

Acronis Cyber Cloud

Integration with Kaseya BMS

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Introduction

This document describes how to enable and configure the integration of Acronis Cyber Cloud with Kaseya BMS.

Once setup, the integration enables the following actions:

- Linking Kaseya BMS customers to Acronis customer tenants
- Linking Kaseya BMS services to Acronis offering items
- Provisioning/deprovisioning of Acronis offering items, based on Kaseya BMS contracts
- Configuring offering items, based on Kaseya BMS contract billing modes (supported modes: prepaid, pay-as-you-go and prepaid with overage)
- Reporting offering items usage to Kaseya BMS contracts
- Getting tickets in Kaseya BMS, based on alerts from Acronis
- Configuring automatic ticket resolution and reopening in Kaseya BMS
- Configuring automatic alert clearing in Acronis
- Automatic provisioning/deprovisioning of Acronis customer tenants

Prerequisites

To use this integration, you should have:

- A setup and configured Kaseya BMS instance
- An account in Kaseya BMS
- A setup Acronis Cyber Cloud partner account

The Acronis account should have at least a single customer tenant, created along with an admin user.

The Acronis integration can work with:

- Kaseya BMS 4.0.40 or higher
- Acronis Cyber Cloud 21.10 or higher

Only customer tenants that are not in Self-service mode or don't have Support Access disabled, can be managed by the integration.

Setting up the integration

Creating a user in Kaseya BMS

Before setting up an integration on Acronis side, you need to have at least one Kaseya BMS user login. For more information on how to create and manage users in Kaseya BMS, go to:

<http://help.kaseya.com/webhelp/EN/BMS/#32628.htm>.

Setting up an integration with Kaseya BMS

1. Log in to the **Acronis Management portal**.
2. Go to **Integrations > Kaseya BMS**.
See [more information](#) about enabling and managing integrations.
3. Provide your Kaseya BMS site, username and password.
4. Click **Save**.

As a result, you should have configured the integration between Acronis Cyber Cloud and Kaseya BMS.

After the integration is setup successfully, the following major sections will become visible and accessible:

Integration Settings

Provides all configuration options for the integration:

- Enable/disable the service mapping feature
- Enable/disable the ticket creation feature
- Configure the way customer tenants are provisioned/deprovisioned in Acronis
- Configure the offering item quota and usage synchronization parameters
- Configure the synchronization between Acronis alerts and Kaseya BMS tickets

Service Mapping

Provides functionality to map Acronis offering items to Kaseya BMS new or existing services.

Customer Mapping

Provides functionality to map Kaseya BMS customers to new or existing Acronis customer tenants.

Ticket Creation

Provides functionality that configures which alerts, raised in Acronis, to have corresponding tickets, created in Kaseya BMS.

Configure usage reporting

For **range offering items**, you can configure usage reporting *period* in the following way:

1. Click the pencil icon in the **Usage reporting** section top-right corner.
2. In the window that opens next, select reporting period from the **Report effective usage of range offering items for** drop-down list. The following choices are available:
 - **current calendar month** - usage will be reported for the present month on a daily basis
 - **previous calendar month** - usage will be reported for the past month on a daily basis
 - **custom billing month** - default option. You should also specify a date in the range from 1 (default selection) to 28 from the **New billing month starts on the following day of the month** drop-down.

Usage reporting

Report effective usage of range offering items for:

Custom billing month

New billing month starts on the following day of the month:

1

1

2

3

...

...

28

In this case, the integration will report the effective usage only once per month - on the day selected from the list. The reporting period will be 1 month back before the configured day.

Configuring the integration

Mapping Kaseya BMS customers

The **Customer Mapping** tab displays the mapping between the Kaseya BMS customers and the Acronis customer tenants. It lists all the customers that can be currently found in Kaseya BMS. For every such customer, the table displays:

- Kaseya BMS customer name
- Kaseya BMS customer status
- Mapping status
- Name of the Acronis customer tenant for those customers that are currently linked

The mapping status can have one of the following values:

- **Not mapped** indicates that the current Kaseya BMS customer is not linked to Acronis.
- **Mapped** indicates that the current Kaseya BMS customer is linked to the Acronis customer tenant, displayed in the next column.
- **Mapping error** means that an error occurred with the existing or while trying to apply a new mapping. For more details, click on the information icon right next to the status. Mapping errors will be cleared automatically on the next list reload, when the reason for the failure has been already addressed.

Use the **Search** box to quickly find Kaseya BMS customers by their name or part of it. The **Filter** button can be used also to sort and refine the content of the mapping list.

There are two ways to map Kaseya BMS customers to Acronis customer tenants:

- Map the Kaseya BMS customer to existing Acronis customer tenants, already created under the current partner account. Each Acronis customer tenant can be mapped only to a single Kaseya BMS customer.
- If an Acronis customer tenant, suitable for mapping to a Kaseya BMS customer, is missing, then you can create a new one and map it automatically.

Mapped customers can be always unlinked. Kaseya BMS tickets, already created for the unlinked customers, will not be affected.

Map to existing Acronis customer tenants

To link a Kaseya BMS customer to an existing Acronis customer tenant, do the following:

1. Go to the **Customer Mapping** tab.
2. Locate and select the row with the Kaseya BMS customer you want to link.
3. Click the **Map to existing customer** button in the action bar.

KASEYA BMS

INTEGRATION SETTINGS

SERVICE MAPPING

ACCOUNT MAPPING

TICKET CREATION

▶ Map to new customer tenant

+ Map to existing customer

<div><div></div></div>	Kaseya BMS account	Status	Mapping
<div><div><div></div></div></div>	DE Telecom Gmbh	Active	Not mapped
<div><div><div></div></div></div>	FR Telecom S.A.	Active	Not mapped
<div><div><div></div></div></div>	UK Telecom Ltd.	Active	Not mapped

4. In the window that opens next, select the Acronis customer tenant you want to link.

Map to existing customer

Select a customer tenant that will correspond to the "DE Telecom Gmbh" account

Customer
DE Telecom Gmbh

ACME New York Ltd.

ACME US Ltd.

DE Telecom Gmbh

UK Telecom Ltd.

5. Click **Map**.

The mapping will be applied and its status changed to **Mapped**. The **Acronis customer** column will display the name of the linked Acronis customer tenant.

Kaseya BMS account ↓	Status ↓	Mapping ↓	Acronis customer ↓
DE Telecom Gmbh	Active	✓ Mapped	DE Telecom Gmbh

Provision new Acronis customer tenants

To link a Kaseya BMS customer to a new Acronis customer tenant:

1. Go to the **Account Mapping** tab.
2. Locate and select the row with the Kaseya BMS customer you want to link.
3. Click the **Map to new customer tenant** button in the action bar.

