

Kaseya SaaS Backup Backup Module

Quick Start Admin Guide

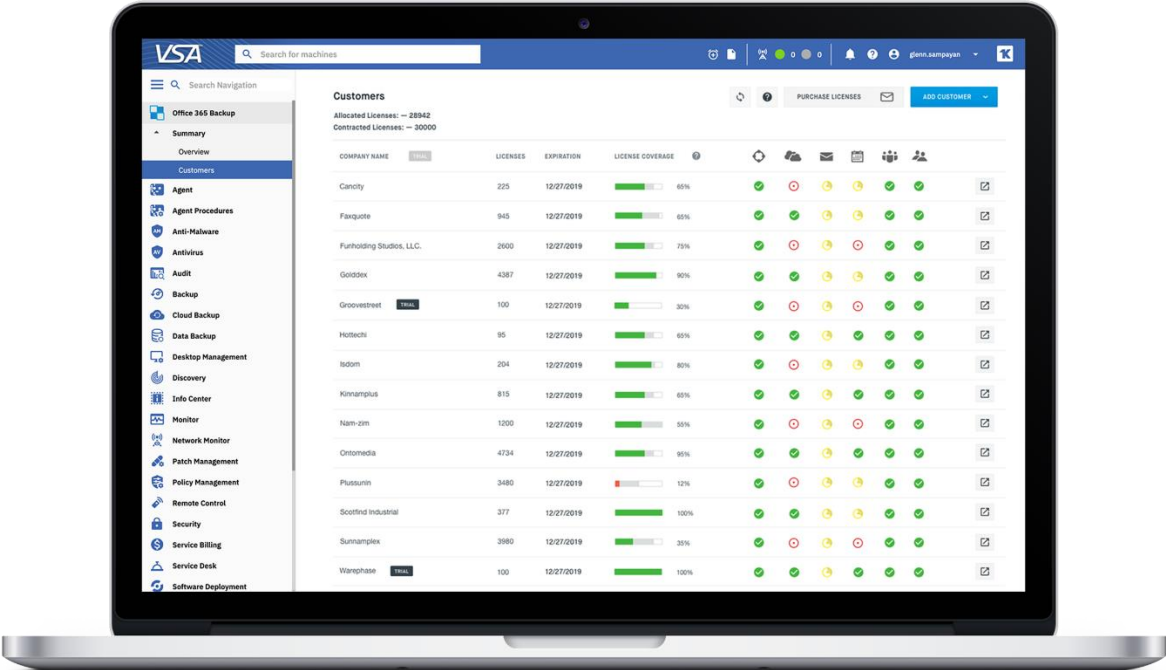


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Welcome

About this guide

Thanks for selecting Kaseya SaaS Backup powered by Spanning. Our mission is to ensure your customers' Microsoft 365, Google Workspace and Salesforce 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 Microsoft 365, Google Workspace and Salesforce 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>. For details on administering Spanning Backup for Salesforce, see <https://spanning.com/downloads/SBSF-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

