



# Acronis Data Cloud

## ConnectWise Manage

## Integration

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# 1 Introduction

This document describes how to integrate Acronis Data Cloud (“the cloud platform”) with ConnectWise Manage.

The integration allows the following:

- Provisioning of the cloud platform services to new and existing ConnectWise Manage customers from the ConnectWise Manage console.
- Automatic creation of tickets for backup, recovery, or quota-related issues in the ConnectWise Manage console.
- Automatic billing of backup customers in the ConnectWise Manage console, based on their usage of the cloud platform.

## 2 Activating your account

Before setting up the integration, please obtain an Acronis Data Cloud account directly from Acronis or from a partner sales representative. To obtain an account from Acronis, go to

<https://www.acronis.com/provider/backup-cloud>, choose your region if asked, and then click

**Request a Quote.**

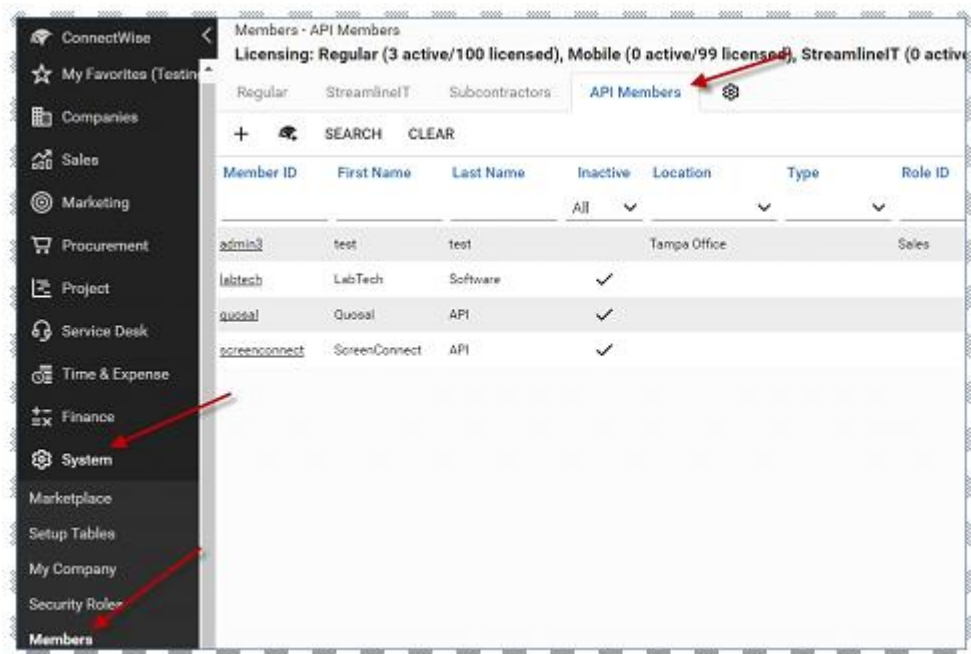
After signing the partnership agreement, you will receive an email message containing the following information:

- **An account activation link.** Click the link and set the password for your account. Remember the login that is shown on the account activation page.
- **A link to the login page.** By using this link, you can access the backup console directly from a web browser. The login and password are the same as in the previous step.