The integration will display a *mapping in progress* message with a loading indicator. A request to create a new customer tenant will be issued to the Acronis Cyber Cloud platform. When this operation is completed, the list will be refreshed to show the current mapping status as well as the linked customer tenant.

There are different options to create new Acronis customer tenants, explained in the next chapter.

Configuration options for provisioning of new Acronis customer tenants

To configure the way administrator accounts of Acronis customer tenants are created:

1. Go to the **Customer Provisioning** section > **Integration Settings** tab to change options.
2. The following choices are available:
 - a. **New customer tenant mode** can have one of two possible values:
 - i. **Production** (default)
 - ii. **Trial**
 - b. **Create accounts based on** can have one of two possible values:
 - i. **Company primary contact** (default)
 - ii. **Company name**
 - c. **Activation email** is visible only when accounts are created based on the company name (option 2 above).
 - d. **Two-factor authentication** is disabled by default.

Depending on the combination of the above options, when a new customer tenant is created in Acronis, the associated administrator account (login) can be created in any of the below-listed different ways:

1. If the **Create accounts based on** option is set to **Company primary contact**, then the created account will have details, extracted from the primary contact of the mapped Kaseya BMS customer as follows:

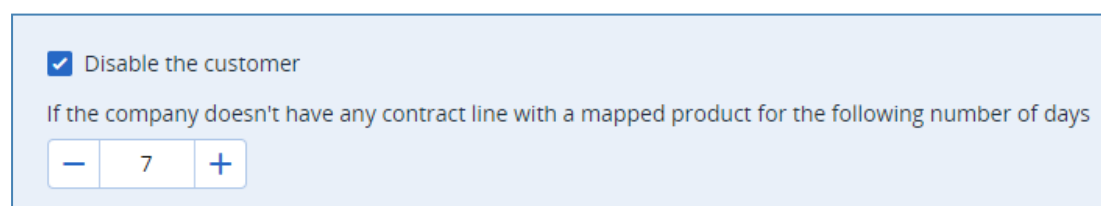
- a. User login is set to the Kaseya BMS point of contact (POC) first+last name
 - b. User email is set to Kaseya BMS POC email
 - c. First name is set to Kaseya BMS POC first name
 - d. Last name is set to Kaseya BMS POC last name
2. If the **Create accounts based on** option is set to **Company name**, then the created account will have details as follows:
 - a. User login is set to the company name
 - b. User email is set to Activation email value
 - c. First and last name are left emptyThe account password will be defined by the user after responding to the activation email sent by Acronis.
3. If **Two-factor authentication** is **ON**, then the new tenant will have 2FA enabled, otherwise it will be disabled.

Configuration options for deprovisioning of Acronis customer tenants

There are two ways to configure the way Acronis customer tenants, mapped to Kaseya BMS customers, are deprovisioned.

Disable Acronis customer tenant

1. Go to the **Integration settings** tab.
2. Locate the **Customer deprovisioning** section and click **Edit** in the top right.
3. Enable the **Disable the customer** option.
4. In the **Days** numeric field, set maximum number of days that should have passed before disabling the customer tenant.



The screenshot shows a configuration interface for disabling a customer. It features a checkbox labeled "Disable the customer" which is checked. Below the checkbox is a text label: "If the company doesn't have any contract line with a mapped product for the following number of days". Under this label is a numeric input field with a value of "7". The input field has minus and plus buttons on either side for adjusting the value.

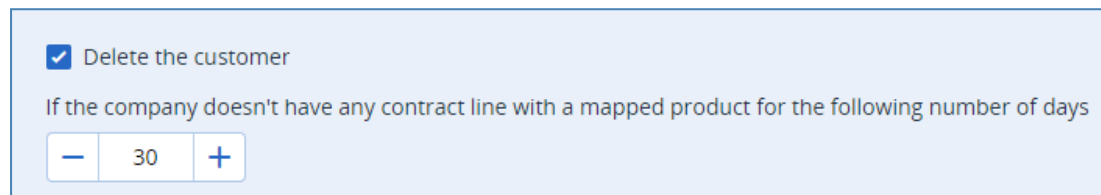
Once enabled, the following conditions are met:

- Kaseya BMS customer is mapped to Acronis customer tenant
- Kaseya BMS customer has active prepaid and/or PAYG contract
- The number of days have passed since the contract doesn't have any lines with services mapped to Acronis offering items.

In this case, the integration will disable the Acronis customer tenant.

Delete Acronis customer tenant

1. Go to the **Integration settings** tab.
2. Locate the **Customer deprovisioning** section and click **Edit** in the top right.
3. Enable the **Delete the customer** option.
4. In the **Days** numeric field, set maximum number of days that should have passed before deleting the customer tenant.

A screenshot of a user interface element. It features a light blue rectangular box. At the top left, there is a checked checkbox followed by the text 'Delete the customer'. Below this, a line of text reads 'If the company doesn't have any contract line with a mapped product for the following number of days'. Underneath the text is a numeric input field containing the number '30'. The input field is flanked by minus and plus icons for adjustment.

Once enabled, the following conditions are met:

- Kaseya BMS customer is mapped to Acronis customer tenant
- Kaseya BMS customer has active prepaid and/or PAYG contract
- The number of days have passed since the contract doesn't have any lines with services mapped to Acronis offering items.

In this case, the integration will delete the Acronis customer tenant.

Mapping Kaseya BMS services to Acronis offering items

Enabling the Service Mapping feature

By default, this feature is disabled after Kaseya BMS installation. To enable it:

1. Go to the **Integration settings** tab.
2. Locate the **Service mapping** feature switch button and turn it on.

Edit mapping between Kaseya BMS service and Acronis offering items

Service mapping wizard

Use the **Service mapping** wizard to configure which Acronis offering items to map to Kaseya BMS services.

The wizard takes you through the following steps:

1. Go to the **Service mapping** tab and click the **Edit products** button in the top right.
2. Select services, billing modes and advanced packs.
3. Choose offering items and map them to the respective Kaseya BMS services.

4. Create any missing services in Kaseya BMS.
5. Review the configured mapping and click **Save**.
6. Review the overall result of saving this configured mapping.

Step 1: Select services, billing modes and advanced packs

Select the services, billing modes and advanced packs that will be subject to mapping.

Enabling/disabling a selection will respectively increase/decrease the list of offering items, available for mapping in the next step.

Only services, billing modes and advanced packs, enabled at partner level, will be available here.

