Kaseya SaaS Backup Backup Module

Quick Start Admin Guide

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Welcome

About this guide

Thanks for selecting Kaseya Saas Backup powered by Spanning. Our mission is to ensure your customers' Microsoft 365 and Google Workspace data is protected and always available for rapid restore to keep them up and running. We empower end users to correct their own mistakes, and give MSPs, application administrators, IT leadership and audit teams the confidence and proof that Office 365 data is appropriately backed up, safe and ready for recovery.

Audience

This guide is intended for partners who use VSA to manage their customers' IT environments.

What's in this guide

This guide is organized to help you find the information you need to manage your Kaseya SaaS Backup TAP module within VSA. For details on how to administer Kaseya Microsoft 365 Backup powered by Spanning, see https://spanning.com/downloads/SBO365-admin-guide.pdf. For details on administering Spanning Backup for Google Workspace, see https://spanning.com/downloads/SBGS-admin-guide.pdf.

VSA Module Installation and Configuration
Installation

If you are installing in an on-premises VSA and you are blocking **inbound** access from the internet to your VSA server, you must allow port 443 access inbound from the following IP addresses for the backup module to properly communicate with your VSA:

54.85.147.121
54.82.105.63
54.82.147.169
52.201.118.87
52.20.80.168
34.200.61.161
34.192.63.110
34.202.125.15

> **NOTE**
> The Kaseya Office 365 Backup TAP module must authenticate with your on-premises VSA server securely via SSL on port 443 to the address https://yourserver.yourcompany.com/api/v1.0/authorize. For more detail about this requirement refer to the VSA API documentation here: http://help.kaseya.com/webhelp/EN/RESTAPI/9040000/UsingOAuth2.0toAccessVSAAPIs.pdf
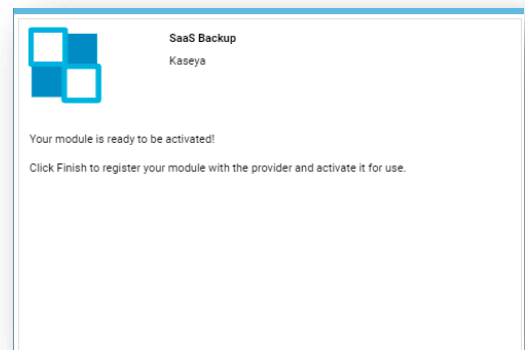
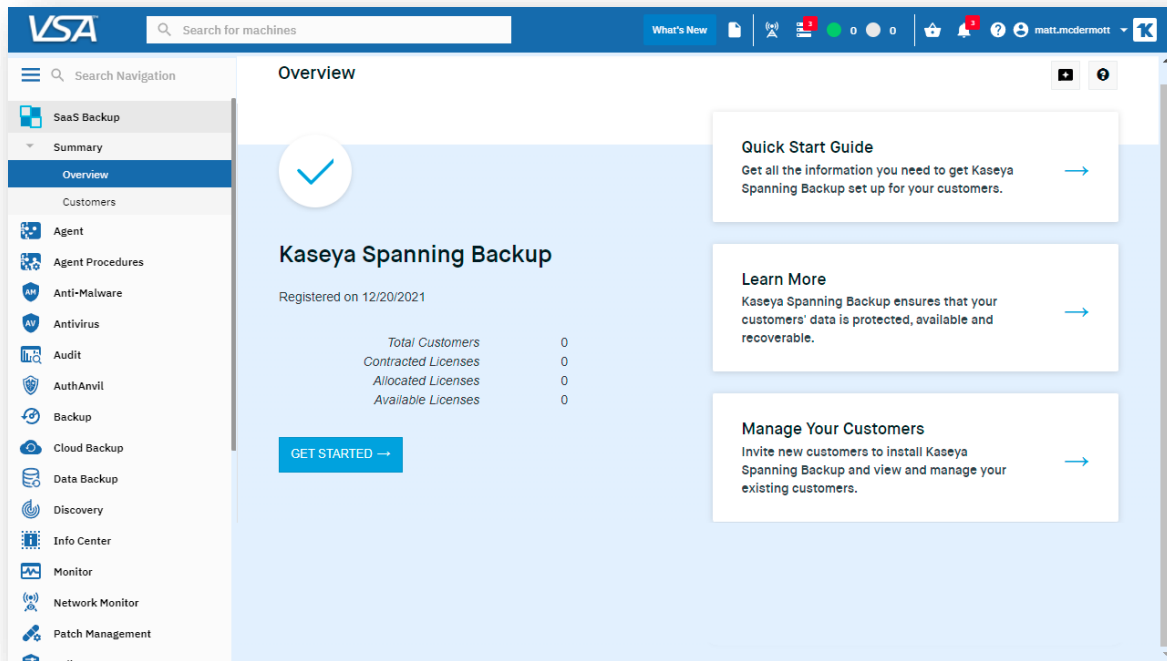Installing the VSA module for SaaS Backup into VSA takes just a few minutes as described in the steps below:

