

## UniView Portal Release Notes


Release 2.31 | Document Version 1.01122023

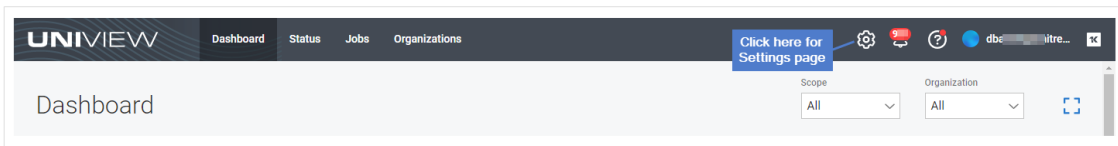
This document describes new features and enhancements introduced in recent releases. For details and screenshots, check out the [UniView Portal Guide](#).

### Release 2.31, 01/12/2023

Introducing the next generation of UniView (formerly *Unitrends Backup Portal*)! We're quickly transitioning from our first generation UniView into a second generation native single-page application (UniView 2.0).

These UI enhancements were included with release 2.31:

- Updated logos and branding from *Unitrends Backup* to *UniView*,
- In the top navigation bar, *Settings* has been replaced with this icon: 



- Integrations > API Access – The *Public API* view is now called *API Access*.
- VSA integrations – The portal TAP module is now called *UniView.vsaz*.

#### IMPORTANT!

- If the logos and branding you see in your currently deployed VSA module do not look like this new UniView module, you may be using a prior version of the TAP module for the Unitrends Backup Portal platform. As of January 2023, module branding has been modified, but no other functional changes exist. We do not recommend customers uninstall the older module to use the newer module as this will impact existing mappings (e.g., UniView user accounts mapped to KaseyaOne accounts for single sign-on, and assets mapped to VSA IDs).
- For details on upgrading, see the *Integrating a VSA instance* procedure in the [UniView Portal Guide](#).

- Table sorting – Arrows used to sort by column now display without hovering.

- Minor color and format updates.

### Release 2.30, 12/08/2022

The following were included with release 2.30:

- NEW Cooper Insights – The Cooper Intelligence Engine provides insights based on telemetry gathered from your module usage. These insights are designed to help you get the most out of your Kaseya modules. Once you have integrated IT Complete, Unitrends insights are enabled and added to Cooper if trigger conditions are met. This release adds these insights:
  - Appliance updates – Keeping your Unitrends appliances up to date is critical for optimal security and performance, and enables you to benefit from the latest features and fixes. The Helix auto updates feature checks for appliance updates and automatically installs them as they become available, ensuring you have the latest enhancements at your disposal. This insight is sent if Helix auto updates have not been enabled on any of your Unitrends appliances.
  - Backup copies – Be prepared for any disaster by storing copies of your backups off-site. This insight is sent if you have not set up a backup copy job on any of your Unitrends appliances.
  - PSA ticketing – Save time with automated ticketing updates! This insight is sent if your PSA integration settings have not been configured to automatically close tickets by status.
- NEW Alerts for Spanning Microsoft 365 Backup – You can now integrate Unitrends Portal with Spanning for Microsoft 365 Backup to receive BackupIQ alerts for partial and failed backups. For details, see *Alerts for Spanning Microsoft 365 Backup* in the [Unitrends Backup Portal Guide](#).
- UI enhancement – In the top navigation bar, *Backup* is now called *Status*:



### Release 2.29, 11/10/2022

The following were included with release 2.29:

- NEW Cold Backup Copies – You can now view information about your cold backup copies that reside on storage managed by other cloud storage providers (e.g., Amazon S3 or Rackspace) or on other backup copy media (e.g., a tape or NAS storage device):
  - Assets page – The Last Replication column is now called *Last Backup Copy* and shows the time elapsed since the most recent hot or cold backup copy. Recent Replications are now called *Recent Backup Copies*. Status icons report information for both hot and cold backup copies. Hover over an icon to see the number of hot copies and cold copies for the given day.
  - Asset Detail page – The Recovery Points Replication column is now called *Backup Copies*. Status icons report information for both hot and cold backup copies. Hover over the icon to see the number of hot copies and cold copies for the given day. Simply click a recovery point to view the updated Job Log, which includes tabs for local backups, hot copies, and cold copies.

