

Acronis

Acronis Data Cloud Version 7.8

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1 About this document

This document is intended for partner administrators who want to use Acronis Data Cloud to provide services to their clients.

This document describes how to set up and manage the services available in Acronis Data Cloud.

2 About Acronis Data Cloud

Acronis Data Cloud is a cloud platform that enables service providers, resellers, and distributors to deliver data protection services to their partners and customers.

The services are provided at the partner level, down to the customer company level and the end-user level.

The services management is available through web applications called the service consoles. The tenant and user account management is available through a web application called the management portal.

The management portal enables administrators to:

- monitor the services usage and access the service consoles
- manage tenants
- manage user accounts
- configure services and quotas for tenants
- manage storage
- manage branding
- generate reports about the services usage

2.1 Services and offerings

Services

The following services are available in Acronis Data Cloud:

- **Backup & Disaster Recovery**
- **File Sync & Share**
- **Acronis Storage SPLA**
- **Notary**
- **Physical Data Shipping**

Depending on the settings chosen by your service provider, some of the services may be unavailable to you. Contact your service provider for more information.

Offerings

Acronis Data Cloud enables service providers to customize the offering (the set of services and service features, called offering items) that they deliver to their customers and partners.

The offering defines which services and functionality will be available in the management portal and the service consoles to the partners, customers, and their end users. All functionality that is excluded from the offering will be hidden from them.

To further refine their offerings, the service providers can define quotas for the specific offering items.

2.2 User accounts and tenants

There are two user account types: administrator accounts and user accounts.

- **Administrators** have access to the management portal. They have the administrator role in all services.
- **Users** do not have access to the management portal. Their access to the services and their roles in the services are defined by an administrator.

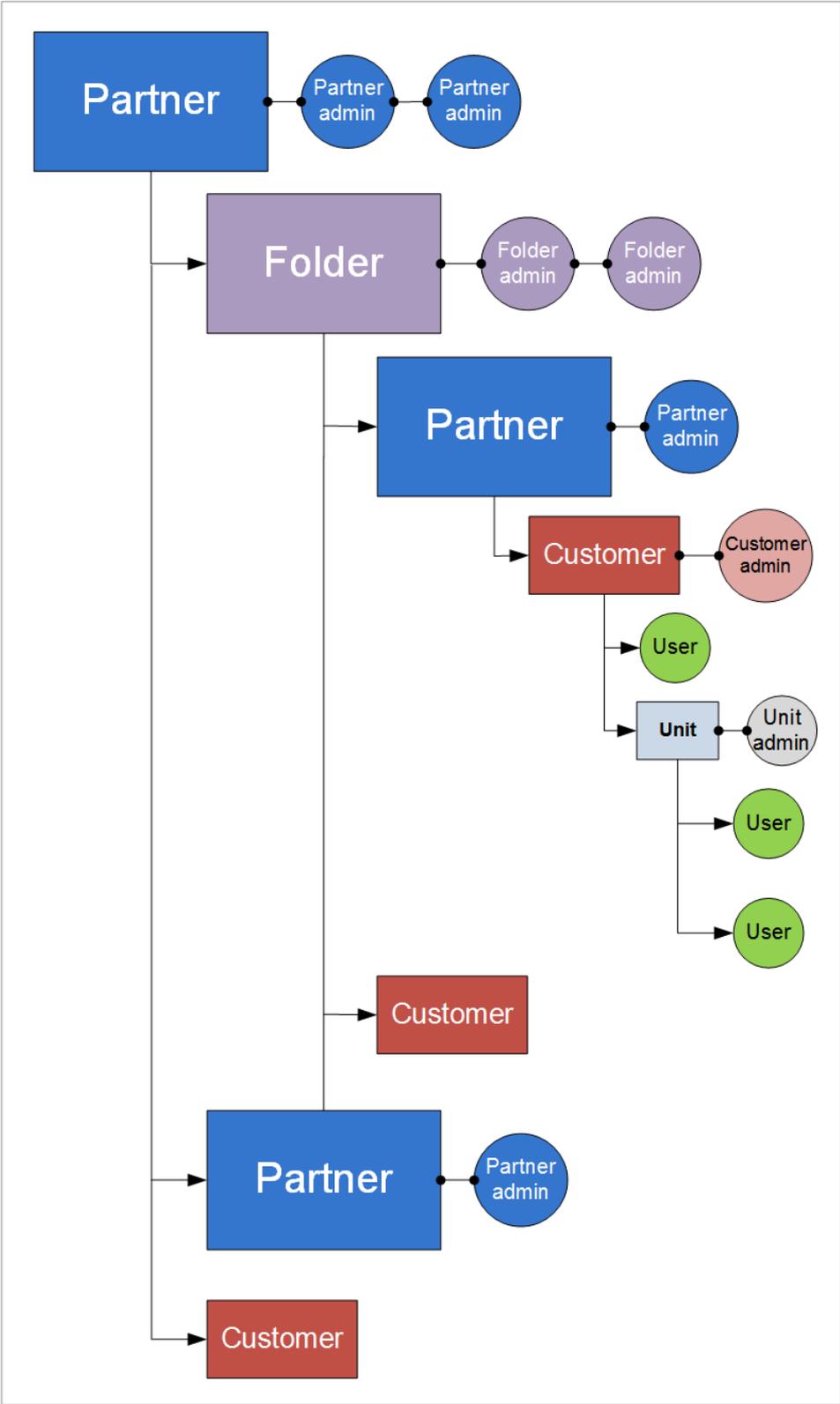
Each account belongs to a tenant. A tenant is a part of the management portal resources (such as user accounts and child tenants) and service offerings (enabled services and offering items within them) dedicated to partner or a customer. The tenant hierarchy is supposed to match the client/vendor relationships between the service users and providers.

