Acronis Cyber Cloud
Integration with ConnectWise Manage

INTEGRATION GUIDE
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1 Introduction

This document describes how to integrate Acronis Cyber Cloud with ConnectWise Manage.

The integration allows you to do the following:

- Provisioning of the Acronis Cyber Cloud services to new and existing ConnectWise Manage customers by using the ConnectWise Manage console.
- Automatic billing of backup customers in the ConnectWise Manage console, based on their usage of Acronis Cyber Cloud.
- Automatic creation of tickets for backup, recovery, or quota-related issues in the ConnectWise Manage console.
2 Prerequisites

You must have active accounts in Acronis Cyber Cloud and ConnectWise Manage.
3 Setting up integration

To set up integration between Acronis Cyber Cloud and ConnectWise Manage

1. Create an API user and get API keys on the ConnectWise Manage site.
2. Set up integration by specifying this data on the Acronis Cyber Cloud site.

3.1 Creating an API member in ConnectWise Manage

To create an API member and get API keys

1. Log in to the ConnectWise Manage console.
2. Go to System > Members > API Members.

![API Members](image)

Note
This API member does not use a Manage User License.

3. Click the Plus icon to add a new API member.
4. Fill out the required information and set the **Role ID** to **Admin**.

5. Save the API member.

6. Switch to the **API Keys** tab.

7. Create a new API key and give it a name that will identify your integration.

8. Copy the public and private keys.

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**Note**

The private key will no longer be available once you leave this screen.

3.2 Setting up integration with ConnectWise Manage

**To define the login data required for integration**

1. Log in to the Acronis Cyber Cloud management portal.

2. Go to **Settings > Integration > ConnectWise Manage**.
3. Specify your ConnectWise site, company name, and API keys.

4. Click **Log in**.

As a result, you have configured the integration between Acronis Cyber Cloud and ConnectWise Manage.
4 Integration scenarios

4.1 Provisioning (automatic or manual)

Automatic provisioning means that when you create a customer in ConnectWise Manage, a corresponding tenant will be automatically created in Acronis Cyber Cloud and Acronis services will be provisioned for it.

Manual provisioning means that a corresponding tenant will not be automatically created in Acronis Cyber Cloud. You may need manual provisioning when you already have customer accounts in ConnectWise Manage and Acronis Cyber Cloud, and you want to map them manually. Another case is when you have a customer account in ConnectWise Manage and you want to create a corresponding tenant manually in Acronis Cyber Cloud.

To set up provisioning
1. Configure product mapping.
2. Create an agreement.
3. Depending on the type of provisioning:
   - Automatic: configure the provisioning settings.
   - Manual: configure the company mapping.

4.2 Billing (Pay-as-you-go or Prepaid)

Pay-as-you-go (PAYG) billing means charging a customer for the actual resource usage on a defined rate. If the PAYG billing is defined, resource usage is synchronized from Acronis Cyber Cloud to ConnectWise Manage with a 15 minutes interval.

Prepaid billing implies setting quotas to Acronis Cyber Cloud offering items based on the total quantity of additions defined in ConnectWise Manage.

There is an option to Add overage as separate line item. When it is enabled, any usage above the pre-paid amount, is charged on ‘pay-as-you-go’ principle, as a separate line item on the agreements.

To set up billing
1. Configure product mapping.
2. Create an agreement.
3. Configure the company mapping.

4.3 Ticket synchronization

Ticket synchronization translates Acronis Cyber Cloud alerts into ConnectWise Manage tickets. You can configure creating and auto-closing rules, as well as assign the priority, status, and other parameters of tickets.
To set up automatic ticket synchronization

1. Configure alert mapping.
2. Configure company mapping.
5 Configuring integration

5.1 Preparing additions for mapping

You can choose between two types of supported additions:

- Pay-as-you-go
- Prepaid

To set up Pay-as-you-go additions, fill in the following fields:

- **Product ID** - enter product unique identifier
- **Total Quantity** - specify total number of additions
- **Effective Date** - set this option to current month
To set up Prepaid additions, fill in the following fields:

