

UniView SaaS Backup Module

Quick Start Admin Guide

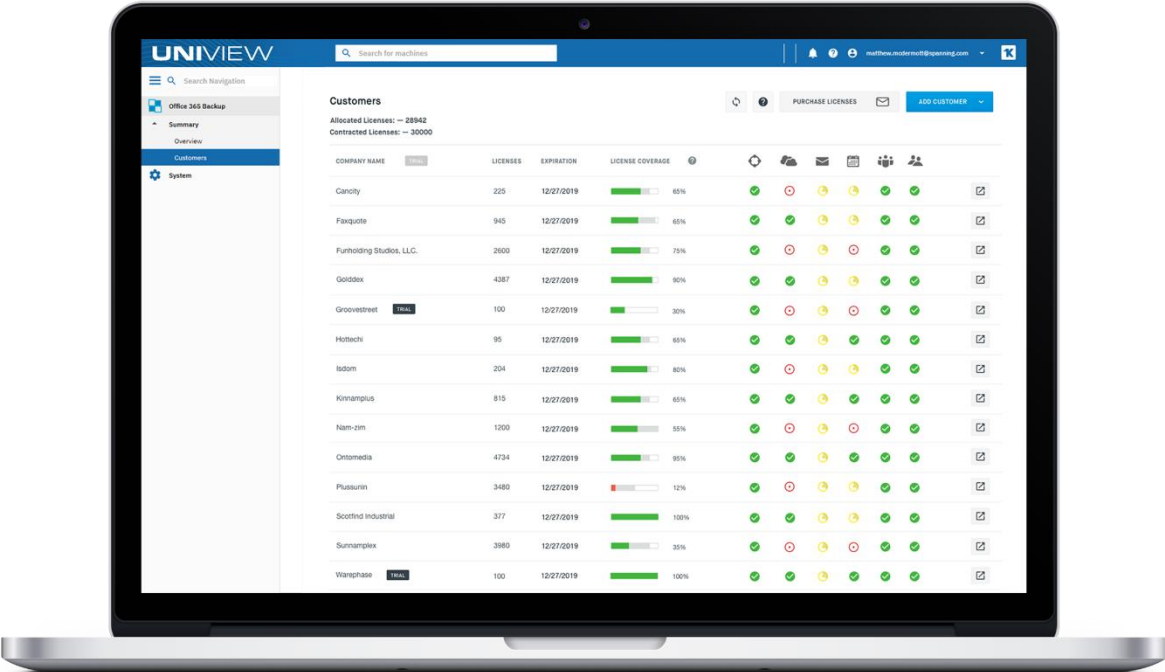


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Welcome

About this guide

Thank you for selecting UniView 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 Microsoft 365 and Google Workspace data is appropriately backed up, safe and ready for recovery.

Audience

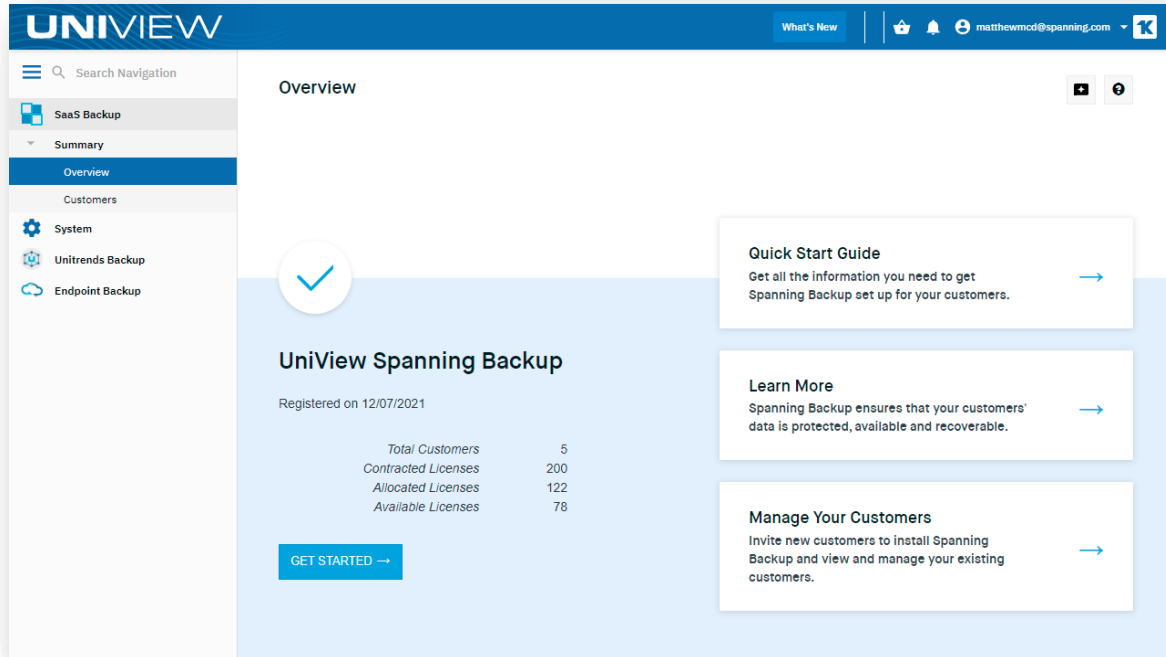
This guide is intended for partners who use UniView to manage their customers' backups.

