Acronis

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

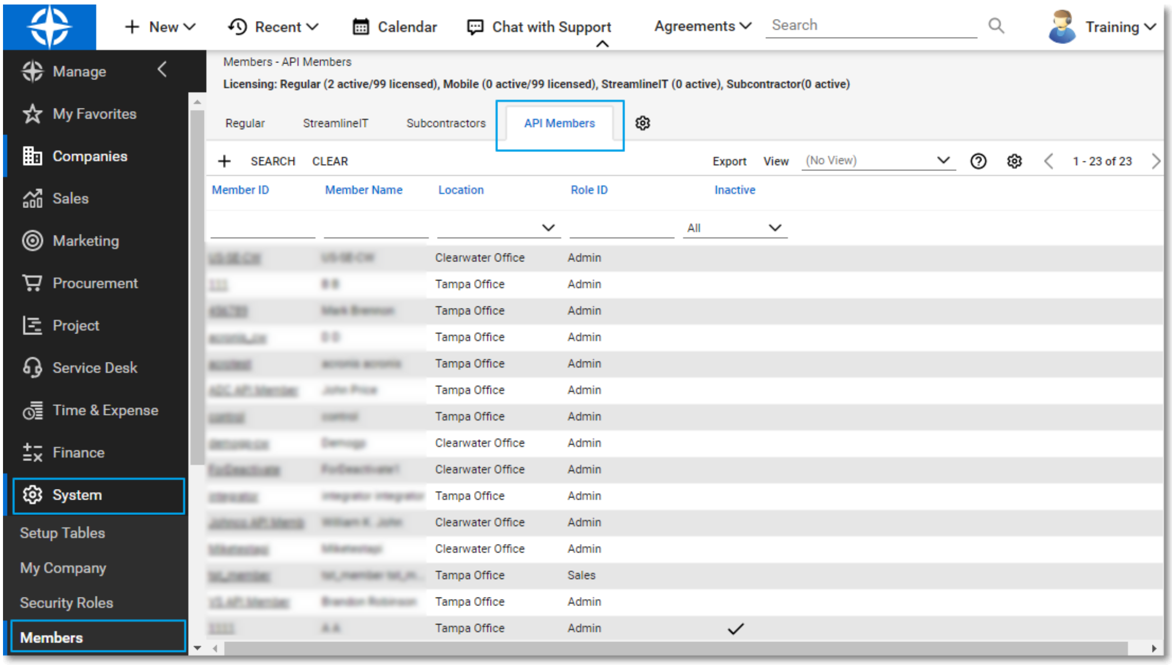
To set up integration between Acronis Cyber Cloud and ConnectWise Manage

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

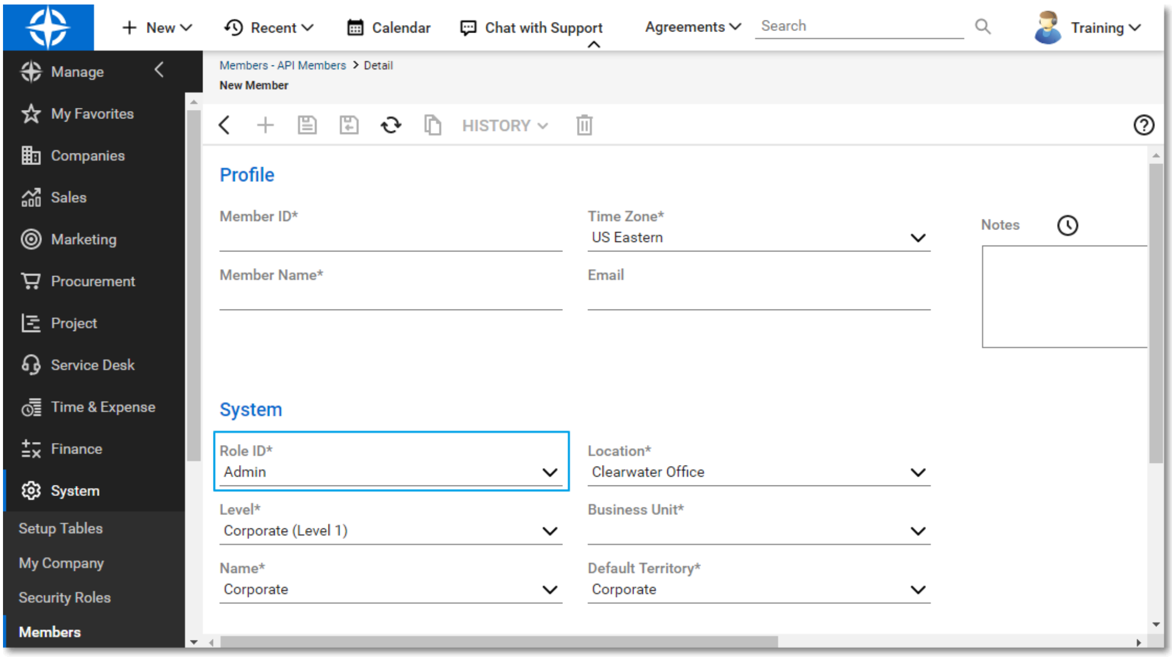
To create an API member and get API keys