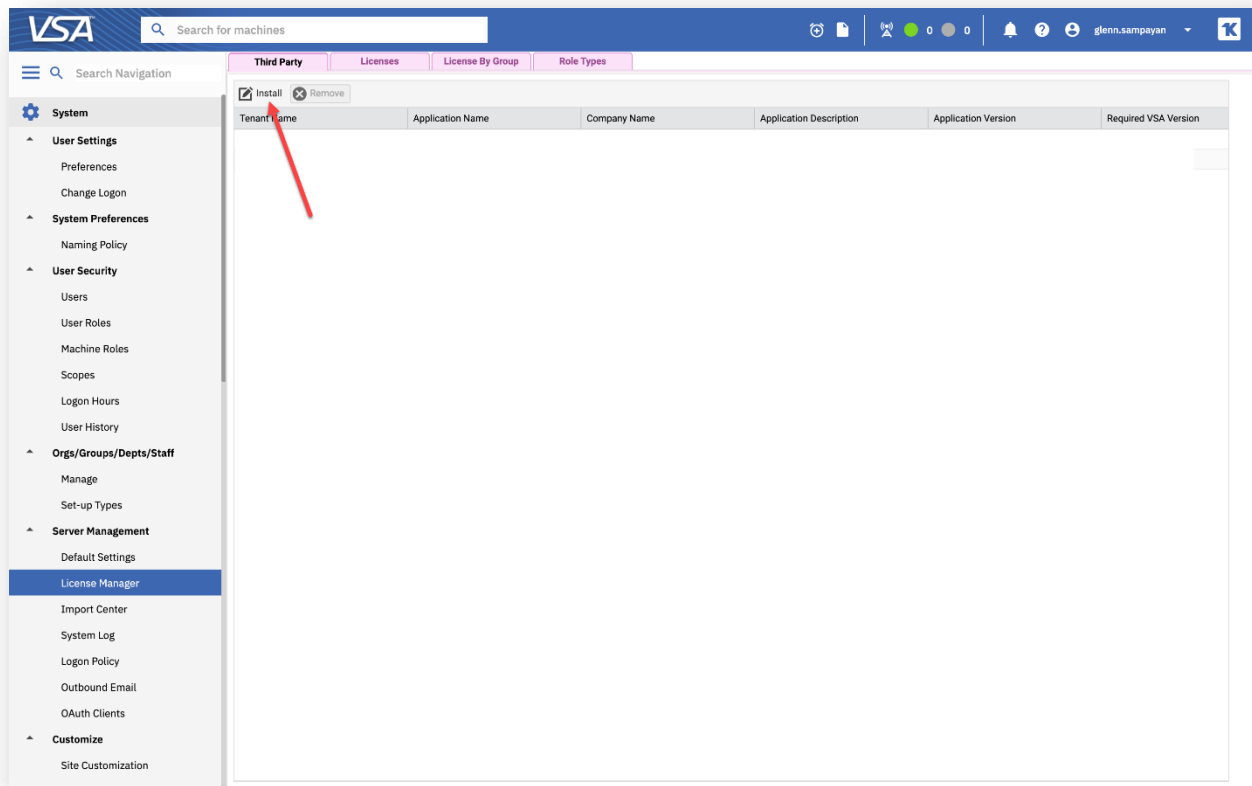
The Kaseya Microsoft 365 Backup TAP module must authenticate with your on-premises VSA server securely via SSL on port 443 to the address

<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>

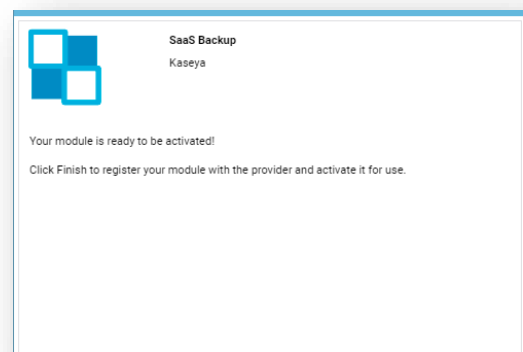
Installing the VSA module for SaaS Backup into VSA takes just a few minutes as described in the steps below:

1. Download the module ZIP file SaaS_Backup.vsz 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.



VSA

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andrei.rodziushkin@spanning.com

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SaaS Backup

Summary

Overview

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Anti-Malware (deprecated)

Antivirus (deprecated)

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Cloud Backup

Data Backup

Datto BCDR

Discovery

Info Center

Monitor

Network Monitor

Patch Management

Policy Management

Overview

✓

Kaseya Spanning Backup

Registered on 03/29/2023

Total Customers	13
Contracted Standard Licenses	660
Allocated Standard Licenses	644
Available Standard Licenses	16
Contracted Archived Licenses	20
Allocated Archived Licenses	12
Available Archived Licenses	8

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 customer's data is protected, available and recoverable.