### 3 Configuring ConnectWise Manage

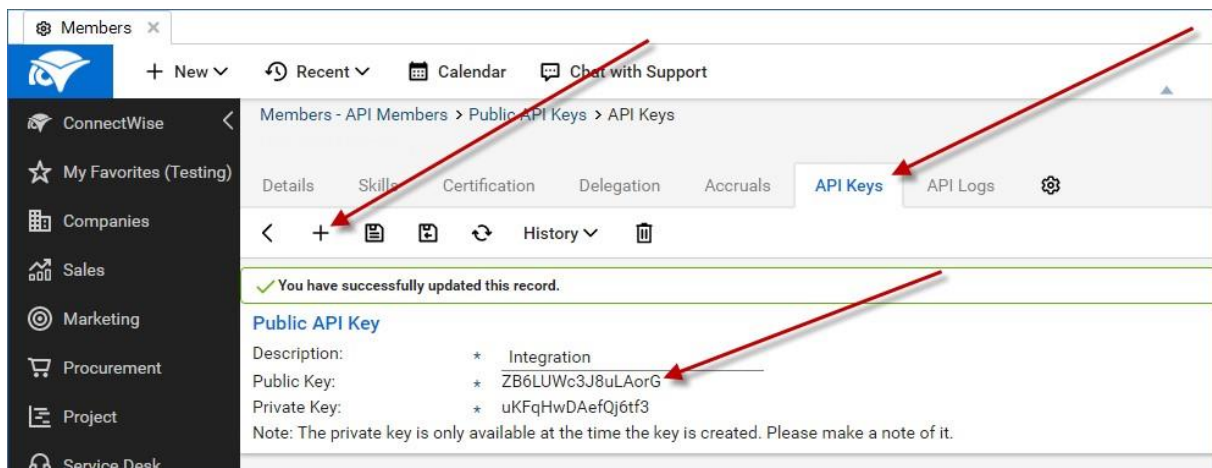
Before setting up the integration, do the following:

1. Open the ConnectWise Manage console and log in.
2. Go to **System > Members > API Members**.



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

3. Click **New**.
4. Fill out the required information and set the **Role ID** to **Admin**.
5. Save the API member.
6. Navigate 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.



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

9. Click **Save**.
10. Navigate to the **Procurement Module** and select **Products**.
11. Add new products for the offering items of the cloud platform services that you plan to sell.  
For each offering item, you will be able to set quotas, collect quota usage statistics, and set up customer provisioning.

## 4 Setting up the integration with ConnectWise Manage

1. Log in to the management portal.
2. Go to **Settings > Integration > ConnectWise Manage**.
3. Specify your ConnectWise site, company name, and API keys.
4. Click **Log in**.

### ConnectWise integration

Please specify the credentials for accessing ConnectWise.

ConnectWise site

https://api-staging.connectwisedev.com/

ConnectWise company

my\_company

Public key

n423jkn423jk

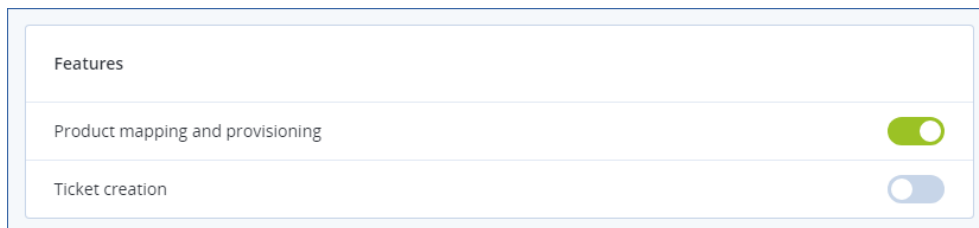
Private key

.....