What's in this guide

This guide is organized to help you find the information you need to manage your SaaS Backups for Microsoft 365 and Google Workspace through the SaaS Backup module within UniView. For details on how to administer Spanning Backup for Microsoft 365, 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>.

Access Spanning SaaS Backup Module

Once you are logged into UniView, select “SaaS Backup” on the left navigation and you’ll be taken to the UniView SaaS Backup Overview page.

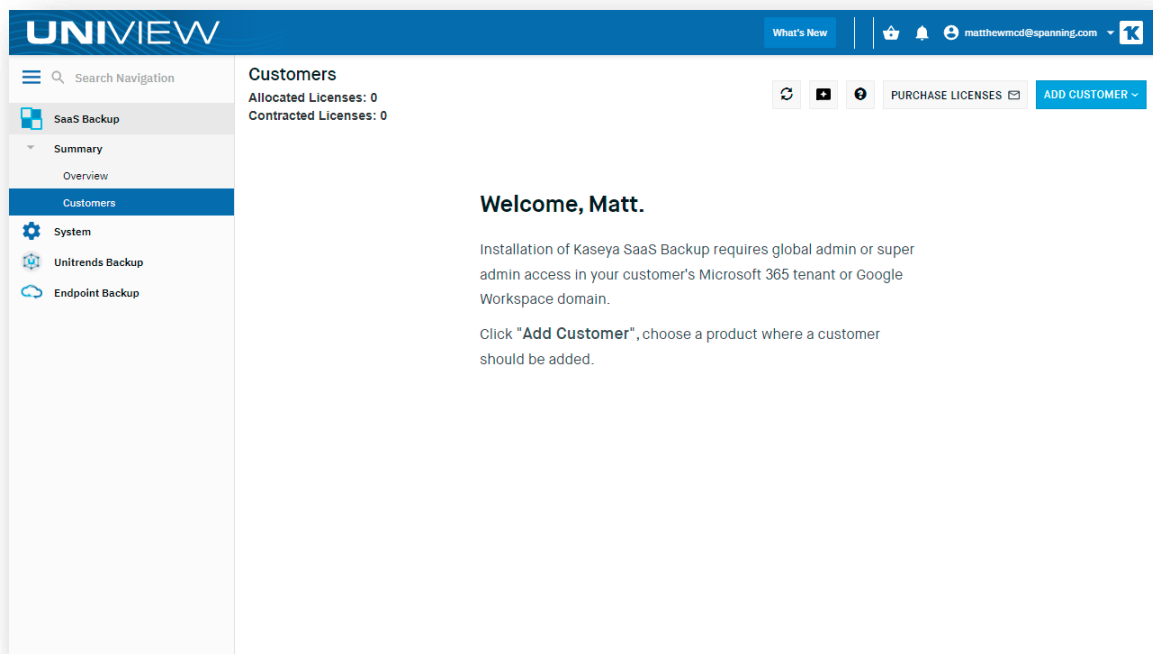


Adding Customers

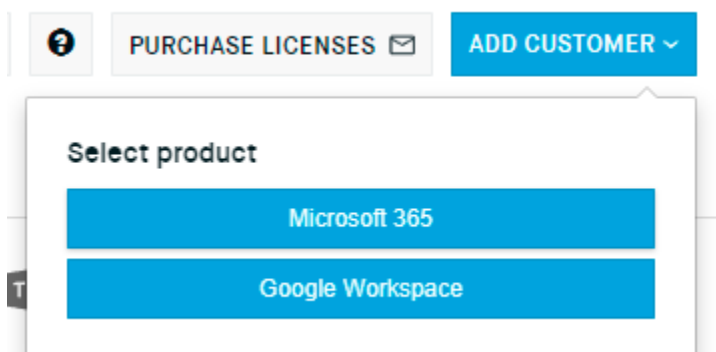
Customers and prospects can be added to your SaaS Backup module by installing Spanning Backup for Microsoft 365 or Spanning Backup for Google Workspace using the custom link provided. Tenants who have never installed Spanning Backup will automatically start a 14-day free trial. Existing Spanning Backup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