1. Download the module ZIP file SaaS_Backup.vsaz file located here:
   https://info.kaseya.com/rs/596-INX-704/images/VSA%20O365%20Backup%20Module.zip.
2. In VSA, navigate to System -> License Manager in your VSA environment and click the Install button.
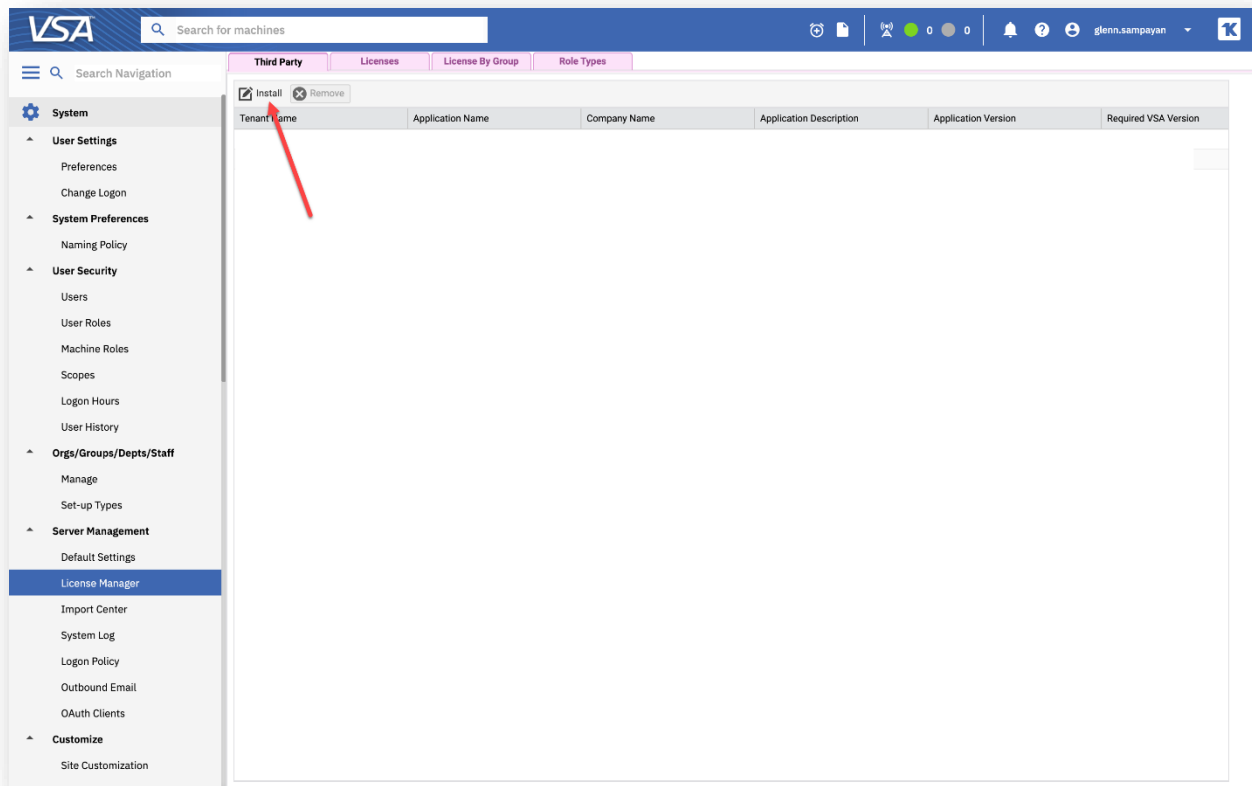
Note: If you do not see the "Third Party" tab and you are using an on-premises VSA, navigate to System->Server Management->Configuration and check the box for "Enable Third Party App Installation Globally."

