

Axcient x360Recover integration with ConnectWise Asio

Overview

Axcient x360Recover now supports direct integration with ConnectWise Asio. The ConnectWise Asio integration with Axcient x360Recover ties the two systems together and allows mapping companies between the two systems. Protected System details and health status information will be pushed into ConnectWise Asio. This enables ConnectWise Asio partners to see all their endpoints in a single pane of glass without bouncing between the two systems.

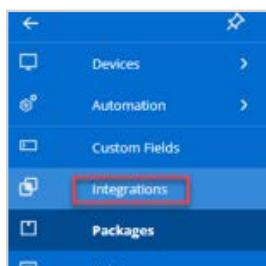
Prerequisites

- Axcient x360Recover
- ConnectWise Asio
- Permissions to configure Axcient x360Recover
- Permission to set up ConnectWise Asio

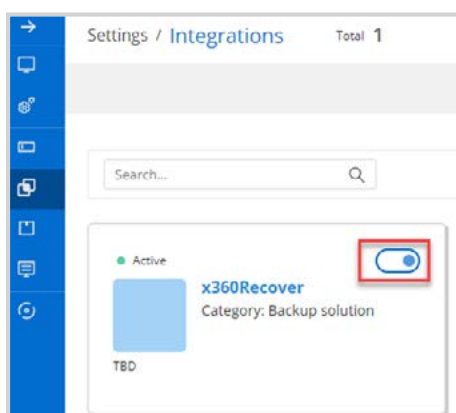
Integration Setup

This section will explain how to set up the ConnectWise Asio integration.

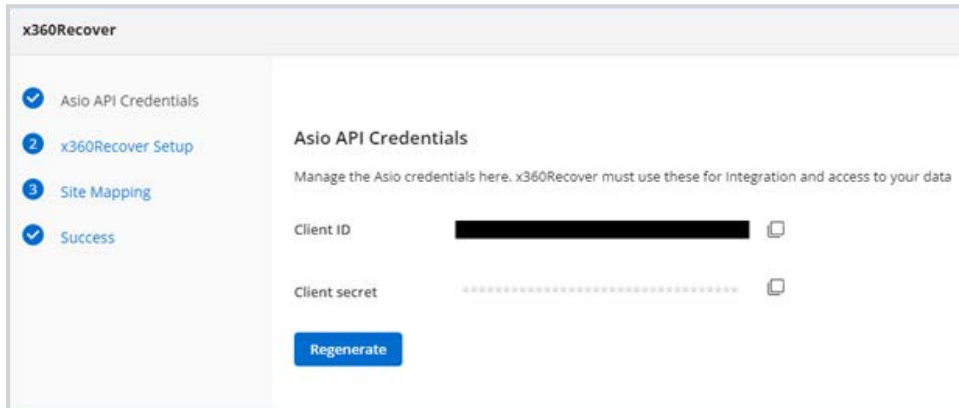
1. Browse to ConnectWise Asio.
2. Click on Integrations.



3. Search and locate x360Recover.
4. Click Enable.



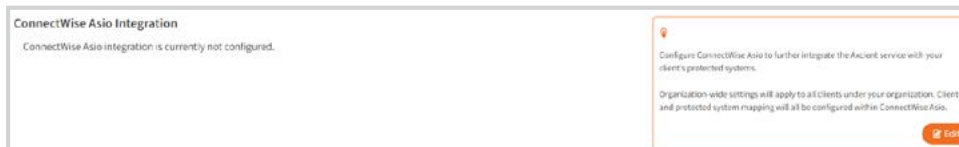
5. First, generate the Asio API credentials. Axcient x360 will use these credentials to connect to the Asio Integration portal.
- In the next step, toggle between Asio and x360Recover windows to copy and paste the Client ID and Client Secret into the Axcient x360Recover Asio Integration setting page. Click the copy icon to copy the contents to the clipboard