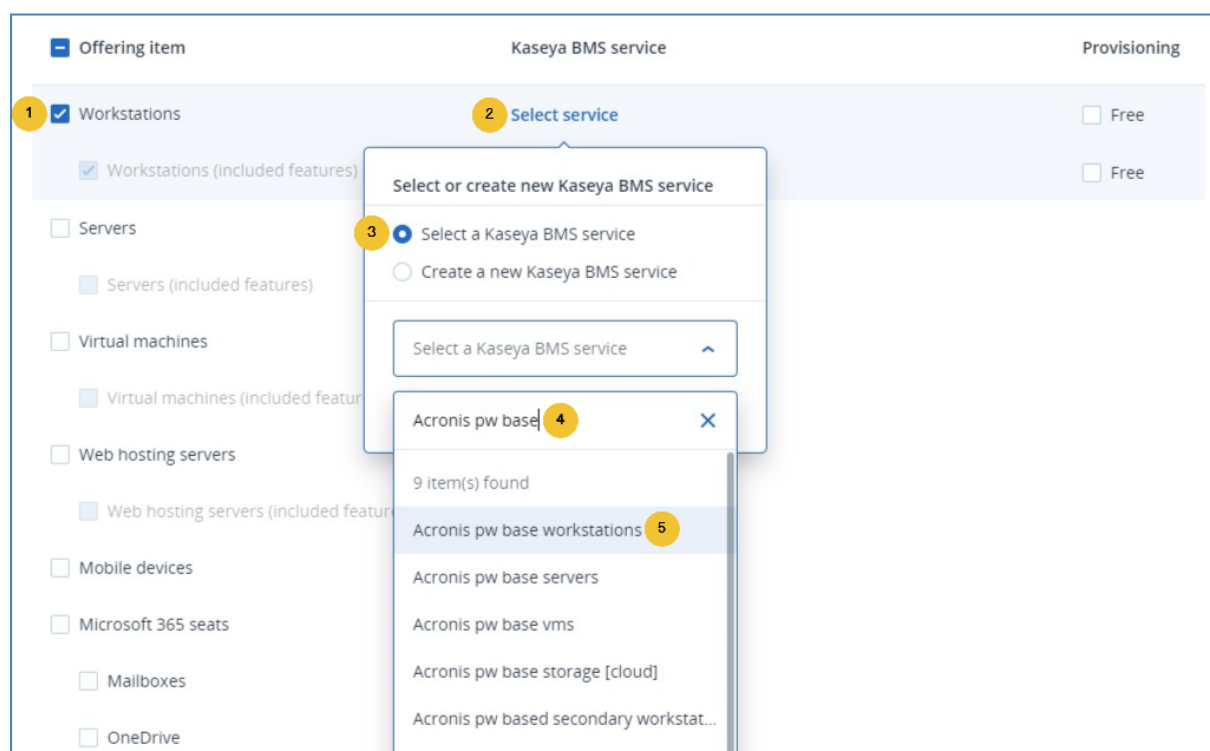
Step 2: Map offering items

At this step, the actual mapping is done. For every offering item, the following options are available:

Map offering item to existing Kaseya BMS service

You can search for and select from a list of target Kaseya BMS services, available for mapping. Offering items can be mapped to Kaseya BMS services with **Active** status only.

1. Locate and mark the checkbox, right next to the offering item.
2. Click the **Select service** link.
3. Choose the **Select a Kaseya BMS service** option.
4. Click on the **Select a Kaseya BMS service** drop-down list. In the **Search** box, type fully or partially the name of the **Kaseya BMS** service.
5. Select the desired Kaseya BMS service from the list and click **Apply**.



Map offering item to a new Kaseya BMS service

An MSP can type the name of the new Kaseya BMS service to be created, although this actually happens in the next step.

1. Locate and check the box next to the offering item.
2. Click on **Select service** link.
3. Choose **Create a new Kaseya BMS service** option.
4. In the text field, type the name of the service to create in Kaseya BMS.
5. Click **Apply**.

The screenshot shows a table with columns: 'Offering item', 'Kaseya BMS service', and 'Provisioning'. The first row has 'Workstations' checked under 'Offering item', 'Redundant' under 'Kaseya BMS service', and 'Free' under 'Provisioning'. A modal window titled 'Select or create new Kaseya BMS service' is open, showing two options: 'Select a Kaseya BMS service' and 'Create a new Kaseya BMS service' (selected). Below the options is a text field 'New service name' and an 'Apply' button.

Map offering item as free provisioning

Offering items marked as "free provisioning":

- can be mapped to services
 - will be enabled for all mapped customer tenants. Their quota will be forced to unlimited. These offering items are excluded from the quota update and usage report synchronization process.
1. Locate and check the box next to the offering item.
 2. Click on the **Free provisioning** checkbox.

The screenshot shows the same table as before, but the 'Free provisioning' checkbox is now checked, and the 'Kaseya BMS service' column now shows 'Redundant'.

Step 3: Create services in Kaseya BMS

You will initiate, monitor and confirm the process of creating new services in Kaseya BMS.

1. On the page, which initially lists all Kaseya BMS services that will be created, locate and click the **Create services** button.
2. The wizard issues a request to create the services.
3. The Kaseya BMS services created successfully are explicitly marked as such.

4. If there is an error when creating a particular Kaseya BMS service, it will be flagged as **failed**. You can go back to the previous step and provide a new name.

Create new services in Kaseya BMS

To continue with the service mapping, first you have to create new services in Kaseya BMS. Click on Create services to continue.

The following new services will be created in Kaseya BMS

1

Create services

Kaseya BMS services	Result
New Acronis-pw base workstation	<div>2</div> <div>Creating...</div>
New Acronis-pw base servers	<div>3</div> <div>Successfully created</div>
New Acronis pw base vms	<div>4</div> <div>Service name already exists.</div>

These new services will have the following properties set:

- Name is the value provided in the previous step
- Unit price set to 0
- Cost price set to 0
- Description set as the service name
- Status set to active

Note

Make sure to revise the created services before including them in a contract.

Step 4: Summary

You have to review the mapping changes to be saved. This includes the following list of offering items:

- mapped to their corresponding Kaseya BMS services
- free provisioned
- unmapped

Step 5: Result

You can view the actual result of saving the mapping.

