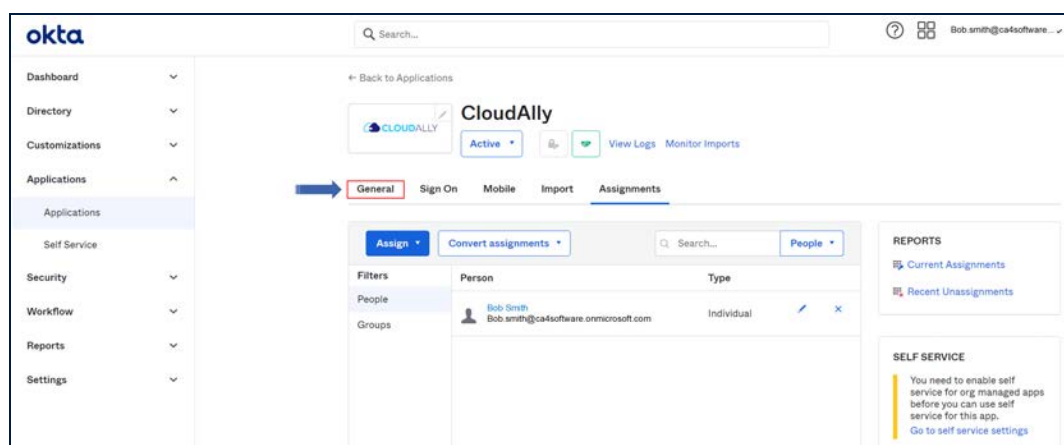
- In the search bar, enter CloudAlly.



- Click the arrow next to CloudAlly SAML 2.0, and **Assign to Users** or **Assign to Groups**.



- Click CloudAllly SAML 2.0, and on the next page, click the **General** tab.



- Scroll down until you see the **App Embed Link** section. Copy the URL that is displayed - you will need this to set up Okta in the CloudAllly app.

App Embed Link

Edit

Embed Link

You can use the URL below to sign into CloudAlly SAML 2.0 from a portal or other location outside of Okta.

https://Bob.smith@okta.com/home/123456789_cloudallysaml20_1/Ooa2refpeId3092Tr09va

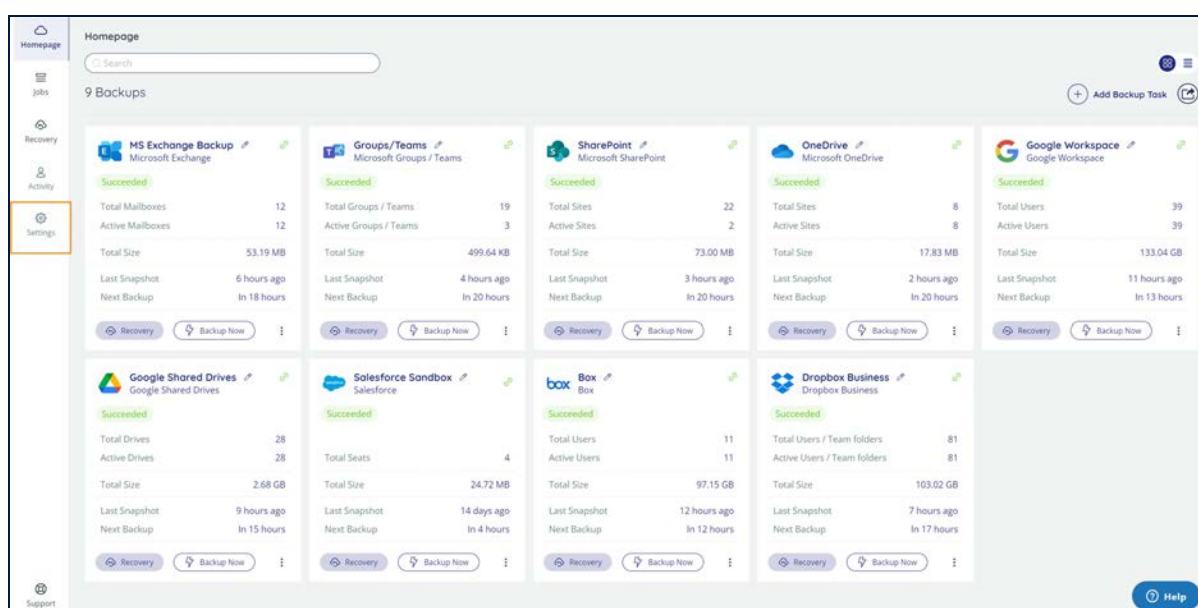
Application Access Error Page

If someone who is not assigned to the application attempts to use an embed link, they will be redirected to a default error page or one that can be customized. An application level setting will override default URL settings.

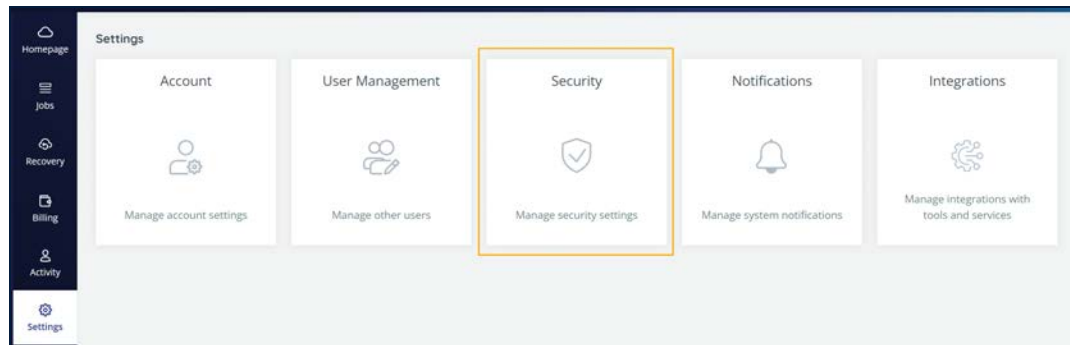
☒ Use the error page setting on the [global settings](#) page
 ☐ Use a custom error page for this application

7.4.3.2 Setting Up Okta in the CloudAlly Application

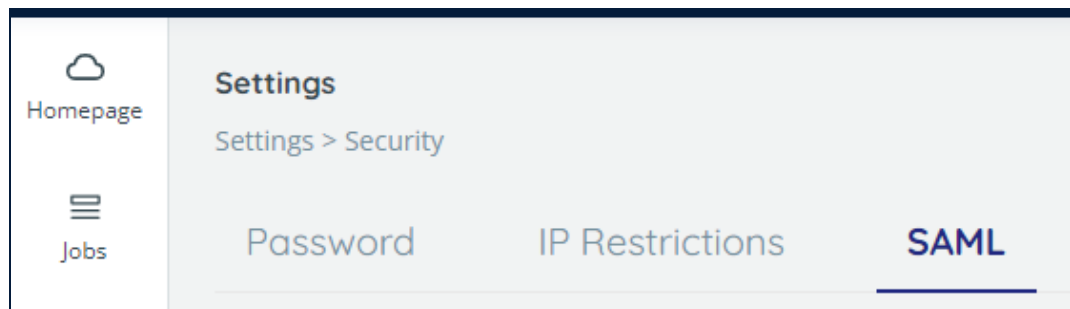
1. From the Homepage, click **Settings** in the Navigation panel.