To add customers:

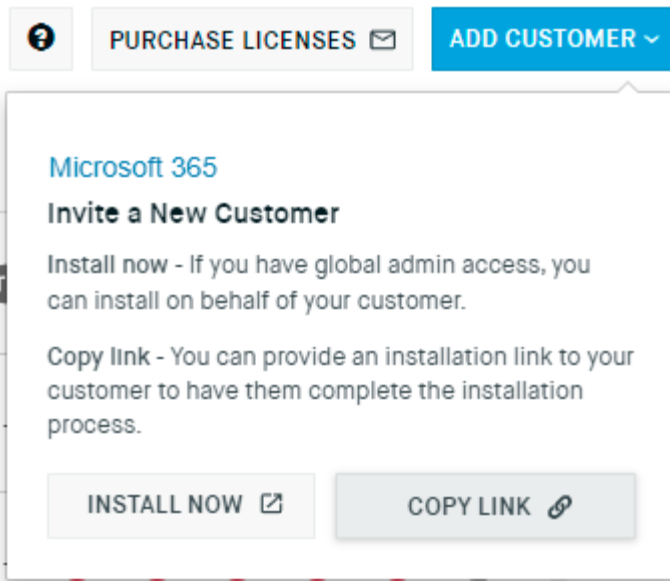
1. Click “Customers” in the left navigation.
2. If you don’t yet have customers associated, you’ll be taken to the page below.



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



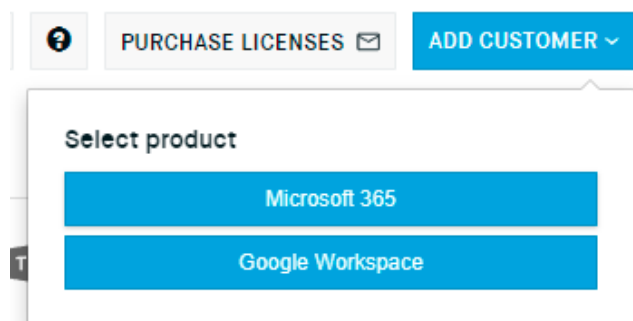
4. Choose Copy Link to place your unique link and id on the clipboard.



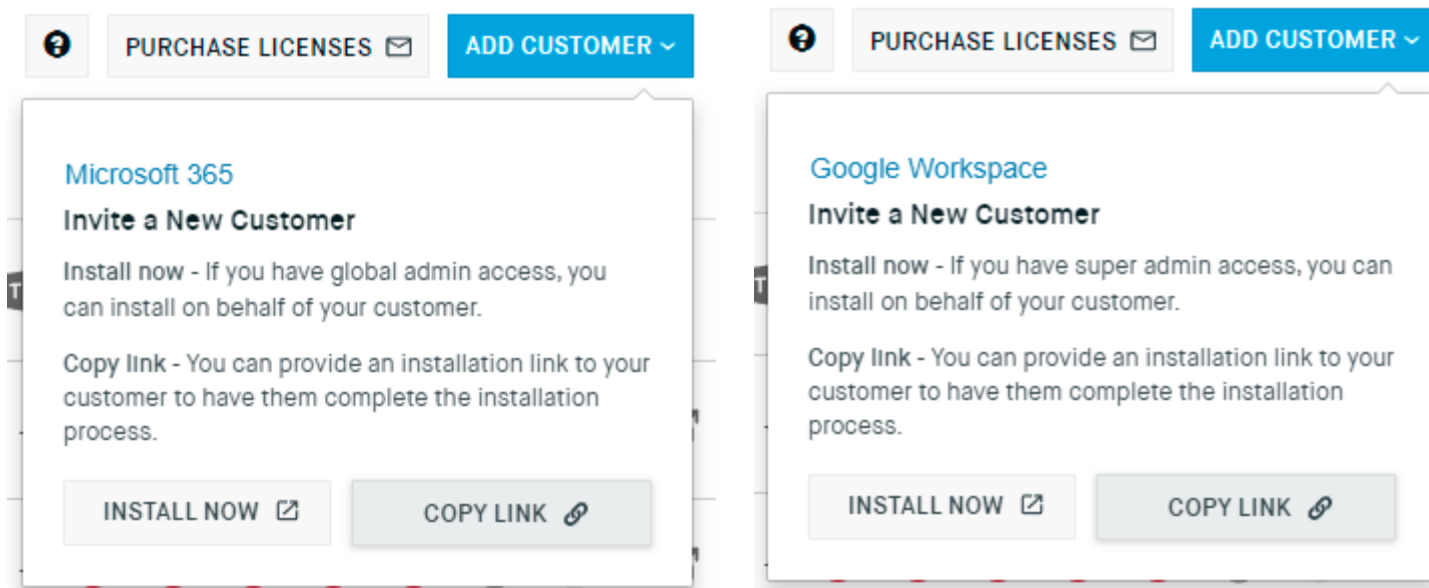
- a . For Spanning Backup for Microsoft 365: Provide the custom link to your customer and have them install Spanning Backup for Microsoft 365 using a global admin account, or if you have access to a global admin account in your customer’s tenant you can install on their behalf.
 - b . For Spanning Backup 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. Once the installation is complete, the customer will be displayed in the customer list screen on either the Microsoft 365 tab 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 UniView instance.