- A tenant type of **Partner** typically corresponds to service providers that resell the services.
- A tenant type of **Folder** is a supplementary tenant that is typically used by partner administrators to group partners and customers to configure separate offerings and/or different branding.
- A tenant type of **Customer** typically corresponds to organizations that use the services.
- A tenant type of **Unit** typically corresponds to units or departments within the organization.

An administrator can create and manage tenants, administrator accounts, and user accounts on or below their level in the hierarchy.

Administrators at the customer level and higher can limit access to their tenant for higher-level administrators (p. 22).

The following diagram illustrates an example hierarchy of the partner, folder, customer, and unit tenants.



The following table summarizes operations that can be performed by the administrators and users.

Operation	Users	Customer and unit administrators	Partner and folder administrators
-----------	-------	----------------------------------	-----------------------------------

Operation	Users	Customer and unit administrators	Partner and folder administrators
Create tenants	No	Yes	Yes
Create accounts	No	Yes	Yes
Download and install the software	Yes	Yes	No*
Manage services	Yes	Yes	Yes
Create reports about the service usage	No	Yes	Yes
Configure branding	No	No	Yes

*A partner administrator who needs to perform these operations can create a customer administrator or user account for themselves.

2.3 Supported web browsers

The web interface supports the following web browsers:

- Google Chrome 29 or later
- Mozilla Firefox 23 or later
- Opera 16 or later
- Windows Internet Explorer 11 or later
- Microsoft Edge 25 or later
- Safari 8 or later running in the macOS and iOS operating systems

In other web browsers (including Safari browsers running in other operating systems), the user interface might be displayed incorrectly or some functions may be unavailable.

3 Using the management portal

The following steps will guide you through the basic use of the management portal.

3.1 Activating the administrator account

After signing the partnership agreement, you will receive an email message containing the following information:

- **An account activation link.** Click the link and set the password for the administrator account. Remember the login that is shown on the account activation page.
- **A link to the login page.** The login and password are the same as in the previous step.