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- Fix – Fixed an issue that enabled users to delete a scope that was assigned to users or organizations. With this fix, the following message displays if a user attempts to delete an assigned scope: *This scope has been assigned to users or organizations. Please unassign all users and organizations before removing a scope.*

### Release 2.28, 10/13/2022

The following were included with release 2.28:

- Conditional alarm thresholds – The conditional alarm feature enables you to set a threshold against the last good backup and the last good replicated backup. If this threshold is crossed (e.g., there has been no good backup in more than X days), an alert is added to BackupIQ. To reduce alert noise, backups and replicated backups that ran with warnings are now considered *good* backups when checking whether a conditional alarm threshold has been crossed. In prior releases, only backups that ran successfully with no warnings were considered *good*.
- UI enhancements – Updates to colors, buttons, table styles, and Dashboard tiles. Added avatars to user icon.
- Fix – VSA integration – Fixed an issue where integration failed if the VSA hostname contained uppercase letters.

### Release 2.27, 09/15/2022

The following were included with release 2.27:

- NEW Cooper Insights – The Cooper Intelligence Engine provides insights based on telemetry gathered from your module usage. These insights are designed to help you get the most out of your Kaseya modules. Once you have integrated IT Complete, Unitrends insights are enabled and added to Cooper if trigger conditions are met. This release adds these insights:
  - Backup alerting – You can set a threshold for how long machines can go without a good backup and receive BackupIQ alerts if this threshold is exceeded. This insight is sent if backup alerting has not been set up in the Unitrends Portal.
  - Replication alerting – You can set a threshold for how long machines can go without a good offsite replication and receive BackupIQ alerts if this threshold is exceeded. This insight is sent if replication alerting has not been set up in the Unitrends Portal.
  - PSA ticketing integration – You can integrate your PSA system (ConnectWise Manage, Autotask, or BMS) so that each BackupIQ alert also creates a ticket in the PSA. This insight is sent if no PSA system has been integrated.
  - PSA ticket inbox – You can map your Unitrends Portal organizations to PSA companies or accounts to ensure tickets are assigned to the correct queue. This insight is sent if no organizations have been mapped to your PSA accounts or companies.
- UI enhancements – Updated colors, icons, and styles to ensure a common look & feel across Unitrends products.

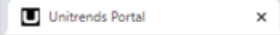
### Release 2.26, 08/11/2022

The following were included with release 2.26:

- Behind-the-scenes work in preparation for our upcoming BackupIQ Intelligent Alerting feature for Endpoint Backup. Stay tuned for more on this feature in a future release.
- UI enhancements – Small changes to tooltip and tag elements to ensure a common look & feel across Unitrends products.

### Release 2.25, 07/14/2022

The following were included with release 2.25:

- NEW Dark Theme view – With Dark Theme view, UI pages display with a dark background. To enable Dark Theme view, click your username and select the **Dark Theme** toggle.
- UI enhancement – Updated the favicon that displays in the Web browser tab: 
- Conditional alarm thresholds – To reduce alert noise, a single threshold alert now displays for any given asset.
- BMS integration fix - Fixed BMS integration issues that could impact alerts, importing accounts, and the ability to modify/save integration settings.


### Release 2.24, 06/16/2022

The following were included with release 2.24:

- NEW Cooper Insight – The Cooper Intelligence Engine provides insights based on telemetry gathered from your module usage. These insights are designed to help you get the most out of your Kaseya modules. Once you have integrated IT Complete, the Unitrends *Automated backup testing* insight is enabled and is added to Cooper if you have not started using Unitrends Data Copy Access (DCA) jobs to certify the recoverability of your backups. This is just the beginning – stay tuned for more Unitrends insights in upcoming releases! See [FAQs - Cooper Intelligence Engine](#) for more on Cooper Insights.
- NEW [KaseyaOne](#) SSO features –
  - IT Complete is Kaseya's integrated platform of IT and security management solutions. If an IT Complete integration has been added to your Unitrends Portal, you can now set up login with IT Complete right from KaseyaOne.
  - Enhanced security for login with IT Complete – Logging out of the Unitrends Portal now also logs you out of KaseyaOne.
- UI enhancements –
  - Appliances view and Appliance Details page – The number of unprotected assets now displays for *Show Unprotected Assets*. For example, *Show Unprotected Assets (27)*.
  - New colors, fonts, icons & styles in UI elements.