3. Select the SaaS_Backup.vsaz file that you previously downloaded and extracted from the ZIP file.
4. Click through the installation steps to authorize the module and complete the install.
5. After you have authorized the module, select "SaaS Backup" on the left navigation and you'll be taken to the Kaseya SaaS Backup Overview page.

Search for machines

What's New   matt.mcdermott

Search Navigation

SaaS Backup
- Summary
  - Overview
  - Customers
- Agent
- Agent Procedures
- Anti-Malware
- Antivirus
- Audit
- AuthAnvil
- Backup
- Cloud Backup
- Data Backup
- Discovery
- Info Center
- Monitor
- Network Monitor
- Patch Management

Overview

✓

Kaseya Spanning Backup

Registered on 12/20/2021

Total Customers	0
Contracted Licenses	0
Allocated Licenses	0
Available Licenses	0

GET STARTED →

Quick Start Guide
Get all the information you need to get Kaseya Spanning Backup set up for your customers.

→

Learn More
Kaseya Spanning Backup ensures that your customers' data is protected, available and recoverable.

→

Manage Your Customers
Invite new customers to install Kaseya Spanning Backup and view and manage your existing customers.

→

Adding Customers

Customers and prospects can be added to your Saas Backup module by installing Backup for Microsoft 365 or Backup for Google Workspace using the custom link provided. Tenants who have never installed Backup will automatically start a 14-day free trial. Existing Backup tenants will be associated with your VSA account and become visible in the module.
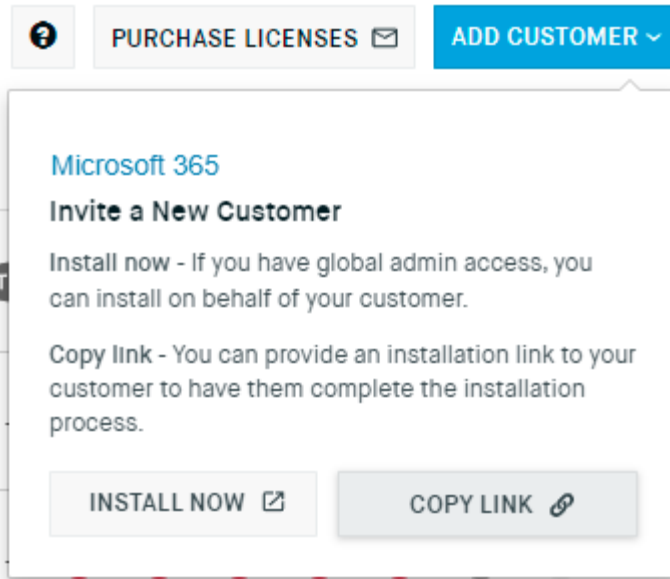
To add customers:
1. Click "Customers" in the left navigation.
2. If you don't yet have customers associated, you'll be taken to the page below:
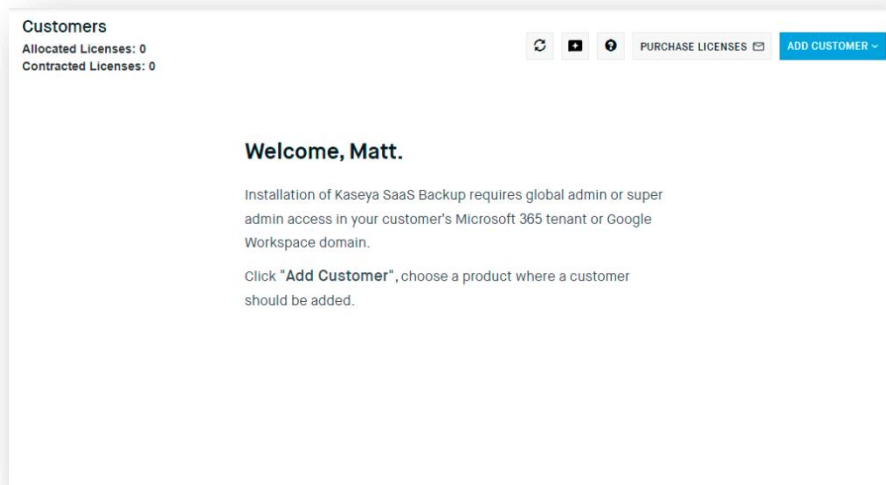
3. Click **Add Customers** and choose Microsoft 365 or Google Workspace as the product.
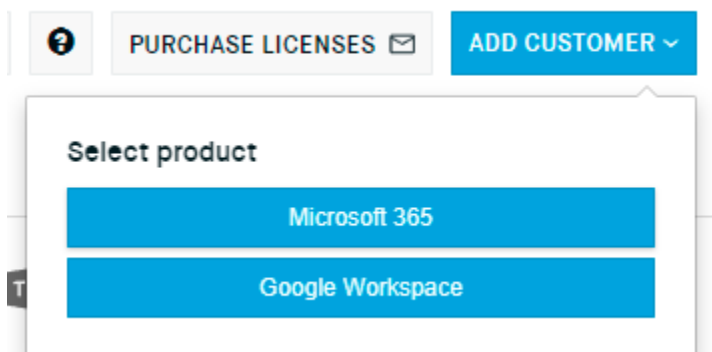
4. Choose Copy Link to place your unique link and id on the clipboard.