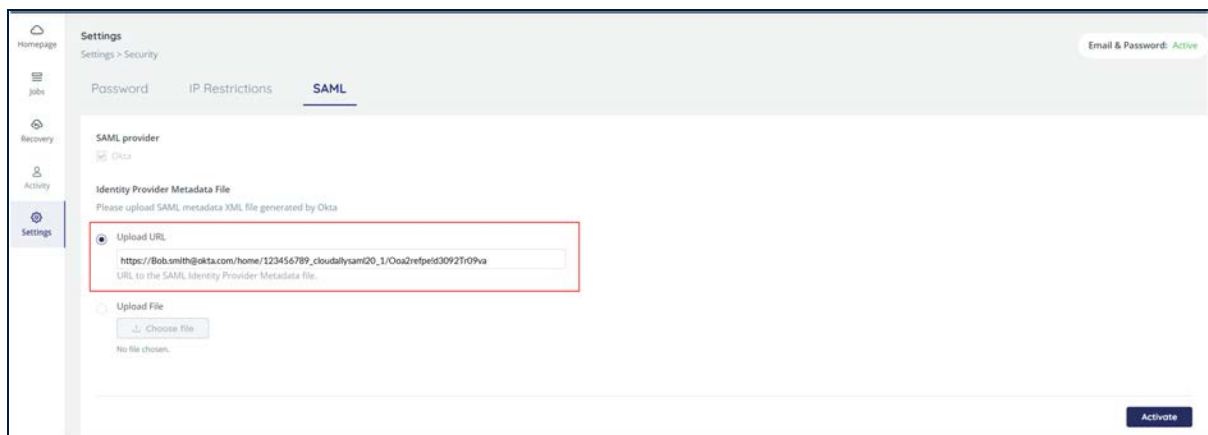
2. On the Settings page, click **Security**.



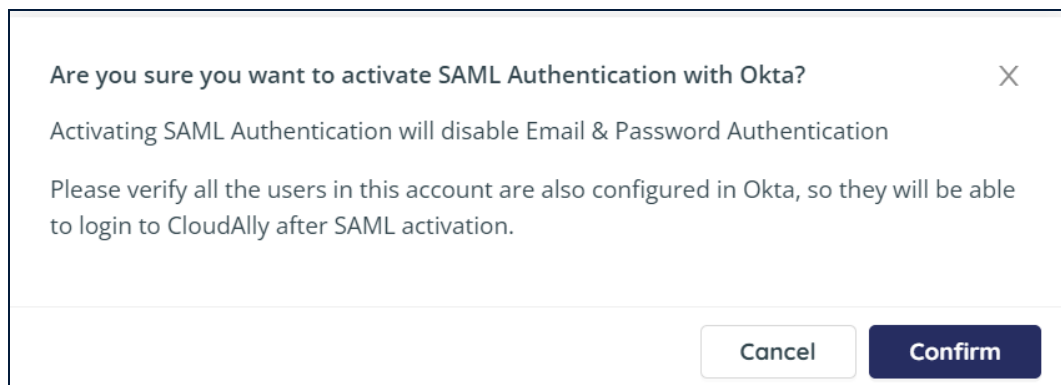
3. Click the **SAML** tab.



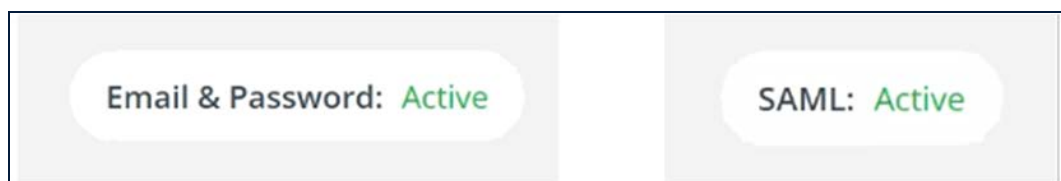
4. Paste the URL that you copied from the Okta site.



5. Click **Activate**.
6. Read the "Are you sure you want to activate SAML Authentication with Okta" message in the next window, and click **Confirm**.



After clicking **Confirm**, the Activate state changes from **Email & Password: Active** to **SAML: Active**.



7.4.4 IP Restrictions

Need fine-grained access control of your endpoints? You can restrict access to the Portal based on the users' IP addresses. This is especially helpful to enforce security policies and prevent unauthorized access by limiting backup/restore requests to company-approved IP addresses, such as an office IP, or a particular VPN.

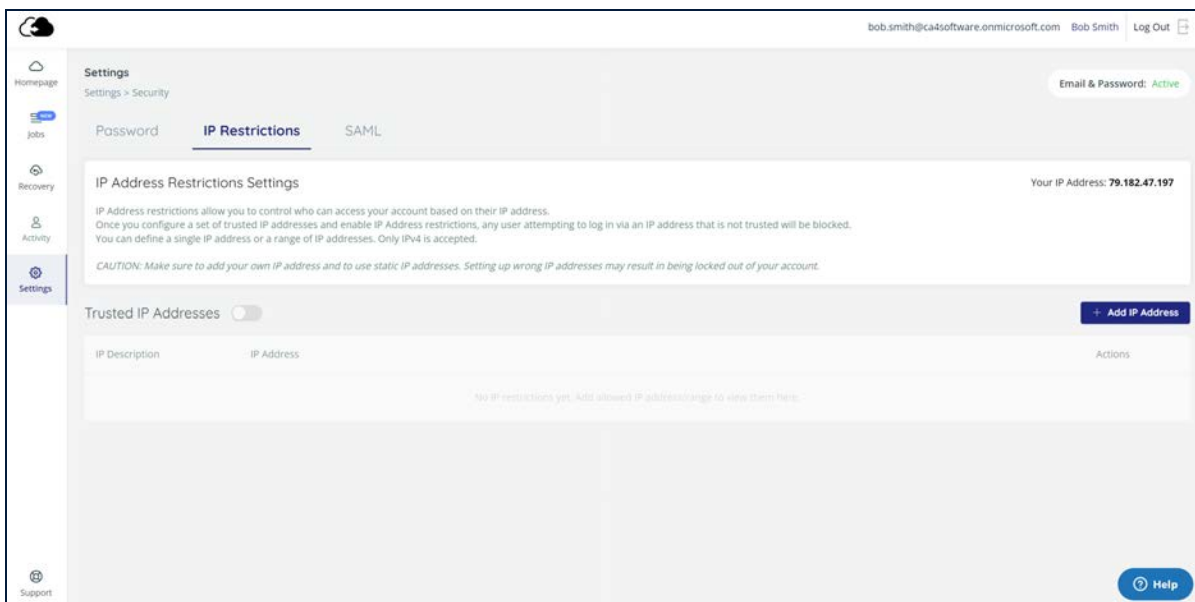
Setting Up IP Restrictions

To enable IP restrictions in your account, first create the list of trusted IP addresses.

IMPORTANT!

It is strongly recommended to use this feature only if you have a static IP address, to prevent users from being locked out.

1. In the *Settings* panel, click **Security**, and then **IP Restrictions**.



2. Click **+ Add IP Address**.
3. Enter one or more IP addresses:
 - a. Enter individual addresses separated by commas, and an optional description.

A screenshot of the 'Add New IP Address' dialog box. It has a title bar with 'Add New IP Address' and 'Your IP Address: 130.248.112.29'. The dialog contains a text input field for 'Enter IP Address description (optional)' with the placeholder 'e.g. Office'. Below this is a section titled 'You can add one or more IP addresses, or a range of IP addresses:'. There are two radio buttons: 'Trusted IP Address(es)' (which is selected) and 'Trusted IP Address Range'. The 'Trusted IP Address(es)' option has a text input field with the placeholder 'Separate multiple IP addresses with ","' and an example '192.168.10.5'. The 'Trusted IP Address Range' option has two text input fields labeled 'From' and 'To' with a placeholder 'Example 192.168.10.0 - 192.168.10.255'. At the bottom right are 'Cancel' and 'Save' buttons.

- b. Or, enter a one or more ranges of contiguous addresses, and an optional description. Multiple ranges could be used to accommodate VPN and internal networks.

Add New IP Address
Your IP Address: 79.181.255.0

Enter IP Address description (optional)

You can add one or more IP addresses, or a range of IP addresses:

☐ Trusted IP Address(es)
 Separate multiple IP addresses with ",".

 Example 192.168.10.5

☒ Trusted IP Address Range
 From To
 Example 192.168.10.0 - 192.168.10.255

Cancel
Save

4. Once you enter at least one address, the **Trusted IP Addresses** toggle will be turned on. You can always return to disable IP restrictions later on.