### Release 2.23, 05/18/2022

The following were included with release 2.23:

- NEW replication job log on the Asset Detail page – Simply click a replication status icon in the Recovery Points table to view job log details.
- NEW Video Tutorials – Check out these new tutorials: *Auto ticket updating* and *Import organizations from IT Glue*. Access these videos right from the Portal by selecting  > **Video Tutorials**.
- BackupIQ alerts for appliances running older Unitrends releases – Alerts now display in BackupIQ for appliances running pre-10.6.1 Unitrends releases. Note that you cannot disable alerts by category for these older appliances. To improve alerting and enable the alert category toggles, it is recommended to upgrade these older appliances.
- UI enhancements –

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- Appliances view and Details page – The Assets tile now includes the option to show unprotected assets.
- New fonts, icons & styles in UI elements.
- Import organizations from IT Glue or your PSA – The import dialog is now labeled *Import Organizations* (rather than *Add Organization*).

### Release 2.22, 04/20/2022


The following were included with release 2.22:

- BackupIQ alerts –
  - Alerts are now grouped in these categories: Helix updates, Appliance is offline alerts, Backup agent upgrade available, Storage problems, High storage growth, Inventory Sync warning, Licensing issues, Password changed, Reboot required, Replica failures, and Ransomware.
  - Alerts are now generated for appliances running Unitrends release 10.6.1 or higher only. If you have older appliances, the UI displays a banner listing appliances that must be upgraded to receive alerts.
  - To customize the alerts you receive, you can now enable or disable alerts by category. Go to Settings > Alerts and simply click a toggle to enable or disable a category.
  - Email alerts – Email notifications are now sent for all alerts. For appliance offline alerts and conditional alarms, Unitrends Portal automatically removes the alert from BackupIQ once the alert condition has been resolved, and emails notification that the alert has been dismissed. Other alerts must be dismissed manually.
- NEW – Organization mapping for PSA integrations – You can now quickly map organizations to PSA accounts or companies while adding or modifying your PSA integration. No need to go to the Organizations page!
- UI enhancements –
  - New colors, fonts, icons & styles in UI elements.
  - Dashboard – Added a new Low Space Appliances tile so you can see whether any appliance has space available of less than 30%. Click the tile to view low space appliances in the Appliances view.
  - BackupIQ – Asset Detail > Job Log – The log display is wider for easier viewing.
  - Jobs page – For quick access, the Recent jobs view now displays by default.
  - Jobs page – Added an Appliance column to the Scheduled jobs view.

### Release 2.21, 03/16/2022


The following were included with release 2.21:

- NEW – IT Glue integration – You can now synchronize your assets and appliances with Kaseya's IT Glue documentation platform. This enables IT Glue users to:
  - View backup configuration information from the Unitrends Portal.
  - Display backup status, last backup time, and storage for endpoints in IT Glue.
  - Ensure organizations and assets from the Unitrends Portal are automatically mapped to IT Glue organizations and configurations.

- VSA integration – A Download Manifest button has been added to existing VSA integrations so you can quickly download and install the latest TAP module.
- Email alerts – Email notifications are now sent any time an appliance has been offline for a specified period of time (one hour by default), when a conditional alarm threshold is crossed, or when a Helix failure occurs. Once the alert condition has been resolved, Unitrends Portal automatically removes the alert from BackupIQ and emails notification that the alert has been dismissed.
- UI enhancements –
  - New fonts, icons & styles in UI elements.
  - Backup Status page – The Appliances page is now called the *Backup Status* page. Click **Backups** at the top of the screen to launch the page. Use this page to access the Appliances, Assets, and Agents views.
  - Settings page – For quick access, simply click **Settings** at the top of the screen to launch the Settings page.
  - Organizations page – You can now delete an organization right from the Organizations page by clicking  and selecting **Delete**.
  - Backup Status > Appliances view – Clicking **Show Assets** now lists only assets that are currently protected by a Unitrends backup schedule. Assets that have been backed up but are not included in an enabled backup schedule are now listed under Unprotected Assets.
  - Backup Status > Assets view – Clickable Recent Local Backups and Recent Replications icons – Click an icon to view asset details, hover to see job details.
  - Help menu > What's New – Unitrends Portal release information now displays on unitrends.com (rather than within the Unitrends Portal UI).