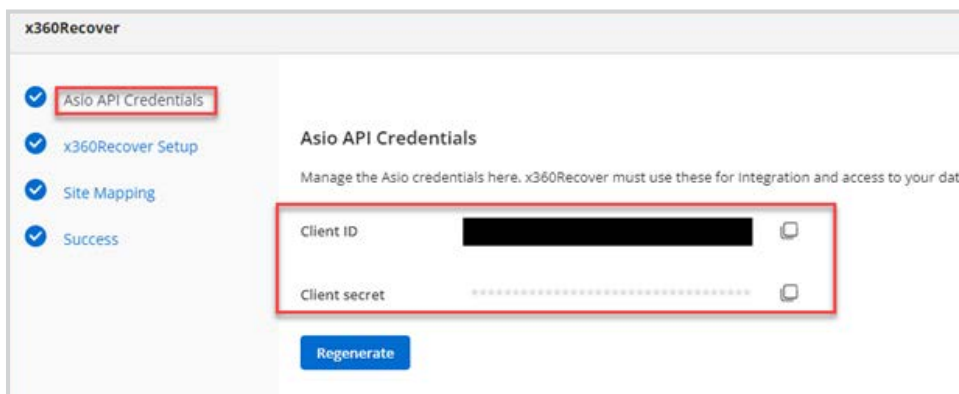
6. Next, navigate to x360Recover and click on the global Partner **Settings** option from the Dashboard, Overview tab.



7. Scroll down until you see the ConnectWise Asio Integration section.



8. Click Edit
9. You will copy the Client ID and Client Secret from ConnectWise Asio integration setup here. Toggle between the two windows and use the Copy icon in the Asio window to copy and then paste Client ID and Client Secret here.



Asio View



ConnectWise Asio Integration

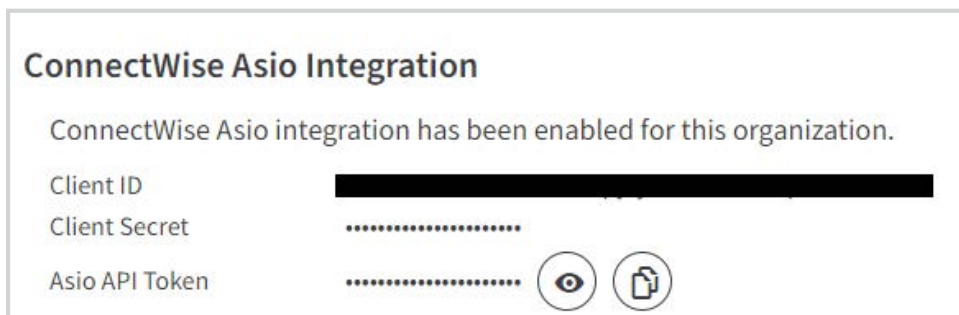
Configure your ConnectWise Asio integration.

CLIENT ID  

CLIENT SECRET  

X360Recover View

10. Once you have copied the Client ID and Client Secret into x360Recover, click Save.
11. The x360Recover Asio API Token should be displayed after saving Asio credentials. This token needs to be copied to the Asio integration to provide mutual authentication.





ConnectWise Asio Integration

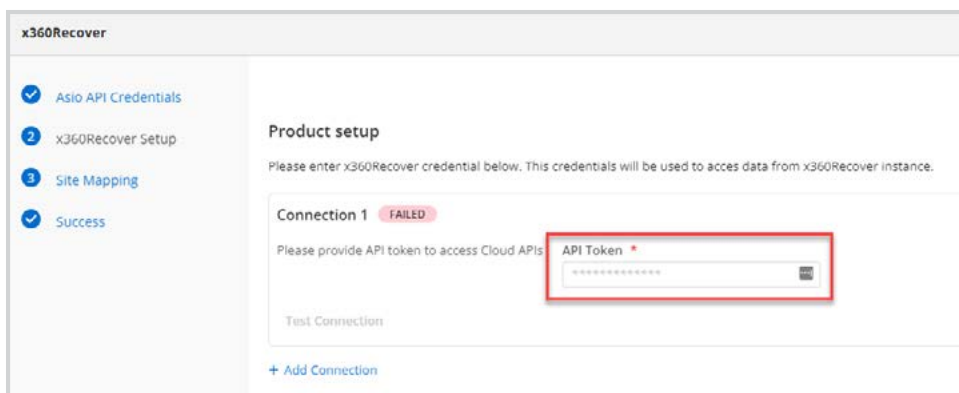
ConnectWise Asio integration has been enabled for this organization.

Client ID

Client Secret

Asio API Token  

12. Click Next in the Asio x360Recover Integration setup window to move from the Asio API Credentials step to the x360Recover step.
13. Click the copy icon in the x360Recover windows to copy the Asio API Token to the clipboard and paste it into the ConnectWise Asio integration setup. Click Test Connection to verify the credentials setup. If successful, click Save and Proceed.



x360Recover


Asio API Credentials ☒ x360Recover Setup ☒ Site Mapping ☒ Success ☒

Product setup

Please enter x360Recover credential below. This credentials will be used to acces data from x360Recover instance.

