

Acronis

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Acronis Cyber Cloud

Integration with ConnectWise Command

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Introduction

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

Once set up, the integration enables MSPs to:

- Monitor protected devices from the Acronis integration dashboard
- Get tickets based on Acronis alerts

This functionality belongs to Command, so you don't have to use the Acronis Cyber Protect web interface.

The Acronis integration for ConnectWise Command is vital for MSPs who want to use Command's NOC functionality. Tickets created by the integration can be set up to be automatically assigned to and processed by the NOC team.

Future functionality

The following scenarios are not (yet) supported by the current integration version:

- Customer provisioning
- Agent deployment
- Plan management

They will be covered in future versions of ConnectWise Command.

Terminology

MSP - a Managed Service Provider, who uses both ConnectWise Command and Acronis Cyber Protect

Customer - a client of the MSP

Customer tenant - the account of a Customer in Acronis Cyber Cloud

Site - the account of a Customer in ConnectWise Command

Prerequisites

To use this integration, you should have:

- A ConnectWise Command account, fully configured with sites and endpoints
- An Acronis Cyber Cloud account
- Optionally, Acronis deployed on any endpoints you want to protect.

Permissions and roles

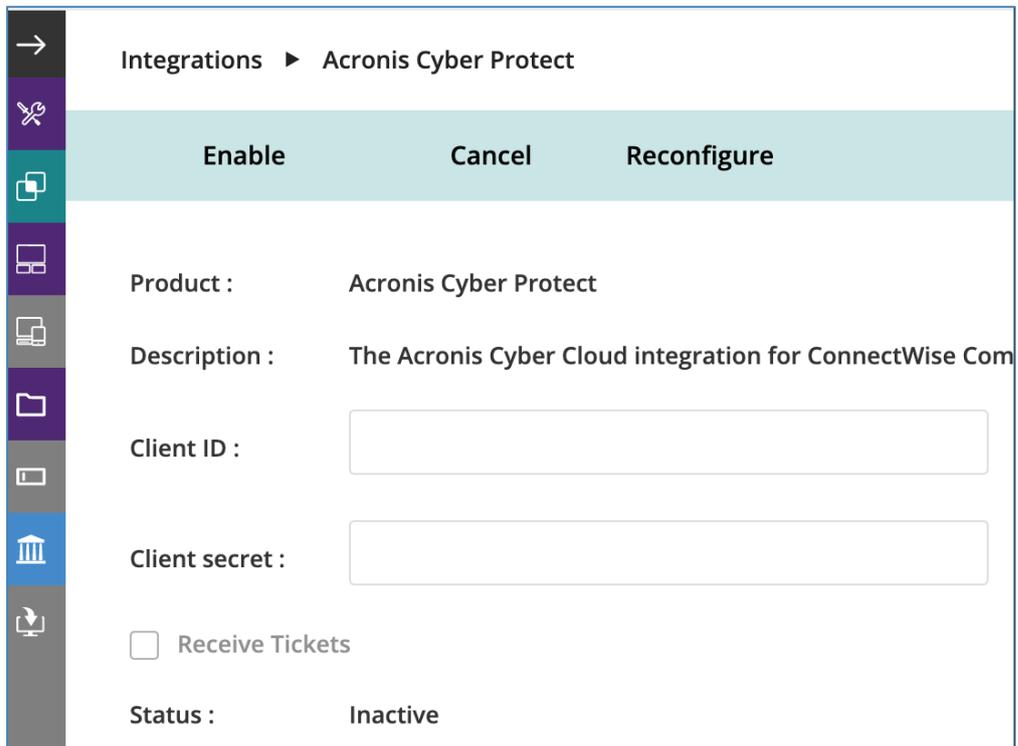
Only partner tenant users with Company Administrator roles are allowed to enable/disable or edit the integration.

All other users have Read-only access. This means that they can view, but not modify the integration settings.

Enabling the integration

To enable the integration, do the following:

1. Log in to ConnectWise Command.
2. Go to **Settings > Integrations**, then select **Acronis Cyber Protect**.



The screenshot displays the 'Integrations > Acronis Cyber Protect' configuration page. At the top, there are three buttons: 'Enable', 'Cancel', and 'Reconfigure'. Below these, the configuration details are as follows:

| | |
|--|---|
| Product : | Acronis Cyber Protect |
| Description : | The Acronis Cyber Cloud integration for ConnectWise Com |
| Client ID : | <input type="text"/> |
| Client secret : | <input type="text"/> |
| <input type="checkbox"/> Receive Tickets | |
| Status : | Inactive |

3. On the next screen, enter your Acronis API credentials and click **Enable**.

4. Copy the **Client ID** and **Client secret**.

Note

The **Client secret** will not be displayed anymore once you close this window.

Integrations > Acronis Cyber Protect

Save Regenerate Disable Cancel Reconfigure

Product : Acronis Cyber Protect

Description : The Acronis Cyber Cloud integration for ConnectWise Command provided...

Client ID : d34c7dc4e097d9ce18f16afb0ec0f4ea Copy

Client secret : ***** Copy

Receive Tickets

Status : Active

5. Optionally, enable **Receive Tickets** to switch to automatic synchronization of Acronis alerts to Command tickets.
6. Click **Save**.
7. Go to **Acronis Management portal > Integrations**.
8. Click on the **ConnectWise Command** tile.
See [more information](#) about enabling and managing integrations.
9. You will be asked to provide the Command credentials, created in the previous steps.
10. Click **Save**.

