ClearPath MSP
ClearWatch

SOLUTION BRIEF

from ClearPath MSP

CLEARWATCH SOLUTION BRIEF · N-ABLE COVE DATA PROTECTION

N-able Cove monitoring, client by client.

How ClearWatch reads Cove from the cloud, maps each Cove customer to a client and turns every machine's sessions into alerts.

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EXECUTIVE SUMMARY

Cove knows its devices. You need your clients.

Cove's console is organized the way Cove is: by Cove's customers and Cove's devices. The question an MSP has to answer is organized by client: is every machine this client depends on backed up, recently, and is that the same machine the rest of our monitoring is watching? Answering it from Cove alone means reading a second console and matching names by eye.

ClearWatch reads Cove cloud to cloud every 10 minutes with an API user, and nothing is installed on site. Each Cove customer is mapped to a client, each machine is matched to its ClearWatch device by computer name, and each one gets a seven-day strip, a state and built-in checks that alert like any other.

KEY TAKEAWAYS

- **Nothing on site:** ClearWatch's servers read Cove's API directly. No ClearBridge, no agent change.
- **Customers become clients:** each Cove customer is mapped once; an unmapped one is counted, never guessed.
- **Machines become devices:** matched by computer name, so the backup shows on the device's own page.
- **Silence counts:** a machine past its stale window (26 hours by default) reads as failed.

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WHO THIS IS FOR

MSPs that protect their clients with N-able Cove Data Protection, and IT teams with their own Cove account, who want Cove's status beside the rest of their monitoring.

AT A GLANCE

CONNECTION	REFRESHED	PLACEMENT	MISSED BACKUP
Cloud to cloud	**Every 10 minutes**	**Per customer**	**Failed after 26 h**
Nothing installed on site, and no ClearBridge.	One read covers every customer on the instance.	Each Cove customer mapped to one client.	The stale window, set per connection.

01 THE CHALLENGE

Cove answers by Cove device, not by client

Cove backs each machine up straight to N-able's cloud, and its console lists what it protects under Cove's own customers, with Cove's own device names. That suits running Cove, but a client wants to know their machines are backed up, and an engineer wants that answer beside the machine's disks, patches and alerts.

THE QUESTION	COVE CONSOLE ALONE	CLEARWATCH
Which client is this machine?	Cove's customer name, in Cove	Each Cove customer **mapped to a client**, once
Is it the machine we monitor?	Compare names across two consoles	**Matched to its device** by computer name
Did last night's backup run?	Read each device's last session time	Past the **stale window, it is failed**
A one-off, or a pattern?	Open each device's history	A **seven-day strip** on every machine
Who is told, and how?	Another console to watch	Built-in checks, routed by **your notification policies**

A backup that stopped raises no error

Cove reports when each machine's last session ran, but not what schedule it is meant to keep. So ClearWatch measures every machine against a window you declare per connection: 26 hours by default, for a nightly backup, and longer for a client backed up weekly. A machine past it is Stale, which fails its check instead of looking quiet.

02 HOW CLEARWATCH CONNECTS

Cloud to cloud, from ClearWatch's servers

Cove is a cloud service, so ClearWatch reads it the same way: its own servers call Cove's API every 10 minutes. Nothing is installed at a client's site, and no ClearBridge is involved.

EACH MACHINE
Cove Backup Manager
Backs up straight to N-able's cloud, exactly as it does today.

→

N-ABLE CLOUD
Cove's API
Answers ClearWatch's questions about customers, devices and their last sessions.

→

CLEARWATCH'S SERVERS
Backups dashboard
Maps customers, matches machines to devices, runs the checks and raises the alerts.

ClearWatch only reads: it makes no write calls to Cove. The API token stays on ClearWatch's servers and is never sent to a ClearBridge or any machine.

YOU PROVIDE	WHAT IT IS
API user login	The Cove API user's login, labeled **API user login (ends in -abcd1234)**: Cove adds a hyphen and eight characters to the name, and the login needs them.
API token	The token Cove generates for that API user, labeled **API token**. It is stored sealed in ClearWatch and used only by ClearWatch's servers.
Partner name	The partner the API user signs in under, exactly as Cove spells it.
Stale after	Minutes without a session before a machine counts as missed. 26 hours by default, up to 90 days.