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

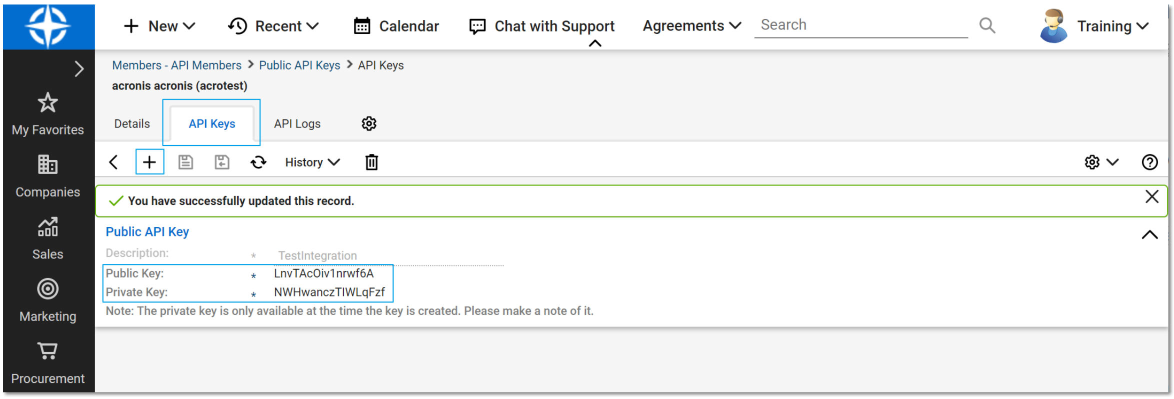


Note
This API member does not use a Manage User License.

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.



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.

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 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 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.

   You can select the following editions for the Cyber Protection service:

   - Cyber Backup - Standard
   - Cyber Backup - Advanced
   - Cyber Backup - Disaster Recovery
   - Cyber Protect - Standard
   - Cyber Protect - Advanced
   - Cyber Protect - Disaster Recovery

   For more information about the Cyber Protection 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.