Homepage
Recovery
Billing
Security
Settings
Support

Security Settings

Settings > Security

[Password](#)
[SAML](#)
[IP Restrictions](#)

Email & Password: Active

IP Address Restrictions Settings
Your IP Address: 130.248.112.29

IP Address Restrictions allow you to control who can access your account based on their IP address. Once you have configured a set of trusted IP addresses and enable IP Address restrictions, any user attempting to log in via an IP address that is not trusted will be blocked. You can define a single IP address or a range of IP addresses. Only IPv4 is accepted.

CAUTION: Make sure to add your own IP address and to use static IP addresses. Setting up wrong IP addresses may result in being locked out of your account.

Trusted IP Addresses ☒
+ Add IP Address

IP Description	IP Address	Actions
Office	192.168.10.5, 192.168.10.120, 192.168.40.157, 192.168.60.180	

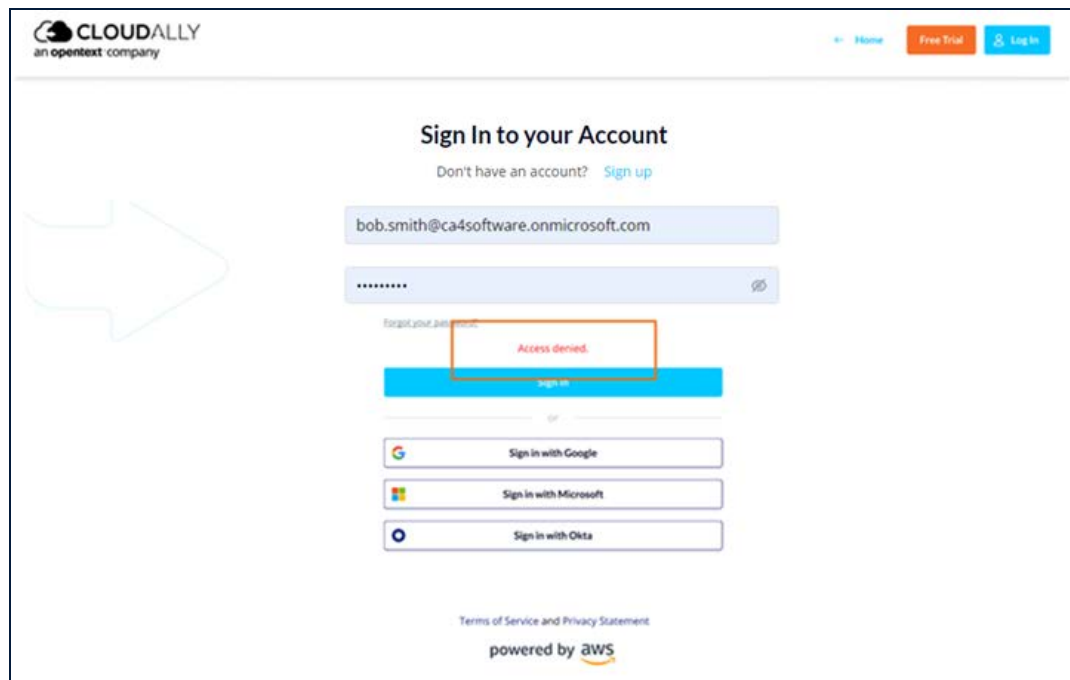
You can edit your list of addresses by clicking the pencil icon, or delete ones that you no longer want on your trusted list by clicking the trash icon.

Note: If you forget to include your own IP address on the trusted list, IP restrictions cannot be enabled.

Your CloudAlly account is now protected from access by users who are not on your list.

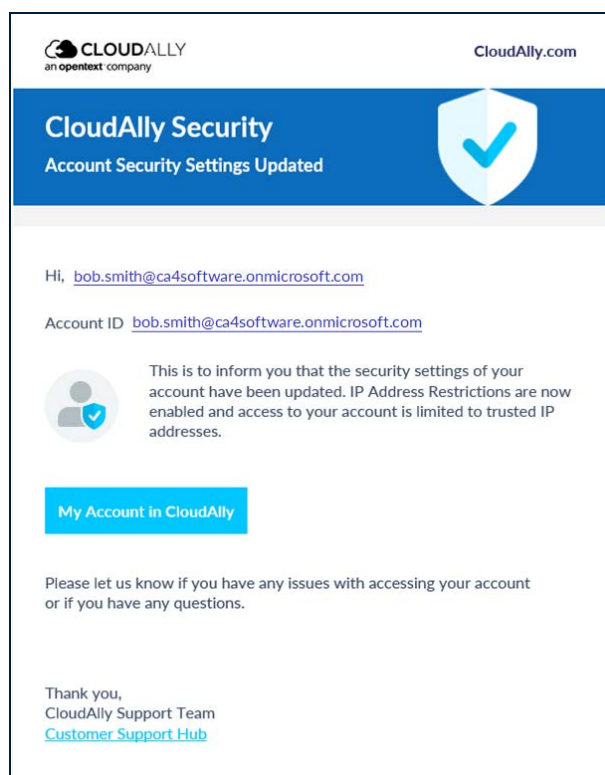
Blocking Access

If a user tries to access your CloudAlly account from an untrusted IP address, the following "access denied" error message will appear:



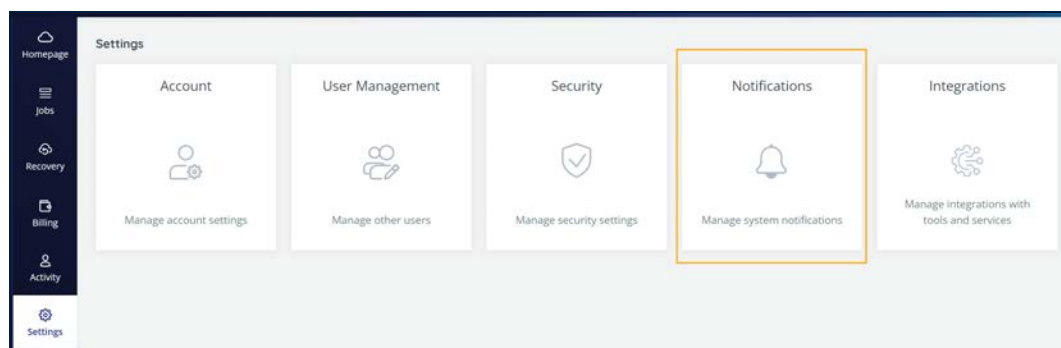
7.4.5 Email Notifications

Whenever you enable or disable IP restrictions, or modify the addresses, CloudAlly will send you an email notification, letting you know what has changed.



7.5 Notifications Settings

This menu option enables you to manage your system notifications. From the Navigation Panel, click **Settings** > **Notifications**.



The following screen will appear:

Settings
Settings > Notifications

Summary Report ☒

Report Format:

- ☒ Backup tasks overview [Preview](#)
- ☐ Backup failure details [Preview](#)

Report Frequency:
Once A Day

Provide as:

- ☐ CSV Attachment
- ☒ Download Link

☐ Send the report only in case of backup failure

SAVE

Send Notifications To: [+ Add new recipient](#)

Email	Display Name	Summary Report	Recovery Notification	Exceptions Notification	Auto Discovery Notification	Smart Alerts	Action
Bob.smith@CA44software.onmicrosoft.com	Bob Smith	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Edit Delete

Page 1 of 1
Showing 1-1 of 1

The top of the screen enables you to configure the following options:

- Report Format: Backup tasks overview vs. backup failure details
- CSV Attachment vs. Download Link
- Report Frequency: daily, weekly or monthly
- Send the report only in case of backup failure

To set up a new recipient:

1. Click **+ Add new recipient**.
2. Enter the Email of the recipient and the Display name. The Display name is used in the report email to address the recipient.
3. Select the desired notification types:
 - a. Summary Report
 - b. Recovery Notification
 - c. Exceptions Notification - This notification is sent both when there are backup errors and integration errors. (For integration information, see "Managing Your Account " on page 68.)

Note: If no one is configured to receive Exception Notifications, then they will be sent to the Primary account user.

- d. Auto Discovery Notification
- e. Smart Alerts

4. Click **SAVE** to create the new recipient.

The screenshot shows a web form titled 'Settings > Notifications > New Email report'. It is divided into two main sections. The 'User Info' section has two input fields: 'Email' and 'Display Name'. The 'Notifications' section contains five checkboxes: 'Summary Report', 'Recovery Notification', 'Exceptions Notification', 'Auto Discovery Notification', and 'Smart Alerts'. At the bottom right of the form are two buttons: 'SAVE' and 'Cancel'.