02 HOW CLEARWATCH CONNECTS, CONTINUED

An API user, a partner name and a window

Under Manage, Integrations, Cove, **Add instance** opens a window. The connection belongs to the organization chosen in the console's picker, which for an MSP is usually its own 1 : that says who owns the connection, not whose machines it protects.

The credential is a Cove API user, stored first under Settings, Credentials and then picked here. The partner name is typed exactly as Cove spells it 2 , and **Stale after** declares how long a machine may go without a session before it counts as missed 3 .

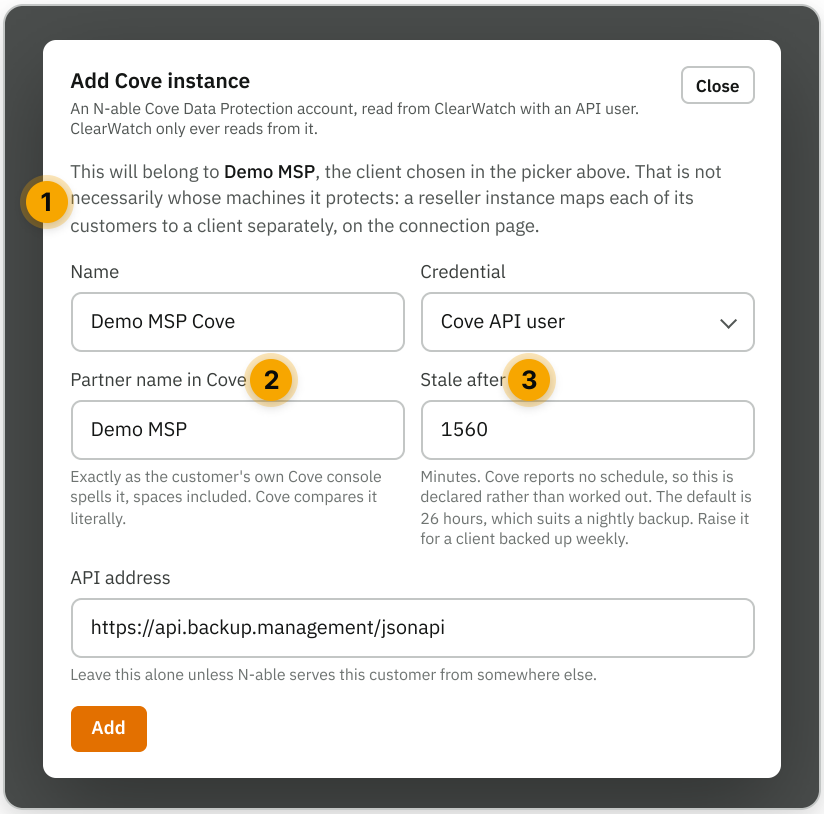


FIGURE 1 Add Cove instance, rebuilt from the ClearWatch console with demo data.

