

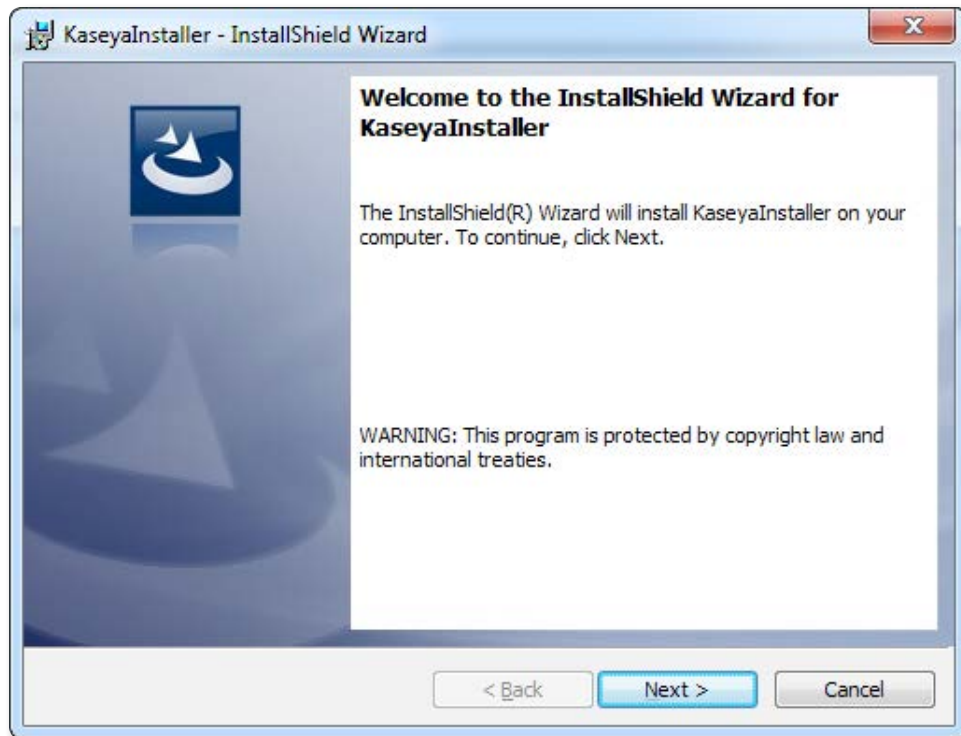
The following guide provides all the necessary information for installing and configuring the Datto Add-on into your Kaseya portal.

Prerequisites:

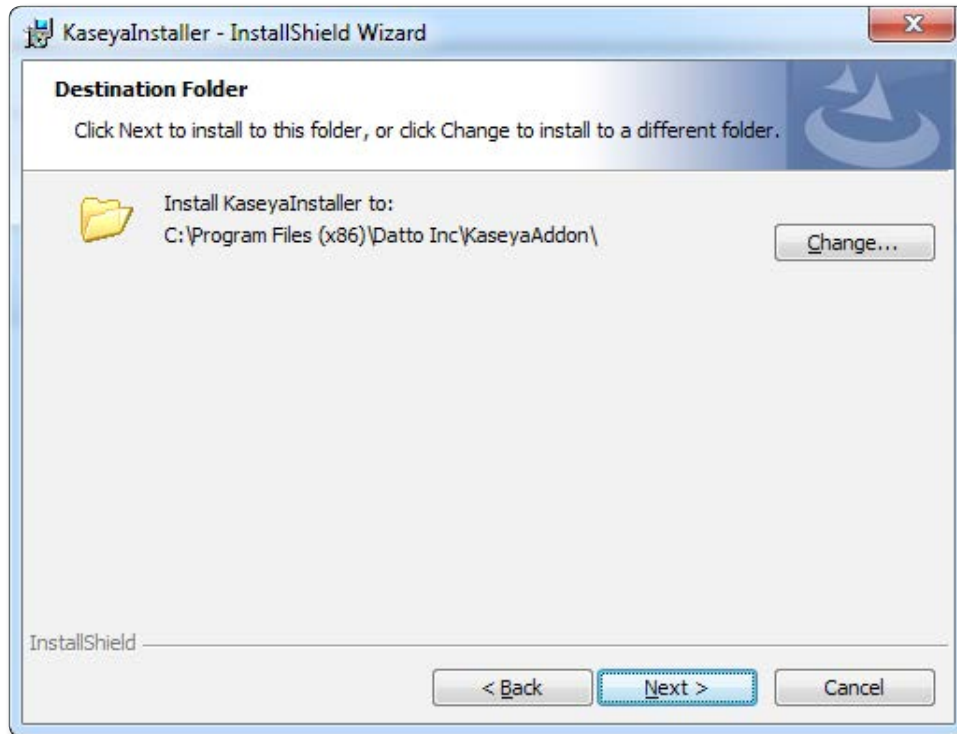
- The Partner is required to have their own Kaseya Server.
- Server must have .NET Framework of 3.5 or higher.
- Kaseya version 6.2.
- Kaseya Add-on of Service Desk needs to be installed and at least one service desk setup and active.
- Login information for Datto's Partner portal.
- A user for Datto to create tickets in Kaseya that has access to ticket creation on the service desks.