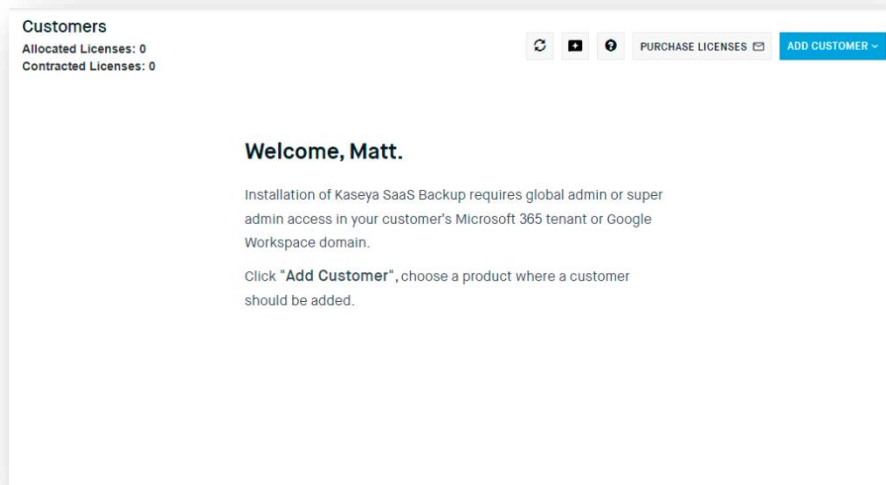
→

Adding Customers

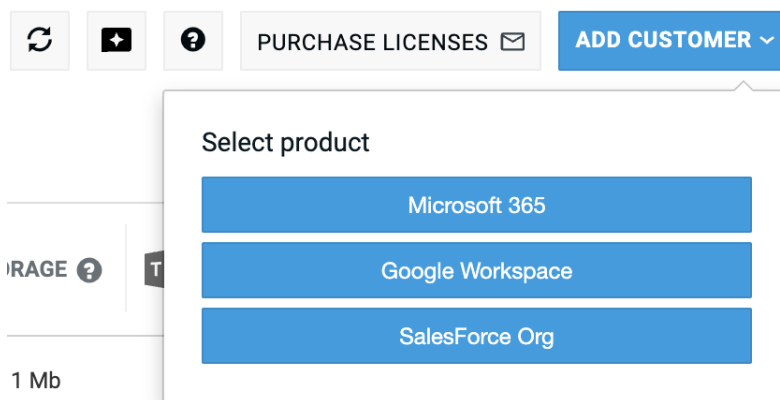
Customers and prospects can be added to your SaaS Backup module by installing Backup for Microsoft 365, Backup for Google Workspace or Backup for Salesforce using the custom link provided. Tenants who have never installed Backup will automatically start a 14-day free trial. Existing Backup tenants will be associated with your VSA account and become visible in the module.

To add customers:

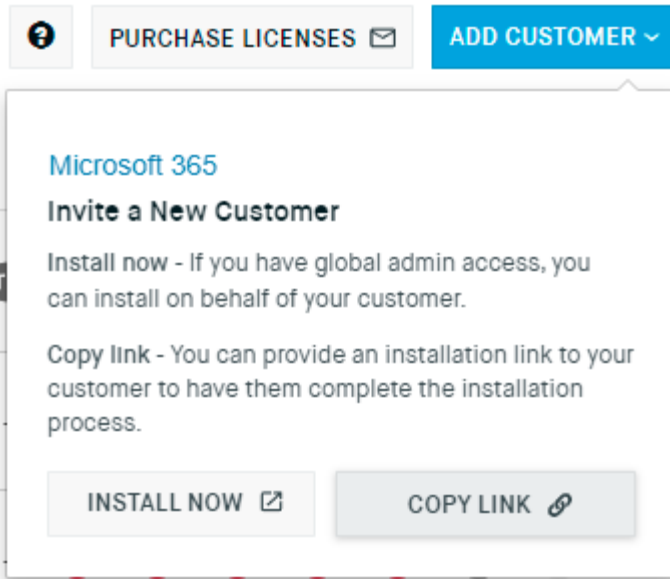
1. Click “Customers” in the left navigation.
2. If you don’t yet have customers associated, you’ll be taken to the page below:



3. Click **Add Customers** and choose Microsoft 365 or Google Workspace as the product.



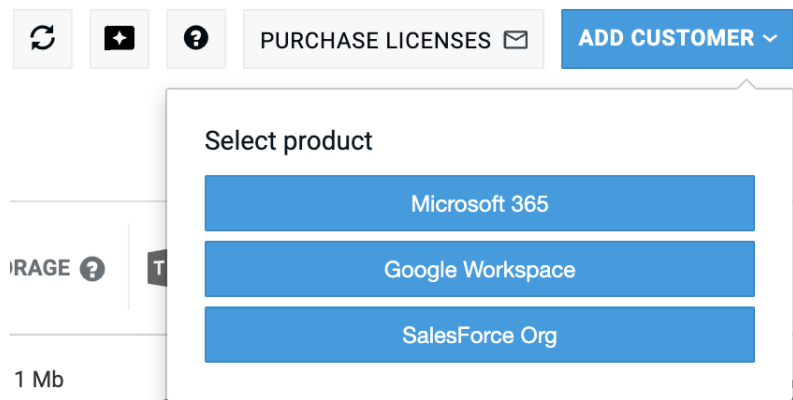
4. Choose Copy Link to place your unique link and id on the clipboard.