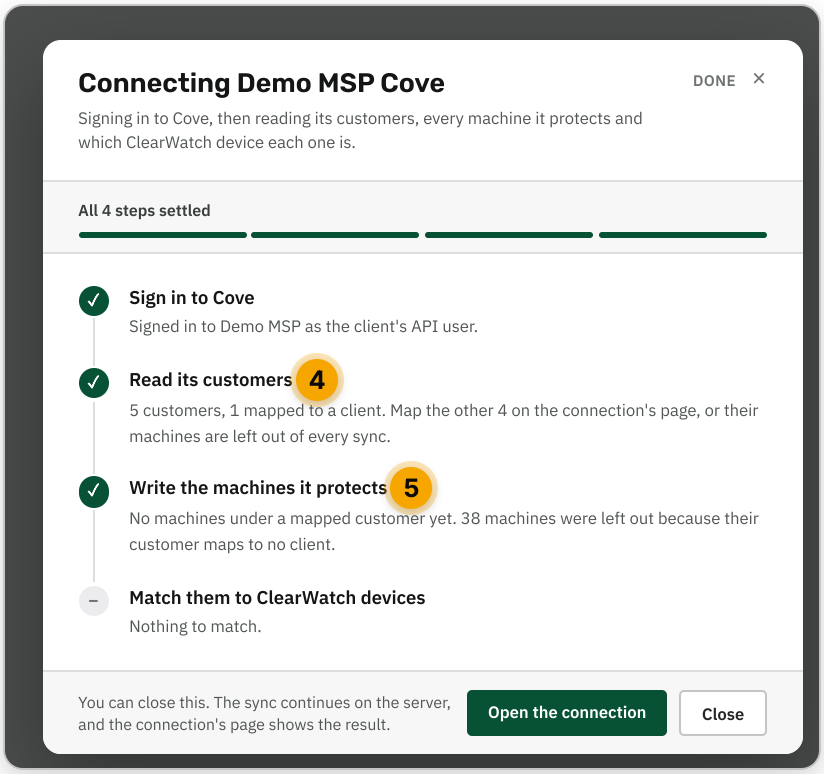


FIGURE 2 The first read of a new instance, step by step.

The first read, live

Pressing Add starts the first read at once and shows it step by step: sign in, read the customers, write the machines, match them to devices.

On a reseller's instance, only the partner the connection signs in as is placed automatically 4 . Every other customer waits for a person, so their machines are counted and left out 5 rather than filed under a guess. Closing the window does not stop the read.

03 CUSTOMERS TO CLIENTS

One Cove instance, many clients

One Cove instance can hold every client. Each Cove customer is mapped to one of them, by a person.

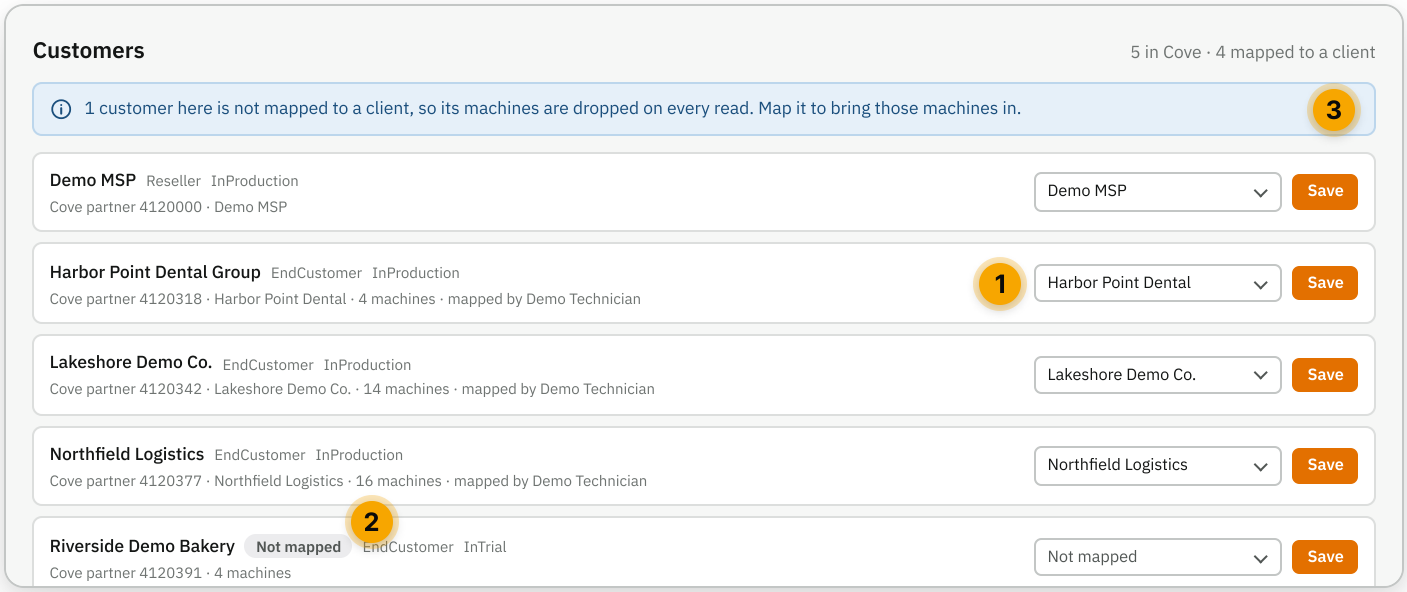


FIGURE 3 Map customers: the Customers list on a Cove connection's page.