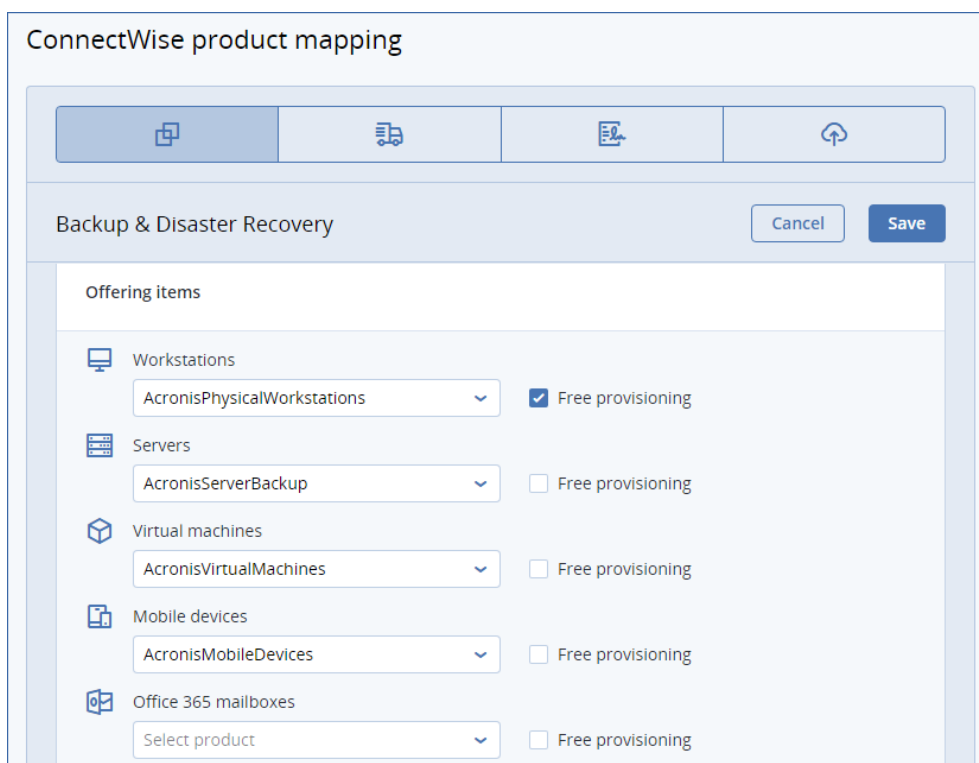
Log in

## 5 Configuring the product mapping and provisioning

1. Log in to the management portal.
2. Go to **Settings > Integration > [...]** (next to **ConnectWise Manage integration status**) > **Settings > Integration settings**.
3. Toggle the **Product mapping and provisioning** switch.



4. Go to the **Product mapping** tab.
5. Click the necessary service tab, and then click **Edit**.
6. Select the corresponding ConnectWise Manage product for each of the offering item.  
If a product is not selected, the offering item quota will be set depending on the **Free provisioning** option. If **Free provisioning** is disabled, the quota will be set to zero. If **Free provisioning** is enabled, the quota will be set to unlimited.
7. Click **Save**.





8. [Optional] Go to the **Provisioning** tab and configure the customer provisioning and deprovisioning by clicking the pen icon and changing the settings in the corresponding sections.

### Provisioning settings

Customer provisioning

These settings will be used for creating customers and accounts in the management portal.

Create accounts based on

Company name

Activation email

How to set an account password?

Define manually

Password

.....

Automatically create customers

Disabled

Customer deprovisioning

Set offering item quotas to zero

Disabled

Disable the customer

Disabled

Delete the customer

Disabled

The synchronization between the cloud platform and ConnectWise Manage may take up to 15 minutes.

## 6 Configuring the company mapping

To map a customer in the cloud platform to a company in ConnectWise Manage, start provisioning, or remove mapping, do the following:

1. Log in to the management portal.
2. Go to **Settings > Integration > [...]** (next to **ConnectWise Manage integration status**) > **Settings > Company mapping**.
3. Select ConnectWise Manage companies.  
Use the **Search** field and the **Filters** button to search for specific companies.
4. Click the corresponding action in the upper panel.

INTEGRATION SETTINGS   PRODUCT MAPPING   PROVISIONING <b>COMPANY MAPPING</b> TICKET CREATION					
Map to new customer tenant		+ Map to existing customer tenant		1 item is selected	
	ConnectWise company ↓	Type ↑	Status ↑	Mapping	Customer tenant
<input checked="" type="checkbox"/>	Green Inc.	Customer	Active	Not mapped	—
<input type="checkbox"/>	Green Torch, Inc.	Customer	Active	Mapped	Green Torch
<input type="checkbox"/>	Green Vision, Co.	Customer	Active	Mapping failed	Green Vision, Co.

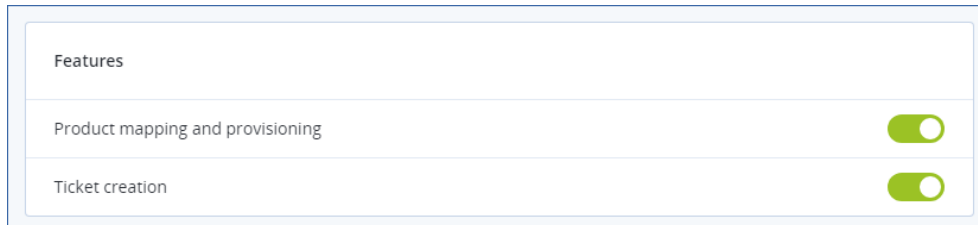
5. Click **Apply mapping**.