Mapping alerts to tickets

Enabling the Ticket Creation feature

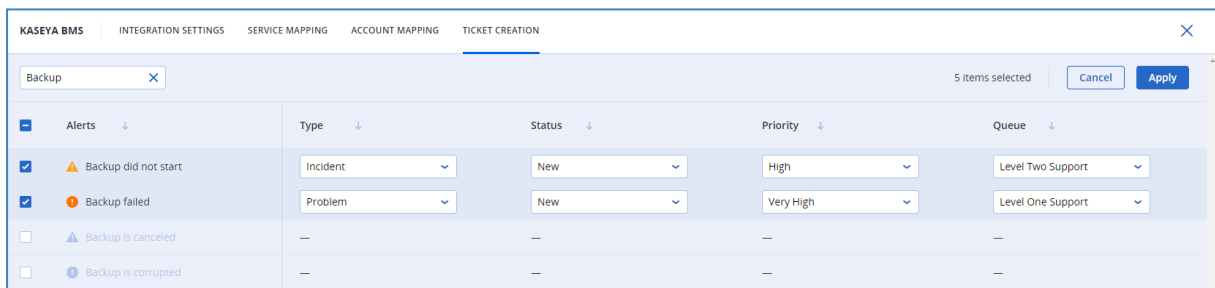
By default, the ticket creation feature is disabled after a Kaseya BMS installation. To enable it:

1. Go to the **Integration settings** tab.
2. Locate the **Ticket creation** feature switch button and turn it on.

Choosing Acronis alerts that generate tickets

To configure which alerts should generate tickets in Kaseya BMS:

1. Go to the **Ticket creation** tab.
2. Locate the alert you want to configure. Use the **Filter** box at the top to sort alerts by their name.
3. Enable the ticket generation for a particular alert by selecting its associated checkbox.
4. Specify values for **Type**, **Status**, **Priority** and **Queue** to be used when creating the ticket in Kaseya BMS. The values of these properties depend on the Kaseya BMS ticket configuration.
5. Click **Apply**.



	Alerts	Type	Status	Priority	Queue
<input checked="" type="checkbox"/>	Backup did not start	Incident	New	High	Level Two Support
<input checked="" type="checkbox"/>	Backup failed	Problem	New	Very High	Level One Support
<input type="checkbox"/>	Backup is canceled	—	—	—	—
<input type="checkbox"/>	Backup is corrupted	—	—	—	—

Quota and usage synchronization

Key concepts

In the context of the Kaseya BMS integration, quota and usage synchronization is the process where:

- The offering items of an Acronis customer tenant are disabled/enabled/configured, depending on the type of contract(s) the linked customer has in Kaseya BMS (quota synchronization part).
- The usage of certain offering items is updated in the contract(s) of the linked customer in Kaseya BMS (usage synchronization part).

Simply put, quota and usage synchronization is the process where Acronis reads the Kaseya BMS contracts and based on their content, tries to provision/deprovision different services in Acronis Cyber Cloud.

To perform the above, the Kaseya BMS integration implements a complex algorithm involving:

- Acronis partner account used to activate the integration
- Mapped Acronis customer tenants of the partner above
- Mapped Acronis offering items to Kaseya BMS services
- Kaseya BMS contract(s) defined for the customer
- Kaseya BMS contract(s) configuration (type, status, validity dates, subscription, etc.)
- Kaseya BMS contract(s) service lines

Taking into account all these factors, the Kaseya BMS quota and usage synchronization is responsible for the following activities:

- Provision Acronis offering items for Kaseya BMS services, sold on prepaid or pay-as-you-go (PAYG) basis
- Provision Acronis offering items, not linked to Kaseya BMS services
- Deprovision Acronis offering items, which don't fall into any of the above two categories
- Report actual usage of Kaseya BMS services, sold on PAYG basis
- Report overage usage of Kaseya BMS services, sold on "prepaid with allowed overage" basis

When you enable the service mapping feature, you automatically enable the quota and usage synchronization process as well.

Prerequisites in Kaseya BMS

This integration is built upon the assumption that in Kaseya BMS, services will be sold to customers using two possible types of contracts:

- Type 1 will be used to sell services on prepaid basis
- Type 2 - to do the same on pay-as-you-go basis

In order for the integration to identify such contracts, you are required to define a contract type identifier in Kaseya BMS and attach that identifier to each contract you want to involve in the synchronization process with Acronis. This is done using the custom fields functionality in Kaseya BMS.

In order to define the required custom field in Kaseya BMS, follow these steps:

1. From the main menu, select **Admin**.
2. From the left menu, select **My Company**, then **Custom fields**.
3. For **Field Name**:
 - a. Provide **Subscription Type**
 - b. Choose **Data List**
 - c. Choose **Contracts**
4. Set **Status** to **Active**.
5. Click **Save**.

6. A new section **Custom Field Settings** appears, where you should click **Add**.
7. In the popup, provide **PREPAID** value for **Custom Field Settings**.
8. Click **Save**, then **Add** again.
9. In the popup, provide **PAYG** value for **Custom Field Settings**.
10. Click **Save**.

When creating contracts in Kaseya BMS, intended to sell Acronis services, you should make a choice about whether the contract will have PREPAID or PAYG contract lines.

1. From the main menu, select **Finance**.
2. From the left menu, select **Contracts**.
3. Click **New**.
4. From the drop-down list, select the **Recurring Services** contract type.
5. Populate the contract information section.
6. In the bottom section, select the proper **Subscription Type** for this contract.
7. Click **Save**.

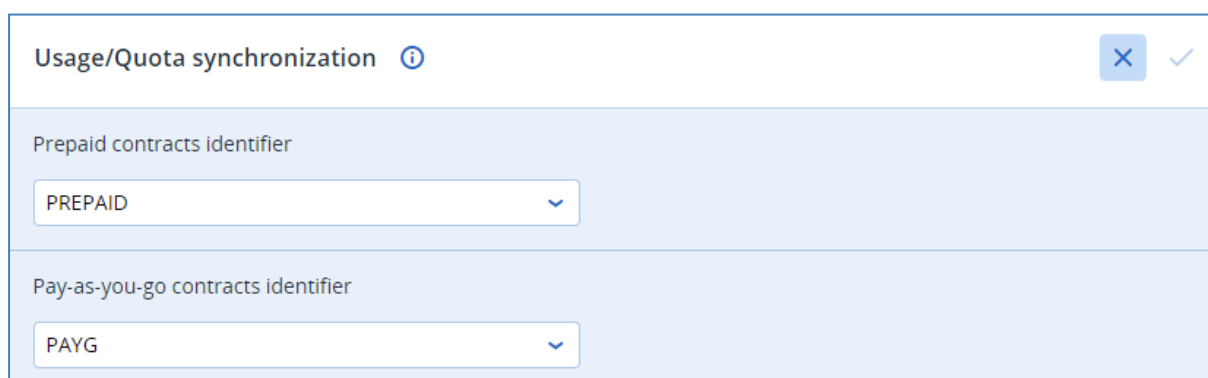
For existing contracts, you can assign/edit the **Subscription type** by following these steps:

1. In the **Contracts** view, find the target contract.
2. Click **Edit**.
3. Switch to **Custom Fields** tab.
4. Select the proper **Subscription Type** for this contract.
5. Click **Save**.