Mapped by a person

Each Cove customer is placed under a client with the client picker 1 , which draws your client tree. A mapping stays through every later read.

Unmapped is never guessed

No name matching, no fallback: an unmapped customer 2 has its machines counted and dropped 3 , never guessed.

Each client sees its own

A client's people see only their own machines, under "Managed by Demo MSP's Cove", and cannot map customers or exclude machines.

04 MACHINES ON THE BOARD

Every Cove machine matched to its device

Cove carries no identifier usable outside Cove, so the best evidence is a name: the computer name, or a hypervisor guest's name, links on its own 4 . An alias or Cove's device name is only suggested 5 .

Two devices with the same name link nothing, and a link set by hand is never overwritten. A Cove machine ClearWatch has never seen is added to Discovered as a new device, unlicensed and free until somebody imports it.

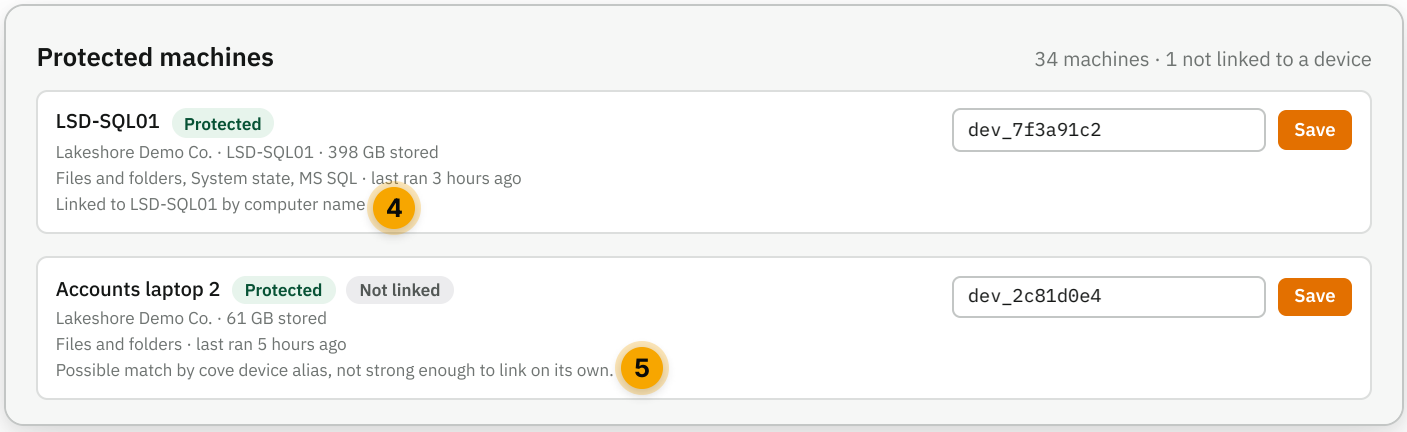


FIGURE 4 Protected machines on the same page, and how each was linked.

04 MACHINES ON THE BOARD, CONTINUED

A Cove instance, drawn like a backup server

On the Backups dashboard, under Failed, Warning, Running and Successful filters: a tile per machine.