Initial setup:

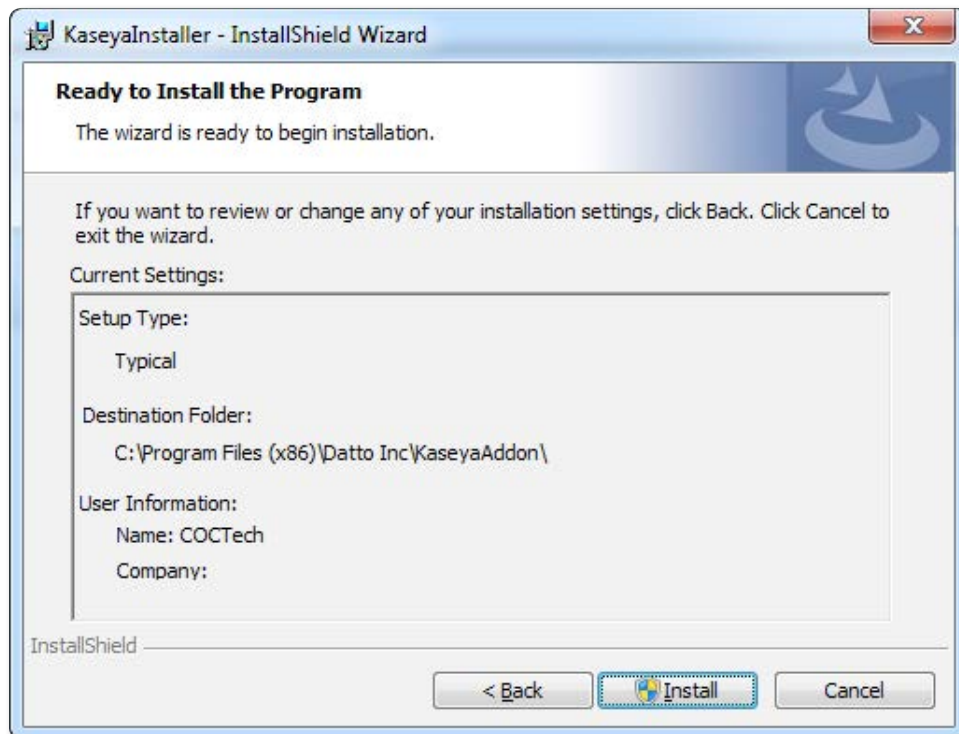
1. Download the Kaseya Add-on for Datto (DattoAdd-on.exe) from the Kaseya section of the API tab of the Datto Partner Portal (<https://resale.dattobackup.com/api-kaseya.php>).
2. Install the Add-on onto your Kaseya Server by following the Set-up Wizard instructions.