The synchronization between the cloud platform and ConnectWise Manage may take up to 15 minutes.

INTEGRATION SETTINGS   PRODUCT MAPPING   PROVISIONING <b>COMPANY MAPPING</b> TICKET CREATION					
Apply mapping				1 item is selected	
	ConnectWise company ↓	Type ↑	Status ↑	Mapping	Customer tenant
<input checked="" type="checkbox"/>	Green Inc.	Customer	Active	Ready for ma...	—
<input type="checkbox"/>	Green Torch, Inc.	Customer	Active	Mapped	Green Torch
<input type="checkbox"/>	Green Vision, Co.	Customer	Active	Mapped	Green Vision, Co.

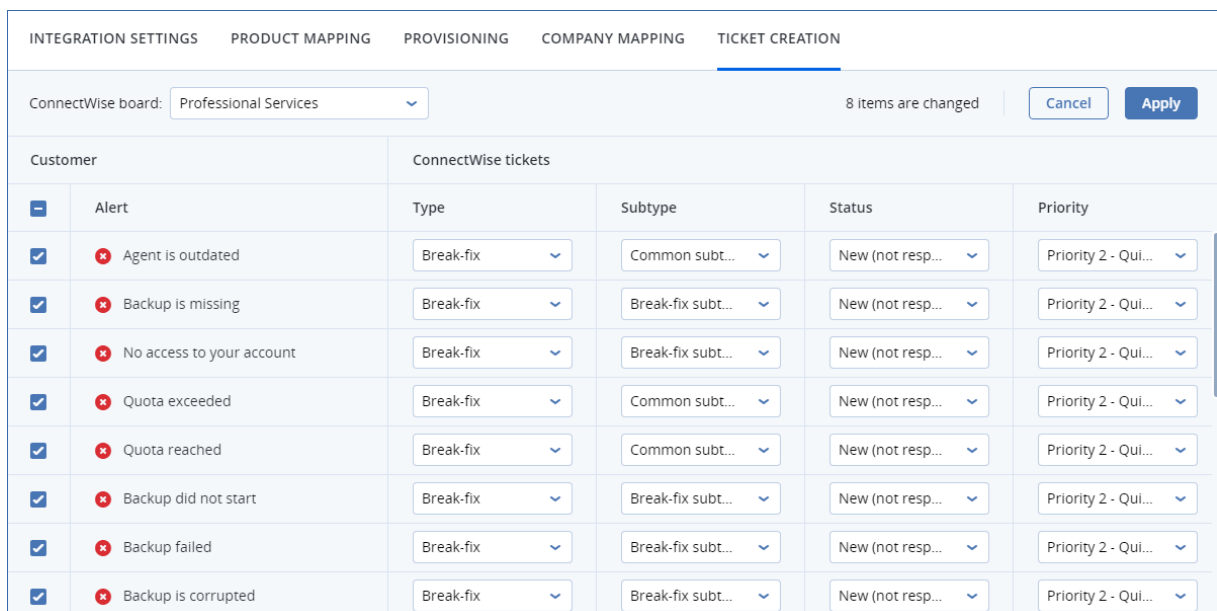
## 7 Enabling automatic creation of tickets

1. Log in to the management portal.
2. Go to **Settings > Integration > [...]** (next to **ConnectWise Manage integration status**) > **Settings > Integration settings**.
3. Toggle the **Ticket creation** switch.



The screenshot shows a settings panel with a 'Features' section. It contains two items: 'Product mapping and provisioning' and 'Ticket creation'. Both items have a green toggle switch to their right, indicating they are enabled.

4. Go to the **Ticket creation** tab, and then click **Edit mapping**.
5. Select a service board and configure the mapping for each of the customer alert.
6. [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.
7. Click **Apply**.