a. For Spanning Backup for Microsoft 365: Provide the custom link to your customer and have them install Spanning Backup for Microsoft 365 using a global admin account, or if you have access to a global admin account in your customer's tenant you can install on their behalf.

b. For Spanning Backup for Google Workspace: Provide the custom link to your customer and have them install Spanning Backup for Google Workspace using a super admin account, or if you have access to a super admin account in your customer's tenant you can install on their behalf.

5. Provide the custom link to your customer and have them install Backup for Office 365 using a global admin account, or if you have access to a global admin account in your customer's tenant you can install on their behalf.

6. Once the installation is complete, the customer will be displayed in the customer list screen or either the Microsoft 365 or the Google Workspace tab.

Adding Additional Customers

You can add additional customers at any time by selecting the "Add Customer" button and select the appropriate product.
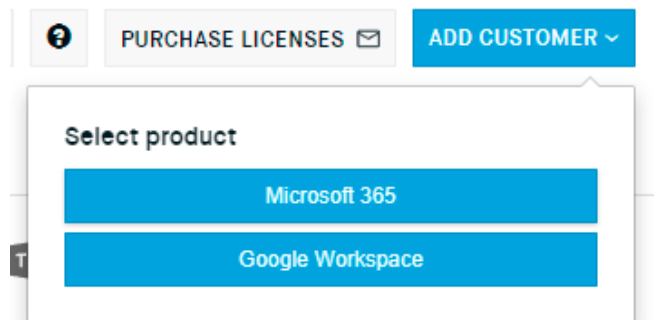
Each product has a unique URL but uses the same unique code for your VSA instance.
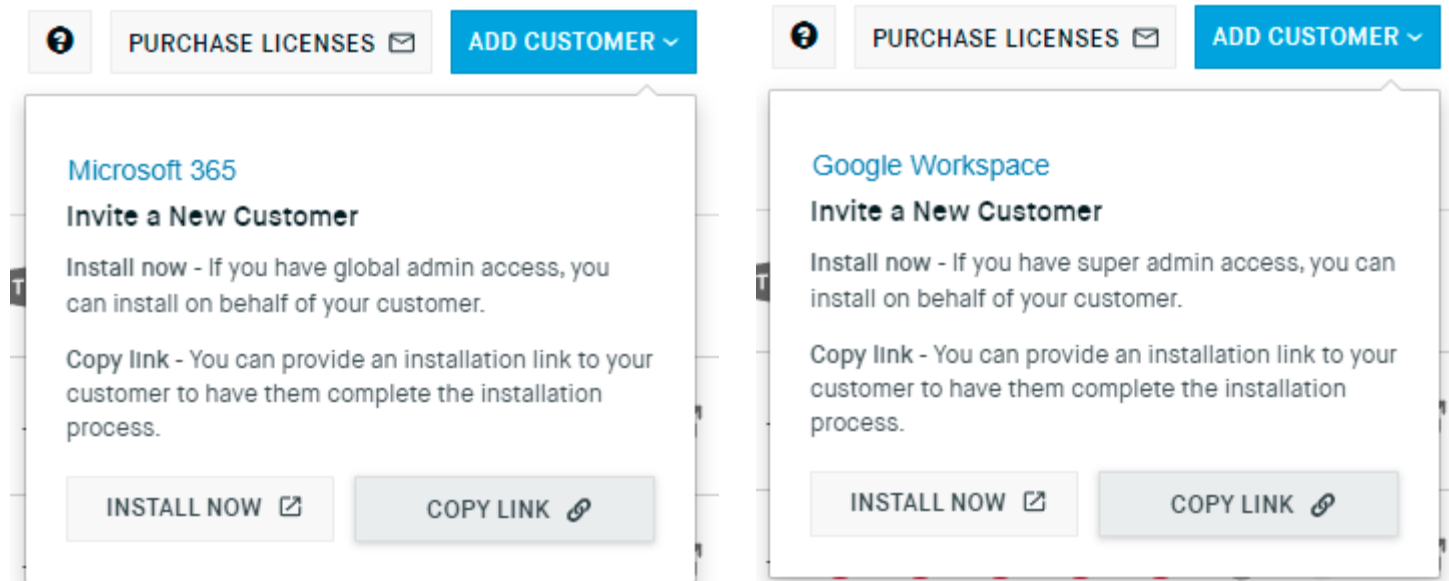
There are two options depending on your installation preference. **Install Now** will redirect you to the Backup for Office 365 portal and initiate the installation process. **Copy Link** will send a link to the clipboard for you to use in an in-private browser session or to send in an email to your customer.

Managing Customers

