

A common error you might receive after completing the initial Axcient ConnectWise integration is the **ConnectWise Management ID error**. After you create new user accounts in the Axcient Portal, adding the two entries in ConnectWise Company under the *Management* tab will associate the Customer ID number (CID) with the ConnectWise Company and provide the connection for the Integration Sync. To make these associations and establish this sync, complete the following steps on each user account and each ConnectWise company.

## Step 1. Verify the existence of errors in the Axcient Web Portal Event Log

### A. In the Axcient Web Portal:

1. Click **Account List (Detailed View)**, enter the *user account* in the *Quick Search* box and click **Search**.
2. In the Account No. column (fifth labelled column from the left), click the **[E]** beside the Account Number (for example: “EFS123456789 [I] [L] **[E]** [License Keys]”) to view the Event Log.
3. In the Event Information column (third labelled column from the left), click the **Errors** link to view the error descriptions.
4. Verify that one or both of the following errors are listed in the error descriptions:
  - The error: “Could not update ticket: Managed ID not found in ConnectWise” (see Figure 1.1).
  - The error in the middle of the description coding: “Managed ID not found.”


	2013-06-03 10:01am	TroyPolamalu [V]	<b>Failed to update ConnectWise ticket #665. [TroyPolamalu / SIC15212001] [Errors]</b> Could not update ticket: Managed ID not found in ConnectWise. [Details] [Notifications]
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Figure 1.1

## Step 2. Configure Managed ID for ConnectWise Company

### A. Within ConnectWise:

1. Open the *Company* screen in ConnectWise and find the company record you need to configure. Click the **company name** to start editing the company record.
2. Click the **Management** tab. If the **New** button is grayed out, click the **Save** button.
3. Click the **New** button in the Management Solutions list (see Figure 2.1):

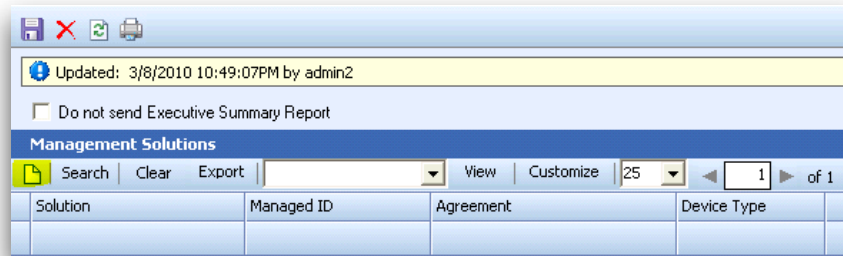


Figure 2.1

4. Set the *Device Types* to **Workstations and Servers**. Leave the *Default Agreement* blank.
5. In the *Managed ID* field, enter the EFS-Axcientcustomerid (for example, EFS-342) (see Figure 2.2):

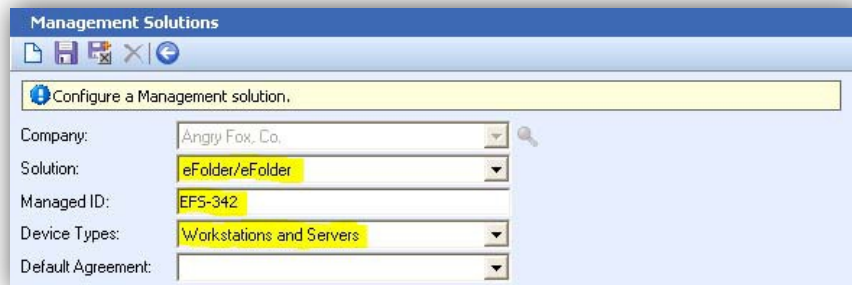


Figure 2.2

To find out the Axcient customer ID for an account, login to the Axcient Web

Accounts Matching Search Criteria [Refresh](#)

Show 16 rows starting at row # 0 [Refresh](#)

Highlight: None

Number of rows matching filter: 8

ID	PID	<	CID	Brand	Account No	User Name	Role	SPlan
[X] 356	0	[S]	342	doc [S]	DOC30199001 [I]	ETV-Primary [S]	User [S]	Select [S]
[X] 359	356	[S]	342	doc [S]	DOC30199002 [I]	ETV-FrontOffice [S]	[S]	Select
[X] 368	356	[S]	342	doc [S]	DOC30199004 [I]	ETV-Truck01 [S]	[S]	Select
[X] 360	0	[S]	342	doc [S]	DOC30199003 [I]	ETV-RepairShop [S]	[S]	Trial [S]
[X] 369	0	[S]	342	doc [S]	DOC30199005 [I]	ETV-Truck02 [S]	[S]	Select [S]
[X] 395	0	[S]	342	doc [S]	DOC30199007 [I]	ETV-BDR [S]	[S]	BDR Appliance [S]
[X] 396	0	[S]	342	doc [S]	DOC30199008 [I]	ETV-email-filtering [S]	[S]	Email Filtering Appliance [S]
[X] 383	0	[S]	355	doc [S]	DOC30199006 [I]	ETV-Prim [S]	[S]	Select [S]

Figure 2.3

Portal, select **Account List (Detailed View)** from the Main Menu bar, enter the user account in the *Quick Search* box, and click **Search**. Find the Axcient account in the Account List and use the value of the CID column for that account (see Figure 2.3):

Or, if you are using the Account Center (Visual View) in the Axcient Web Portal, the customer ID is displayed in the *Cust. ID* column or is listed in the Account Details pane (see Figure 2.4):