7.6 Integrations

The Integrations page displays all of the available integrations to external services and systems, with an option to connect either as a self-service, or by calling Support and providing additional details. The page also includes details about the REST API integration with an option to generate API tokens.

The following types of integrations may be configured on this screen:

- SIEM (Security Information and Event Management)
- RMM (Remote Monitoring and Management /PSA (Professional Services Automation)
- API - enables integrating with the CloudAlly REST API.

7.6.1 Splunk

The first available SIEM integration is with Splunk, using the Splunk HTTP Event Collector (HEC).

Versions Supported:

7.6.2 Which Events are Sent to Splunk?

You can choose to send one or more of the following to Splunk:

Note: CloudAlly sends events to Splunk periodically, approximately every 10 minutes.

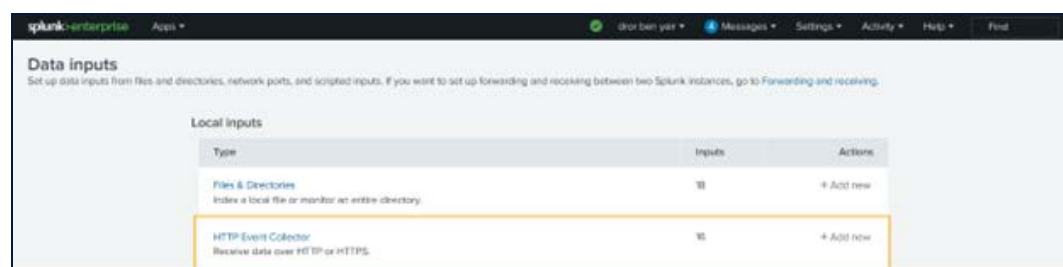
- Customers' activity events, such as backups and restores
- Customers' Security Audit logs (see " Security Audit" on page 71)

7.6.3 Pre-requisite: Setting Up Your Splunk Account

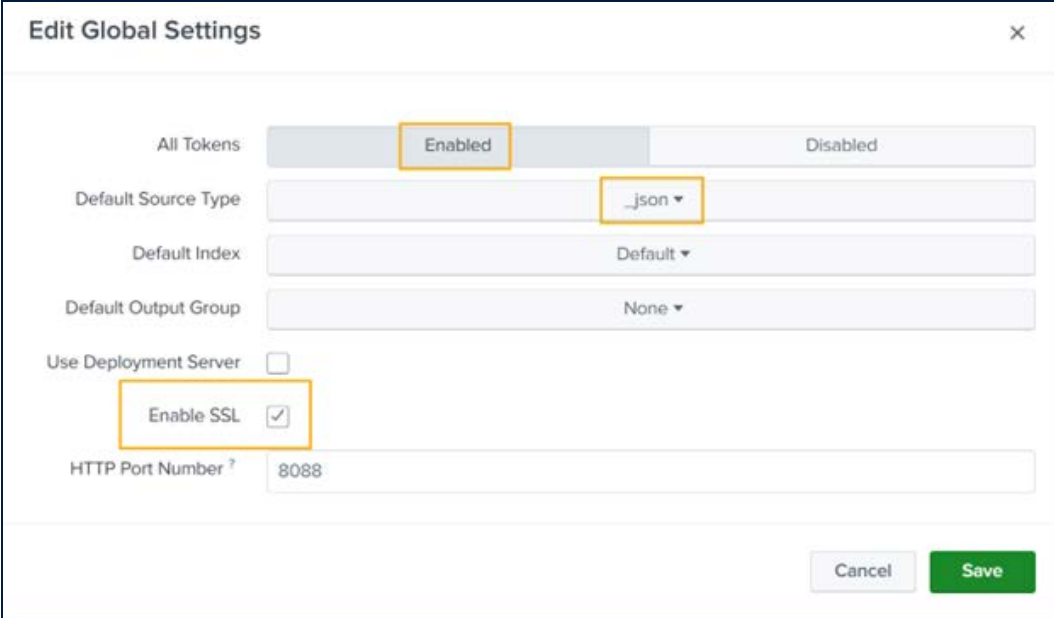
Before you can connect your backup account to Splunk, you first need to establish an account with Splunk and configure the Splunk HTTP Event Collector.

Perform the following steps in the Splunk Admin Console.

1. Navigate to **Settings>Data Inputs>HTTP Event Collector**.



2. Under the Global Settings option:
 - a. Enable the HTTP Event Collector by setting All Tokens to **Enabled**.
 - b. Choose **json** as default source type.
 - c. Check **Enable SSL**.



Edit Global Settings

All Tokens: **Enabled** (Disabled)

Default Source Type: **_json**

Default Index: **Default**

Default Output Group: **None**

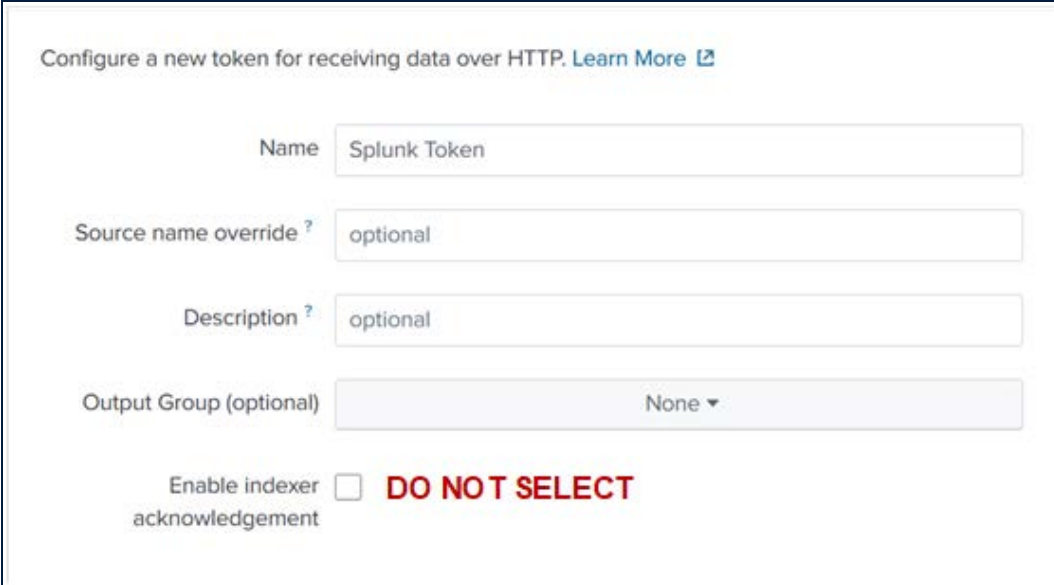
Use Deployment Server: ☐

Enable SSL ☒

HTTP Port Number: **8088**

Save

- Under the New Token option, create a new token and copy the value - it will be used in the CloudAlly Portal.



Configure a new token for receiving data over HTTP. [Learn More](#)

Name: **Splunk Token**

Source name override: **optional**

Description: **optional**

Output Group (optional): **None**

Enable indexer acknowledgement: ☐ **DO NOT SELECT**

IMPORTANT NOTE: Do NOT check "Enable indexer Acknowledgment".