To view all customers associated to your account, click on the "Customers" tab in the left navigation window. Choose the tab for either Microsoft 365 or Google Workspace. Each customer entry will include their tenant name, the number of paid licenses, the license coverage of their tenant, the expiration date of their trial or active subscription, and the status of the last backup.

To view details about your customers' backup installation, click on a customer row and a details blade will expand with additional details about the tenant. The details blade contains the controls to change license allocation and the detailed 7-day history of backups for SharePoint, OneDrive, Mail, Calendar, and Contacts for Microsoft 365. For Google Workspace the status is for Sites, Drive, Mail, Calendar and Contacts.

Click Backup History to expand the 7-day history of backup for SharePoint, OneDrive, Mail, Calendar, and Contacts.

Configure IT Complete Single Sign-On

Initially, access to the customer's Spanning Backup tenant is controlled with Microsoft Azure AD credentials for Microsoft 365 (or Google credentials doe Google Workspace). To install and manage a Spanning Tenant, you must be a tenant administrator (Global Administrator for M365 or super administrator for Google) or Spanning Administrator. To manage a customer's Spanning Backup, click **Connect to Product** link from the customer list, or from within the details pane. Clicking the **Connect to Product** button will open a new browser tab and you will be prompted for Microsoft or Google Credentials. Once you authenticate to the tenant you have the option of configuring **Kaseya IT Complete Single Sign-On** for the tenant.