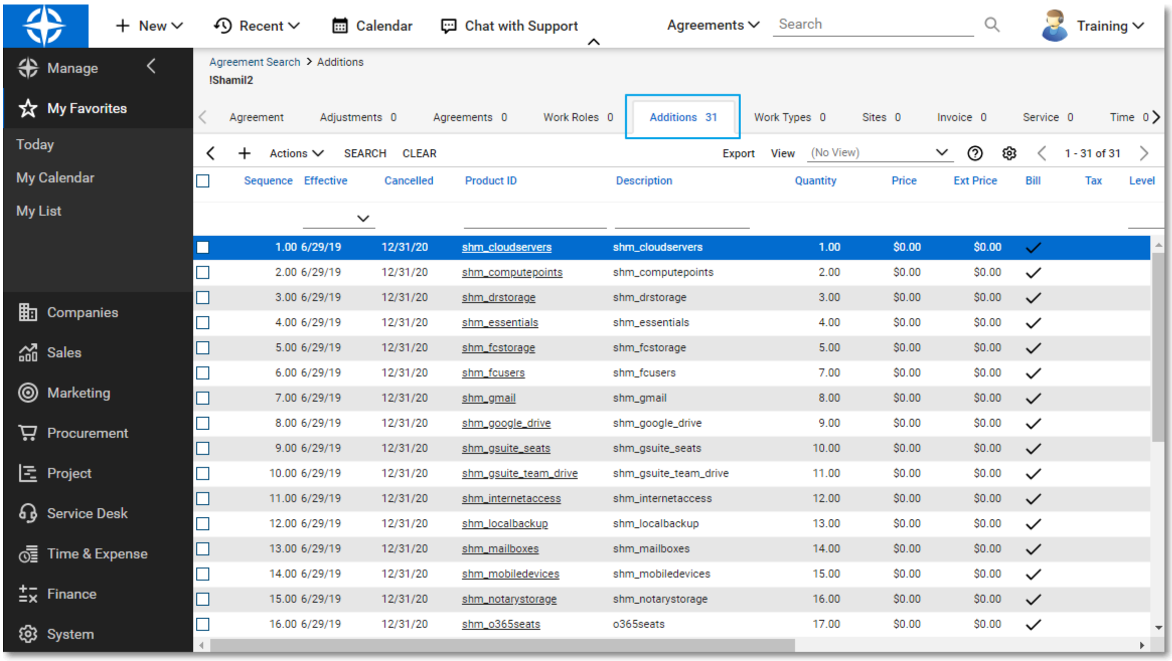
As a result, the initial configuration is done. You can make changes in the product mapping, if needed, on the **Product Mapping** tab.

5.2 Managing agreements in ConnectWise Manage

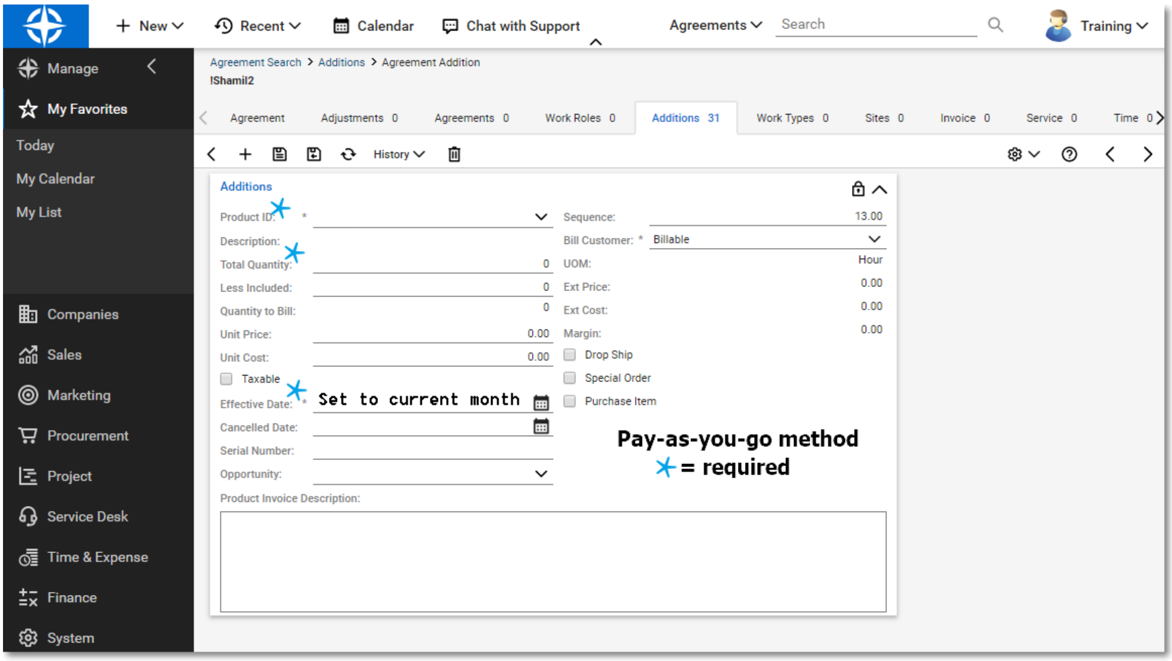
An agreement in ConnectWise Manage is a contract between you and your customer for providing services. An agreement for Acronis services must include products mapped to offering items in Acronis Cyber Cloud integration. You can define how a customer will be billed – on a pay-as-you-go or prepaid basis – by configuring addition settings.