Prerequisites in the Acronis integration

You need to configure the Kaseya BMS identifiers to differentiate prepaid from pay-as-you-go contracts:

1. Go to the **Integration settings** tab.
2. Locate the **Usage/quota synchronization** section and click **Edit** in the top right.
3. From the first drop-down list, select the desired value for prepaid contract identifier.
4. Use the second drop-down list, to select preferred value for the pay-as-you-go contract identifier.



The screenshot shows a modal window titled "Usage/Quota synchronization" with an information icon and close/confirm buttons. It contains two sections: "Prepaid contracts identifier" with a dropdown menu set to "PREPAID", and "Pay-as-you-go contracts identifier" with a dropdown menu set to "PAYG".

Offering item provisioning/deprovisioning and quota configuration

This process is triggered every 15 minutes. During this period, the integration:

- Gets the list of the mapped Acronis customer tenants
- For each mapped Acronis customer tenant, it scans for active PREPAID and/or PAYG contracts
- Compares the services, listed as contract lines to the mapped offering items
- Resultant offering item provision/deprovision/configuration is done as in the table below

Input 1: Offering item configuration in the integration		Input 2: Mapped service in Kaseya BMS contract			Result: offering item configuration in Acronis Cyber Cloud	
Mapping Status	Free Provisioning	Included in contract	Contract Type	Quantity	Status	Quota
Not mapped	Not relevant	Not relevant	Not relevant	Not relevant	Disabled	Not relevant
Mapped	Yes	Not relevant	Not relevant	Not relevant	Enabled	Unlimited
		No	Not relevant	Not relevant	Disabled	Not relevant
	No	Yes	PREPAID	Q	Enabled	Hard quota Q
			PAYG	ignored	Enabled	Unlimited
			PREPAID and PAYG	Q / ignored	Enabled	Soft quota Q

Report offering item usage to Kaseya BMS

This process is triggered once a day at 04:00 UTC and the integration does the following:

- Gets the list of the mapped Acronis customer tenants
- For each mapped Acronis customer tenant, it generates an offering item usage report
- Also, for each mapped Acronis customer tenant, it scans for active PREPAID and/or PAYG contracts
- Using all the above information, it updates the quantities in the PAYG contract as in the table below

Input 1: Offering item configuration in the integration		Input 2: Offering item stats			Result: service line update in Kaseya BMS	
Mapping Status	Free Provisioning	Quota	Overage	Usage	Contract Type	Quantity
Not mapped	Not relevant	Ignored	Ignored	Ignored	Not relevant	Not relevant
Mapped	Yes	Ignored	Ignored	Ignored	Not relevant	Not relevant
		Q (Hard)	0	Ignored	Not relevant	Not relevant
	No	Unlimited	Unlimited	U	PAYG	U
		Q (Soft)	Unlimited	U	PAYG	U - Q (warning) Only if usage is more than quota

Reporting storage usage

Storage consumption can be accounted for in the following ways:

- **Quota, Overage and Total usage** - select this option to report the total amount of free and billed storage used
- **Class 1 (free) usage reporting** - report free-of-charge type of usage only
- **Class 2 (billed) usage reporting** - report the billed usage alone

Depending on the amounts that have to be reported to PSA, you can select any combination of these options.

Selecting any of the available options will automatically enable the backup storage. Deselecting all of them will respectively disable it.

Sample scenarios

Find some illustrations below of how these options can be used in practice.

PREPAID Overage usage

PSA Product	Type	Quantity
Acronis pw base storage XYZ	Prepaid	100 GB

↓ Combined with below mapping

Location: XYZ

Offering items	PSA Product	Provisioning
<input checked="" type="checkbox"/> Backup Storage		<input type="checkbox"/> Free
<input checked="" type="checkbox"/> Quota, Overage and Total usage	Acronis pw base storage XYZ	
<input type="checkbox"/> Class 1 (free) usage reporting	Acronis pw base storage XYZ free	
<input type="checkbox"/> Class 2 (billed) usage reporting	Acronis pw base storage XYZ billed	


↓ After first integration sync

Cloud resources

Location: XYZ

Backup storage

Backup storage (Fake_Acronis_Storage)

 Backup storage 0 GB / 100 GB

PREPAID Class 2 (billed) usage

PSA Product	Type	Quantity
Acronis pw base storage XYZ billed	Prepaid	100 GB

↓ Combined with below mapping

Location: XYZ

Offering items	PSA Product	Provisioning
<input checked="" type="checkbox"/> Backup Storage		<input type="checkbox"/> Free
<input type="checkbox"/> Quota, Overage and Total usage	Acronis pw base storage XYZ	
<input type="checkbox"/> Class 1 (free) usage reporting	Acronis pw base storage XYZ free	
<input checked="" type="checkbox"/> Class 2 (billed) usage reporting	Acronis pw base storage XYZ billed	

↓ After first integration sync

Cloud resources

Location: XYZ

Backup storage

Backup storage (Fake_Acronis_Storage)



Backup storage

0 GB / Unlimited GB

PAYG Overage usage

PSA Product	Type	Quantity
Acronis pw base storage XYZ	PAYG	0 GB

↓ Combined with below mapping

Location: XYZ

Offering items	PSA Product	Provisioning
<input checked="" type="checkbox"/> Backup Storage		<input type="checkbox"/> Free
<input checked="" type="checkbox"/> Quota, Overage and Total usage	Acronis pw base storage XYZ	
<input type="checkbox"/> Class 1 (free) usage reporting	Acronis pw base storage XYZ free	
<input type="checkbox"/> Class 2 (billed) usage reporting	Acronis pw base storage XYZ billed	

↓ After first integration sync

Cloud resources

Location: XYZ

Backup storage

Backup storage (Fake_Acronis_Storage)

 Backup storage 0 GB / Unlimited GB

↓ After some usage from customer

Location: XYZ

Backup storage

Backup storage (Fake_Acronis_Storage)

 Backup storage 60 GB / Unlimited GB

↓ After next integration sync

PSA Product	Type	Quantity
Acronis pw base storage XYZ	PAYG	60 GB

PAYG Class 2 (billed) usage

PSA Product	Type	Quantity
Acronis pw base storage XYZ billed	PAYG	0 GB

↓ Combined with below mapping

Location: XYZ

Offering items	PSA Product	Provisioning
<input checked="" type="checkbox"/> Backup Storage		<input type="checkbox"/> Free
<input type="checkbox"/> Quota, Overage and Total usage	Acronis pw base storage XYZ	
<input type="checkbox"/> Class 1 (free) usage reporting	Acronis pw base storage XYZ free	
<input checked="" type="checkbox"/> Class 2 (billed) usage reporting	Acronis pw base storage XYZ billed	

↓ After first integration sync

Cloud resources

Location: XYZ

Backup storage

Backup storage (Fake_Acronis_Storage)

