



Cloud Infrastructure & Management Policies

Overview

The Kaseya Cloud Platform is built to provide our customers with the highest level of performance possible. To maintain this performance commitment, the following policies have been written.

Excessive Consumption of System Resources

Kaseya provides customers with the freedom to design and build IT systems management solutions to meet their needs. In some circumstances these configurations can create a performance drain on the platform therefore affecting other customers who may share similar resources.

Customers who are intentionally or unintentionally accessing an excessive amount of system resources will be contacted detailing immediate changes to their account. If these changes are not made in a timely manner, Kaseya may access the account directly to remove or edit these settings on the customers behalf.

File Upload and Storage

Kaseya allows for the upload of .exe and miscellaneous files to be used when writing agent procedures or storing documents for specific computers.

The following limits have been set for this functionality:

- 1GB total storage limit per account
- Per file limit of 150MB

Kaseya Log Limits

All logs will be limited to 10,000 entries throughout the system. The most recent entries will be provided in order to help identify the issue for that specific agent.

Quantity of Service Desk Notes

Tickets will be limited to 500 notes. The most recent notes will be provided in order to help identify the issue for that specific ticket.

Reporting

Old Reports will be purged after 90 days from the system. Customers wishing to keep their reports longer than 90 days are encouraged to save reports on their local systems.



For questions about these policies, please create a support ticket or contact Kaseya Customer Service.