The integration is now enabled. The next step is to map any existing Command sites to Acronis Customer tenants.

Mapping customers

1. Log in to your Acronis partner tenant account and go to **System > Integrations**.
2. On the **ConnectWise Command** tile, click on the ... (three dots) and select **Settings**.
3. Go to the **Customer mapping** tab.

The following information will be presented in a three-column table:

- Existing ConnectWise Command Sites
- Mapping status
- Acronis Customer tenants (if mapping exists)

To map a site to an Acronis Customer tenant, do the following:

1. Select the ConnectWise Command Site you want to map.
2. Click **Map to existing customer** at the top of the table.
3. In the window that opens next, select the Customer tenant you would like to map the Site to.
4. Click **Map**.
5. Repeat this process for any Site you want to map.

To map a Site to a new Customer tenant:

1. Use the **New** button at the top of the screen to create a tenant.
2. From the drop-down menu that appears, select that tenant and follow the steps in the wizard.

Monitoring

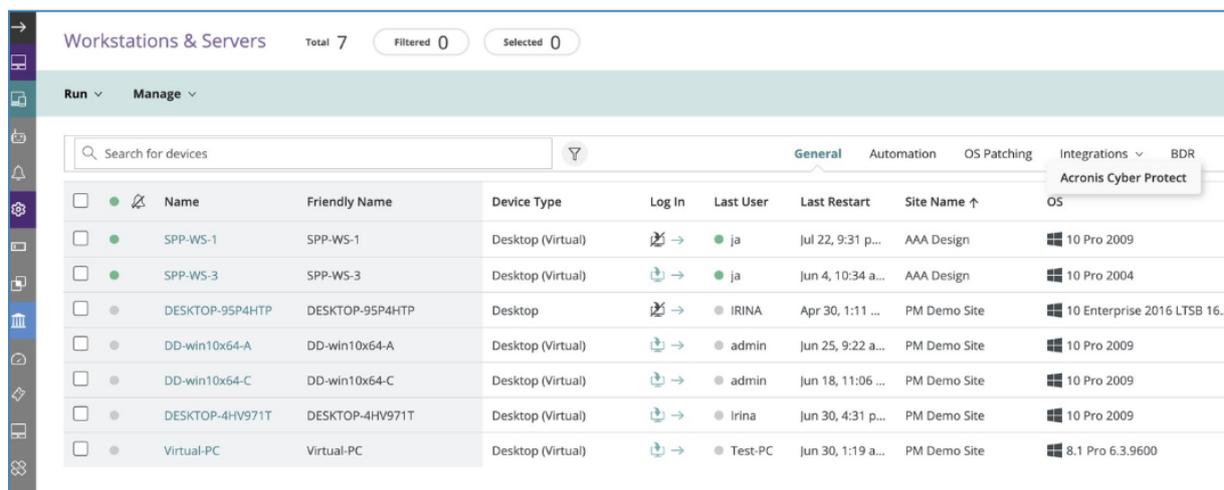
When you have mapped customers, the integration will automatically map endpoints in ConnectWise Command to workloads in Acronis under the mapped Customer tenant.

For any mapped workload, you will see corresponding statuses in ConnectWise Command.

The integration supports the following statuses:

| STATUS NAME | VALUE |
|-------------------------|---|
| Agent version | Version of the currently installed agent |
| Protection status | <ul style="list-style-type: none"> • <i>Unprotected</i> (Acronis agent is installed, but no protection plan applied) • <i>Protected</i> (Acronis agent is installed and protection plan is applied) |
| Protection Plan | Name of the protection plan |
| Access Acronis Console | Link to the Acronis Management portal |
| Next backup | Date and time of next scheduled backup |
| Last backup | Date and time of last successful backup |
| Antivirus & Antimalware | Date and time of last antivirus scan |

To view statuses, go to **Portal > Devices > Computers**, then open the drop-down menu under **Integrations** and choose **Acronis Cyber Cloud**.



Ticketing

After enabling the **Ticketing** option in the integration **API settings** in ConnectWise Command (see step 3 in "Enabling the integration"), tickets will be automatically generated for the following alert types:

- Backup failed
- Backup is corrupted
- Backup is missing
- Backup is not responding
- Cannot protect a device with assigned Quota
- Continuous Data Protection failed
- Failed to migrate the backups in the cloud storage to the new format
- Machine is offline for more than 30 days
- Quota reached
- Storage quota exceeded
- The device has no quota to apply a protection plan
- Activity failed
- Activity is not responding
- Storage quota is exceeded
- Subscription license has expired

To be able to view the tickets, it is necessary for you to have selected at least the following:
RMM Setup > Sites using RMM > Site you want to view tickets for > Product Options > Essential service level.

Disabling the integration

If you eventually decide that you don't need this integration anymore, you can disable it. To do so:

1. Log in to your Acronis account.
2. Go to **Integrations** > **ConnectWise Command integration** tile, then click on the ... (three dots) and select **Delete** from the drop-down menu.
3. In the window that appears next, confirm that you want to remove this integration.
4. The integration will be disabled.

Note

This action will not affect any customers or workloads, set up in your Acronis account. However, you will no longer be able to monitor workloads or receive tickets in Command.