Configure IT Complete Single Sign-On

Once you have authenticated as a Global or Spanning Administrator to the Spanning Backup for Office 365 tenant, you can optionally configure IT Complete Single Sign-On. Navigate to **Settings | Services** and scroll to the section **Login with IT Complete**.

Enabling the feature will allow the VSA Administrator access to the Spanning tenant without providing Microsoft Credentials. The Administrator's VSA Username will be used for all audit activity. Once configured, an administrator can click Connect to Office 365 and pass the VSA login to Spanning Backup for Office 365 enabling you to manage your customers tenant without a separate login.

Configure IT Complete Single Sign-On in Spanning Backup for Google Workspace

This feature is coming soon.
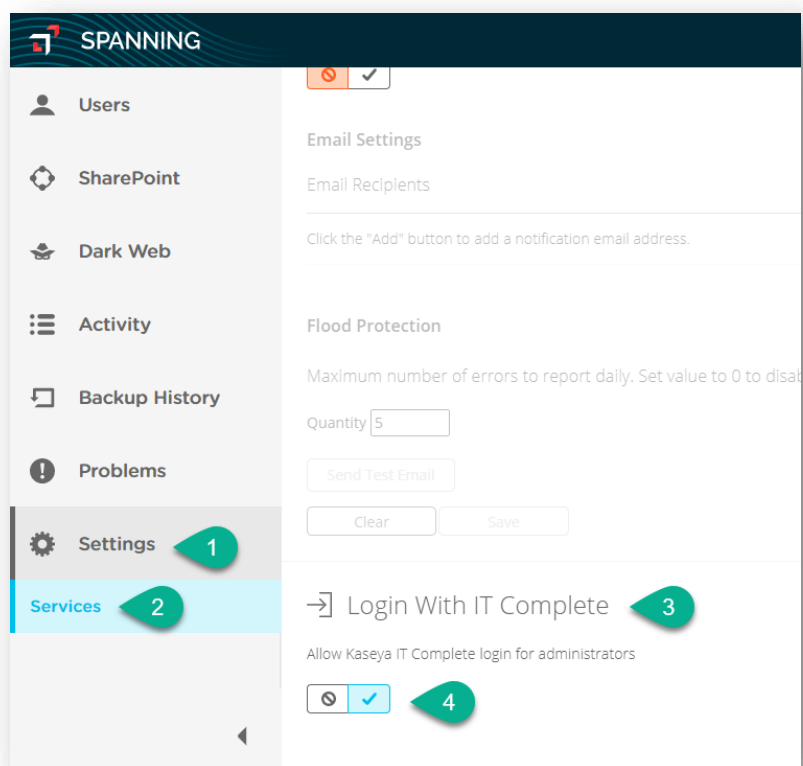
Spanning SaaS Backup Support

Important: For an in-depth guide on how Spanning Backup for Microsoft 365 works, please find the Administrator guide located [here](). For an in-depth guide on how Spanning Backup for Google Workspace works, please find the Administrator guide located [here]().

Licensing

Purchase Licenses

In order to purchase licenses for Spanning Backup, please contact your Kaseya sales associate. Alternatively, you may request additional licenses from within the VSA module by:

1. Click the Purchase Licenses button.
2. Enter the number of licenses that you require.
3. Click Confirm to purchase the additional licenses.

Allocate Licenses to Customers

License Allocation per Spanning tenant is controlled in the customer details pane. Select a customer and view the details pane.

You may allocate licenses to customers who are not in Trial status. Trial customers must be Upgraded to Paid before you can allocate licenses.

Adjust the license allocation in the selector. You may adjust the license allocation up as high as you like for customers that are adding users. (Without exceeding your total license allocation.) You may only decrease the allocation down to the number of Licenses in Use in a tenant.

As you make changes your updates are recorded at the bottom of the screen.

CHANGES (1)   850/2000

Once you complete your changes click **Submit** to send the request to Kaseya. Your changes should become effective in 24 hours.