3.2 Accessing the management portal

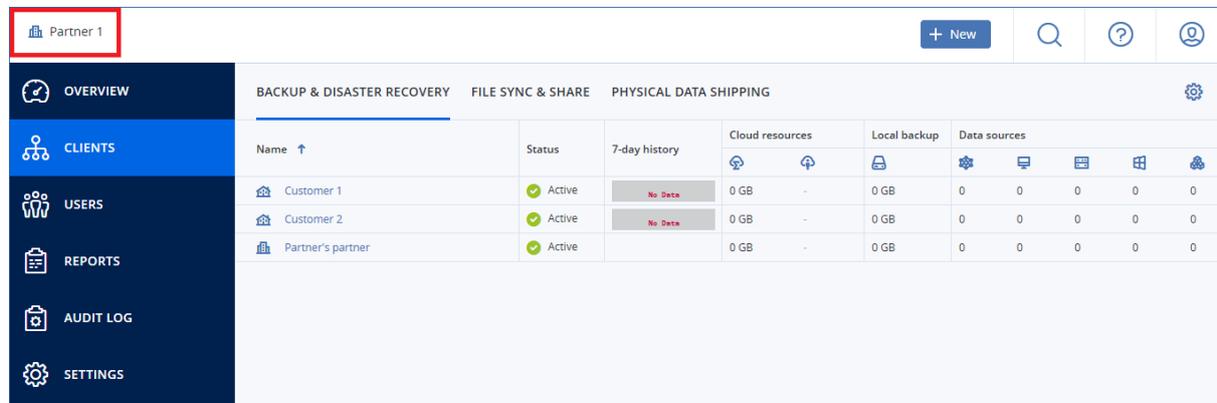
1. Go to the service login page. The login page address was included in the activation email message.
2. Type the login, and then click **Continue**.
3. Type the password, and then click **Sign in**.
4. Click **Management Portal**.

Some services include the capability to switch to the management portal from the service console.

3.3 Navigation in the management portal

When using the management portal, at any given time you are operating within a tenant. This is indicated in the top-left corner.

By default, the top-most hierarchy level available to you is selected. Click the tenant name to drill down the hierarchy. To navigate back to an upper level, click its name in the top-left corner.



Partner 1	BACKUP & DISASTER RECOVERY	FILE SYNC & SHARE	PHYSICAL DATA SHIPPING																
Name ↑	Status	7-day history	Cloud resources		Local backup	Data sources													
Customer 1	Active	No Data	0 GB	-	0 GB	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Customer 2	Active	No Data	0 GB	-	0 GB	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Partner's partner	Active		0 GB	-	0 GB	0	0	0	0	0	0	0	0	0	0	0	0	0	0

All parts of the user interface display and affect only the tenant in which you are currently operating. For example:

- The **Clients** tab displays only the tenants that are direct children of the tenant in which you are currently operating.
- The **Users** tab displays only the user accounts that exist in the tenant in which you are currently operating.
- By using the **New** button, you can create a tenant or a new user account only in the tenant in which you are currently operating.

3.4 Accessing the services

Overview tab

The **Overview > Usage** section provides an overview of the service usage and enables you to access the services within the tenant in which you are operating.

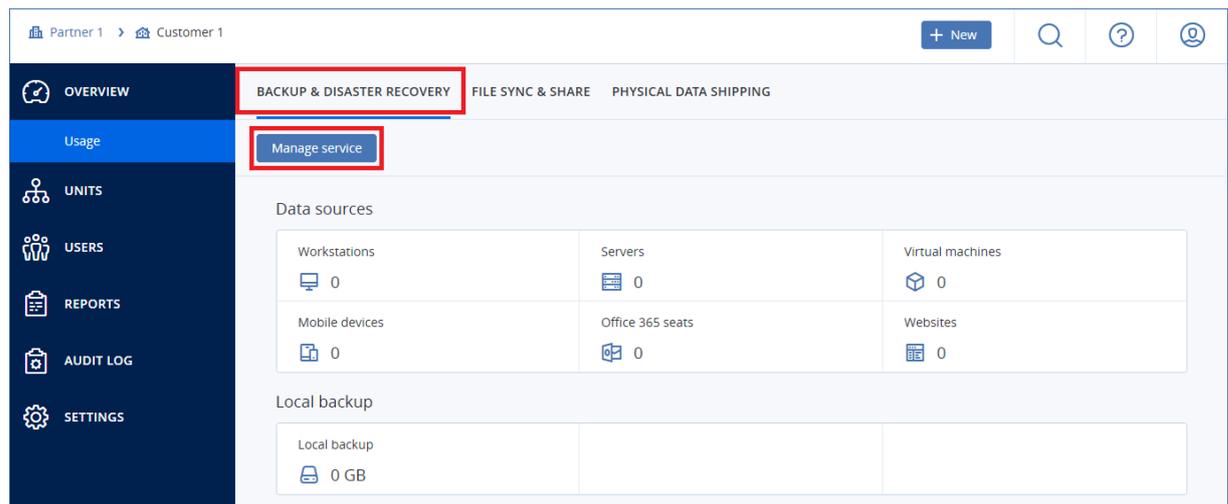
To manage a service for a tenant by using the Overview tab

1. Navigate to the tenant (p. 7) for which you want to manage a service, and then click **Overview > Usage**.

Note that some services can be managed at the partner tenant and at the customer tenant levels, while other services can be managed only at the customer tenant level.