 Backup storage 0 GB / Unlimited GB

↓ After some usage from customer say we have 60 GB total usage, 50 of which is class 2

Location: XYZ

Backup storage

Backup storage (Fake_Acronis_Storage)

 Backup storage 60 GB / Unlimited GB

↓ After next integration sync

PSA Product	Type	Quantity
Acronis pw base storage XYZ billed	PAYG	50 GB

PAYG Class 1 and Class 2 usage

PSA Product	Type	Quantity
Acronis pw base storage XYZ free	PAYG	0 GB
Acronis pw base storage XYZ billed	PAYG	0 GB

↓ Combined with below mapping

Location: XYZ

Offering items	PSA Product	Provisioning
<input checked="" type="checkbox"/> Backup Storage		<input type="checkbox"/> Free
<input type="checkbox"/> Quota, Overage and Total usage	Acronis pw base storage XYZ	
<input checked="" type="checkbox"/> Class 1 (free) usage reporting	Acronis pw base storage XYZ free	
<input checked="" type="checkbox"/> Class 2 (billed) usage reporting	Acronis pw base storage XYZ billed	

↓ After first integration sync

Cloud resources

Location: XYZ

Backup storage

Backup storage (Fake_Acronis_Storage)

 Backup storage 0 GB / Unlimited GB

↓ After some usage from customer say we have 60 GB total usage, 50 of which is class2 and 10 of which is class1

Location: XYZ

Backup storage

Backup storage (Fake_Acronis_Storage)

 Backup storage 60 GB / Unlimited GB

↓ After next integration sync

PSA Product	Type	Quantity
Acronis pw base storage XYZ free	PAYG	10 GB
Acronis pw base storage XYZ billed	PAYG	50 GB

PREPAID Overage usage

PSA Product	Type	Quantity
Acronis pw base storage XYZ	Prepaid	100 GB
Acronis pw base storage XYZ	PAYG (Overage)	0 GB

↓ Combined with below mapping

Location: XYZ

Offering items	PSA Product	Provisioning
<input checked="" type="checkbox"/> Backup Storage		<input type="checkbox"/> Free
<input checked="" type="checkbox"/> Quota, Overage and Total usage	Acronis pw base storage XYZ	
<input type="checkbox"/> Class 1 (free) usage reporting	Acronis pw base storage XYZ free	
<input type="checkbox"/> Class 2 (billed) usage reporting	Acronis pw base storage XYZ billed	

↓ After first integration sync

Cloud resources

Location: XYZ

Backup storage

Backup storage (Fake_Acronis_Storage)

 Backup storage 0 GB / 100 GB

↓ After some usage from customer say we have 120 GB total usage

Location: XYZ

Backup storage

Backup storage (Fake_Acronis_Storage)

 Backup storage 120 GB / 100 GB

↓ After next integration sync

PSA Product	Type	Quantity
Acronis pw base storage XYZ	Prepaid	100 GB
Acronis pw base storage XYZ	PAYG (Overage)	20 GB

PREPAID Overage, Class 1 and Class 2 usage

PSA Product	Type	Quantity
Acronis pw base storage XYZ	Prepaid	100 GB
Acronis pw base storage XYZ	PAYG (Overage)	0 GB
Acronis pw base storage XYZ free	PAYG	0 GB
Acronis pw base storage XYZ billed	PAYG	0 GB


↓ Combined with below mapping

Location: XYZ


Offering items	PSA Product	Provisioning
<input checked="" type="checkbox"/> Backup Storage		<input type="checkbox"/> Free
<input checked="" type="checkbox"/> Quota, Overage and Total usage	Acronis pw base storage XYZ	
<input checked="" type="checkbox"/> Class 1 (free) usage reporting	Acronis pw base storage XYZ free	
<input checked="" type="checkbox"/> Class 2 (billed) usage reporting	Acronis pw base storage XYZ billed	

↓ After first integration sync

Cloud resources

Location: XYZ	
Backup storage	
Backup storage (Fake_Acronis_Storage)	
 Backup storage	0 GB / 100 GB

↓ After some usage from customer say we have 120 GB total usage

Location: XYZ	
Backup storage	
Backup storage (Fake_Acronis_Storage)	
 Backup storage	120 GB / 100 GB

↓ After next integration sync

PSA Product	Type	Quantity
Acronis pw base storage XYZ	Prepaid	100
Acronis pw base storage XYZ	PAYG (Overage)	20
Acronis pw base storage XYZ free	PAYG	30
Acronis pw base storage XYZ billed	PAYG	90


PREPAID & PAYG with Overage, Class 1 and Class 2 usage

PSA Product	Type	Quantity
Acronis pw base storage XYZ	Prepaid	100 GB
Acronis pw base storage XYZ free	PAYG	0 GB
Acronis pw base storage XYZ billed	PAYG	0 GB


↓ Combined with below mapping

Location: XYZ		
Offering items	PSA Product	Provisioning
<input checked="" type="checkbox"/> Backup Storage		<input type="checkbox"/> Free
<input checked="" type="checkbox"/> Quota, Overage and Total usage	Acronis pw base storage XYZ	
<input checked="" type="checkbox"/> Class 1 (free) usage reporting	Acronis pw base storage XYZ free	
<input checked="" type="checkbox"/> Class 2 (billed) usage reporting	Acronis pw base storage XYZ billed	

↓ After first integration sync

Cloud resources	
Location: XYZ	
Backup storage	
Backup storage (Fake_Acronis_Storage)	
 Backup storage	0 GB / 100 GB

↓ After some usage from customer say we have 60 GB total usage, 50 of which is class2 and 10 of which is class1

Location: XYZ	
Backup storage	
Backup storage (Fake_Acronis_Storage)	
 Backup storage	60 GB / 100 GB

↓ After next integration sync

PSA Product	Type	Quantity
Acronis pw base storage XYZ	Prepaid	100 GB
Acronis pw base storage XYZ free	PAYG	10 GB
Acronis pw base storage XYZ billed	PAYG	50 GB

Practical examples and use cases

The next section illustrates some real stories on how to configure Kaseya BMS contracts, how offering items are configured and how usage is reported. These use cases are all based on the following assumptions:

- Kaseya BMS customer is already mapped to the Acronis customer tenant
- The following mapping has been established between Kaseya BMS services and Acronis offering items:

Kaseya BMS Service	Acronis Offering Items
Acronis pw base workstations	Workstation (Per Workload)
Acronis pw base storage	Storage (Per Workload)
Acronis pw base servers	Servers (Per Workload)

Use case 1: Selling a PREPAID service to the customer (no expected overage)


To sell the customer upfront 5 slots for protecting workstations, you need to do the following:

1. Create a **Recurring Services** contract and select the **PREPAID** subscription type.
2. Add the following line to the contract:
 - a. **Service** set to *Acronis pw base workstations*
 - b. **Quantity** set to 5
3. Activate the contract.