To set up an agreement

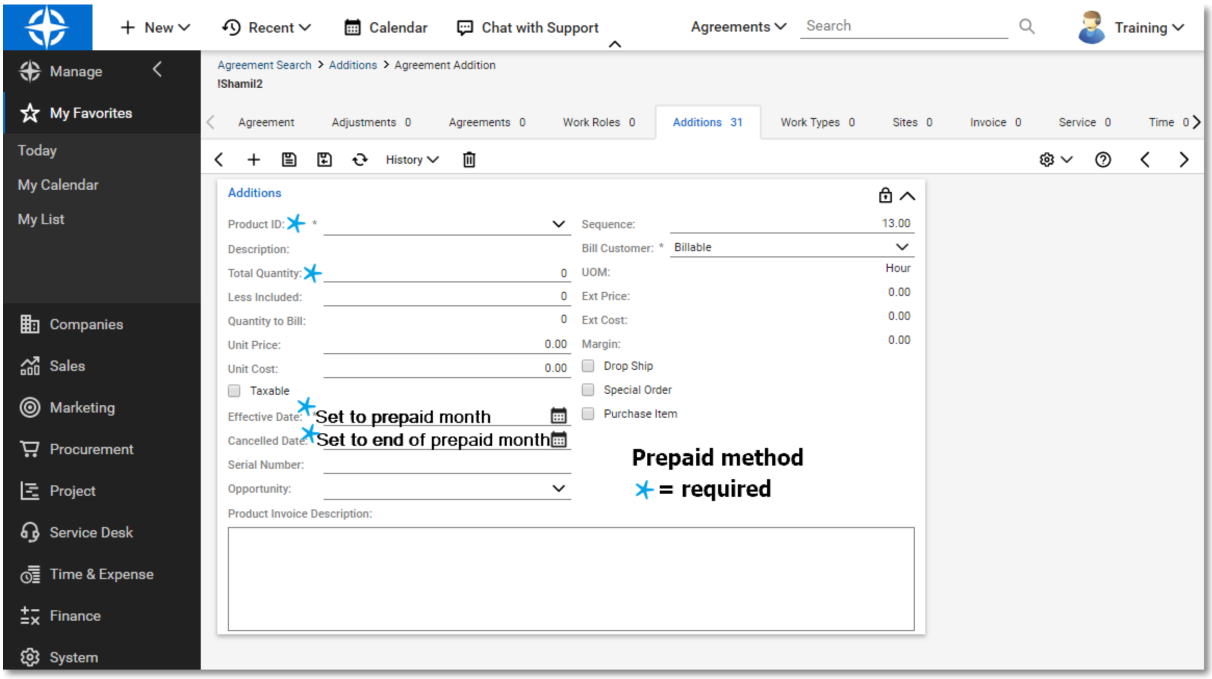
1. Log in to the ConnectWise Manage console.
2. Go to **New** > **Agreement**, create a new agreement or select an existing agreement, and add the products (additions) that you have selected for offering items in the "Initial configuration of the product mapping" section.



The settings required for the pay-as-you-go billing:



The settings required for the prepaid billing:



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.