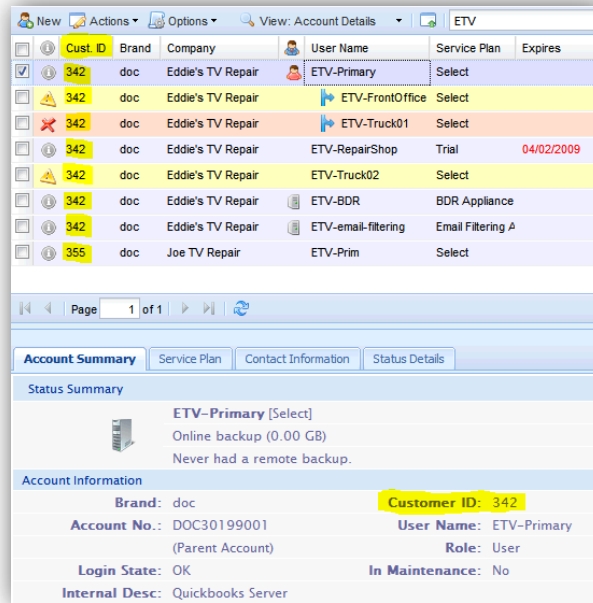


Figure 2.4

6. Click the **Save** and **Close** buttons to return to the *Management* tab.
7. Set the *Device Types* to **Backup Stats**. Leave the *Default Agreement* blank.
8. In the *Managed ID* field, enter the EFS-Axcientcustomerid (for example, EFS-342) (see Figure 2.5):



Figure 2.5

9. Click the **Save** and **Close** buttons to return to the *Management* tab.
10. Ensure the entry order is exact with **Workstations and Servers** first and **Backup Stats** second. There will be a ConnectWise data flow issue if these two entries are switched (see Figure 2.6).



Step 3. Establish Axcient Web Portal Testing Integration Sync

**A. In the Axcient Web Portal:**

1. Select **Accounts > Account List (Detailed View)** from the Main Menu bar. Enter the useraccount in the *Quick Search* box and click **Search**.
2. In the *Account No.* column (fifth labelled column from the left), click the **[E]** beside the Account Number (for example: “EFS123456789 [I] [L] **[E]** [License Keys]”) (see Figure 2.7) to view the Event Log.

Search Results: Showing 1-3 of 3

ID	PID <	CID	Brand	Account No	User Name	Role
<a href="#">[X]</a> 26343	0 <a href="#">[S]</a>	19652	sic <a href="#">[S]</a>	15212001 <a href="#">[I]</a> <a href="#">[L]</a> <a href="#">[E]</a>	benroethlisberger <a href="#">[S]</a>	Partner Senior Manager <a href="#">[S]</a>

Figure 3.1

3. In the Event Information column (third labelled column from the left), click the **Notifications** link and then click the **Reprocess Notification** link (see Figure 3.2). This will reprocess the old notification that was listed and force the notification process to re-sync within the next two to three minutes instead of waiting for the normal 12-hour daily sync to occur.

Search Results: Showing 1-10 of 604 View ▾

When [EDT] >	Account	Event Information
2014-05-31 12:05pm	benroethlisberger <a href="#">[V]</a>	<p><b>Remote Backup no online backup notification for account [benroethlisberger / 15212001] <a href="#">[Details]</a> <a href="#">[Notifications]</a></b></p> <p>Notifications processed [2 actions] on Saturday, May 31, 2014 12:17:19 PM EDT: Updated ConnectWise backup statistics. Updated ConnectWise management report. Updated ConnectWise agreement parts. Updated ConnectWise ticket #548.</p> <p><a href="#">[Reprocess Notifications]</a></p>

Figure 3.2

**B. In ConnectWise:**

4. Select *Company > Management Tab* and then click the **Printer** icon (see Figure 3.3). This will generate the *ConnectWise Executive Management Report* and display the Backup Status sync properly.

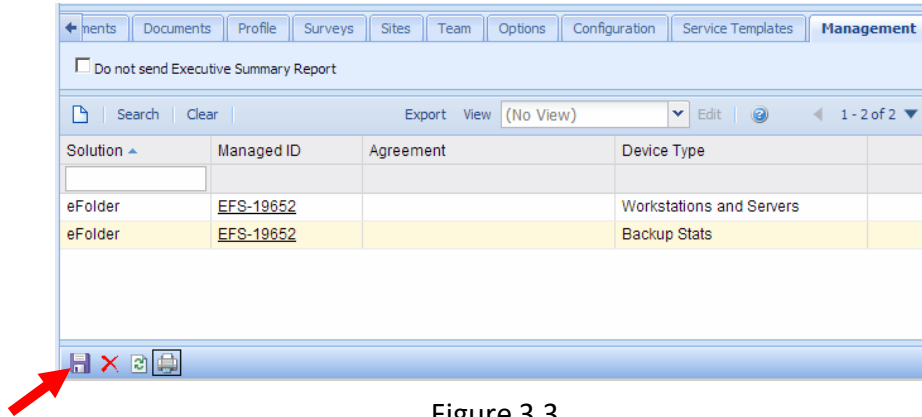


Figure 3.3

**Conclusion**

To resolve the Management ID Error ConnectWise issue, each web portal user account has to be changed by performing the steps listed above. In addition, the ConnectWise Company *Management* tabs will need to be added to each company accordingly.

Additional Assistance | 720-204-4500 | 800-352-0248

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