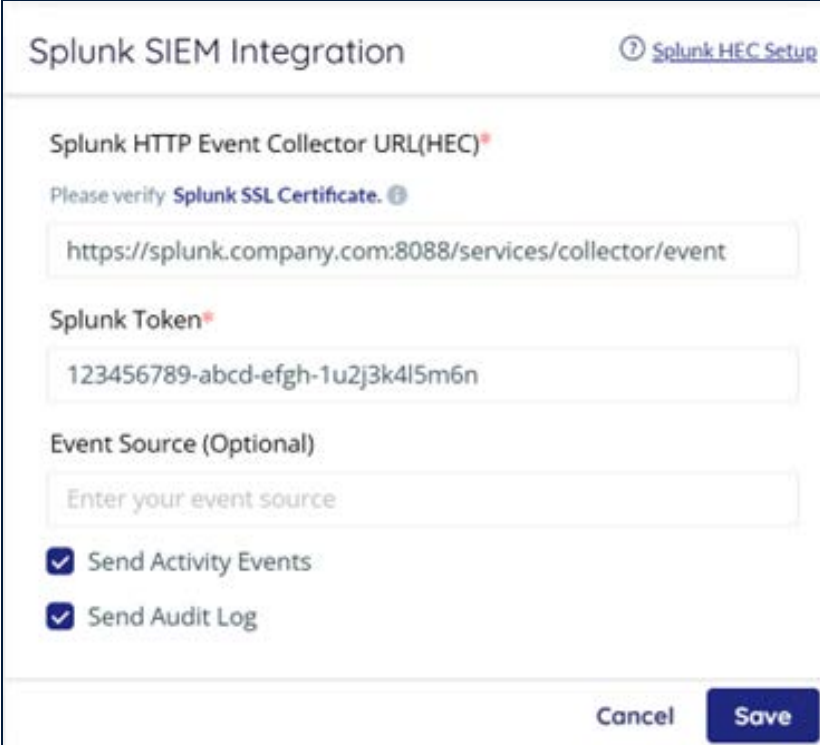
- Find Your HEC URL.

The standard form for the HEC URL varies, depending on the Splunk software type you have. Find the standard form on this page: [Set up and use HTTP Event Collector in Splunk Web](#).

5. Verify that you have set up an SSL certificate issued by a commonly accepted certificate authority (CA) on the Splunk HEC endpoint.

7.6.4 Setting Up Splunk in the Portal

1. From the navigation pane, click **Settings > SIEM**.
2. Click **Splunk > Connect**. Complete the fields on the following screen:
 - a. Enter the Splunk HTTP Event Collector URL.
 - b. Paste the token value that you copied into the Splunk Token field.
 - c. Optional: Add the Event Source, which is the override value to assign to the event data.

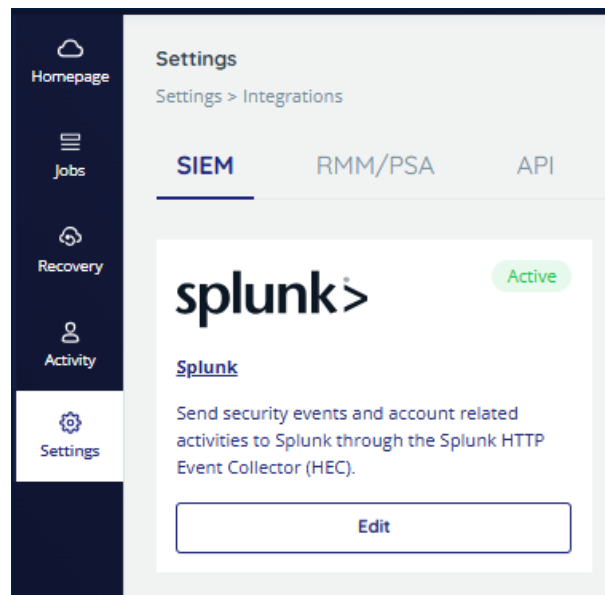


The screenshot shows a web form titled "Splunk SIEM Integration". In the top right corner, there is a link with a question mark icon labeled "Splunk HEC Setup". The form contains the following fields and options:

- Splunk HTTP Event Collector URL(HEC)***: A text input field containing the URL "https://splunk.company.com:8088/services/collector/event". Above the field is a note: "Please verify Splunk SSL Certificate. ⓘ".
- Splunk Token***: A text input field containing the token "123456789-abcd-efgh-1u2j3k4l5m6n".
- Event Source (Optional)**: A text input field with the placeholder text "Enter your event source".
- Send Activity Events**: A checkbox that is checked.
- Send Audit Log**: A checkbox that is checked.
- At the bottom right, there are two buttons: "Cancel" and "Save".

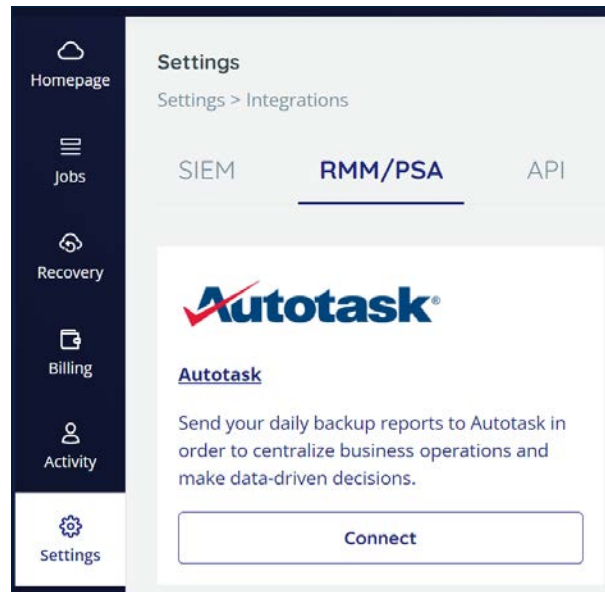
3. By default, there are 2 options at the bottom that are selected. You can de-select any that are not relevant for you:

- a. Send customer activity events
 - b. Send customer audit log
4. Click **Save**. The Splunk tile will now be Active.
5. To delete the integration, click **Edit > Delete**.



7.6.5 RMM/PSA

The RMM (Remote Monitoring and Management) and PSA (Professional Services Automation) page enables you to connect to Autotask.



Autotask is a PSA platform that provides complete visibility over your business with features like dashboards, sales, CRM, assets, inventory, and billing.

Once you have set up your account with [Autotask](#), open a support ticket. Send us:

- Your Autotask ID
- Your Autotask ticket email service (ATES) Password
NOTE: This password is for the ATES integration only and is separate from your Autotask log-in credentials.
- The email address you'd like your reports to be sent to.

Once the support representative has enabled Autotask, we will send any backup task failure reports to the email address provided, starting from the next backup cycle.

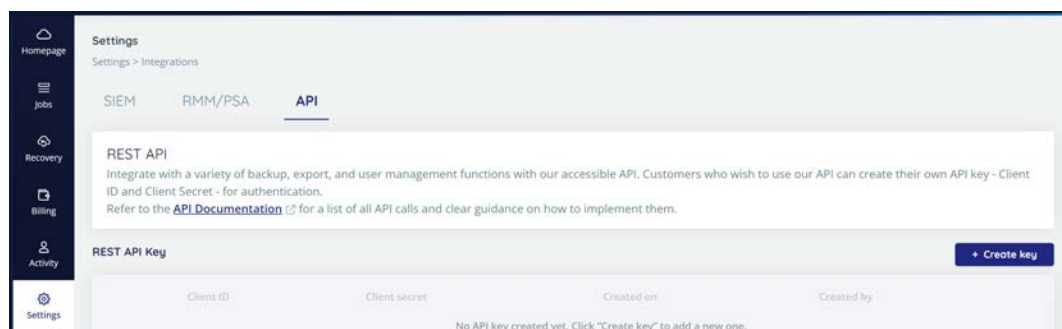
7.6.6 API

The third option on the Integrations page enables you to connect to the CloudAlly API.