5.3 Configuring the provisioning settings

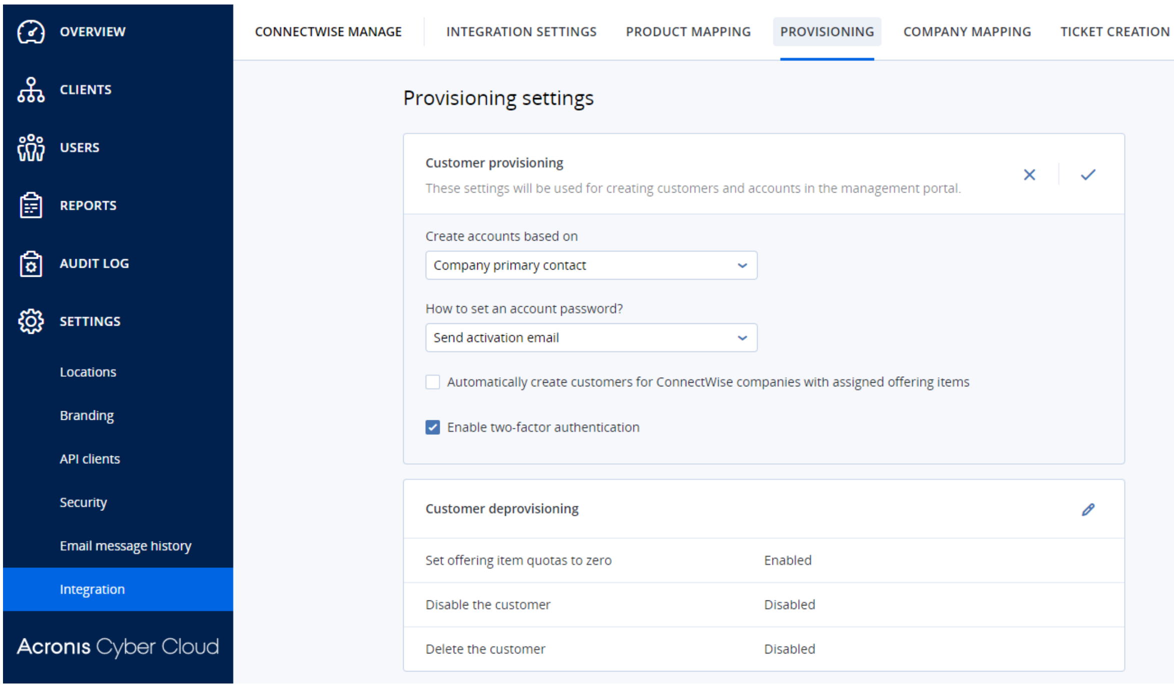
To configure the provisioning settings

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 check-box. 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.

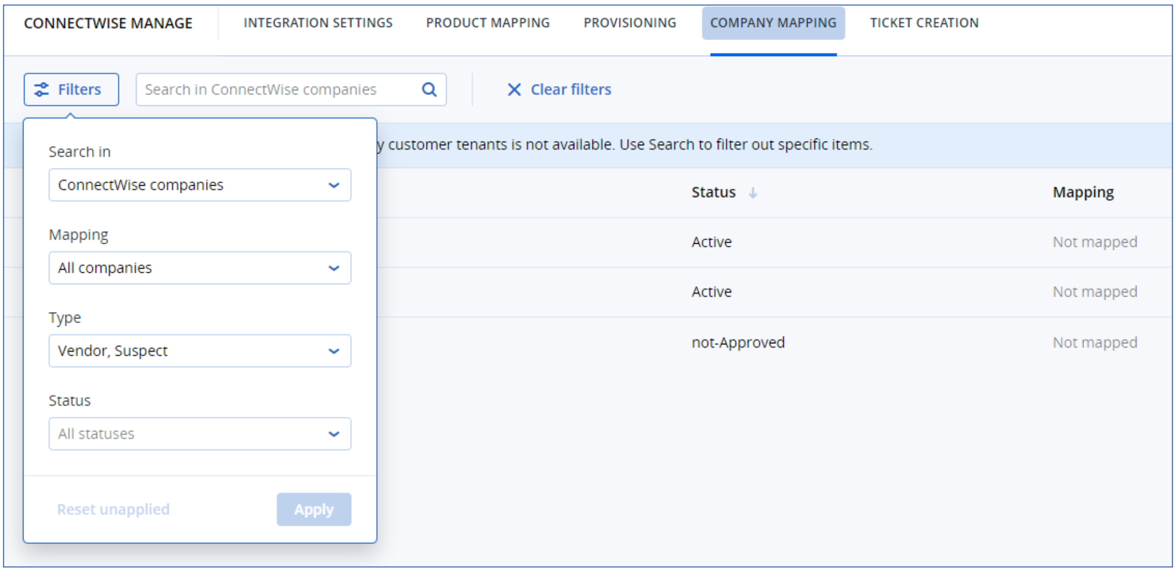
The synchronization between Acronis Cyber Cloud and ConnectWise Manage may take up to 15 minutes.