The screenshot shows the 'TICKET CREATION' tab in the settings interface. At the top, there are tabs for 'INTEGRATION SETTINGS', 'PRODUCT MAPPING', 'PROVISIONING', 'COMPANY MAPPING', and 'TICKET CREATION'. Below the tabs, there is a 'ConnectWise board:' dropdown set to 'Professional Services'. To the right, it says '8 items are changed' with 'Cancel' and 'Apply' buttons. The main part of the interface is a table with columns: 'Customer', 'Alert', 'Type', 'Subtype', 'Status', and 'Priority'. The table contains 8 rows of data, each representing a different alert type and its corresponding ticket configuration.

Customer	Alert	Type	Subtype	Status	Priority
<input checked="" type="checkbox"/>	Agent is outdated	Break-fix	Common subt...	New (not resp...	Priority 2 - Qui...
<input checked="" type="checkbox"/>	Backup is missing	Break-fix	Break-fix subt...	New (not resp...	Priority 2 - Qui...
<input checked="" type="checkbox"/>	No access to your account	Break-fix	Break-fix subt...	New (not resp...	Priority 2 - Qui...
<input checked="" type="checkbox"/>	Quota exceeded	Break-fix	Common subt...	New (not resp...	Priority 2 - Qui...
<input checked="" type="checkbox"/>	Quota reached	Break-fix	Common subt...	New (not resp...	Priority 2 - Qui...
<input checked="" type="checkbox"/>	Backup did not start	Break-fix	Break-fix subt...	New (not resp...	Priority 2 - Qui...
<input checked="" type="checkbox"/>	Backup failed	Break-fix	Break-fix subt...	New (not resp...	Priority 2 - Qui...
<input checked="" type="checkbox"/>	Backup is corrupted	Break-fix	Break-fix subt...	New (not resp...	Priority 2 - Qui...

## 8 Viewing the integration summary

1. Log in to the management portal.
2. Go to **Settings > Integration**.

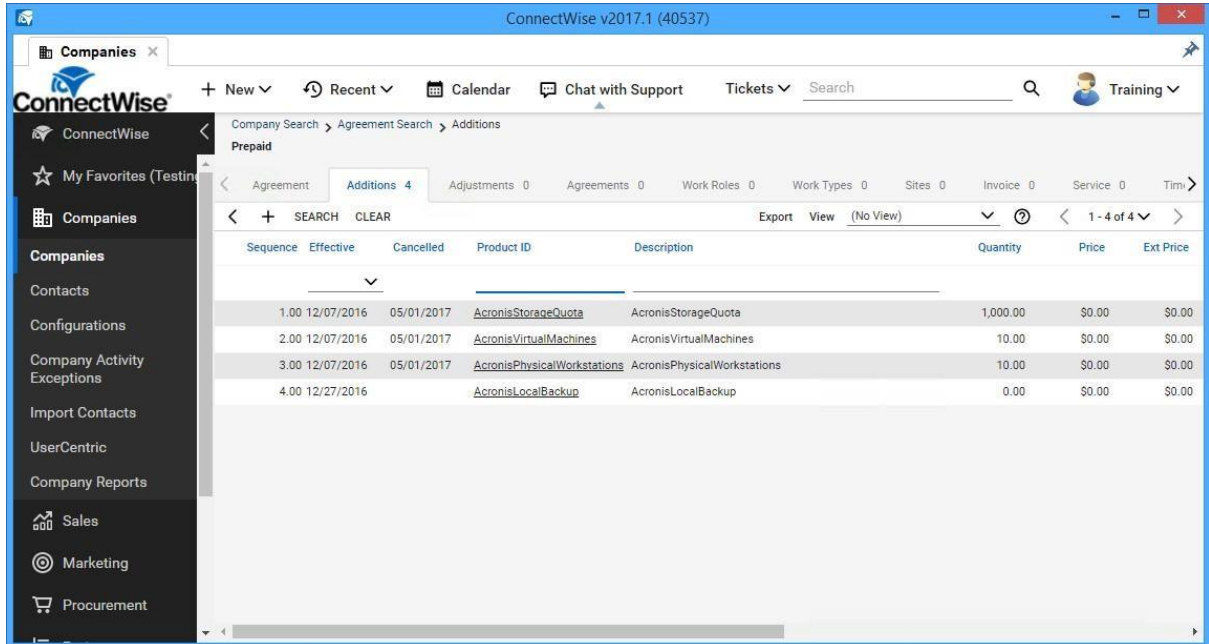
The information about the integration status will appear.