2. Click the name of the service that you want to manage, and then click **Manage service** or **Configure service**.

For information about using the services, refer to the user guides that are available in the service consoles.

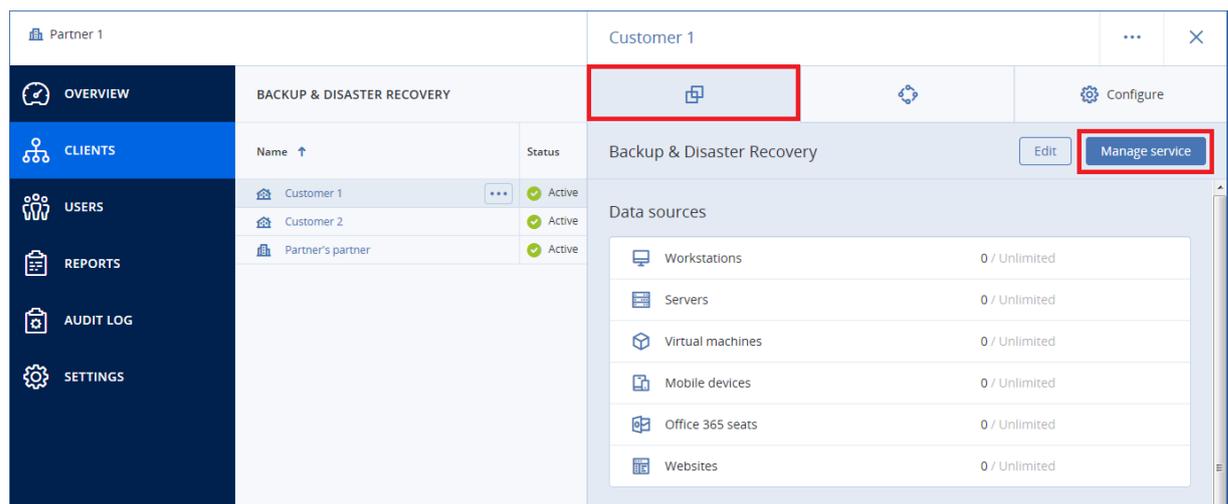


Clients tab

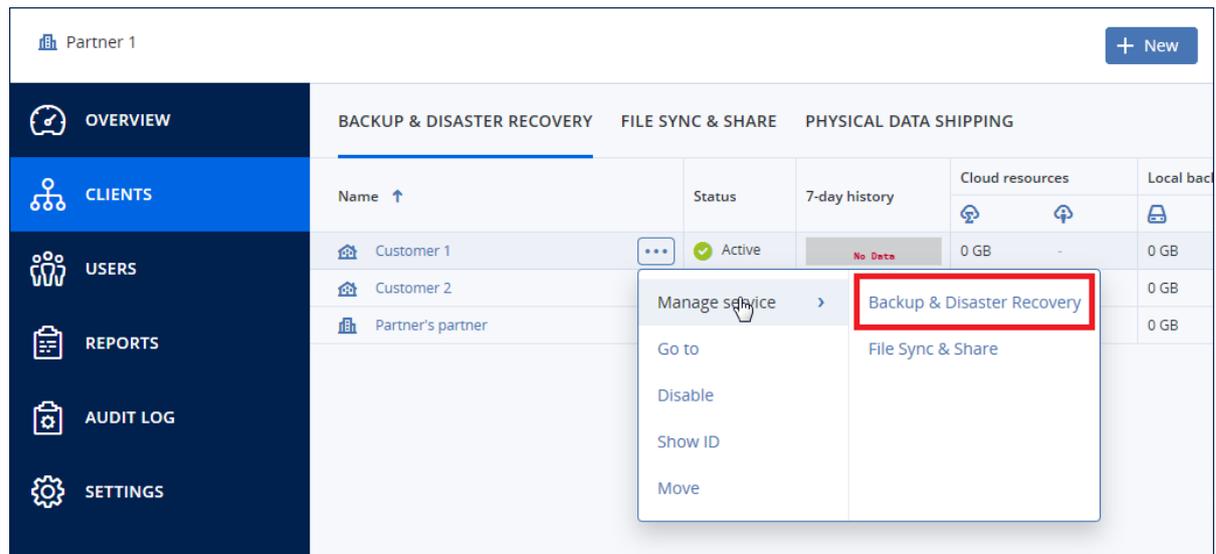
The **Clients** tab displays the child tenants of the tenant in which you are operating and enables you to access the services within them.