This is how the Cyber Protect configuration in Acronis will look like after synchronization:

☒ **Standard Protection**

Provides standard level of cyber protection, monitoring, and management functionality, such as: image and file backup, antivirus and antimalware protection (without local signature-based detection), vulnerability assessment, centralized management of protection plans, hardware inventory, remote assistance, dashboards and reports, and device control. [Find out more.](#)

☒  Workstations

0 / 5

☐  Servers

At the end of the billing cycle, no quota is exceeded and the Kaseya BMS customer will be billed for the 5 prepaid protected slots.

Home / Contracts / Edit Contract: ACME US Ltd. prepaid contract **Cont 1**

Save (S) Cancel (C) Delete (D) Refresh (R) Deactivate Clone **Active**

Contract Information **Contract Description**

Contract Number: Contract Name: **Recurring Services**
 Account: Start Date: End Date:
 SLA: Billing Cycle: Issue Invoice on:
 Reference Number: Default Contract for Service Desk: ☒ Yes ☐ No Billing Periods based on Calendar Year: ☒ Yes ☐ No

Billing Information **Contract History** **Exclusions** **Custom Fields** **Attachments** **Notifications**

Contract Billing Price:
 Add Delete

	SERVICE NAME	DESCRIPTION	EFFECTIVE DATE	UNITS	DEFAULT UNIT COST	UNIT COST	TOTAL COST	DEFAULT UNIT PRICE	UNIT PRICE	TOTAL PRICE	SORT ORDER
<input checked="" type="checkbox"/>	Acronis pw base workstations	Acronis Workstation Protection Standard/Per-workload	06/01/2021	5	\$10.00	\$10.00	\$50.00	\$20.00	\$20.00	\$100.00	1

Use case 2: Selling a PAYG service to the customer

To sell the customer pay-as-you-go slots for protecting servers, do the following:

1. Create a **Recurring Services** contract and select the **PAYG** subscription type.
2. Add the following line to the contract:
 - a. **Service** set to *Acronis pw base servers*
 - b. **Quantity** doesn't matter. It is ignored by the synchronization.
3. Activate the contract.

This is how the Cyber Protect configuration in Acronis will look like after synchronization:

☒ **Standard Protection**

Provides standard level of cyber protection, monitoring, and management functionality, such as: image and file backup, antivirus and antimalware protection (without local signature-based detection), vulnerability assessment, centralized management of protection plans, hardware inventory, remote assistance, dashboards and reports, and device control. [Find out more.](#)

<input checked="" type="checkbox"/>	Workstations	0 / 5
<input checked="" type="checkbox"/>	Servers	0 / Unlimited

During sync, if server protection has been used in Acronis, the integration will update the contract line quantity with the actual usage.

Now at the end of the billing cycle, assuming that the integration has reported 2 protected server workloads, the contract will look like this:

Contract Information

Contract Number: Cont_2

Account: ACME US Ltd.

SLA:

Reference Number:

Contract Name: ACME US Ltd. payg contract

Start Date: 06/01/2021

Billing Cycle: Monthly

Default Contract for Service Desk: Yes

End Date: 06/01/2022

Issue Invoice on: End of Billing Cycle

Billing Periods based on Calendar Year: Yes

Billing Information

Contract Billing Price: \$80.00

	SERVICE NAME	DESCRIPTION	EFFECTIVE DATE	UNITS	DEFAULT UNIT COST	UNIT COST	TOTAL COST	DEFAULT UNIT PRICE	UNIT PRICE	TOTAL PRICE	SORT ORDER
<input checked="" type="checkbox"/>	Acronis pw base servers	Acronis Server Protection Standard/Per-workload	06/01/2021	2	\$20.00	\$20.00	\$40.00	\$40.00	\$40.00	\$80.00	1

Use case 3: Selling a PREPAID service to the customer (expected overage)

To illustrate how to sell the same service to customers on PREPAID and PAYG basis combined, let's use the following example:

A customer buys 5 slots for workstation protection but expects at some point the number to increase, based on higher demand.

1. Create the first contract and select the **PREPAID** subscription type.
2. Add the following line to the contract:
 - a. **Service** set to *Acronis pw base workstations*
 - b. **Quantity** set to 5
3. Activate this first contract.
4. Create a second contract and select the **PAYG** subscription type.
5. Add the following line to the contract:
 - a. **Service** set to *Acronis pw base workstations*.
 - b. **Quantity** doesn't matter. This line, combined with the one from the PREPAID contract, is an instruction for the Acronis integration to allow overage.
6. Activate the second contract.

During quota sync, the integration detects that the same service is part of both PREPAID and PAYG contracts. This is an indication to enable the workstation offering item in Acronis and set a soft quota.

During usage sync:

- If there is any usage above the quota, it will take the overage amount and update the service quantity in the PAYG contract.

- If there is no usage above the quota, it will set the service quantity to 0 in the PAYG contract.

Now at the end of the billing cycle, assuming that the integration has reported 7 protected workstation workloads, the contracts will look like this:

- PREPAID contract: service line for "Acronis pw base workstations" with quantity 5 (the prepaid amount)
- PAYG contract: service line for "Acronis pw base workstations" with quantity 2 (the overage amount)

Use case 4: Selling mixed services to the customer

All PREPAID and PAYG services can be combined into two contracts.

The following set of services is sold to the customer:

- 5 prepaid workstation slots
- Pay-as-you-go server protection
- 100 GB of backup storage with an overage option

You should do the following:

1. Create the first contract and select the **PREPAID** subscription type.
2. Add the following lines to the contract:
 - a. **Service Acronis pw base workstations Quantity** set to 5
 - b. **Service Acronis pw base storage Quantity** set to 100
3. Activate the first contract.
4. Create the second contract and select the **PAYG** subscription type
5. Add the following lines to the contract:
 - a. **Service Acronis pw base servers Quantity** doesn't matter
 - b. **Service Acronis pw base storage Quantity** doesn't matter
6. Activate the second contract.

Now at the end of the billing cycle, assuming that the usage snapshot is as follows:

- From the 5 prepaid workstation slots, the customer utilized only 3
- The customer protected 2 servers on the fly
- The customer used 120 GB storage

In this case, the first (PREPAID) contract is not changed. The second (PAYG) contract will have the following quantities:

- **Service Acronis pw base servers Quantity** 2
- **Service Acronis pw base storage Quantity** 20 (This is the 120 usage minus the quota 100)

Ticket synchronization flow

Once you're done with mapping customers and alert mapping configuration, the integration takes care of ticket creation and synchronization between Acronis and Kaseya BMS. All standard Acronis alerts can trigger ticket creation except for the ones, configured in the [Monitoring plans](#) of the Advanced Management pack. The minimum requirement is to have at least one linked customer and a single linked alert in order to have a fully functional ticket generation.