There are two options depending on your installation preference. **Install Now** will redirect you to the product 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.

The screenshot shows the UNIVIEW interface with the 'Customers' tab selected. The left navigation pane includes 'SaaS Backup', 'Summary', 'Overview', 'Customers', 'System', 'Unitrends Backup', and 'Endpoint Backup'. The main content area displays a table of customers under the 'Microsoft 365' tab. The table has columns for 'COMPANY NAME', 'LICENSES', 'EXPIRATION', and 'LICENSE COVERAGE'. Three customers are listed: 'Mo's Computer Experts' (20 licenses, expires 10/14/2025, 3% coverage), 'SharePoint Dogs' (20 licenses, expires 10/14/2023, 9% coverage), and 'Unitrends USA' (50 licenses, expires 10/14/2025, 80% coverage). Each row includes a progress bar and a series of status icons.

COMPANY NAME	LICENSES	EXPIRATION	LICENSE COVERAGE
Mo's Computer Experts	20	10/14/2025	3 %
SharePoint Dogs	20	10/14/2023	9 %
Unitrends USA	50	10/14/2025	80 %

The screenshot shows the UNIVIEW interface with the 'Customers' tab selected. The left navigation pane is the same as the previous screenshot. The main content area displays a table of customers under the 'Google Workspace' tab. The table has columns for 'COMPANY NAME', 'LICENSES', 'EXPIRATION', and 'LICENSE COVERAGE'. Two customers are listed: 'spanningdemo.com' (27 licenses, expires 01/01/2023, 110% coverage) and 'spanningdemoinc.com' (5 licenses, expires 03/27/2023, 100% coverage). Each row includes a progress bar and a series of status icons.

COMPANY NAME	LICENSES	EXPIRATION	LICENSE COVERAGE
spanningdemo.com	27	01/01/2023	110 %
spanningdemoinc.com	5	03/27/2023	100 %

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.

The screenshot displays the UNIVIEW application interface. On the left is a navigation sidebar with options: SaaS Backup, Summary, Overview, Customers (selected), System, Unifrends Backup, and Endpoint Backup. The main content area is titled 'Customers' and shows a list of customers. The 'Unifrends USA' customer is selected, and a details blade has expanded. This blade contains the following information:

- EXTERNAL ID:** 294003e3-d8ae-4033-9035-09317e3462a4
- SPANNING REGION:** US - United States
- EXPIRATION:** 10/14/2025
- SHAREPOINT BACKUP:** DISABLE (button)
- Active:** (checkbox)
- LICENSE COVERAGE:** A circular progress indicator showing 80% coverage (8000% in the image).
- BACKUP HISTORY:** A table showing backup status for various services over 7 days.

Service	Day 1	Day 2	Day 3	Day 4	Day 5	Day 6	Day 7
SharePoint	✓	✓	✓	✓	✓	✓	✓
OneDrive	✓	✓	✓	✓	✓	✓	✓
Mail	✓	✓	✓	✓	✓	✓	✓
Calendar	✓	✓	✓	✓	✓	✓	✓
Contacts	✓	✓	✓	✓	✓	✓	✓

Additional details visible in the background include:

- Customers Summary:** Allocated Licenses: 122, Contracted Licenses: 200.
- Customer List:**

COMPANY NAME	LICENSES	EXPIRATION	LICENSE COVERAGE
Mo's Computer Experts	20	10/14/2025	3%
SharePoint Dogs	20	10/14/2023	9%
Unifrends USA	50		
- License Allocation Summary:**