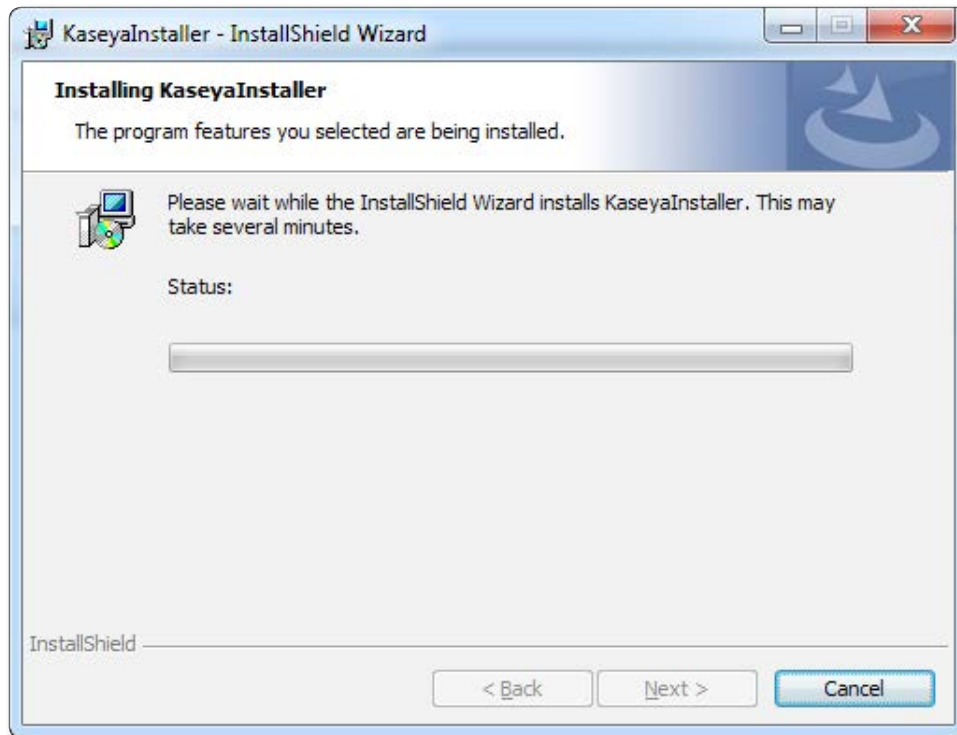
3. Select the location where you would like to install the KaseyaInstaller.



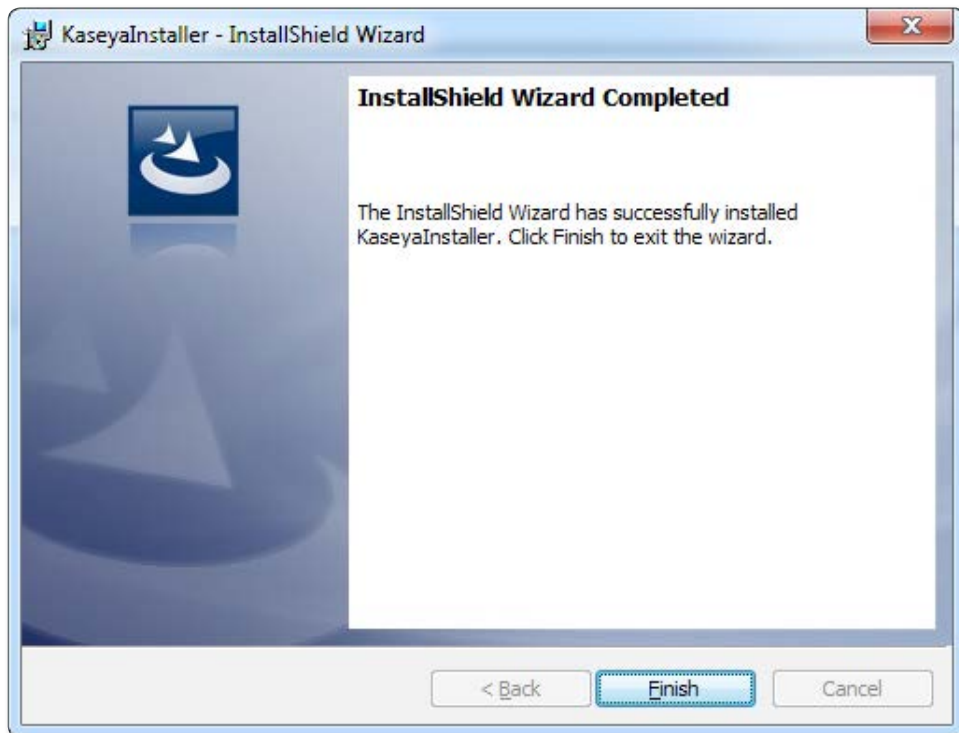
4. Verify your installation information and select **Install**.