Hu-hu-husky

MICROSOFT ID
5ee58c3b-7e13-44d2-b564-d25654b93be7

SPANNING REGION
US - United States

EXPIRATION
07/02/2020

SHAREPOINT BACKUP
Active

LICENSE COVERAGE

80%
80%

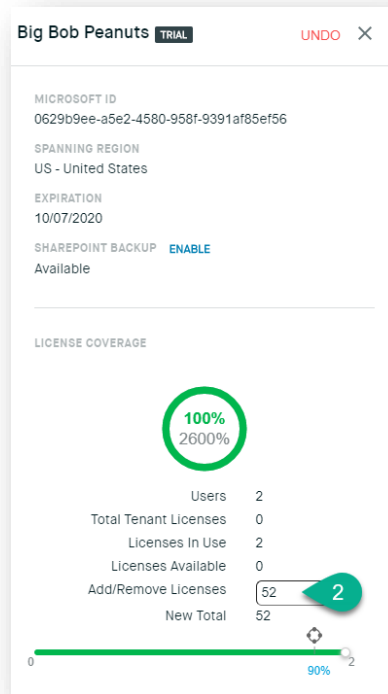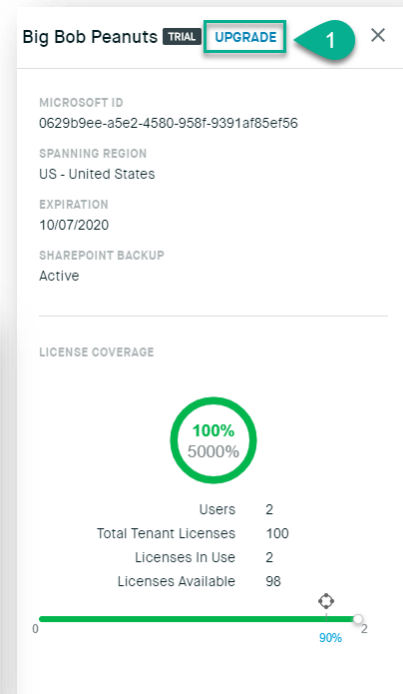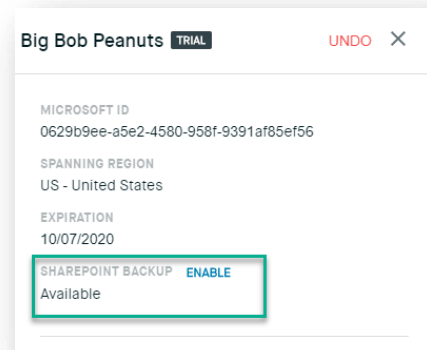| Users | 5 |
Total Tenant Licenses	4
Licenses In Use	4
Licenses Available	0
Add/Remove Licenses	
New Total	4

0   90%   5

CONNECT TO OFFICE 365

Trial Conversion

You may now request the conversion of a customer trial to a paid subscription in the Customer detail pane.

1. Select a Customer that is currently in Trial status.
2. On the Customer details pane next to the Trial indicator choose **Upgrade**.
3. Adjust the license allocation as needed.
4. Click **Submit**.

Enable SharePoint Backups

SharePoint backup can be enabled by selecting Enable in the SharePoint Backup Section for Microsoft 365 customers.

Helpful Resources

Knowledge Base

Search through articles in the Spanning Knowledge Base at https://support.spanning.com to find answers to the most common user questions.

Email Support

If you can't find the answer to your question or need further help, please don't hesitate to contact us via email at kaseyasupport@spanning.com.

Privacy

Spanning takes privacy seriously. Read our Privacy Policy at https://spanning.com/privacy-statement/.

Security

Spanning Backup employs multiple layers of operation and physical security to ensure the integrity and safety of your data. Read how we protect your data at https://spanning.com/data-protection-security/.

About Spanning
Spanning Cloud Apps, a Kaseya Company, is the leading provider of backup and recovery for SaaS applications, protecting thousands of organizations from data loss due to user error, malicious activity and more. We are the only global provider of powerful, enterprise-class data protection for Microsoft Office 365, G Suite, and Salesforce. With data centers located in North America, the EU, and Australia, Spanning is the most trusted cloud-to-cloud backup provider with millions of users around the world.