Different synchronization flows exist, depending on the integration configuration. The next sections describe the possible scenarios.

Generating tickets in Kaseya BMS

This scenario is active as long as the ticket creation feature is enabled on the **Integration settings** tab. Generating tickets in Kaseya BMS has the following preconditions:

- Acronis alerts are enabled and mapped from the **Ticket creation** tab
- Acronis customer tenants are mapped to Kaseya BMS customers
- Mapped Acronis customer tenants always have at least a single protected workload
- The protected workload encounters a problem, which raises the alert, mapped in step 1.

When these conditions are satisfied, the integration does the following:

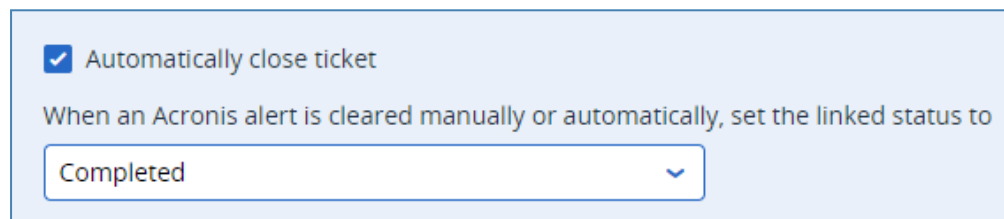
- Creates a ticket in Kaseya BMS
- Ticket status is set to **New**
- The **Type**, **Status**, **Priority** and **Queue** ticket fields are set, according to the mapped alert configuration.
- The **Default source** and **Default assignee** ticket fields are set, according to the ticket options configuration on the **Integration settings** tab.
- The **Customer ticket** field is set to the mapped Kaseya BMS customer.

Resolving tickets in Kaseya BMS

In this scenario, the integration can resolve a linked ticket in Kaseya BMS when the originating Acronis alert has been already cleared.

By default, this option is disabled. To turn it on:

1. Go to the **Integration settings** tab.
2. Locate the **Tickets** section and click **Edit** in the top right.
3. Enable the **Automatically close ticket** option.
4. Use the **Status** drop-down list to select the desired value for setting the ticket to resolved state.



☒ Automatically close ticket

When an Acronis alert is cleared manually or automatically, set the linked status to

Completed

Once enabled, the following conditions are satisfied:

- An alert is raised on Acronis side.
- A ticket has been created in Kaseya BMS.
- The alert is cleared in Acronis (either manually or automatically).

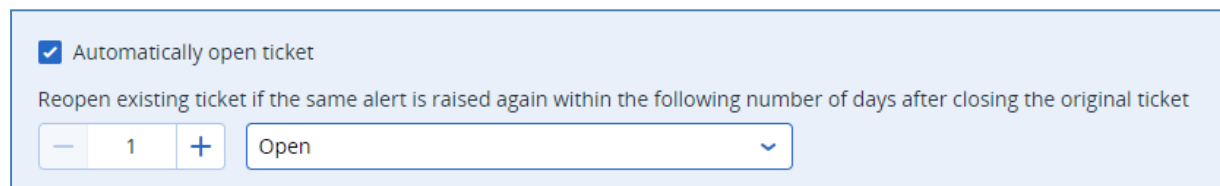
In this case, the integration resolves the ticket automatically by setting the **Status** field to the value, selected from the drop-down.

Reopening tickets in Kaseya BMS

In this scenario, the integration can reopen an already resolved ticket within a certain period of time after the resolution.

By default, this option is disabled. To turn it on:

1. Go to the **Integration settings** tab.
2. Locate the **Tickets** section and click **Edit** in the top right.
3. Enable the **Automatically reopen ticket** option.
4. In the **Days** numeric field, set maximum number of days that should have passed after closing the ticket and before the integration creates a new one.
5. Use the **Status** drop-down list to select the desired value for setting the ticket to reopen state.



The screenshot shows a configuration panel for the 'Automatically open ticket' option. At the top, there is a checked checkbox labeled 'Automatically open ticket'. Below it, a descriptive text reads: 'Reopen existing ticket if the same alert is raised again within the following number of days after closing the original ticket'. Under this text, there are two input fields. The first is a numeric field with a minus sign, the number '1', and a plus sign. The second is a dropdown menu with the word 'Open' selected and a downward arrow.

Once enabled, the following conditions are met:

- An alert is raised in Acronis.
- A ticket has been created in Kaseya BMS.
- The ticket has been resolved and the alert - cleared on Acronis side.
- The same alert is raised again.
- The number of days passed since the original ticket has been resolved are less than those configured in the above option.

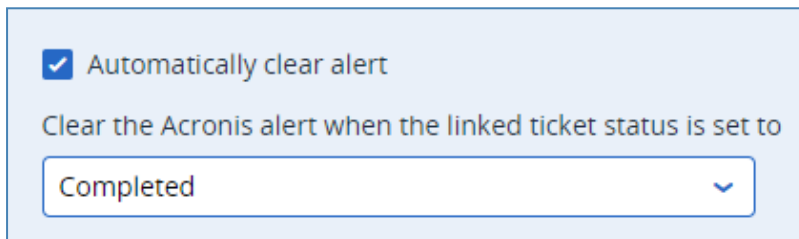
In this case, the integration will not create a new ticket for the alert, but rather reopen the original one, setting the **Status** field to the drop-down option value. If the number of days passed since the original ticket has been resolved are more than the number configured in the option above, then a new ticket will be created.

Clearing alerts in Acronis

In this scenario, the integration can clear an originating Acronis alert by detecting if linked Kaseya BMS ticket has been resolved.

By default, this option is disabled. To turn it on:

1. Go to the **Integration settings** tab.
2. Locate the **Tickets** section and click **Edit** in the top right.
3. Enable the **Automatically clear alert** option.
4. Use the **Status** drop-down list to select a value for the ticket to clear the Acronis alert.



The screenshot shows a configuration panel with a light blue background. At the top, there is a checked checkbox labeled "Automatically clear alert". Below this, a text label reads "Clear the Acronis alert when the linked ticket status is set to". Underneath the text is a white dropdown menu with a blue border and a blue downward arrow on the right. The dropdown menu is open, showing the word "Completed" in blue text.

Once enabled, the following conditions are true:

- An alert is raised in Acronis.
- A ticket has been created in Kaseya BMS.
- The ticket status has been changed to the value, configured in the drop-down list above.

In this case, the integration will clear the originating Acronis alert.