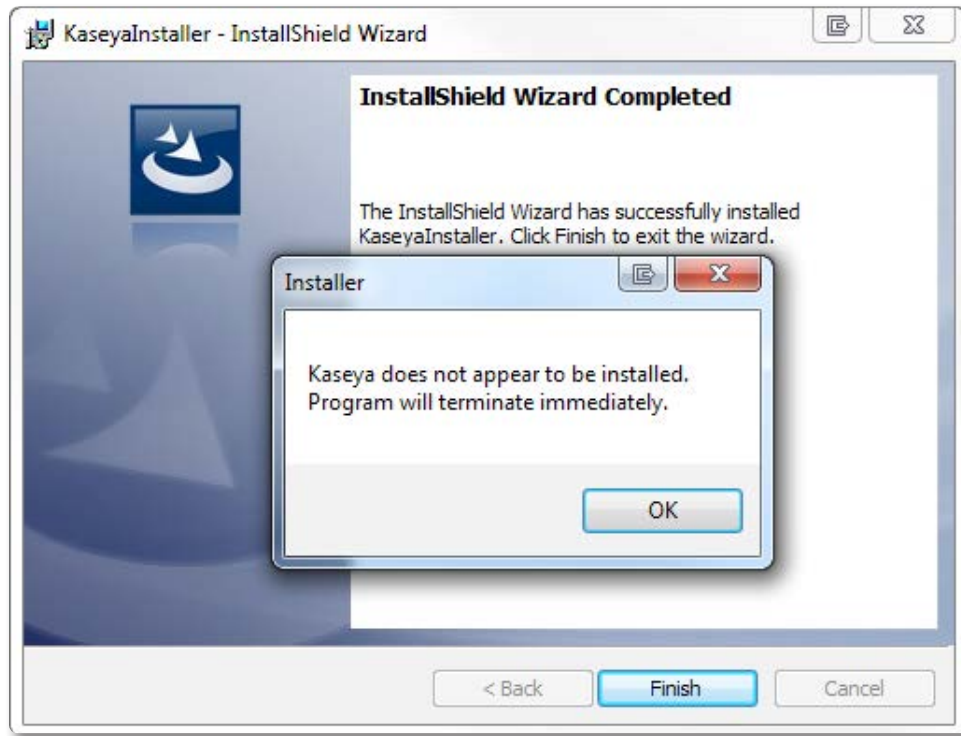
- The KaseyaInstaller installation may take a few minutes.



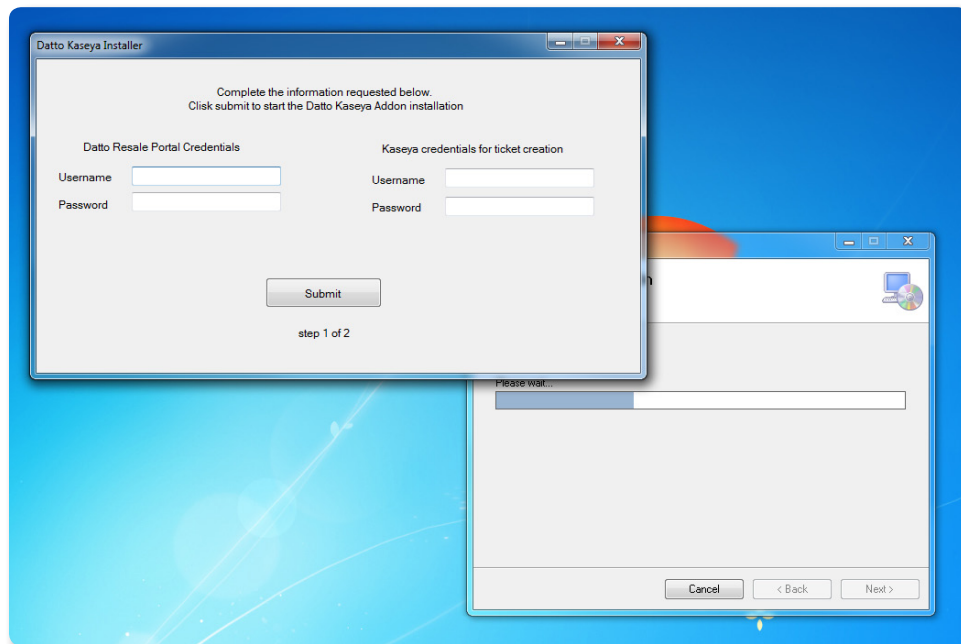
5. Once installed, select **Finish**.