- **Product ID** - provide unique identifier for this product
- **Total Quantity** - specify total number of additions
- **Effective Date** - set this option to prepaid month
- **Cancelled Date** - set to end of prepaid month or far into the future

![Image of Prepaid Addition Form]

**Note**
Offering items are mapped to Manage additions, not to Agreements.

### 5.2 Configuring the product mapping

To configure product mapping, open the Product Mapping tab. To start the automatic product mapping, click **Enable**. It makes the first configuration simple by providing auto mapping between ConnectWise Manage products and Acronis Cyber Cloud primary and secondary offering items.

Cyber Protect features are available as part of either Standard or Advanced Protection packs. Advanced Protection extends the Standard version with further protection capabilities that can be added only on top of it and are charged additionally. Advanced Protection can be assigned only to a workload that already has Standard Protection assigned.

The following primary offering items are currently available as workloads in the Standard Protection pack:

- Workstations
- Servers
- Virtual machines
- Web hosting servers
- Microsoft 365 seats
  - Microsoft 365 Mailboxes
  - Microsoft OneDrive
- Microsoft 365 seats (unlimited Acronis-hosted cloud storage included)
- Mailboxes
- OneDrive
- Microsoft Hosted Exchange
- Google Workspace seats
- Google Workspace seats (unlimited Acronis-hosted cloud storage included)
- G Suite seats
  - Gmail (incl. Calendar, Contacts)
  - Google Drive
- Google Workspace Team Drive
- Mobile devices
- Websites

Some secondary offering items are also supported:

- Workstations (included features)
- Web hosting servers (included features)
- Servers (included features)
- Virtual machines (included features)

Secondary offering items are free features, enabled only together with the primary ones, but whose usage is reported separately.

Advanced packs support multiple offering items.
You can edit the auto-mapped product names either by creating a new product name or selecting from the existing ones. When you define a new product name, it will be automatically created on the ConnectWise Manage site.

**To set up product mapping**

1. Select which services you are going to map with the ConnectWise Manage products. The following billing modes can be selected for the Cyber Protection service:
   - **Per Workload** - you will be charged for the total number of protected workloads with cloud storage charged separately.
   - **Per Gigabyte** - you will be charged for both local and cloud storage consumption.
   - **Legacy Editions**
   For more information about the Cyber Protect editions, refer to the Acronis Cyber Cloud Partner’s Guide.

2. Select the default backup storage. It will be enabled for all tenants that do not have the mapped backup storage if the **Free** option is selected in the **Provisioning** column.

3. Configure the product mapping. Select the corresponding ConnectWise Manage product for each of the offering items.
   
   Edit the product name in ConnectWise if needed:
   - Specify a new product name by clicking the name in the **ConnectWise product** column. After completing all of the wizard steps, the new product will be created on the ConnectWise Manage site.
   - Select the product name from the list of existing ones. After completing all of the wizard steps, the offering items will be mapped with the existing ConnectWise Manage products.
   
   Deselect the offering items that you do not want to provision.
   
   Select **Free** if you want to provision the data source for all tenants, without mapping to the ConnectWise Manage products.

4. Configure the product settings for the new products to be created on the ConnectWise Manage site: category, subcategory, product type, product class, and unit of measure.

As a result, the initial configuration is done. You can make changes in the product mapping, if needed, on the **Product Mapping** tab.

**5.3 Managing agreements in ConnectWise Manage**

An agreement in ConnectWise Manage is a contract between you and your customer for providing services. An agreement for Acronis services must include products mapped to offering items in Acronis Cyber Cloud integration.

A mapped secondary offering item can be added to an agreement, only if the primary one is provisioned for this customer tenant. If an MSP provisions a primary offering item, the associated secondary ones will also be enabled for that customer. The addition will, however, only contain the usage of the primary offering item. Mapping the secondary offering item to a separate addition,
allows the MSP to add that usage to Agreements in order to give customers a fuller understanding of the delivered service.