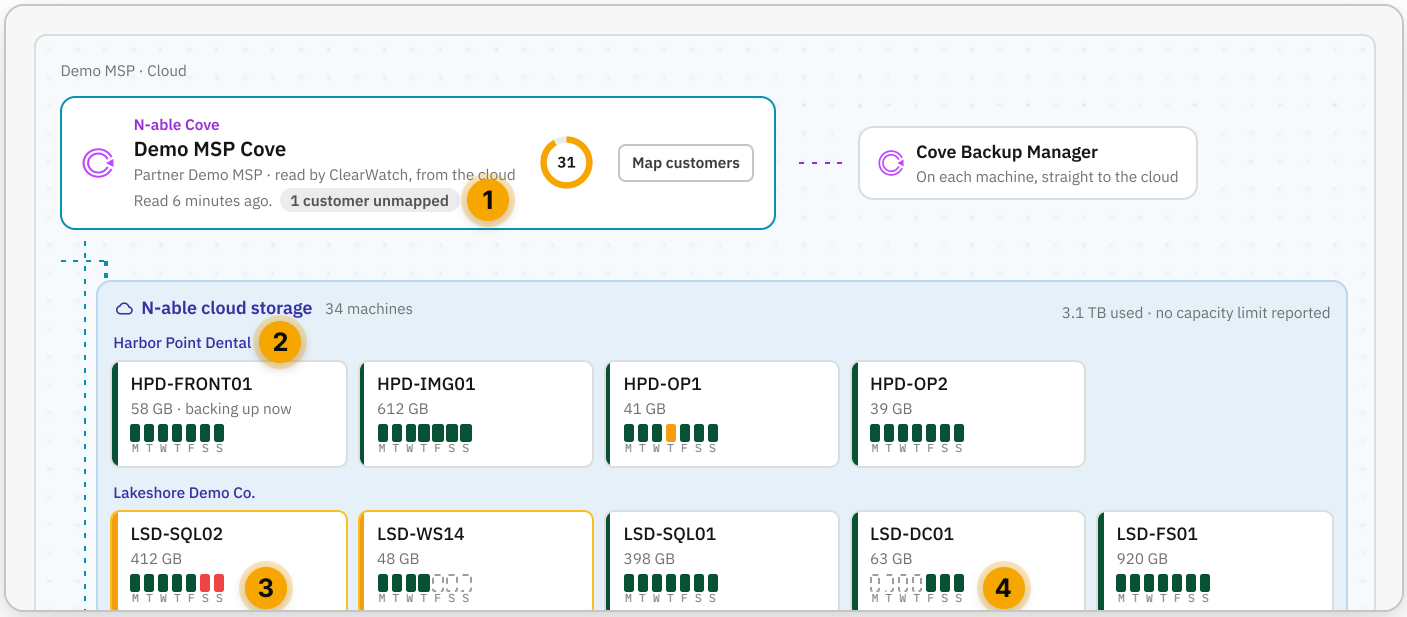


FIGURE 5 A Cove instance on the Backups dashboard (cropped: more tiles follow below).

The card says when Cove was last read and flags an unmapped customer 1 . Tiles group under each client 2 ; an amber edge needs a look.

Strips come from recorded sessions. A day takes its **worst** session 3 , so a file backup cannot hide a failed SQL one. History starts when tracking began 4 .

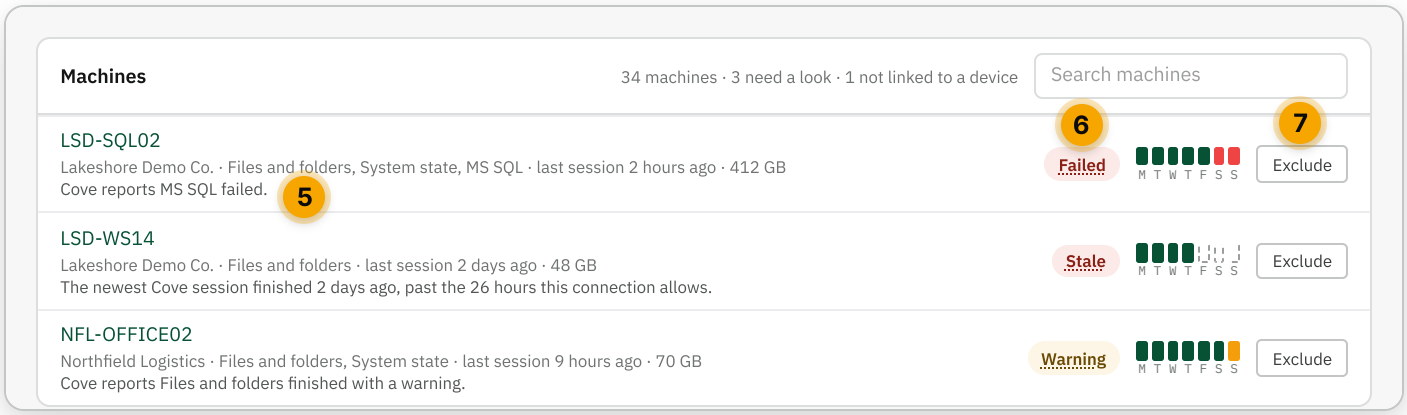


FIGURE 6 The instance's Machines list, worst first, below the drawing.