Metric	Value
Users	5
Total Tenant Licenses	50
Licenses In Use	4
Licenses Available	46

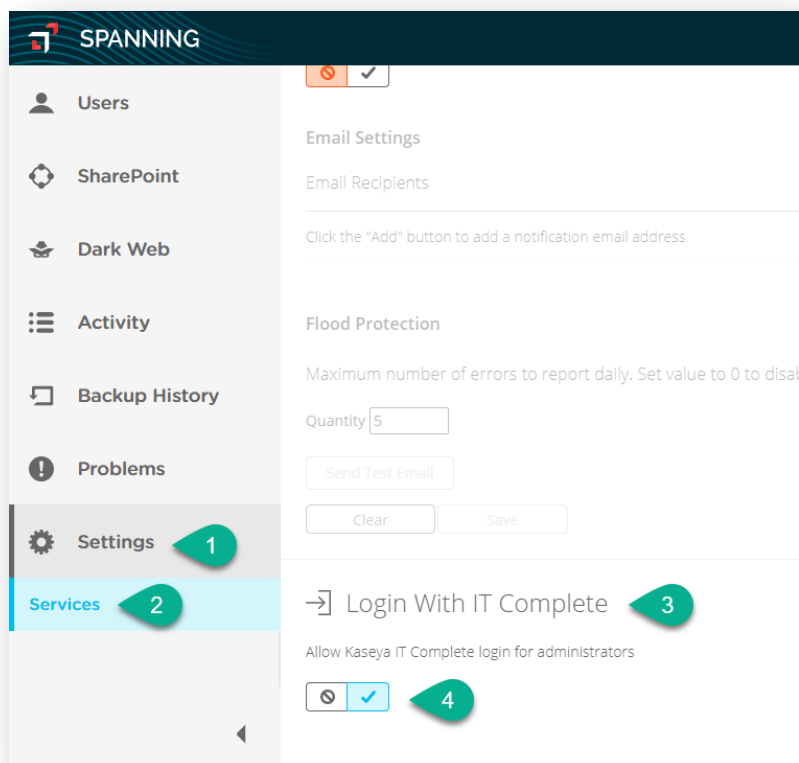
Configure IT Complete Single Sign-On

Initially, access to the customer's Spanning Backup tenant is controlled with Microsoft Azure AD credentials for Microsoft 365 (or Google credentials for 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 in Spanning Backup for Microsoft 365

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 UniView 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.

Purchase Licenses

License orders will be processed and then applied to your account once the quote is signed.

Current Licenses	Additional Licenses
1664	<input type="text" value="500"/>

CONFIRM

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.



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

Unifrends USA

×

EXTERNAL ID

294003e3-d8ae-4033-9035-09317e3462a4

SPANNING REGION

US - United States

EXPIRATION

10/14/2025

SHAREPOINT BACKUP

DISABLE

Active

LICENSE COVERAGE

▲

80%

1000%

Users

5

Total Tenant Licenses

50

Licenses In Use

4

Licenses Available

46

Add/Remove Licenses

New Total

50

0

5

BACKUP HISTORY

▼

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**.

Big Bob Peanuts **TRIAL** UNDO X

MICROSOFT ID
0629b9ee-a5e2-4580-958f-9391af85ef56

SPANNING REGION
US - United States

EXPIRATION
10/07/2020

SHAREPOINT BACKUP **ENABLE**
Available

LICENSE COVERAGE

100%
2600%

Users	2
Total Tenant Licenses	0
Licenses In Use	2
Licenses Available	0
Add/Remove Licenses	52
New Total	52

0 90% 2

Big Bob Peanuts **TRIAL** **UPGRADE** 1 X

MICROSOFT ID
0629b9ee-a5e2-4580-958f-9391af85ef56

SPANNING REGION
US - United States

EXPIRATION
10/07/2020

SHAREPOINT BACKUP
Active

LICENSE COVERAGE

100%
5000%

Users	2
Total Tenant Licenses	100
Licenses In Use	2
Licenses Available	98

0 90% 2

Enable SharePoint Backups

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

Big Bob Peanuts **TRIAL** UNDO X

MICROSOFT ID
0629b9ee-a5e2-4580-958f-9391af85ef56

SPANNING REGION
US - United States

EXPIRATION
10/07/2020

SHAREPOINT BACKUP **ENABLE**
Available

Helpful Resources

Knowledge Base

Search through articles in the Spanning Knowledge Base at <https://helpdesk.kaseya.com> to find answers to the most common user questions for Spanning Backup for Office 365 and Spanning Backup for Google Workspace.

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