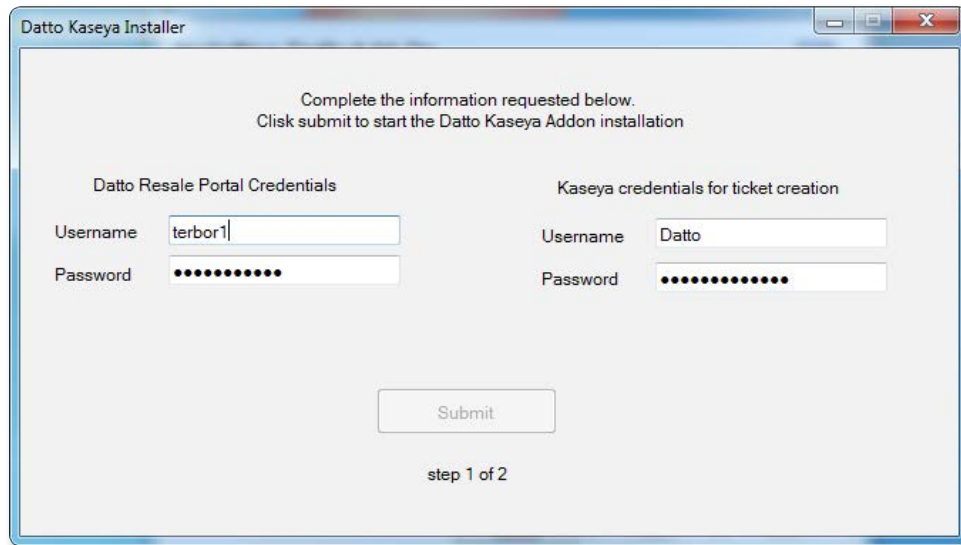
NOTE: If you do not have Kaseya installed on your system, you will receive the following screen. Clicking **OK** will cause the program to exit.



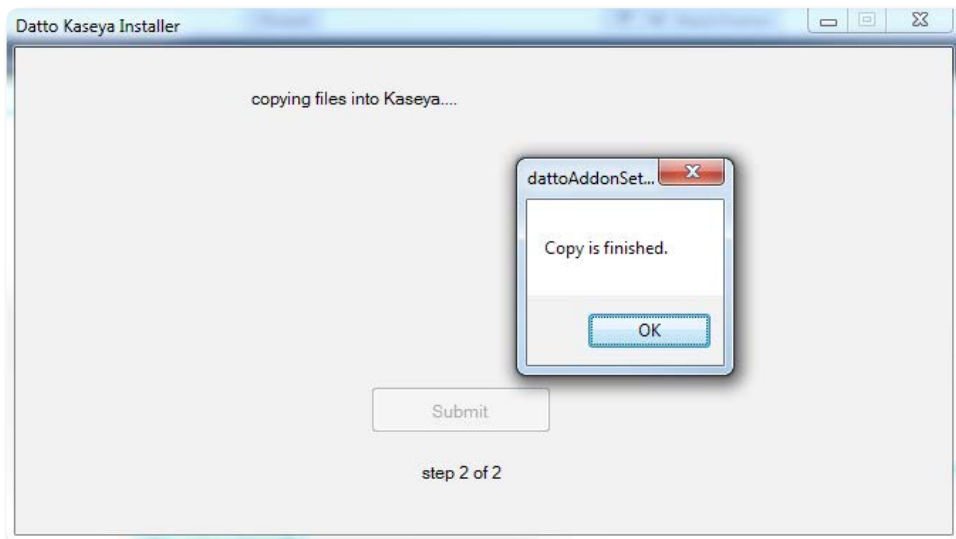
6. If Kaseya is already installed, the screen below will appear.



7. Fill in the necessary credentials and select **Submit**.



- Next, the necessary files for the Datto Add-on will be placed in the correct directories.