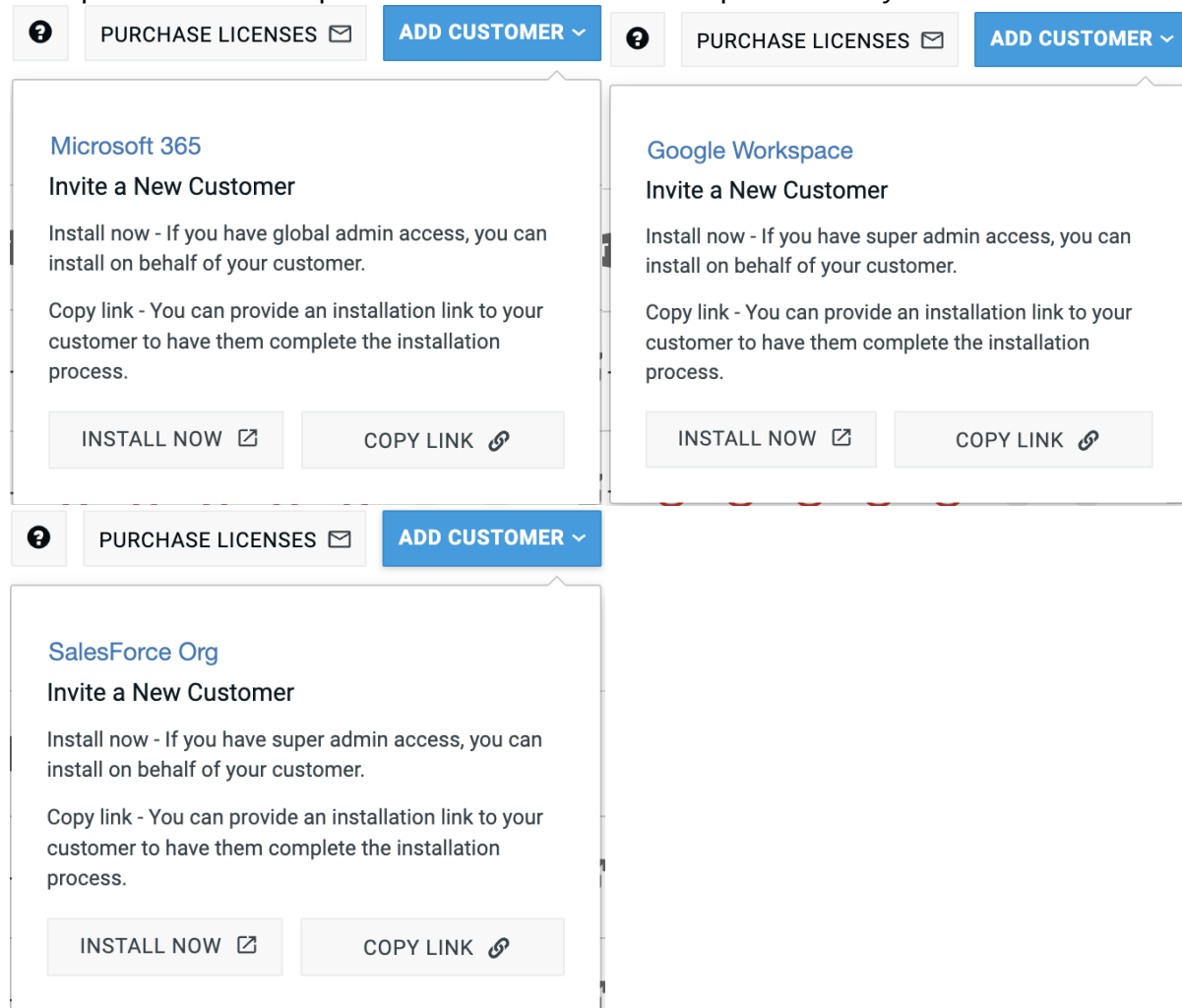
- a . For Spanning Backup for Microsoft 365: Provide the custom link to your customer and have them install Spanning Backup for Microsoft 365 using a global admin account, or if you have access to a global admin account in your customer's tenant you can install on their behalf.
 - b . For Spanning Backup 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.
 - c . For Spanning Backup for Salesforce: Provide the custom link to your customer and have them install Spanning Backup for Salesforce using a system admin account with API access enabled, or if you have access to system admin account in your customer's tenant you can install on their behalf.
5. Once the installation is complete, the customer will be displayed in the customer list screen on Microsoft 365, Google Workspace or Salesforce 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 Microsoft 365, Google Workspace or Salesforce 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, Google Workspace or Salesforce. 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.