You can define how a customer will be billed by configuring the respective addition settings: on a pay-as-you-go or prepaid basis, or with overage as separate line item.

**To set up an agreement**

1. Log in to the ConnectWise Manage console.
2. Go to **New > Agreement**, create a new agreement or select an existing agreement, and add the products (additions) that you have selected for offering items in the "Initial configuration of the product mapping" section.

   ![ConnectWise Manage Interface](image)

The following rules are used for an offering item quota setup and usage synchronization:

1. For all prepaid additions, offering item quotas will be set up based on the **Total Quantity** field. ConnectWise Manage does not sync the usage for offering item quotas that were created based on the prepaid additions.
2. For all pay-as-you-go additions, offering item quotas will be set to **Unlimited**. Usage for offering item quotas that were created based on pay-as-you-go additions is synced to the **Total Quantity** field of the corresponding additions.
3. If you want to see usage for prepaid additions, please combine prepaid additions and pay-as-you-go additions under the same product. In this case, the **Total Quantity** field for pay-as-you-go additions will show common usage.
4. Save the settings.

**Overage as separate line item**

This option is turned off by default and should be enabled from the following location:
1. Log in to the Acronis Management console.
2. From the left-pane menu, go to Settings > Integrations.
3. On the Integration settings tab > Features section, toggle the Add overage as separate line item switch button.

On each agreement, for every offering item, where you would like to have overage reported as a separate line item, you will have to assign 2 additions. One of the additions should be set up as prepaid, the other - as pay-as-you-go.

Overage is calculated based on quota and usage.

5.4 Configuring the provisioning settings

To configure the provisioning settings

1. Go to the Provisioning tab.
2. To configure the customer provisioning and deprovisioning, click the pen icon and change the settings in the corresponding sections.
   For automatic tenant creation, enable the Automatically create customers option.
   For manual tenant creation, disable the Automatically create customers option.
   To enable the two-factor authentication for all new customers, select the corresponding checkbox. When enabled, customers are provisioned with enabled two-factor authentication and all their users have it enabled.

You can provision your customer accounts in Acronis Cyber Cloud without product provisioning. Even if the Product mapping switch is disabled, the customer provisioning settings are still available for editing.
The synchronization between Acronis Cyber Cloud and ConnectWise Manage may take up to 15 minutes.

For more information, see also "Setting up two-factor authentication".

5.5 Configuring the company mapping

To map a customer in Acronis Cyber Cloud to a company in ConnectWise Manage, start provisioning, or remove mapping

1. Switch to the Company mapping tab.
2. Select ConnectWise Manage companies.
   Use the Search field and the Filters button to search for specific companies. Companies can be filtered by Mapping, Type and Status. Type and Status allow selecting multiple criteria. The options available under Type are loaded from the setup in your ConnectWise Manage account.
3. Select whether you want to create a new Acronis customer tenant or use an existing one. Manage customers are mapped to Acronis tenants in a one-on-one relationship. When mapping multiple tenants at once, you can only map to new tenants. If you want to map to an existing tenant, a modal window will open, where you can select an Acronis customer tenant.

4. Click **Apply mapping**.
   
The synchronization between the cloud platform and ConnectWise Manage may take up to 15 minutes.

5.6 Configuring the alert mapping

**To configure the alert mapping**

1. Go to the **Ticket creation** tab.
2. Select a service board and configure the mapping for each customer alert. You can map alerts to any combination of **Type**, **Subtype** and **Item** values available in your ConnectWise Manage setup.
   
   Items can provide further details to the main service types and subtypes. They can also be used to create ticket task lists for some of the most common services. You can create and associate ticket templates to your items that will pull in from a standard list of tasks you assign on template level.
3. [Optional] Click **Settings** and configure the following:
   
   - If you want to create a new ticket for a mapped alert every time the initial ticket for this alert has been closed for a specific number of days, select the **New ticket creation** check box, and then specify the number of days. Otherwise, the initial ticket will be re-opened on every occurrence of the alert.
If you want to automatically close tickets originated from alerts when issues that generated these alerts are resolved, select the **Tickets auto-closing** check box, and then select the status that will be assigned to a closed ticket in ConnectWise Manage.