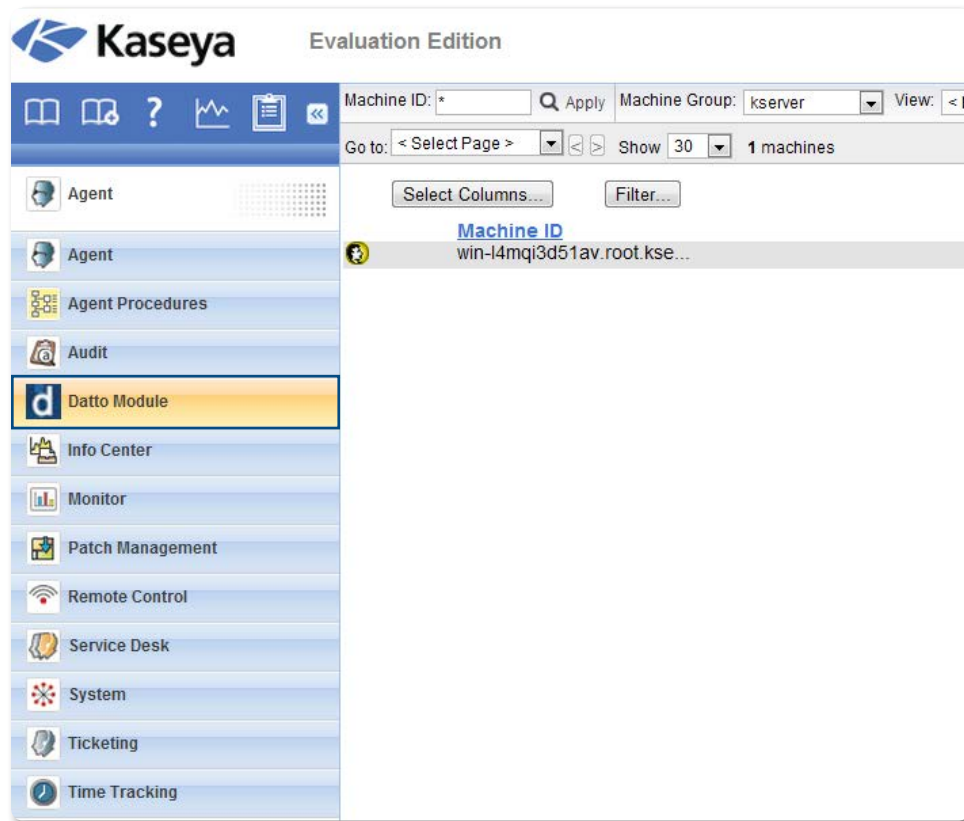


8. After files have been copied, a notification will appear, indicating the DattoAdd-on installation process is complete. Click **Finish** on the next screen to close the installer.

NOTE: If there are any changes in credentials for Kaseya and/or Datto, steps 5-7 will need to be repeated. A shortcut program for this process is located on the Kaseya server's C:/drive at <C:/kaseya/Installer.exe>.

Using the Datto/Kaseya Add-on

Sign in to Kaseya. The new Datto Module will appear on the left.



Clicking the Datto Module will open the Datto sub-menu below.



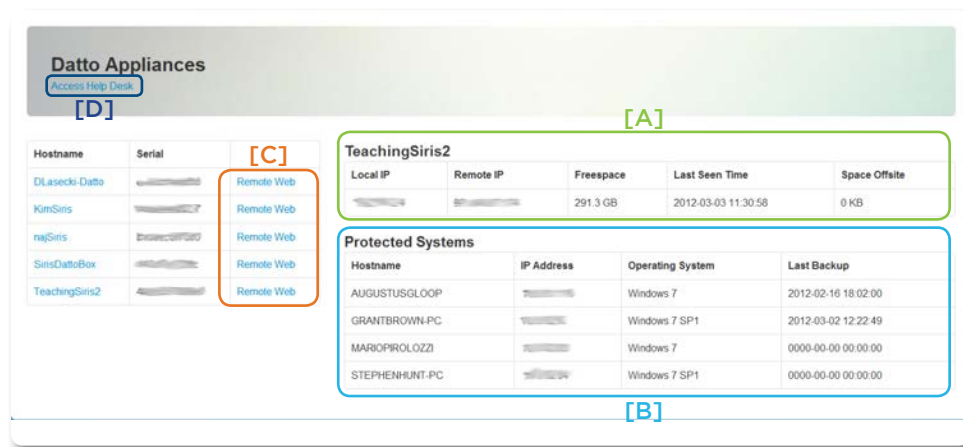
Datto Devices Page

The “Datto Devices” page will display all of the devices connected to your Datto Resale Account. Clicking any device will display all of the additional information for the device available, including network information, total free local space, and data usage off-site [A].

The “Protected System” section provides a full list of the agents that are backing up to that particular Datto device [B].

The “Remote Web” links beside each serial number will allow you to setup up a RDP connection to the Datto device [C].

The convenient “Access Help Desk” link at the top of the Datto Device page will open a connection to The Datto Knowledge Base (helpdesk.dattobackup.com) [D].



The screenshot shows the "Datto Appliances" page. At the top left, there is a link "Access Help Desk" labeled [D]. Below it is a table with columns "Hostname" and "Serial". The table lists five devices: DLasecki-Datto, KimSiris, nagSiris, SirsDattoBox, and TeachingSiris2. Each row has a "Remote Web" link next to the serial number, which is highlighted by a red box labeled [C]. To the right of the table, there is a section for "TeachingSiris2" labeled [A], which contains a table with columns "Local IP", "Remote IP", "Freespace", "Last Seen Time", and "Space Offsite". Below this, there is a section for "Protected Systems" labeled [B], which contains a table with columns "Hostname", "IP Address", "Operating System", and "Last Backup".