To manage a service for a tenant by using the Clients tab

1. Do one of the following:
 - Click **Clients**, select the tenant for which you want to manage a service, click the name or icon of the service that you want to manage, and then click **Manage service** or **Configure service**.



- Click **Clients**, click the ellipsis icon next to the name of the tenant for which you want to manage a service, click **Manage service**, and then select the service that you want to manage.



Note that some services can be managed at the partner tenant and at the customer tenant levels, while other services can be managed only at the customer tenant level.

For information about using the services, refer to the user guides that are available in the service consoles.

3.5 Creating a tenant

A **Partner** tenant is normally created for each partner that signs the partnership agreement.

A **Folder** tenant is normally created to group partners and customers to configure separate offerings and/or different branding.

A **Customer** tenant is normally created for each organization that signs up for a service.

You may want to create a new **Unit** tenant within a customer tenant when expanding the service to a new organizational unit.

To create a tenant

1. Log in to the management portal.
2. Navigate to the tenant (p. 7) in which you want to create a tenant.
3. In the top-right corner, click **New**, and then click one of the following, depending on the type of the tenant that you want to create:
 - **Customer**
 - **Partner**
 - **Folder**
 - **Unit**

The available types depend on the parent tenant type.

4. In **Name**, specify a name for the new tenant.
5. [Only when creating a customer tenant] In **Mode**, select whether the tenant is using services in the trial mode or in the production mode. Monthly service usage reports do not include usage data for trial-mode tenants.

Important *If you switch the mode from trial to production in the middle of a month, the entire month will be included in the monthly service usage report. For this reason, we recommend that you switch the mode on the first day of a month. The mode is automatically switched to production when a tenant remains in the trial mode for one full month.*

6. [Optional] In **Language**, change the default language of notifications, reports, and the software that will be used within this tenant.
7. Do one of the following:
 - To finish the tenant creation, click **Save and close**. In this case, all services will be enabled for the tenant. The tenant will not have an administrator until you create one.
 - To configure services for the tenant and to create a tenant administrator, click **Next**.
8. [Optional, not applicable to a unit tenant] Disable the switches for the services that you want to disable for the tenant. Disabled services will be hidden from the users within the tenant and its child tenants.
9. [Optional, not applicable to a unit tenant] Configure the offering items for the tenant:
 - a. Within each service, clear the check boxes for the offering items that you want to disable. The functionality that corresponds to the disabled offering items will be hidden from the users within the tenant and its child tenants.
 - b. Some services enable you to select storages that will be available to the new tenant. Storages are grouped by locations. You can select from the list of locations and storages that are available to your tenant.
 - When creating a parent/folder tenant, you can select multiple locations and storages for each service.
 - When creating a customer tenant, you must select one location, and then select one storage per service within this location. The storages assigned to the customer can be changed at a later time, but only before the customer starts using them.For more information about storages, refer to "Managing locations and storage" (p. 11).
 - c. Click the pencil icon next to an offering item to specify the quota for the item. These quotas are "soft." If any of these values are exceeded, an email notification is sent to the tenant administrators and the administrators of the parent tenant. Restrictions on using the services are not applied.
 - d. [Only when creating a customer tenant] Specify the quota overages. An overage allows a customer tenant to exceed the quota by the specified value. When the overage is exceeded, restrictions on using the corresponding service are applied.
10. Do one of the following:
 - To create a tenant administrator, click **Next**, and then follow the steps described in "Creating a user account" (p. 10), starting from step 4. If you change your mind, you can click **Skip and close** to cancel creating an administrator.
 - To create a tenant without an administrator, click **Save and close**. You can add administrators to the tenant later.

The newly created tenant appears on the **Clients** tab.

If you want to edit the tenant settings or specify the contact information, select the tenant on the **Clients** tab, and then click the pencil icon in the section that you want to edit.