The screenshots show the VSA interface for managing customers. The top screenshot shows a list of customers for Microsoft 365, including Kaseya UniView Team, Mobby Dobby, MTSTP 2, mtstp, New Mail LLC, Spanning Cloud Apps LLC, and Spanning Cloud Apps. The middle screenshot shows a single customer entry for spanningdemo.com. The bottom screenshot shows a list of customers for Google Workspace, including BrokerUS, Kate Company Developer, Kate Company DeveloperEU, and Kate OnboardEU.

Screenshot 1: Microsoft 365 Customers

COMPANY NAME	STANDARD LICENSES	ARCHIVED LICENSES	EXPIRATION	LICENSE COVERAGE	STORAGE	Backup Status
Kaseya UniView Team	20	0	07/18/2024	100 %	1 Mb	Success
Mobby Dobby	3	0	07/18/2024	100 %	139.9 Mb	Success
MTSTP 2	100	0	06/20/2023	100 %	20 Mb	Success
mtstp	100	0	09/06/2023	53 %	174.2 Mb	Success
New Mail LLC	100	0	04/12/2023	18 %	167.9 Mb	Success
Spanning Cloud Apps LLC	210	10	07/31/2026	85 %	111.2 Gb	Success
Spanning Cloud Apps	100	2	07/18/2024	100 %	73.9 Mb	Success

Screenshot 2: Google Workspace Customer

COMPANY NAME	STANDARD LICENSES	EXPIRATION	LICENSE COVERAGE	Backup Status
spanningdemo.com	28	02/01/2025	Users: 54 Standard: 28 assigned – 28 licenses	Success

Screenshot 3: Google Workspace Customers

COMPANY NAME	STANDARD LICENSES	EXPIRATION	LICENSE COVERAGE	Backup Status
BrokerUS	0	12/04/2023	0 %	Success
Kate Company Developer	0	12/22/2023	0 %	Success
Kate Company DeveloperEU	3	03/02/2024	150 %	Success
Kate OnboardEU	0	02/16/2024	0 %	Success

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. For Salesforce the status is for all objects of entire organization.

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

VSA

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Info Center

Monitor

Network Monitor

Patch Management

Policy Management

Ransomware Detection

Remote Control

Service Desk

Software Deployment

Customers

Allocated Standard Licenses: 672

Contracted Standard Licenses: 660

Allocated Archived Licenses: 12

Contracted Archived Licenses: 20

Microsoft 365

Google Workspace

SalesForce Org

COMPANY NAME	STANDARD LICENSES	ARCHIVED LICENSES	EXPIRATION	LICENSE COVERAGE	STORAGE
Kaseya UniView Team	20	0	07/18/2024	100 % 0 %	1 Mb 788.7
Mobby Dobby	3	0	07/18/2024	100 % 0 %	139.9 107.6
MTSTP 2				100 %	20 Mb
mtstp					
New Mail LLC					
Spanning Cloud Apps LLC					
Spanning Cloud Apps					
This is my user!					
Yoga Time					