## Release 2.20, 02/16/2022

The following were included with release 2.20:

- NEW – Video Tutorials – Access instructional videos right from the Portal by selecting  > **Video Tutorials**.
- BackupIQ conditional alarms – To reduce alert noise, conditional alarms are now generated only for assets that are protected by a Unitrends backup schedule. A backup alarm is generated if the backup does not complete successfully within *X* hours or days of the job's scheduled start time. A replication alarm is generated if the successful backup is not replicated within *X* hours or days of the backup job's end time.
- Email alerts – Updated the email layout and fonts for a fresh look & feel.
- Appliances page –
  - Order By filter – Added appliance Free Space and Version to the Order By filter list.
  - By default, the page is now sorted by free space (ascending) and appliance version (descending).
- Assets page –
  - NEW – Last Certified column – Shows the number of minutes, hours, days, weeks, or months since a backup has been certified by a data copy access (DCA) job.
  - Icons for Recent Local Backups and Recent Replications – Icons are larger and brighter for easy scanning.

## Release 2.19, 01/19/2022




The following were included with release 2.19:

- NEW – BackupIQ offline appliance alerts and conditional alarms – The Unitrends Portal now automatically removes these alerts from BackupIQ once an alert condition has been resolved. If you have integrated your PSA (BMS, Autotask, or ConnectWise Manage), you can opt to automatically change the status of associated tickets in PSA as alerts are removed from BackupIQ.
- NEW – BackupIQ – For easy access, BackupIQ now groups alerts by type in these columns:
  - Alerts – Lists alerts generated by the Unitrends Portal when an appliance is offline or when a conditional alarm threshold is crossed.
  - Critical – Lists critical errors generated by Unitrends appliances.
  - Warnings – Lists warnings generated by Unitrends appliances.
- NEW – BackupIQ – You can now quickly connect to an appliance right from BackupIQ. While viewing an alert, simply click [↗](#) next to the appliance name.
-  – The BackupIQ icon now shows the total number of offline appliance alerts and conditional alarms. Critical errors & warnings are no longer included in the total.
- Dashboard – Updated tiles and icons for a fresh look & feel:
  - New Appliances tile replaced the Appliance Status tile.
  - Updated Alerts tile counts offline appliance alerts and conditional alarms only. A new Critical Errors tile counts critical errors and warnings.
  - Updated the Completed Jobs tile to show missed and successful jobs.
  - New Local Storage Used tile replaced the Monthly Usage tile.
- Help menu –
  -  – The Help icon now includes a red dot when new features have been released. This dot is removed upon clicking **What's New** in the Help menu.
  - Clicking **What's New** displays the new Unitrends Updates page, right in the Unitrends Portal.
  - Clicking **Knowledge Base** now takes you to the Kaseya Help Desk.
  - Clicking **Suggest a Feature** now takes you to the Unitrends Ideas Portal.
- Appliances page –
  - Order By filter – When navigating to the Appliances page, your last Order By selection is now selected by default.
  - Alerts icon – We've heard your requests and added Alerts icons back to the Appliances page. This icon indicates whether the appliance has unresolved alerts: green for no alerts, yellow for warnings, red for critical.
  - Manage [↗](#) button – This button replaces the Dashboard [↗](#) button. Click to connect to the Unitrends appliance.

- Assets page –
  - Icons for Recent Local Backups and Recent Replications – Changed the date order: oldest on the left, today on the right. The icon for today's date is now larger than icons for other days. Text for today's date is now in bold type. Reordered columns so the backup icons are to the right of the Last Local Backup and the replication icons are to the right of the Last Replication Offsite.
  - Appliances column – You can now click an appliance name to view details on the Appliance Details page.
- Fix - The Clear All option in BackupIQ is now disabled if there are no alerts to dismiss.
- Fix - If you filter the Dashboard by Scope or Organization and click the Appliances tile, the selected Scope or Organization now displays in the filter field on the Appliances page. (Prior to this fix, the appliances were filtered on the Appliances page as expected, but no filter information was displayed in the Scope or Organization fields.)

### Release 2.18, 12/08/2021

The following were included with release 2.18:





- NEW – Offline alerts – BackupIQ now raises an alert any time an appliance has been offline for one hour. The alert displays as an alarm in BackupIQ. If you have integrated your PSA (BMS, Autotask, or ConnectWise Manage), the alert also generates a PSA ticket. And you can opt to receive email notification for these alerts (Settings > Alerts).
- NEW – Dismiss all BackupIQ alerts in just one click with the new **Clear all** option!
- UI – Updated icons and fonts for a fresh look & feel.
- Appliances page –
  - New Order By filter lets you order the display by Name, Model, Last Time Seen, or Alerts.
  - The available space filter is now editable— so you can enter a custom percent value. The appliance's % FREE now displays in red text if its free space is less than the percent specified in the filter.
- Appliance Detail > Jobs tile – Click  to display job detail— without navigating to another page.
- Assets page – NEW tooltips – Hover over the job status icons for a summary of the day's backups or replications. The summary includes: day of the week, date, UTC time, job type (Backups or Backup Copies), # of successes, # of warnings, # of failures, and # of in-progress jobs.
- Asset Detail – NEW Recovery Points section lists all of the asset's local and replicated backups. Icons display, indicating the status of each job. Hover over **Legend**  for a description of each status.
- Dashboard & Organizations pages – With one click in the Appliance Status tile, you can view a pre-filtered list of online or offline appliances. Click the green section of the circle to display online appliances on the Appliances page. Click the red section of the circle to display offline appliances on the Appliances page.
- Public APIs – Select  > **API Documentation** for detailed descriptions of our public APIs.
- Connecting to an appliance – With our enhanced proxy implementation, you can now stay connected to remote appliances until your local session times out.

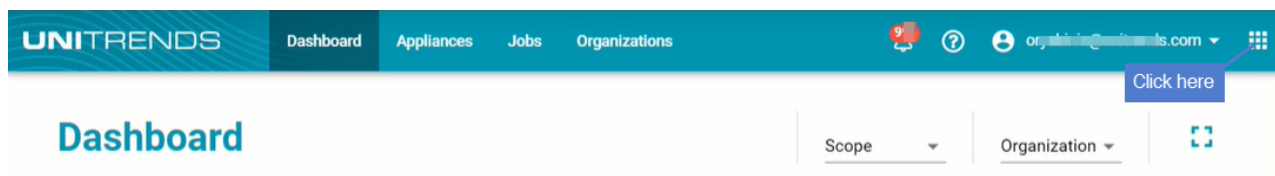
### Release 2.17, 11/10/2021

The following were included with release 2.17:

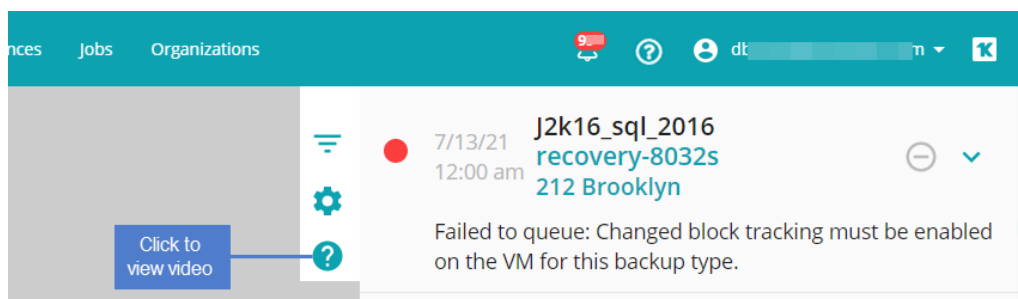
- NEW – Additional job statuses:



- On the Assets page,  indicates that the recovery point has been certified by a data copy access (DCA) job.
- On the Asset Details page,  indicates that the recovery point has been certified by a DCA job and  indicates that the DCA job ran with warnings.
- NEW – Tooltips – Hover over these items for additional information: asset type icon (Asset & Asset Details pages), appliance asset tag (Appliance & Appliance Details pages), and these icons on the BackupIQ page: , , and .
- NEW –  button for quick access to the KaseyaOne application launcher. (This button displays only if you are currently logged in to KaseyaOne.)



- NEW – [Unitrends Conditional Alarms overview video](#) – To watch this video, click  on the BackupIQ page:



- Appliances page – For quicker scanning, Show Assets now lists protected assets (assets that have been backed up) and unprotected assets separately:

**Appliances**

Assets New +

Select All  Scope  Organization  Status  Alerts  Available space 20% or less  Name

RECOVERY-9120S	Appliance Dashboard	LAST SEEN	MODEL	ORGANIZATION	FREE SPACE	ALERTS	HELIX STATUS
9120S-100-00001		JUST NOW	9120S	212 QUEENS	92.7 TB / 116.4 TB 79.61% FREE	15	HELIX ON AUTO UPDATES ON