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

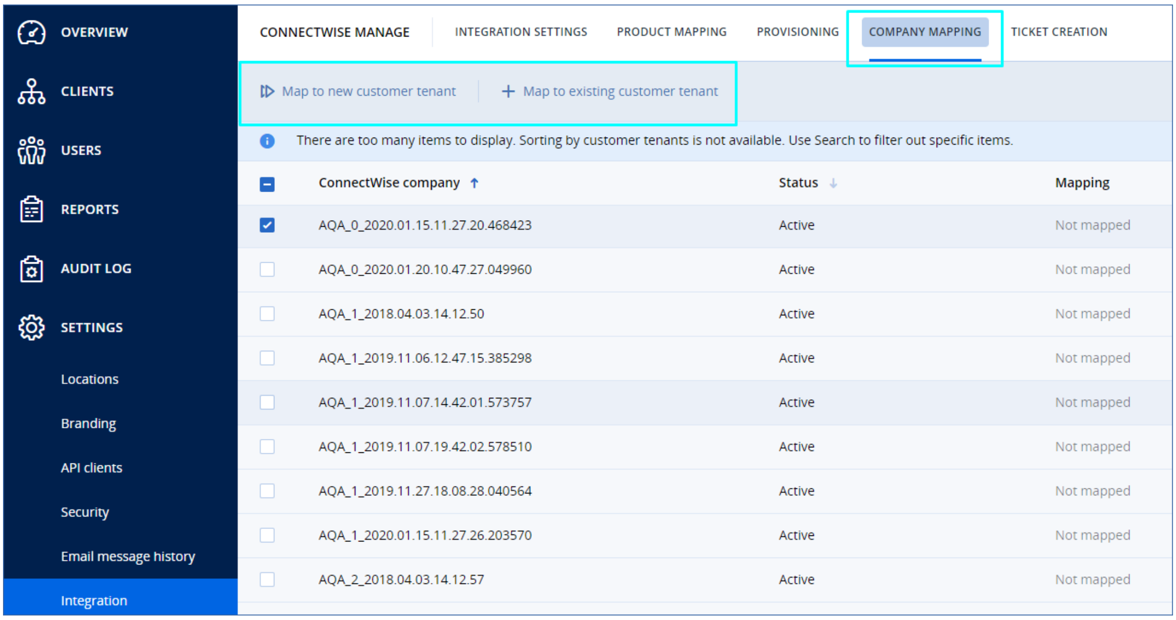
5.4 Configuring the company mapping

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.