4. **Click Apply.**

5.7 Viewing tickets that originated from customer alerts

To view tickets that originated from customer alerts

1. Open the ConnectWise Manage console.
2. Go to **ConnectWise Manage Console > Service Board**.
3. Select the service board used for the integration.
6 Troubleshooting mapping

6.1 Troubleshooting mapping errors

The mapping error is a common type of error when configuring the integration for ConnectWise Manage. It appears when there is a mismatch between the mapped products in the integration UI and Manage products that appear on additions.

When this happens, an error is shown on the **Mapping** page.

To see it, go to the **Acronis Management Console > Settings > Integrations > ConnectWise Manage Integration Settings > Company Mapping**.

In the **Mapping** column, you can observe the following message:

![Mapping failed icon]

When you hover over it, a longer explanation appears:

```
Create a valid Agreement or mapped Addition. Product Mapping can be disabled from the Integration settings tab.
```

This gives a short description of how to resolve the problem.

Find below a list of the possible cases as well as the necessary steps to resolve each.

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| Create a valid Agreement or mapped Addition. Product Mapping can be disabled from the Integration settings tab. | **Explanation**  
The ConnectWise Manage Company, mapped to the customer tenant, doesn't have any mapped Additions in its Agreement.  

**Steps to take**  
If you are not using the integration to synchronize offering items usage, you may disable **Product mapping** in the **Integration settings** tab under **Features**. The error will then disappear.  

If you are using offering items synchronization in the integration, make sure that the Agreement is effective (the start date is in the past and there is no end date or it is in the future) and not cancelled, and that it contains at least a single mapped Addition. This addition should be effective and not cancelled too. |
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| **Background**                                                 | This error activates the deprovisioning functionality of the integration. Deprovisioning is configured on the **Provisioning** tab under **Customer Deprovisioning**.  
  • If the **Set offering item quotas to zero** option is enabled, all offering items quotas for this customer tenant will be zeroed after 4 hours activity of this error.  
  • If the **Disable the customer** option is enabled, the customer tenant will be **disabled** after this error has been active for the number of days specified in the option.  
  • If the **Delete the customer** option is enabled, the customer tenant will be **deleted** after this error has been active for the number of days specified in the option.                                                                                                               |
| **Note**                                                       | This option is enabled by default.                                                                                                                                                                                                                                                                                                                                               |
| **Explanation**                                                | The Agreement has active Additions mapped to 2 different storages. A customer tenant in Acronis Cloud can have only a single backup storage enabled. The error description shows the names of storages that the integration is trying to enable.  
  **Steps to take**  
  You should decide which storage the affected customer tenant should have (usually it is the currently enabled one). Then from Agreements remove or cancel any Additions mapped to other storages.                                                                                                        |
| **Note**                                                       | This error might appear not just for backup storages, but for duplicate DR or Notary storages as well.                                                                                                                                                                                                                                               |
| **There are duplicate storages in the Agreement.**             | You should disable one of the conflicting Additions.                                                                                                                                                                                                                                                                                                                                                     |
| **Backup and Disaster Recovery should use the same location.**  | **Explanation**  
  The Agreement has active Additions mapped to both backup and DR storages from different locations. A customer tenant in Acronis Cloud can have such storages only from the same location.  
  **Steps to take**  
  To fix this error, partners decide which location the customer tenant should use (usually it is the current one). Then a review should be done of which Additions in the Agreement for the current customer are mapped to storages from different locations and replace these Additions with ones that are from the selected location. Replacement means |
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<td>MAPPING ERROR MESSAGE</td>
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| Offering item is currently disabled for this customer. You can enable it or remove mapped Addition from the Agreement. | the customer's storage in the new edition, to the Agreement. For example, the customer has "Storage1 - Standard Edition", while you try to switch to the Advanced edition. An error indicates that the Agreement doesn't have an Addition mapped to "Storage1 - Advanced Edition". This Addition should be added to the Agreement. The error will disappear after a successful edition switch.  
  - You do not want to change a customer's edition: in this case, the customer's edition is different from what has been added to the Agreement. Replace the Addition currently in the Agreement and probably mapped to another edition, with one that is mapped to the customer's correct edition. Replacement can be done by cancelling the old Addition and adding the new one. |
| Application is disabled for this customer. Enable it manually for its parent tenant or remove Additions mapped to this application from the Agreement. | **Explanation**  
  The integration is trying to enable an offering item for a customer, which is disabled for the customer's parent tenant. The issue is reproduced only if customer is created under an intermediate tenant, such as a folder or sub-partner, and not directly under the tenant that has enabled the integration.  
  **Steps to take**  
  - If you want to enable an offering item that the customer doesn't currently have, then manually enable this offering item on the customer's parent tenant. The easiest way would be to enable all offering items available to the partner tenant. This will guarantee that the error will not appear for any offering item in the future.  
  - If you do not want to enable new offering items for the customer, then the Addition mapped to the offering item, disabled on the customer's parent tenant, should be cancelled or removed from the Agreement. |
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| If you don't want to enable the application for a customer, then the Addition mapped to the offering items from this application, should be cancelled or removed from the Agreement. | **Explanation**  
The Acronis API returns an error during offering items quota sync. This may happen if a combination of Product mapping and Additions results in a list of customer offering items not supported by the Acronis API. Usually detailed errors listed above are displayed. This error is only shown if the above errors do not cover the current case.  