[Click to view assets](#) SHOW ASSETS

**Protected Assets** Rows per page: 50 1-50 of 116

Type	Name	Last Full Backup Size	Last Local Backup	Last Hot Backup Copy	Recent Local Backups	Recent Hot Backup Copies
OS	PC-WinT-03	26.5 GB	4 days ago		●●●●●●●●	
OS	PC-WinT-09	26.5 GB	4 days ago		●●●●●●●●	
OS	te-102	1.0 MB	4 days ago		●●●●●●●●	
OS	GS-win2k12r2	9.9 GB	4 days ago		●●●●●●●●	

[Click to view unprotected assets](#) SHOW UNPROTECTED ASSETS

[Click to hide assets](#) HIDE ASSETS

- These items are now updated every minute in the UI: Asset table on the Appliance & Appliance Details pages, and the Completed Jobs and Monthly Usage tiles on the Dashboard.
- Autotask integration – The integration now imports only the *Customer* account type from Autotask.
- Bug fixes

### Release 2.16, 10/13/2021

The following were included with release 2.16:

- NEW – Clickable alerts & alarms – Click Alarms, Critical, or Warnings in the Alerts tiles on the Dashboard, Appliance Detail, and Organization pages to quickly view details in BackupIQ, without manually applying filters
- NEW – button for quick access to additional resources
- Autotask integration – Streamlined integration and management tasks, added ticket priority level settings for alarms, critical alerts, and warnings.
- Updated page layouts – For easy access, tabs have been moved to the left and filters display without clicking a button
- Column sorting – Modified default sorting to move important items to the top (e.g., appliances with 20% or less space remaining, longest running active jobs, most recent Last Local Backup)

**Release 2.15, 9/15/2021**

The following were included with release 2.15:

- NEW – Custom thresholds for BackupIQ Alerting conditional alarms - create custom thresholds and apply them to organizations
- NEW – Add an appliance by simply entering the backup.net ID into the appliance UI (Edit Appliance dialog)
- Streamlined login flow with easy two-factor authentication (2FA) setup
- UI enhancements – Moved the left menu to the top to yield more real estate on each page and ensure graceful resizing
- Quickly modify multiple public API credentials (Integrations > Manage APIs)
- Settings > Users > Last Seen column shows the number of days since the user's last login

**Release 2.14, 8/10/2021**

The following were included with release 2.14:

- NEW – Kaseya Billing Management System (BMS) integration – Sync your alerts with your favorite PSA ticketing system
- BackupIQ Alerting conditional alarms now generate tickets for Datto Autotask integrations
- *Customers* are now known as *organizations* in the Unitrends Portal
- Batch organization mapping for these PSA integrations: ConnectWise Manage, Autotask, and BMS to make your life easier

**Release 2.13, 7/14/2021**

The following were included with release 2.13:

- Dismiss selected alerts in bulk (select by severity, customer, or both). This feature can be used by superusers only.
- Dismiss selected alerts by asset
- Configure multiple PSA integrations (ConnectWise Manage and Autotask)
- Column sorting on the Appliance Details > Alerts and Jobs tabs
- When adding a user with the Admin, Manage, or Monitor role, you now must assign at least one scope (scope assignment was optional in past releases)
- Bug fix – Jobs > Scheduled tab – Next Run column no longer displays dates for jobs that have already run

**Release 2.12, 6/16/2021**

The following were included with release 2.12:

- ConnectWise Manage PSA integration
- Simplified multi-factor authentication (MFA) login flow
- API additions to alerts and Helix status (Swagger [here](#))

- VSA Integration optimizations
- Bug fixes

**Release 2.11, 5/12/2021**

The following were included with release 2.11:

- Filter by appliances on the Scheduled Jobs page
- Case insensitive search in all filters
- Performance enhancement to reduce release downtime
- Temporarily removed the Unprotected tile
- Bug fixes

**Release 2.10, 4/14/2021**

The following were included with release 2.10:

- Fixed a presentation issue on the Appliance Management page
- Enhanced columns on the Asset Management page. Added a Last Full Backup size column and renamed other columns for increased usability.
- Added VSA Integration status to the Integrations page
- Enhanced Backup IQ alerts reporting
- Simplified the additional Login page

**Release 2.9, 3/3/2021**

The following were included with release 2.9:

- Enhanced BackupIQ alerts with improved output and deep linking to alarm asset
- Added a Duration column to the Recent Jobs page
- Login page improvements

**Release 2.8, 2/17/2021**

The following were included with release 2.8:

- Protected asset row detail improvements
- Filtering by Asset Name
- Optimized table view for large numbers of assets