

Datto's Kaseya module provides Kaseya users with the capability to centrally monitor and manage all of their Datto devices and alerts within the Kaseya portal. The Datto Module offers complete management of the status, category, and priority of every device and agent level alert available. Users can also monitor the amount of data backed up locally on their device, along with the amount data in the cloud, allowing for centralized tracking for their entire BDR fleet. Overall, the Datto module allows Kaseya users to leverage Kaseya's single pane of glass management solution to save their business time and money.

Benefits:

- Receive every Datto device and agent level alert in Kaseya portal
- Assign alerts to service desks
- Manage the status, category, and priority of every alert
- Track last device check-in
- Monitor data stored locally and off-site for every device
- Direct access to Datto Knowledge Base (helpdesk.dattobackup.com)

Integration Features:

- [A] Manage alerts for individual devices
- [B] Manage alerts for individual agents
- [C] Monitor the amount of space available on the device and the amount stored off-site
- [D] Monitor the last backup of all the protected systems for each Datto
- [E] One-click access to Remote Web for every device in the field

Datto Ticket Configuration
Access Help Desk

mainiv

Device Alerts: Email Only [A]
Agent Alerts: Kaseya Only [B]

Service Desk: Customer_SD_Ba
Status: Internal FAQ
Priority:
Category:

auroraDevice

Device Alerts: Email Only
Agent Alerts: Email Only

Service Desk: Customer_SD_Ba
Status:
Priority:
Category:

media

Device Alerts: Kaseya Only
Agent Alerts: Both

Service Desk: Customer_SD_Basic
Status: Await Approval
Priority: Urgent
Category: Defect Report

robc-siris

Device Alerts: Email Only
Agent Alerts: Email Only

Service Desk: Customer_SD_Basic
Status:
Priority:
Category:

Datto Appliances
Access Help Desk

Hostname	Serial	[E] Remote Web
DLaseock-Datto		Remote Web
KimSims		Remote Web
napSims		Remote Web
SiroDattoBox		Remote Web
TeachingSiris2		Remote Web

TeachingSiris2 [C]

Local IP	Remote IP	Freespace	Last Seen Time	Space OffSite
		291.3 GB	2012-03-03 11:30:58	0 KB

Protected Systems [D]

Hostname	IP Address	Operating System	Last Backup
AUGUSTUSLOOP		Windows 7	2012-02-16 18:02:00
GRANTBROWN-PC		Windows 7 SP1	2012-03-02 12:22:49
MARIOPROLOZZ		Windows 7	0000-00-00 00:00:00
STEPHENHUNT-PC		Windows 7 SP1	0000-00-00 00:00:00