Spanning Cloud Apps

EXTERNAL ID

68263246-a49b-4153-8e34-3be86c84fd32

SPANNING REGION

AP - Australia

EXPIRATION

07/18/2024

SPANNING USAGE REPORT

Total Protected

73.9 Mb

Total Stored

51.4 Mb

SHAREPOINT BACKUP

DISABLE

Active

LICENSE COVERAGE

BACKUP HISTORY

	-	-	-	-	-	-	-
	-	✓	✓	✓	✓	✓	✓
	-	✓	✓	✓	✓	✓	✓
	-	✓	✓	✓	✓	✓	✓
	-	✓	✓	✓	✓	✓	✓
	-	✓	✓	✓	✓	✓	✓

Configure IT Complete Single Sign-On

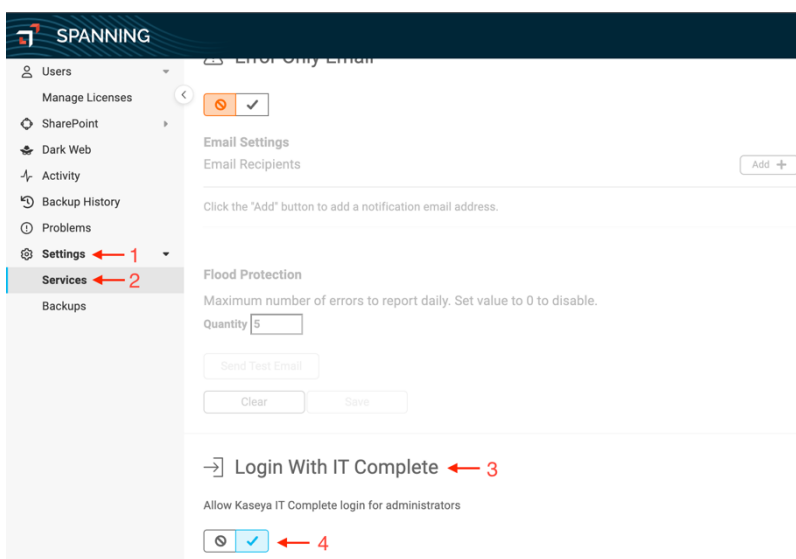
Initially, access to the customer's Spanning Backup tenant is controlled with Microsoft Azure AD credentials for Microsoft 365, Google credentials for Google Workspace, and Salesforce credentials for Salesforce. To install and manage a Spanning Tenant, you must be a tenant administrator (Global Administrator for M365, super administrator for Google or system administrator for Salesforce) 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 Microsoft 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

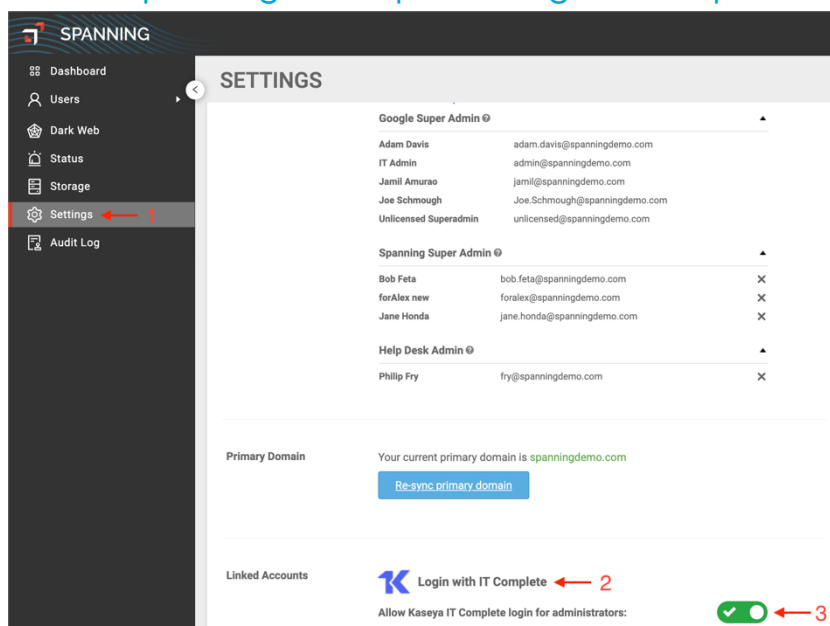
administrator can click Connect to Product and pass the VSA login to Spanning Backup for Microsoft 365 enabling you to manage your customers tenant without a separate login.