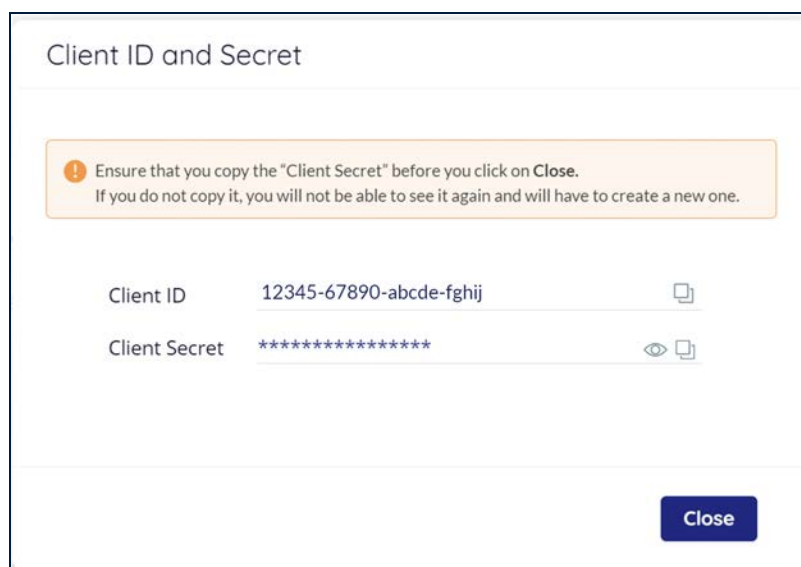
CloudAlly has a robust API, that enables you to perform billing management, backup, restore, and download management, Partner Portal management, and user management functions. It enables you to automate processes and integrate with the CloudAlly solution. The API can be used for many common business scenarios, such as exporting the data of customers who leave your company as part of the off-boarding process.

The REST API screen will be blank if you have never created an API key. If you have created one in the past, you will see it on the screen.

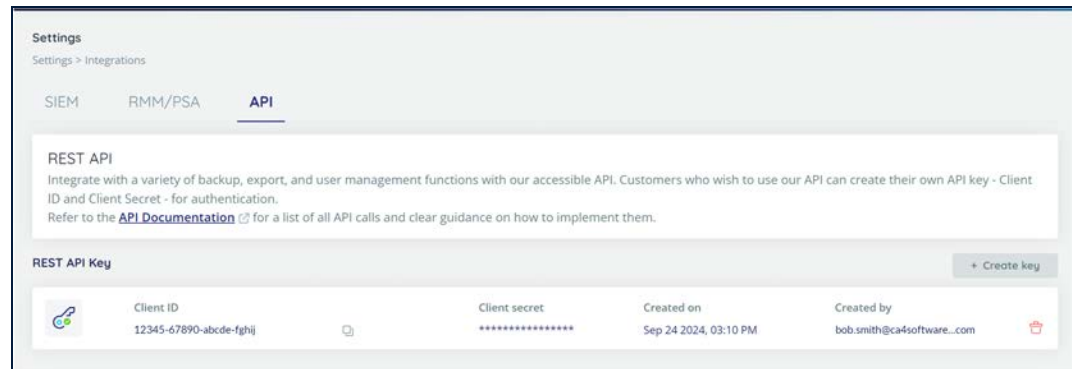
Note: The Created On Date is not available for client IDs created prior to CloudAlly release 24.4.1.



The first step towards integrating with our API is generating your own Client ID and Client Secret for authentication. Click **+Create key**. The Client ID and Client Secret will be generated, so that you can copy them for use in the headers of your API calls.



IMPORTANT! Ensure that you copy the “Client Secret” before you click Close. If you do not copy it, you will not be able to see it again and will have to create a new one.



If you need to delete your API key, click the trash icon.

7.6.7 Next Steps

Once you have generated an API key, the next step is to call the Authentication API using the Client ID and the Client Secret.

For each user, you need to create a unique access token and refresh token.

The complete list of CloudAlly API calls can be found [here](#).

8 Managing Subscriptions and Payments

8.1 Subscribing to CloudAlly

Once the trial period has ended, you need to subscribe to CloudAlly to access and manage your backups, otherwise your backed up data will be deleted.

To subscribe to a plan:

1. Click the **Subscribe** link displayed in your account. Alternatively, you can click the **Billing** option of the Navigation Panel.

The *Review Billing* page is displayed with the option to select either **MONTHLY** or **ANNUAL** billing options.

Note: You can subscribe before the end of the trial period, and the payment period will start after the trial period is over.

2. Click **MONTHLY** or **ANNUAL**, depending on your preference.

You are redirected to the *Payment Details* page. Fill in the billing and credit card details to finish the subscription process. Refer to [Payment Details](#) for more information.

8.1.1 Monthly Subscriptions

When you subscribe to a monthly plan, the credit card that you registered in the *Billing > Payment Details* page will be charged the amount that you owe.

CloudAlly's billing is handled by a PCI-compliant payment processor.

To finalize your subscription, enter your credit card details and general billing information, and then click **Subscribe**.

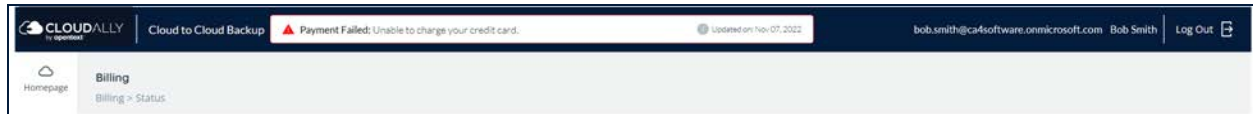
The initial payment will be charged at the end of your 2-week trial period.

A receipt will be emailed to you each month after you are charged.

If CloudAlly is unable to charge your credit card (e.g., because it has expired), you will be notified by email. Additionally, a message will appear in the application that

you need to go to the *Billing Status* page so you can review your billing details, and then update your credit card information if necessary.

Note: The billing status is usually updated within a few minutes after the payment is complete. If the status has not updated after 24 hours, please contact support@cloudally.com.



Note: The monthly payments are processed automatically once you provide the required information in the Payment Details section, and it has been verified that your credit card is valid. To disable automatic payment processing, please contact CloudAlly support. Instead, you will start receiving monthly invoices for the payments.

8.1.2 Annual Subscriptions

When you subscribe to an annual plan, you will receive a confirmation message that your request has been submitted, and then CloudAlly support will send you an email, asking that you confirm your annual subscription request.

Once you have confirmed, CloudAlly will email an invoice to you, payable in 30 days by credit card, PayPal, or bank transfer.

After the initial payment, CloudAlly will send you an invoice 30 days before your payment is due, in 11 months. You will also be reminded that your annual subscription is due online:

Note: The billing status is usually updated within a few minutes after the payment is complete. If the status has not updated after 24 hours, please contact support@cloudally.com.

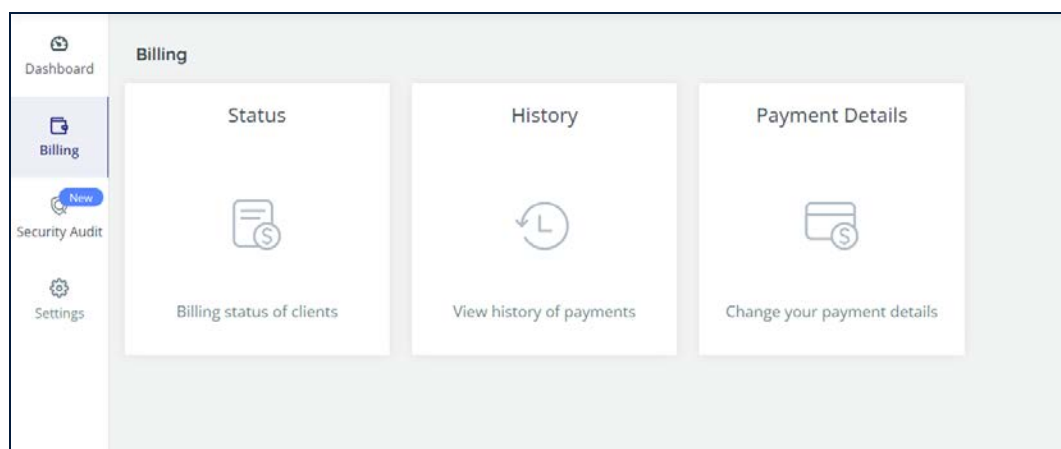


Should you fail to make your annual payment, you will be reminded with a message like this:



After you finalize your subscription, the *Billing > Payment Details* page displays additional billing management options and provides a brief summary of the payment information for the current period and the next payment date.

8.2 Payment Details



The *Payment Details* page contains the information used for billing.

8.2.1 Monthly Subscriptions

If you have chosen a monthly payment plan, you can update your credit card and billing details here:

8.2.1.1 Add New Card

The **ADD NEW CARD** option enables you to define your card information for a monthly subscription payment.