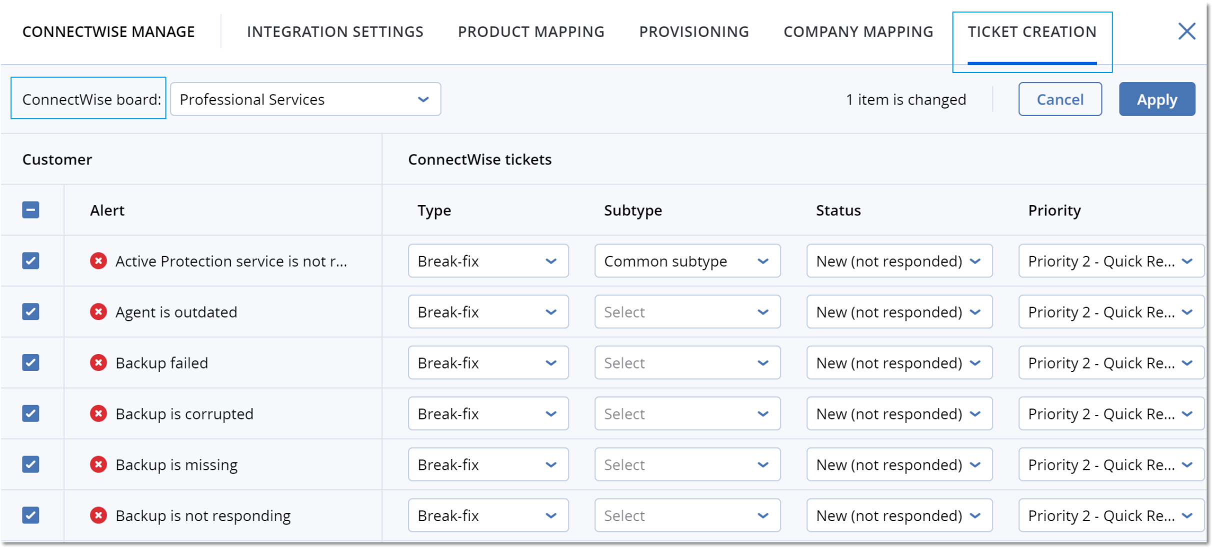


4. Click **Apply mapping**.
   The synchronization between the cloud platform and ConnectWise Manage may take up to 15 minutes.

5.5 Configuring the alert mapping

To configure the alert mapping

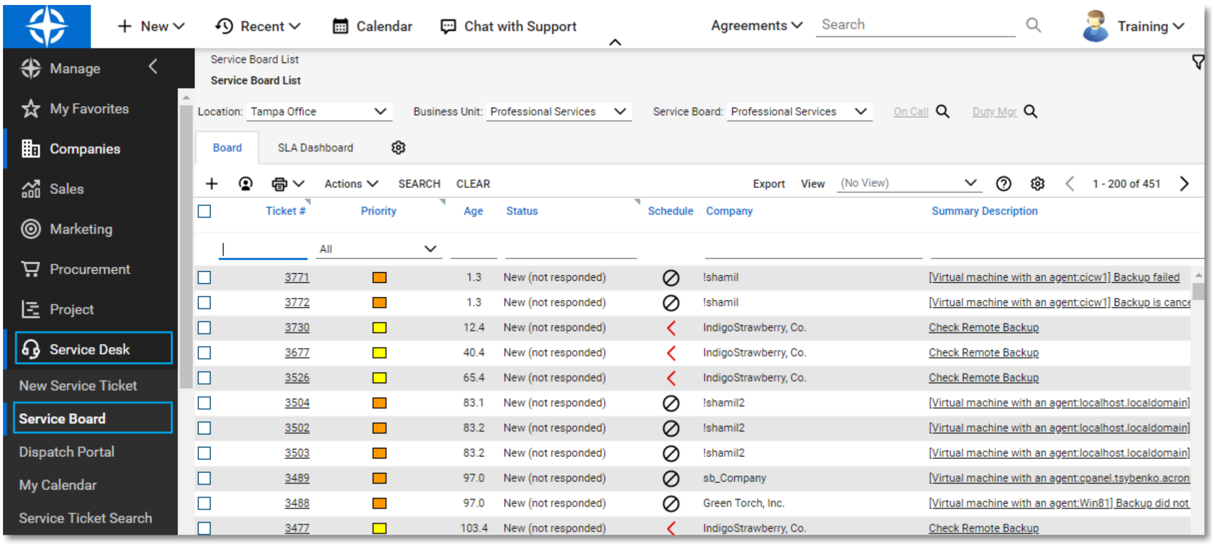
1. Go to the **Ticket creation** tab.
2. Select a service board and configure the mapping for each customer alert.
3. [Optional] Click **Settings** and configure the following:
   - If you want to create a new ticket for a mapped alert every time the initial ticket for this alert has been closed for 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**.



5.6 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.



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