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

Once you have authenticated as a Super Admin or Spanning Administrator to the Spanning Backup for Google Workspace domain, you can optionally configure IT Complete Single Sign-On. Navigate to **Settings | Services** and scroll to the section **Login with IT Complete**.

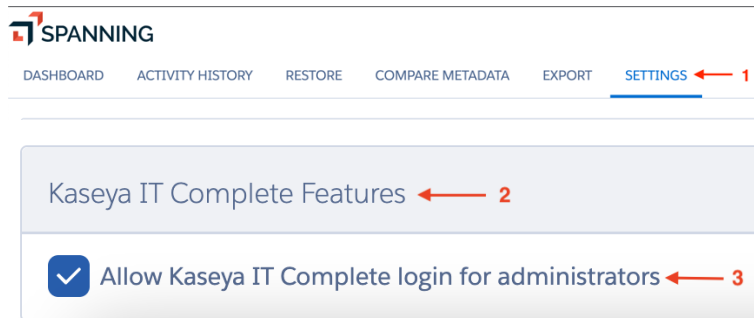
Enabling the feature will allow the VSA Administrator access to the Spanning domain without providing Google Credentials. The Administrator's VSA Username will be used for all audit activity. Once configured, an administrator can click Connect to Product and pass the VSA login to Spanning Backup for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



Configure IT Complete Single Sign-On in Spanning Backup for Salesforce

Once you have authenticated as a Spanning Administrator to the Spanning Backup for Salesforce organization, 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 organization without providing Salesforce Credentials. The Administrator's VSA Username will be used for all audit activity. Once configured, an administrator can click Connect to Product and pass the VSA login to Spanning Backup for Salesforce enabling you to manage your customers domain without a separate login.



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](#). For an in-depth guide on how Spanning Backup for Salesforce 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.

The screenshot shows a web application interface with a 'Purchase Licenses' dialog box open. The dialog box has a blue header with the title 'Purchase Licenses' and a close button (X). Below the header, a light blue box contains the text: 'License orders will be processed and then applied to your account once the quote is signed.' The main area of the dialog box is divided into three columns: 'Current Licenses', 'Additional Standard Licenses', and 'Additional Archived Licenses'. The 'Current Licenses' column shows '660 / 20'. The 'Additional Standard Licenses' column has a text input field containing the number '1'. The 'Additional Archived Licenses' column has a text input field containing the number '1'. At the bottom of the dialog box, there are two buttons: 'CANCEL' and 'CONFIRM'. Red arrows with numbers 1, 2, and 3 indicate the steps: arrow 1 points to the 'PURCHASE LICENSES' button in the background; arrow 2 points to the 'Additional Standard Licenses' input field; and arrow 3 points to the 'CONFIRM' button.

Current Licenses	Additional Standard Licenses	Additional Archived Licenses
660 / 20	1	1

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) 658/660 16/20

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

License pool is available for Spanning Backup for Microsoft 365 and Spanning Backup for Google Workspace. It is not available for Spanning Backup for Salesforce.

Spanning Cloud Apps LLC



EXTERNAL ID

0262da8d-8e28-4215-a854-18a518bbf925

SPANNING REGION

US - United States

EXPIRATION

07/31/2026

MICROSOFT USAGE REPORT

Mailbox Storage	13.3 Gb
OneDrive Storage	3.2 Gb
SharePoint Storage	5.8 Gb

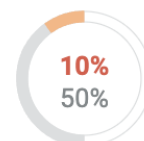
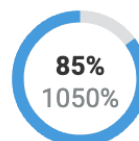
SPANNING USAGE REPORT

Total Protected	111.2 Gb
Total Stored	85.5 Gb

SHAREPOINT BACKUP [DISABLE](#)

Active

LICENSE COVERAGE



Total Users 20

Standard

Total Tenant Licenses 210

Licenses In Use 17

Licenses Available 193

Add/Remove Licenses

New Total 210



Archived

Total Tenant Licenses 10

Licenses In Use 2

Licenses Available 8

Add/Remove Licenses

New Total 10



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**.