To create a new payment method:

1. Click **ADD NEW CARD**.
2. Enter the card details such as Card Number, CVV, Card holder's name, and card expiry date.
3. Click **ADD NEW CARD**.

The new card information is saved and activated, and you can use this card.

8.2.1.2 Change Payment Method

To change your existing payment method:

1. Click the drop-down list and select the payment method from the Cards Number drop-down list.
2. Click the payment method from the list (the screen shot below depicts choosing a different credit card).
3. Click **ACTIVATE CARD** to set the selected card as the preferred payment method.

The screenshot shows the 'Billing >> Payment details' page. At the top, it says 'Monthly subscription, next payment: Dec 7th 2020'. Below this is a section titled 'Credit Card Details'. On the left, there is a label 'Card Number:'. To its right is a dropdown menu. The dropdown menu is open, showing three options: 'CREDIT: XXXX-XXXX-XXXX-5048 (12/2025)' (highlighted in blue), 'CREDIT: XXXX-XXXX-XXXX-5048 (12/2025)', and 'CREDIT: XXXX-XXXX-XXXX-1111 (12/2023)'. To the right of the dropdown menu are three buttons: 'ADD NEW CARD' (dark blue), 'ACTIVATE CARD' (dark blue), and 'Delete card' (light blue).

The details section displays billing information such as Currency, Title, Name, and Billing email.

4. Below, there are more fields in the Billing details section. The Company Tax ID field indicates your company tax ID. (This is mandatory for Israeli companies.)

Note: Due to Value-added tax (VAT), Israeli companies must include their Tax ID. Therefore, the Company Tax ID field is mandatory for Israel, and if this field is not completed, our company will not be able to provide you with backup services.

▼ Billing Details

* Currency:	<input type="text" value="USD"/>	Title:	<input type="text"/>
* First Name:	<input type="text"/>	* Last Name:	<input type="text"/>
* Billing Email:	<input type="text"/>	Company Tax Id:	<input type="text"/>
* Company Name:	<input type="text"/>	* Address Line 1:	<input type="text"/>
Address Line 2:	<input type="text"/>	Address Line 3:	<input type="text"/>
* Country:	<input type="text"/>	State:	<input type="text"/>
* City:	<input type="text"/>	* Zip Code/Postal Code:	<input type="text"/>
* Phone number:	<input type="text"/>	Email Invoice/Receipt:	<input type="radio"/> Link <input checked="" type="radio"/> Attachment

UPDATE BILLING DETAILS

5. Update the required fields. The fields marked with the * symbol are mandatory.
6. Click **UPDATE BILLING DETAILS**.
7. The updates are saved.

You can choose whether you want to receive the Invoices or Receipts as a link or as an attachment to the email.

Note: You can change the billing currency by contacting CloudAlly support.

8.2.2 Annual Subscriptions

If you have chosen an annual payment plan, you can update your billing details here. When you are done, click **SAVE**.

The screenshot shows the 'Billing' section of the Salesforce Backup and Restore User Guide. The left sidebar contains navigation links: Homepage, Jobs, Recovery, Billing (selected), Activity, Settings, and Support. The main content area is titled 'Billing' and 'Billing > AnnualSubscription'. Below the title, it says 'Annual subscription, Renewal Date: Oct 19th 2023'. The form is divided into two sections: 'Billing Details' and 'Billing contact'. The 'Billing Details' section contains fields for Subscription Starting Date (November 3, 2022), Currency (USD), Country (United States), State (New York), City (New York), Zip Code/Postal Code (61234), Company Name (Pizza Perfecto), Company Tax Id (987654321), Company Address (14652 Broadway), and Purchase Order Number (Optional) (4350123). The 'Billing contact' section contains fields for First Name (Bob), Last Name (Smith), and Billing Email (Bob.smith@ca4software.onmicrosoft.com). A 'Help' button is located at the bottom right of the form.

8.3 Billing Status

Annual Subscription

When you have paid your annual subscription, this page displays the next payment forecast for the upcoming payment date. The details include Service type and backup name, Quantity, Unit Price, and the Total Amount.

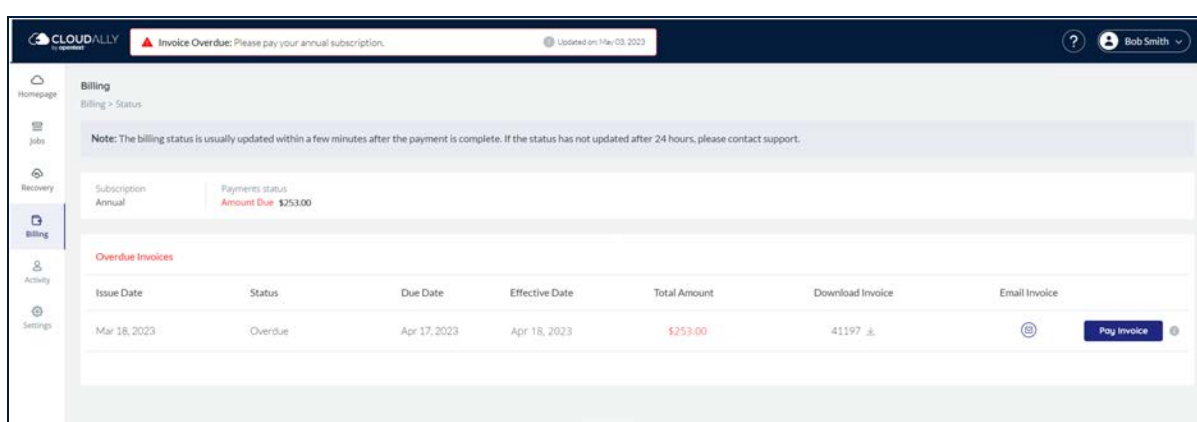
The screenshot shows the 'Billing Status' page in the Salesforce Backup and Restore User Guide. The left sidebar contains navigation links: Homepage, Jobs, Recovery, Billing (selected), Activity, Settings, and Support. The main content area is titled 'Billing' and 'Billing > Status'. Below the title, it says 'Note: The billing status is usually updated within a few minutes after the payment is complete. If the status has not updated after 24 hours, please contact support.' The table below shows the following information:

Subscription	Payments status	Next renewal date	Forecast for next payment
Annual	Paid	Sep 12, 2023	\$226.80


Payment Forecast				
Service	Total Quantity	Billable Quantity	Unit Price	Total Amount
MS Exchange (365)	6 mailboxes	6 mailboxes	\$37.80	\$226.80

When your subscription amount becomes due, the Billing Status page displays the following information:

- **Issue date** - the date the invoice was issued
- **Status** - Paid, Due or Overdue
- **Due Date** - the date by which the invoice must be paid.
- **Effective Date** - the date the subscription period begins.
- **Total Amount** - amount owed.
- **Download Invoice** - Click this to download a PDF copy of your invoice.
- **Email Invoice** - Click this to send an invoice to your email address.
- **Pay Invoice** - Click this to directly pay the amount owed online.



You can click **Pay Invoice**, and you will be directed to the following screen, where you can pay your invoice via PayPal or by credit card:



CloudAlly

**bob.smith@ca4software.com, 1
year backup starting September
28, 2022, HR MS 365 Bundle Plan -
Comprehensive Microsoft 365
Backup Billed Per User**


Buyer bob.smith@ca4software.com

Due date Apr 17, 2023

Total **\$1,890.00**

morning by Green Invoice is not part of the interaction between the business and its customers, and is not liable for the goods & services offered by the business, and/or the business' use of the customer's credit cards.

Choose payment method

Pay With  **PayPal**

On the Paypal page, you can also pay by credit, without the need for a user account

Monthly

Similarly, if there was a problem with your monthly subscription payment, the status will look as follows:

Cloud to Cloud Backup

Payment Failed: Unable to charge your credit card.

Updated on: 10/07/2022

bob.smith@ca4software.onmicrosoft.com Bob Smith Log Out

Homepage

Jobs

Recovery

Billing

Activity

Settings

Billing

Billing > Status

Note: The billing status is updated once a day. If you made any recent payments it will be reflected in the next 24 hours.