Hostname	Serial	Remote Web
DLasecki-Datto	[REDACTED]	Remote Web
KimSiris	[REDACTED]	Remote Web
nagSiris	[REDACTED]	Remote Web
SirsDattoBox	[REDACTED]	Remote Web
TeachingSiris2	[REDACTED]	Remote Web

Local IP	Remote IP	Freespace	Last Seen Time	Space Offsite
[REDACTED]	[REDACTED]	291.3 GB	2012-03-03 11:30:58	0 KB

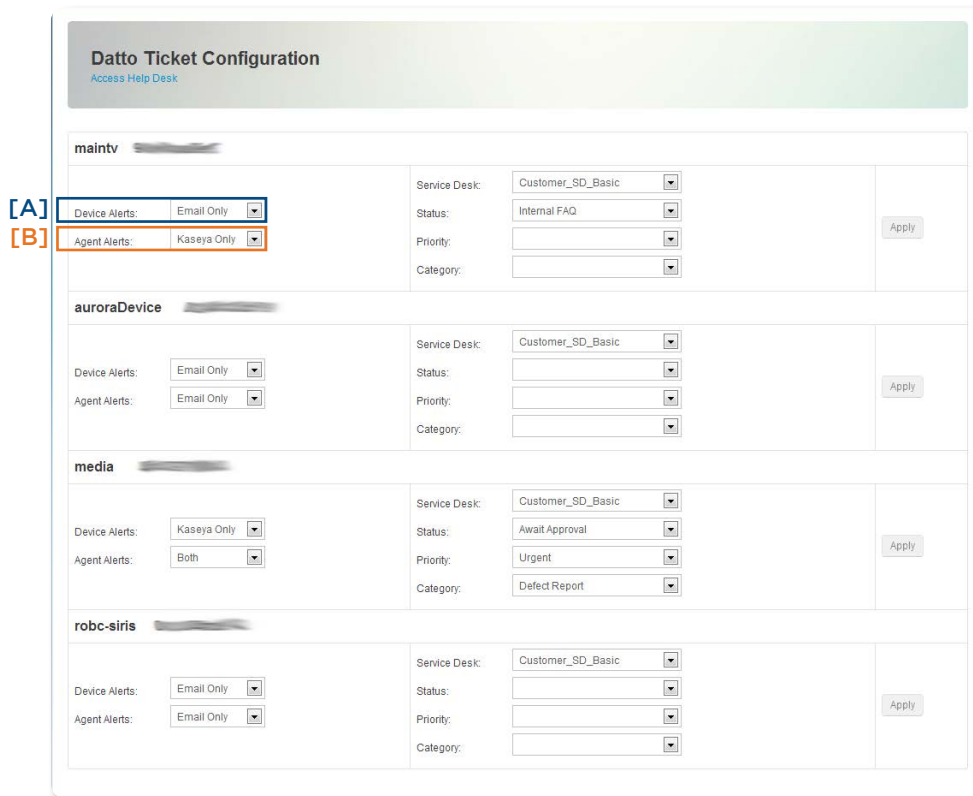
Hostname	IP Address	Operating System	Last Backup
AUGUSTUSGLOOP	[REDACTED]	Windows 7	2012-02-16 18:02:00
GRANTBROWN-PC	[REDACTED]	Windows 7 SP1	2012-03-02 12:22:49
MARIOPROLOZZI	[REDACTED]	Windows 7	0000-00-00 00:00:00
STEPHENHUNT-PC	[REDACTED]	Windows 7 SP1	0000-00-00 00:00:00

NOTE: “Access Help Desk” and “Remote Web” links open in a new window and will not direct you away from the Kaseya portal.

Datto Ticket Configuration Page

The “Datto Ticket Configuration” page shows saved ticket information about the device. This information will be used to create a Ticket when an alert is triggered for the device.

The “Device Alerts” [A] and “Agent Alerts” [B] pull-down menus will allow you to choose where your Datto alerts are directed after they are created; either to your Datto Reseller email, to your Kaseya Service Desk, or both locations.



Device	Device Alerts	Agent Alerts	Service Desk	Status	Priority	Category	Apply
maintv	[A] Email Only	[B] Kaseya Only	Customer_SD_Basic	Internal FAQ			
auroraDevice	Email Only	Email Only	Customer_SD_Basic				
media	Kaseya Only	Both	Customer_SD_Basic	Await Approval	Urgent	Defect Report	
robc-siris	Email Only	Email Only	Customer_SD_Basic				

Service Desk: Choose which of your Kaseya Service Desks each of your devices' alerts are directed.