	ConnectWise Manage integration status <span>⋮</span>	
	Status	<span>✓</span> OK
	Accounts	Total: 213    Linked: 21
	Tickets	New: 0

## 9 Company provisioning

To set up automatic provisioning of customers in the cloud platform:

1. Open the ConnectWise Manage console.
2. Go to ConnectWise Manage Agreement and add the products (additions) that you have selected for offering items in the “Configuring the product mapping and provisioning” (p. 7) section.



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

Product ID: \* | Sequence: 1.00

Description: \* | Bill Customer: \* Billable

Total Quantity: 0 | UOM: 0

Less Included: 0 | Ext Price: 0.00

Quantity to Bill: 0 | Ext Cost: 0.00

Unit Price: 0.00 | Margin: 0.00

Unit Cost: 0.00

☐ Taxable

Effective Date: \* Set to current month

Cancelled Date: \*

Serial Number: \*

Opportunity: \*

Product Invoice Description:

Enter Notes...

Pay as you go method  
= Required

The settings required for the prepaid billing.

The following rules are used for 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.
2. ConnectWise Manage does not sync the usage for offering item quotas that were created based on prepaid additions.
3. For all pay-as-you-go additions, offering item quotas will be set to **Unlimited**.
4. 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.
5. 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.
6. Save the settings.

Company Search > Agreement Search > Additions

test2

< Agreement **Additions 3** Adjustments 0 Agreements 0 Work Roles 0 Work Types 0 Sites 0 Invoice 0 Service 0 Time 0 Exp

< + SEARCH CLEAR Export View (No View) 1 -

Sequence	Effective	Cancelled	Product ID	Description	Quantity	Price	Ext Price	Bill
All								
1.00	02/06/2017	02/28/2017	AcronisPhysicalWorkstations	AcronisPhysicalWorkstations	10.00	\$0.05	\$0.50	✓
2.00	02/06/2017	02/28/2017	AcronisVirtualMachines	AcronisVirtualMachines	10.00	\$0.05	\$0.50	✓
3.00	02/06/2017	02/28/2017	AcronisStorageQuota	AcronisStorageQuota	1,000.00	\$0.02	\$20.00	✓

# 10 Viewing tickets 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.

The screenshot displays the ConnectWise Manage Service Board interface. The top navigation bar includes options for New, Recent, Calendar, and Chat with Support. The main header shows the Service Board List with filters for Location (Tampa Office), Business Unit (Professional Services), and Service Board (Professional Services). The interface is divided into a left sidebar with navigation icons and a main content area. The main content area features a table of tickets with columns for Ticket #, Priority, Age, Status, Schedule, Company, Summary, Description, Resources, Total Hours, Budget, SLA Status, and Contact. A modal window is open, displaying detailed information for a specific ticket, including a KB link and a description of the issue.