**Steps to take**  
Verify that for this customer, correct offering items are mapped to Products, correct products are added to Additions and correct Additions - to Agreements. |
| Cannot modify some of the selected offering items. | **Explanation**  
The mapped customer tenant was disabled in Acronis Cloud. The tenant might be disabled during deprovisioning.  

**Steps to take**  
If the tenant was disabled manually, then it can be enabled from the Clients tab in the Management Console. |
| This tenant is currently disabled. You can enable it from the Clients tab. | **Explanation**  
The mapped customer tenant was disabled in Acronis Cloud. The tenant might be disabled during deprovisioning.  

**Steps to take**  
If the tenant was disabled manually, then it can be enabled from the Clients tab in the Management Console. |
| No such tenant found. Map to another customer or remove mapping. | **Explanation**  
The mapped customer tenant was deleted from the Acronis Cloud. The tenant might be deleted during deprovisioning.  

**Steps to take**  
Since deleting a tenant is irreversible, the only thing left to do is to map the account to a different customer tenant or remove the mapping. |
| No such company found. You can delete the mapping. | **Explanation**  
The mapped company was deleted.  

**Steps to take**  
Revert this action, if possible in the ConnectWise Manage interface. Otherwise, you will have to delete the mapping. |
| Failure in Offering items sync or Provisioning. If you have just mapped a new customer, check the setup. | **Explanation**  
This is a general case where the offering items sync or provisioning failed, but none of the other above-listed errors applies. Usually it is a temporary situation during offering items sync, for example a connectivity issue with the Acronis or ConnectWise API.  

**Steps to take**  
Wait 15 to 30 minutes for the next sync to happen, then the problem may disappear if the connectivity issue has been resolved. If this error appears after mapping an account to a |
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| new customer tenant, the status of the created tenant may be invalid which could be fixed only manually. For example:  
  • Tenant was not created, so this will be retried automatically.  
  • Tenant pricing mode couldn't be switched to production. This should be fixed manually.  
  • Tenant admin was not created or activated. This should be also fixed manually. | **Explanation**  
During Customer provisioning, an admin user is created for each tenant following the Provisioning Settings in the integration. This error may be triggered if a password generation setting has been set to Specify manually and the password has not been updated since the last required update.  

**Steps to take**  
A user has been created for the current Customer without a password. You need to manually provide a password for this user. In order to avoid the error from occurring during the next provisioning, provide a new password in the integration Provisioning Settings. |
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