The screenshot shows the 'New Mail LLC' customer details pane. At the top, there is a 'TRIAL EXPIRED' status and an 'UPGRADE' button with a red arrow pointing to it. Below this, the pane displays various metrics: EXTERNAL ID, SPANNING REGION (AP - Australia), EXPIRATION (04/12/2023), SPANNING USAGE REPORT (Total Protected: 167.9 Mb, Total Stored: 128.9 Mb), and SHAREPOINT BACKUP (Active). The 'LICENSE COVERAGE' section shows two donut charts: one for 'Standard' (18% / 227%) and one for 'Archived' (0% / 0%). Below the charts, there are tables for 'Standard' and 'Archived' license allocation. The 'Standard' table shows 11 total users, 0 total tenant licenses, 2 licenses in use, and 0 licenses available. The 'Archived' table shows 0 total users, 0 total tenant licenses, 0 licenses in use, and 0 licenses available. A red arrow labeled '2' points to the 'Add/Remove Licenses' input field in the 'Standard' table, which contains the value '25'. At the bottom of the pane, there are 'CANCEL' and 'SUBMIT' buttons. A red arrow labeled '3' points to the 'SUBMIT' button.

NEW MAIL LLC **TRIAL EXPIRED** **UPGRADE** 1 X

EXTERNAL ID
9f49dae9-cae4-47e6-8dc1-cdd6e4f700f0

SPANNING REGION
AP - Australia

EXPIRATION
04/12/2023

SPANNING USAGE REPORT
Total Protected 167.9 Mb
Total Stored 128.9 Mb

SHAREPOINT BACKUP **DISABLE**
Active

LICENSE COVERAGE

18% 909% 0% 0%

Total Users 11

Standard

Total Tenant Licenses 100
Licenses In Use 2
Licenses Available 98

Archived

Total Tenant Licenses 0
Licenses In Use 0
Licenses Available 0

18% 227% 0% 0%

Total Users 11

Standard

Total Tenant Licenses 0
Licenses In Use 2
Licenses Available 0

Add/Remove Licenses 25

New Total 25

Archived

Total Tenant Licenses 0
Licenses In Use 0
Licenses Available 0

Add/Remove Licenses

New Total 0

BACKUP HISTORY

CANCEL SUBMIT

The screenshot shows the 'New Mail LLC' customer details pane. At the top, there is a 'TRIAL EXPIRED' status and an 'UPGRADE' button with a red arrow pointing to it. Below this, the pane displays various metrics: EXTERNAL ID, SPANNING REGION (AP - Australia), EXPIRATION (04/12/2023), SPANNING USAGE REPORT (Total Protected: 167.9 Mb, Total Stored: 128.9 Mb), and SHAREPOINT BACKUP (Active). The 'LICENSE COVERAGE' section shows two donut charts: one for 'Standard' (18% / 909%) and one for 'Archived' (0% / 0%). Below the charts, there are tables for 'Standard' and 'Archived' license allocation. The 'Standard' table shows 11 total users, 100 total tenant licenses, 2 licenses in use, and 98 licenses available. The 'Archived' table shows 0 total users, 0 total tenant licenses, 0 licenses in use, and 0 licenses available.

NEW MAIL LLC **TRIAL EXPIRED** **UPGRADE** 1 X

EXTERNAL ID
9f49dae9-cae4-47e6-8dc1-cdd6e4f700f0

SPANNING REGION
AP - Australia

EXPIRATION
04/12/2023

SPANNING USAGE REPORT
Total Protected 167.9 Mb
Total Stored 128.9 Mb

SHAREPOINT BACKUP **DISABLE**
Active

LICENSE COVERAGE

18% 909% 0% 0%

Total Users 11

Standard

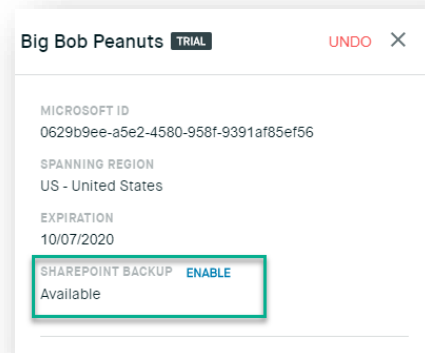
Total Tenant Licenses 100
Licenses In Use 2
Licenses Available 98

Archived

Total Tenant Licenses 0
Licenses In Use 0
Licenses Available 0

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, Google Workspace, and Salesforce. With data centers located in North America, the EU, Australia, Canada and the UK Spanning is the most trusted cloud-to-cloud backup provider with millions of users around the world.