Connection 1 **FAILED**

Please provide API token to access Cloud APIs

API Token * 

Test Connection

[+ Add Connection](#)

14. Once credentials have been entered on both sides for the Integration, Asio will read the list of available Sites from Axcient x360Recover. For Mapping sites between Axcient and Asio, select the Axcient Client / Appliance that corresponds with each Asio site. If not all sites have matching values, you may leave them unassigned and return here later to map them.

Site Mapping

Please select and map x360Recover site/location against Asio site. All devices in the site will be managed according to the mapped site.

Search...

Asio Sites ↑	x360Recover Sites/Companies	Mapped Devices
Axcient Site A	Select x360Recover Site/Company	+
Axcient Site B	Select x360Recover Site/Company	+
Axcient Site C	Unknown vendor site	X -

15. Click Save and Proceed.

16. Once the setup is completed, click Close.

Installing the ConnectWise RMM Agent

This section will review how to install the ConnectWise RMM agent.

1. Locate RMM Setup.

RMM Setup > Sites Using RMM

New - Set Exclusions

Name	Site Code	NOC Services
TrustyLab3kug	TrustyLab	Disabled
TrustyLabCloudD2C	TrustyLabCloudD2C	Disabled
TrustyLabPrivateD2C	TrustyLabPrivateD2C	Disabled

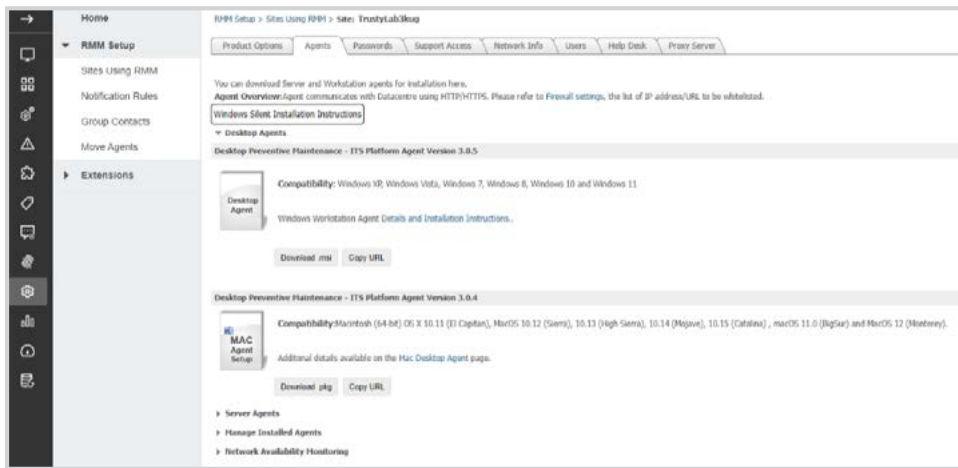
2. Locate your client and click on the name.

RMM Setup > Sites Using RMM

New - Set Exclusions

Name	Site Code
TrustyLab3kug	TrustyLab
TrustyLabCloudD2C	TrustyLabCloudD2C
TrustyLabPrivateD2C	TrustyLabPrivateD2C

3. Click on the Agents tab.
4. Download the Desktop Agent for your desired endpoint.



How does integration work?

This section will review how the integration will sync information from Axcient x360Recover to ConnectWise Asio. Once you have mapped each protected system and appliance, those endpoints will sync device details from Axcient x360Recover to ConnectWise Asio.

Which device details sync to ConnectWise Asio?

There are two views in ConnectWise Asio, summary and device details. You can view the device summary by navigating to Devices > Computers > Locate the device to click on Integrations/x360Recover. You will see the device summary as shown below:

	Name	Friendly Name	Log In	Service ID	Vault ID	Backup Health	Console Access	Local Cache Status	AutoVerify Status
<input type="checkbox"/>	DESKTOP-Q3HDP9Q	DESKTOP-Q3HDP9Q		D2C	an3c	Healthy	Open	Disabled	Success
<input type="checkbox"/>	LAPTOP-2K77Q60	LAPTOP-2K77Q60		-	-	-	Open	-	-

You can view the device details by clicking the Name > Click on the Integrations and selecting x360Recover. You will see the device details as shown below:

Name	Value	Description	Modified on (UTC-05:00) America/New_York
SLA Health	Healthy	SLA Health of the protected system (Healthy, Troubled, Warned, Parked)	Tue, Jan 11, 2023 at 7:05 am
Last Cloud Backup	Mon, Jan 16, 2023 at 4:00 pm (UTC-05:00) America/New_York	Datetime of the last backup to or replicated to the Axcient cloud	Tue, Jan 17, 2023 at 7:05 am
Service ID	D2C	Service ID of the backup appliance for this system or 'D2C' for direct-to-cloud systems	Tue, Jan 17, 2023 at 7:05 am
Vault ID	an3c	Service ID of the cloud vault holding the data for this protected system (empty if there is no off-site data)	Tue, Jan 17, 2023 at 7:05 am
Local Cache Status	Disabled	The status of the Local Cache for this system (Disabled, Successful, or Troubled)	Tue, Jan 17, 2023 at 7:05 am
Local Cache Path		If the Local Cache is configured, the filesystem path where the cache is stored	Tue, Jan 17, 2023 at 7:05 am
Protected Size	32 GB	The sum of used data on the original protected system on all local volumes included for backup (e.g., 156 GB)	Tue, Jan 17, 2023 at 7:05 am
Cloud Storage	32 GB	The amount of storage used for cloud backups (e.g., 200 GB)	Tue, Jan 17, 2023 at 7:05 am
AutoVerify Status	Success	The result of the last AutoVerify operation (Successful, Troubled)	Tue, Jan 17, 2023 at 7:05 am
AutoVerify Screenshot URL		Hyperlink to the boot VM screenshot taken during the last AutoVerify operation	Tue, Jan 17, 2023 at 2:28 am
Agent Version	2.37.1319	Version number of the backup agent	Tue, Jan 17, 2023 at 7:05 am
Volumes	[C:]	List of included & excluded volumes (e.g., 'C: D' [excludes E: F:])	Tue, Jan 17, 2023 at 7:05 am
Console Access	Open	Hyperlink to the x360Recover Manage console for this device	Tue, Jan 17, 2023 at 7:05 am
Last Local Backup		Datetime of the last local backup	Tue, Jan 17, 2023 at 2:28 am
Last Vault Backup		Datetime of the last backup to or replicated to a private vault	Tue, Jan 17, 2023 at 2:28 am
Last Backup	Mon, Jan 16, 2023 at 4:00 pm (UTC-05:00) America/New_York	Last Backup	Tue, Jan 17, 2023 at 7:05 am
Last AutoVerify Date	Sat, Jan 7, 2023 at 9:08 pm (UTC-05:00) America/New_York	Last AutoVerify Date	Tue, Jan 17, 2023 at 7:05 am
AutoVerify BP	Sat, Jan 7, 2023 at 9:10 pm (UTC-05:00) America/New_York	AutoVerify BP	Tue, Jan 17, 2023 at 7:05 am
Last Local Cache Verification		The datetime when the health and integrity of the local cache was last successfully verified	Tue, Jan 17, 2023 at 7:05 am

Can I remove the ConnectWise Asio Integration?

Yes, you can remove the ConnectWise Asio integration. This can only be done from Axcient x360Recover.

1. Login to Axcient x360Recover.
2. From the Organizational dashboard, click Settings.
3. Locate the ConnectWise Asio Integration.
4. Click Edit.

- Once in Edit mode, you will see a Deactivate Asio Integration button.

Test PSA Connection:

ConnectWise Asio Integration
Configure your ConnectWise Asio integration.

CLIENT ID:

CLIENT SECRET:

Configure ConnectWise Asio to further integrate the Axcient service with your client's protected systems.
Organization wide settings will apply to all clients under your organization. Client and protected system mapping will all be configured within ConnectWise Asio.

- Click Deactivate Asio Integration.

Deactivate ConnectWise Asio Integration

This will disable ConnectWise Asio from your x360Recover account. All ConnectWise Asio data within Axcient will be removed.

Are you sure?

- You will be prompted with a dialog to Deactivate, click Deactivate.
- You will be presented with non-configured ConnectWise Asio integration.

ConnectWise Asio Integration

ConnectWise Asio integration is currently not configured.

Need more assistance? Try the Partner Portal <https://partner.axcient.com/support> or call +1 (800) 352-0248, choose option 2.

ABOUT AXCIENT:

Axcient is an award-winning leader in business continuity and disaster recovery for Managed Service Providers (MSPs). Axcient x360 provides one platform for MSPs to Protect Everything™, and includes BCDR, Microsoft 365 and Google Workspace backup, and secure sync and share. Trusted by more than 3,000 MSP partners worldwide, Axcient protects business data and continuity in the event of security breaches, human error, and natural disasters.

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