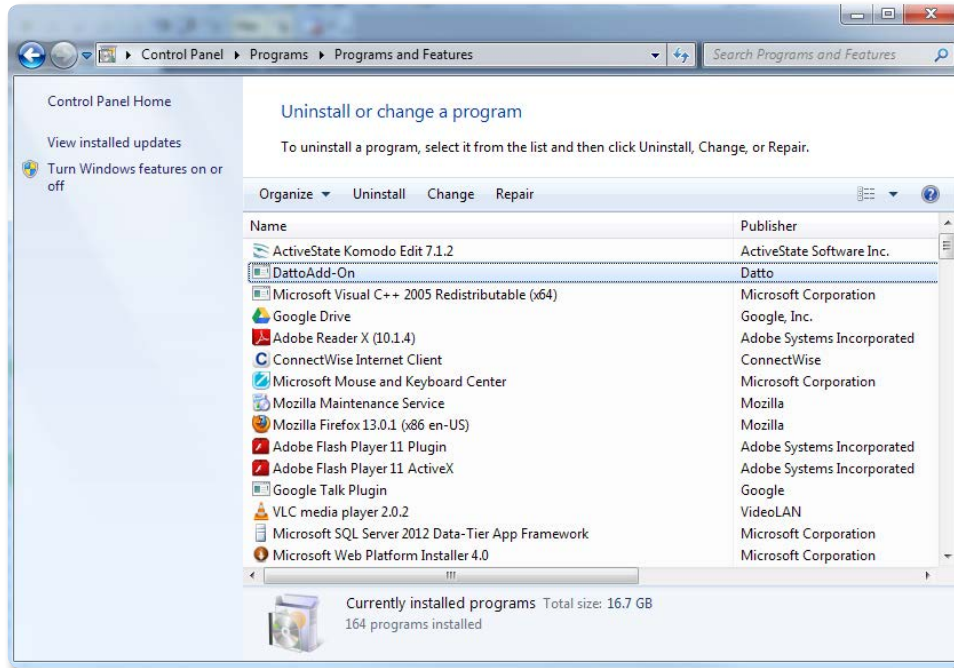
Status: Need more information

Priority: Rank the priority that Datto Alerts appear in the assigned Kaseya Service Desk

Category: Need more information

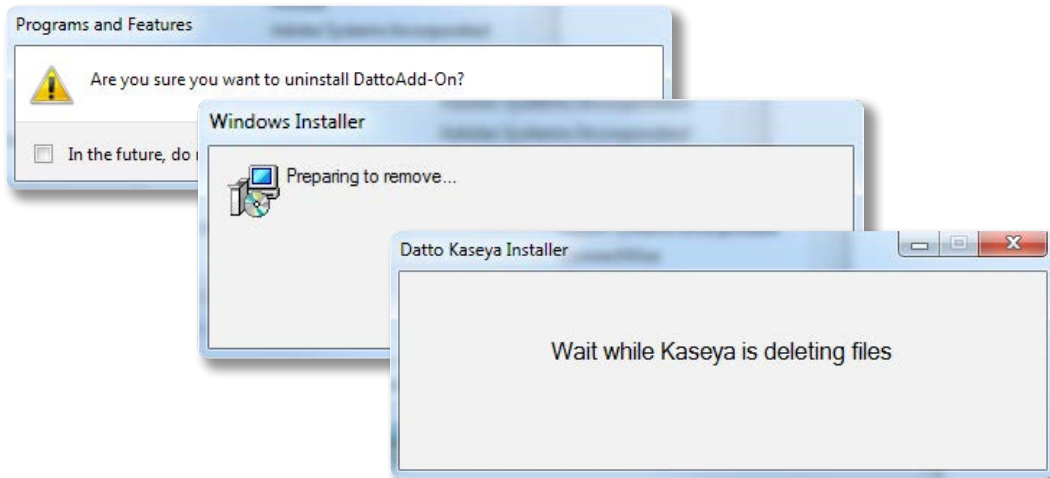
Uninstall Process:

Access the “Programs and Features” page under the Control Panel, and find the DattoAdd-On application.



Click the DattoAdd-On application to bring up the Uninstall window. Click “Yes” to uninstall the DattoAdd-On.

As soon as Files are deleted, the program will exit.



In order to completely disable the Kaseya integration, go to the API tab of the Datto Partner Portal and click on the Kaseya button.

Next click the **Disable Kaseya Alerts** button to disable the integration.