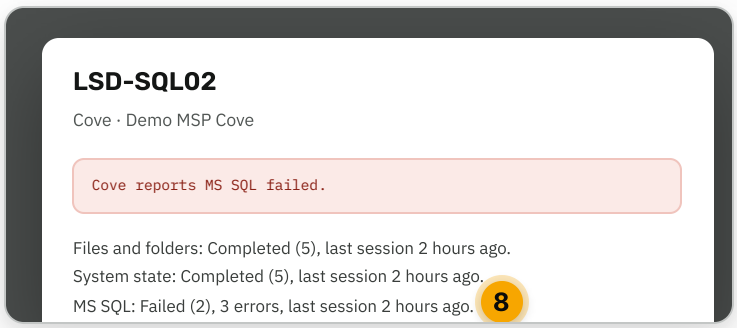


FIGURE 7 Pressing Failed: each data source in Cove's own words.

Every machine that is not green says why in a sentence 5 , and its pill opens the detail 6 : each configured data source with Cove's own status and error count 8 .

A retired machine can be excluded 7 with a written reason, logged under the person's name. It returns on its own if Cove records a new backup for it.

05 CHECKS AND ALERTS

Checks that mean what they say

A Cove machine carries the built-in **Backup health** monitor like any other backed-up machine. Cove reports each machine's state and backup age, so those are the two of its checks that apply, and the built-in **Backup restorable** monitor answers for a Cove machine too. Every level is a default you can change, for everyone or for one device.

CHECK	WARNING	FAILED
Backup state	A data source finished with a warning, or a status ClearWatch cannot read	A configured data source failed, or the newest session is past the stale window (26 hours by default)
Hours since last backup	Above 26 hours	Above 50 hours
Backup restorable	Result unreadable	No restore point inside the stale window, or the newest is older than 8 days

Restore points held, malware, repository and job checks are not applied to Cove machines: Cove does not report them. ClearWatch never writes to Cove, so it runs no restore test there: Backup restorable judges the newest restore point.

On the device's own page

Because the machine is matched to its device, the Backup card sits on the device page beside everything else ClearWatch knows about it (1), naming the Cove instance and the data sources, with the same reason as the board (2).

A machine backed up by Cove and by Veeam shows both, and the card takes the worse state. A Proxmox VE guest Cove backs up counts as covered in its cluster's **Guests with no backup**. Alerts follow your notification policies like any other check.

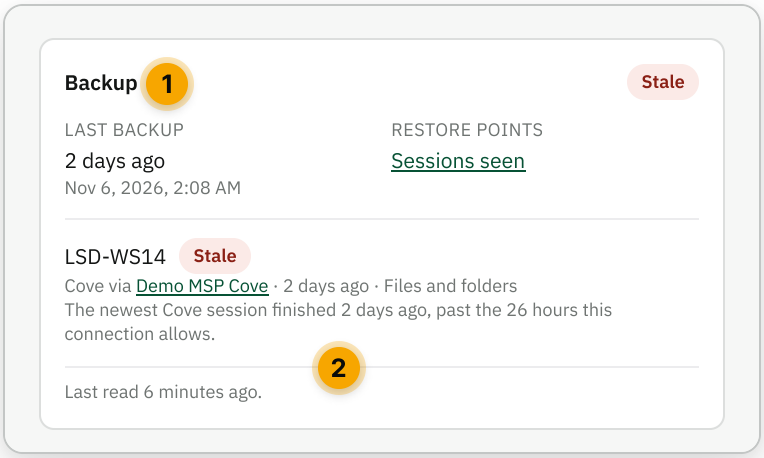


FIGURE 8 The Backup card on a Cove machine's device page. All screens rebuilt with demo data.

06 GOOD TO KNOW

Requirements

- A Cove API user and its token, stored as a credential for the organization that owns the connection.
- The partner name exactly as Cove spells it.
- Nothing on site: no ClearBridge, and nothing installed for ClearWatch.

Limits

- No restore point count, malware, repository or job checks: Cove does not report them.
- Strips and session lists start when tracking began; earlier history is not read back.
- The stale window is one per connection, not per machine.

See every Cove machine, client by client.

Start a free trial, or ask us to connect your Cove instance with you.

clearwatch.com

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