Ticket #	Priority	Age	Status	Schedule	Company	Summary	Description	Resources	Total Hours	Budget	SLA Status	Contact
3021	6.0	New (not responded)	🔍	cicwjl1		Virtual machine with an agent localhost.localdomain Backup status is unknown		0.00	0.00	Respond by Co 01.08.13.43 UTC-04	cicwjl1 F	
3044	22.0	New (not responded)	🔍	Green Torch, Inc.		Dupsta exceeded		0.00	0.00	Respond by Thu 16.07.15.14 UTC-04	Test	
3044	38.4	New (not responded)	🔍	Indigo Strawberry, Co.		Check Remote Backup		0.00	0.00	Respond by Thu 02.07.13.00 UTC-04	Ramon Sta	
3025	47.2	New (not responded)	🔍	CW_test		Backup is canceled		0.00	0.00	Respond by Fri 21.06.12.00 UTC-04		
3033	47.2	New (not responded)	🔍	CW_test		Dupsta exceeded		0.00	0.00	Respond by Fri 21.06.12.00 UTC-04		
3034	47.2	New (not responded)	🔍	CW_test		Dupsta reached		0.00	0.00	Respond by Fri 21.06.12.00 UTC-04		
3032	47.2	New (not responded)	🔍	All test2		Backup status is unknown		0.00	0.00	Respond by Fri 21.06.12.00 UTC-04	Atrem Sid	
3021	47.2	New (not responded)	🔍	AQA_1_2018.05.28.09.17...		Backup status is unknown		0.00	0.00	Respond by Fri 21.06.12.00 UTC-04	AQA_conti	
3025	49.0	New (not responded)	🔍	AQA_1_2018.04.19.16.01...		Virtual machine with an agent DESKTOP-62.J00Gf Backup is canceled		0.00	0.00	Respond by Fri 19.06.13.48 UTC-04	AQA_conti	
3026	49.0	New (not responded)	🔍	AQA_1_2018.04.19.16.01...		Activity succeeded with warnings		0.00	0.00	Respond by Fri 19.06.13.48 UTC-04	AQA_conti	
3024	49.0	New (not responded)	🔍	AQA_1_2018.04.19.16.01...		Virtual machine with an agent labtech-vm3 Backup is canceled		0.00	0.00	Respond by Fri 19.06.13.41 UTC-04	AQA_conti	
3023	49.0	New (not responded)	🔍	AQA_1_2018.04.19.16.01...		Virtual machine with an agent labtech-vm3 Backup is canceled		0.00	0.00	Respond by Fri 19.06.13.41 UTC-04	AQA_conti	
3022	49.0	New (not responded)	🔍	AQA_1_2018.04.19.16.01...		Virtual machine with an agent labtech-vm3 Backup failed		0.00	0.00	Respond by Fri 19.06.13.41 UTC-04	AQA_conti	
3018	49.3	New (not responded)	🔍	AQA_1_2018.04.19.16.01...		Virtual machine with an agent labtech-vm3 Backup		0.00	0.00	Respond by Fri 19.06.13.00 UTC-04	AQA_conti	
3015	50.1	New (not responded)	🔍	AQA_1_2018.05.28.09.17...		Virtual machine with an agent localhost.localdomain		0.00	0.00	Resolve by Thu 25.06.11.00 UTC-04	AQA_conti	
3014	50.1	New (not responded)	🔍	AQA_1_2018.05.28.09.17...		Activity succeeded with warnings		0.00	0.00	Respond by Thu 18.06.12.00 UTC-04	AQA_conti	
3011	50.2	New (not responded)	🔍	AQA_1_2018.05.28.09.17...		Virtual machine with an agent DESKTOP-62.J00Gf Backup		0.00	0.00	Resolve by Thu 25.06.11.00 UTC-04	AQA_conti	
3012	50.2	New (not responded)	🔍	AQA_1_2018.05.28.09.17...		Virtual machine with an agent DESKTOP-62.J00Gf Backup		0.00	0.00	Respond by Thu 18.06.12.00 UTC-04	AQA_conti	
3010	50.3	New (not responded)	🔍	AQA_1_2018.04.19.16.01...		Machine labtech-vm3 Backup failed		0.00	0.00	Respond by Thu 18.06.12.00 UTC-04	AQA_conti	
3009	50.3	New (not responded)	🔍	AQA_1_2018.04.19.16.01...		Machine labtech-vm3 Backup is canceled		0.00	0.00	Respond by Thu 18.06.12.00 UTC-04	AQA_conti	
3005	53.1	New (not responded)	🔍	AQA_1_2018.04.19.16.01...		Machine DESKTOP-62.J00Gf Backup status is unknown		0.00	0.00	Respond by Thu 15.06.13.13 UTC-04	AQA_conti	
3004	53.1	New (not responded)	🔍	AQA_1_2018.04.19.16.01...		Machine DESKTOP-62.J00Gf Backup status is unknown		0.00	0.00	Respond by Thu 15.06.13.13 UTC-04	AQA_conti	