Subscription

Monthly

Payments status

Amount Due \$51.52

Update credit card details





Unpaid Bills

Issue Date	Due Date	Effective Date	Total Amount
Jun 20, 2022	Jun 20, 2022	Jul 1, 2022	\$12.88
May 20, 2022	May 20, 2022	Jun 1, 2022	\$12.88
Apr 20, 2022	Apr 20, 2022	Mar 1, 2022	\$12.88
Mar 20, 2022	Mar 20, 2022	Apr 1, 2022	\$12.88

From here, click **Update credit card details** and provide the new information.

8.4 History

This page displays the history of payments.

Billing			
Billing >> History			
Monthly subscription, next payment: Dec 13th 2020			
Reference Number	Issue Date	Due Date	Amount
68277 	November 13, 2020	November 13, 2020	\$143.45
67599 	October 13, 2020	October 13, 2020	\$44.65
67134 	September 13, 2020	September 13, 2020	\$48.40
66837 	August 13, 2020	August 15, 2020	\$44.65
Page 1 of 1			Showing 1-4 of 4

By clicking on the reference number, you can download the receipt, which provides details about the number of backed-up accounts or the amount of stored data, and the total amount paid. It also displays the payment method used.

An example of a receipt is displayed below.



To: pizza-perfecto.com – PPV001

CloudAlly Ltd.

Pizza Perfecto Ltd
18 Mozarella Lane
United Kingdom ID 307 123 08

Tax ID: 514596667
12 Harimon st., Gan Hayyim 4491000,
Israel
www.cloudally.com
accounting@cloudally.com

Invoice / Receipt 51646

26 Apr 2021

Certified Copy

Invoice / Receipt for admin@pizza-perfecto.com, 1 year backup starting April 22, 2021, GBP

QTY	Description	Price	Total
70	Dropbox 696.56 GB	16.25 GBP	1,137.50 GBP
Subtotal			1,137.50 GBP
VAT 0%			0.00 GBP
Total payable			1,137.50 GBP

Payments Details

Type	Description	Date	Amount
PayPal	Account 12345678 / Transaction # 987654321	26 April 2021	1,137.50 GBP

Total **1,137,50 GBP**



Invoice / Receipt for Proforma Invoice 11392
Paid with PayPal
Merchant Account: KQMTW2PHR5CUG

Signature: CloudAlly Ltd
c.n 514596667

Secured Electronic Signature

Digital Document Signed by Green Invoice #

Created 26/04/2021 16:29 | Invoice / Receipt 51646 | page 1 of 1

8.5 Billing Notification Messages

Administrators can define whether individual users will see the Billing Notification Messages on their screens (e.g., Payment Due, Payment Overdue, Payment Failed).

To turn notifications on or off:

1. From the Navigation Panel, click **Settings > User Management**.
2. For an existing user, click the pencil icon next to the user's name.
For a new user, the notification options will appear when you define the new user's details.
3. Click **View billing notification messages** on or off.

The screenshot shows the 'Settings > User Management > New user' page. At the top, there are input fields for 'Email' (bob.smith@ca4software.onmicrosoft.com), 'Password' (masked with dots), 'Type' (Email), and 'Role' (Custom). Below these are two main sections: 'Operations' and 'Services'. The 'Operations' section has a 'General' subsection with several checkboxes, including 'View billing notification messages' which is checked. The 'Services' section has an 'All' subsection with a list of services including Microsoft Exchange, Microsoft Groups / Teams, Microsoft SharePoint, Microsoft OneDrive, Google Account, Salesforce, Dropbox Business, Box, Google Workspace, Google Shared Drives, and IMAP.

9 Helpful Resources

9.1 About CloudAlly

Founded in 2011 as one of the world's first cloud-to-cloud backup services for Google Apps and Salesforce, CloudAlly led the industry with the first commercially available Microsoft cloud backup in Q1 2014. ISO 27001 and HIPAA certified CloudAlly adheres to industry-standard best practices for information security management, including EU-GDPR compliance.

9.2 Knowledge Base

Search through articles in our Knowledge Base at <https://support.cloudally.com> to find answers to the most common user questions.

9.3 Support

Support - If you have any question or need further help, do not hesitate to contact us via email at support@cloudally.com. or visit our customer support hub: <https://support.cloudally.com>

9.4 Privacy

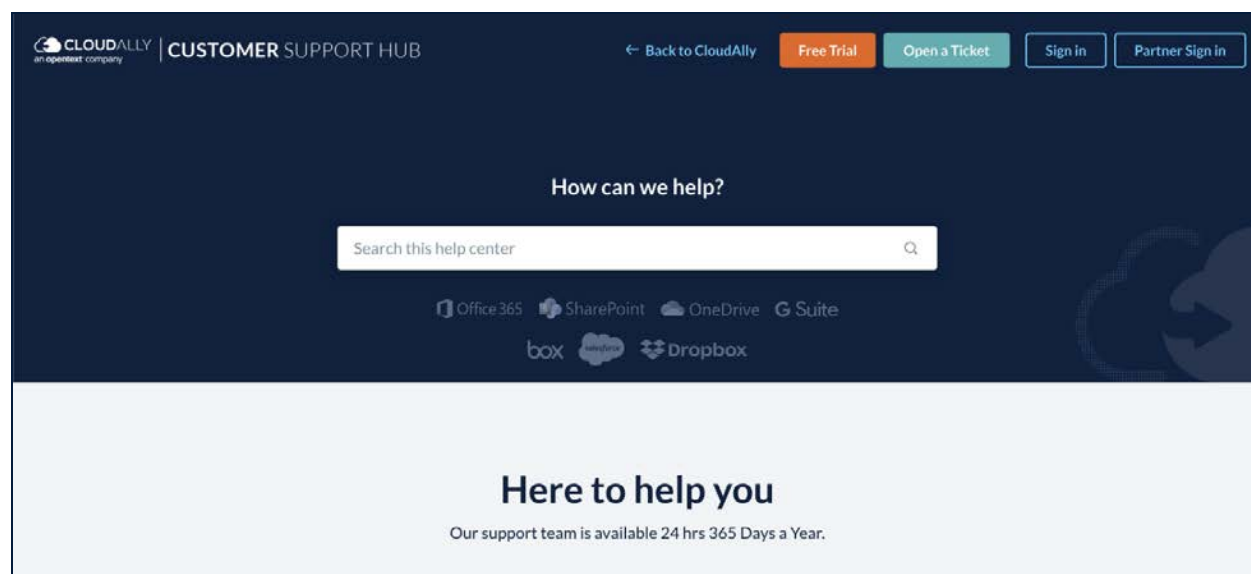
CloudAlly takes privacy seriously. Read our Privacy Policy at <https://www.cloudally.com/privacy-policy>

9.5 Security

CloudAlly provides a secure online backup solution with internationally recognized accreditation for information security management. Read how we protect your data at <https://www.cloudally.com/resources/secure-saas-backup/>

10 Support Pages

The Support option at the bottom of the Navigation Panel redirects you to our support hub. In the support hub, you can find articles covering some of the most common questions and providing instructions.



CloudAlly provides multi-channel support options:

Phone Numbers:

USA: +1 (424) 304-1959

AU: +61 2 8599 2233

UK: +44 114 303 2758

Email Addresses:

General Inquiries: Info@cloudally.com


Customer Support: Support@cloudally.com

Sales: Sales@cloudally.com

Open a ticket and the support team will contact you to help you with any question or problem.

Here to help you


Our support team is available 24 hrs 365 Days a Year.



Ticket

Open a new ticket or view your existing tickets


[Open a Ticket](#)



Call

Our agents are available to assist by telephone.


[Call Us](#)



Chat

Click to chat with our customer support agents.

[Chat With Us](#)




Email

Email us with your customer support inquiry.


[Email Us](#)

Browse the articles, instructions, and tutorials in the Help Topics section. These materials are especially useful for new users as they explain the settings and procedures of backup activation, management, and recovery.


Knowledge Base




Getting Started




My Account




Backup Solutions



User Guides



Videos



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