3.6 Creating a user account

You may want to create additional accounts in the following cases:

- Partner/folder administrator accounts — to share the services management duties with other people.
- Customer/unit administrator accounts — to delegate the service management to other people whose access permissions will be strictly limited to the corresponding customer/unit.
- User accounts within the customer or a unit tenant — to enable the users to access only a subset of the services.

Please be aware that existing accounts cannot be moved between tenants. First, you need to create a tenant, and then populate it with accounts.

To create a user account

1. Log in to the management portal.
2. Navigate to the tenant (p. 7) in which you want to create a user account.
3. In the top-right corner, click **New > User**.
4. Specify the following contact information for the account:
 - **Email address**
 - [Optional] **First name**
 - [Optional] **Last name**
 - [Optional] To specify a login that is different from the specified email address, clear the **Use email address as login** check box, and then specify the login.

Important Each account must have a unique login.

5. [Optional] In **Language**, change the default language of notifications, reports, and the software that will be used for this account.
6. [Not available when creating an account in a partner/folder tenant] Select the services to which the user will have access and the roles in each service.

Available services depend on the services that are enabled for the tenant in which the user account is created.

- If you select the **Company administrator** check box, the user will have access to the management portal and the administrator role in all services that are currently enabled for the tenant. The user will also have the administrator role in all services that will be enabled for the tenant in the future.
 - If you select the **Unit administrator** check box, the user will have access to the management portal, but may or not have the service administrator role, depending on the service.
 - Otherwise, the user will have the roles that you select in the services that you select.
7. Click **Create**.

The newly created user account appears on the **Users** tab.

If you want to edit the user settings or specify notification settings and quotas (not available for partner/folder administrators) for the user, select the user on the **Users** tab, and then click the pencil icon in the section that you want to edit.

3.7 Managing locations and storage

The **Settings > Locations** section shows the cloud storages and disaster recovery infrastructures that you can use to provide the **Backup & Disaster Recovery** and the **File Sync & Share** services to your partners and customers.

Storages configured for other services will be shown on the **Locations** section in the future releases.

Locations

A location is a container that enables you to conveniently group the cloud storages and disaster recovery infrastructures. It can represent anything of your choice, like a specific data center or a geographical location of your infrastructure components.

You can create any number of locations and populate them with backup storages, disaster recovery infrastructures, and **File Sync & Share** storages. A location can contain multiple cloud storages but only one disaster recovery infrastructure.

For information about operations with storages, refer to "Managing storage" (p. 12).

Choosing locations and storages for partners and customers

When creating a partner/folder tenant (p. 9), you can select multiple locations and multiple storages per service within them that will be available in the new tenant.

When creating a customer tenant (p. 9), you must select one location, and then select one storage per service within this location. The storage assigned to the customer can be changed at a later time, but only before the customer starts using it.

The information about the storages that are assigned to a customer tenant is shown on the tenant details panel when the tenant is selected on the **Clients** tab. Information about the storage space usage is not updated in real time. Please allow up to 24 hours for the information to be updated.

Operations with locations

To create a new location, click **Add location**, and then specify the location name.

To move a storage or a disaster recovery infrastructure to another location, select the storage or the infrastructure, click the pencil icon in the **Location** field, and then select the target location.

To rename a location, click the ellipsis icon next to the location name, click **Rename**, and then specify the new location name.

To delete a location, click the ellipsis icon next to the location name, click **Delete**, and then confirm your decision. Only empty locations can be deleted.

3.7.1 Managing storage

Adding new storages

- **Backup & Disaster Recovery** service:
 - By default, the backup storages are located in Acronis data centers.
 - If the **Partner-owned backup storage** offering item is enabled for a partner tenant by an upper-level administrator, the partner administrators can organize the storage in the partner's own data center, by using the Acronis Storage software. Click **Add backup storage** on the **Locations** section to find information about organizing a backup storage in your own data center.
 - If the **Partner-owned disaster recovery infrastructure** offering item is enabled for a partner tenant by an upper-level administrator, the partner administrators can organize a disaster recovery infrastructure in the partner's own data center. For information about adding a disaster recovery infrastructure, contact Acronis technical support at <https://www.acronis.com/support>.

- For information about adding storages that will be used by other services, contact Acronis technical support at <https://www.acronis.com/support>.

Deleting storages

You can delete storages that were added by you or your child tenants.

If the storage is assigned to any customer tenants, you must disable the service that uses the storage for all customer tenants, before deleting the storage.

To delete a storage

1. Log in to the management portal.
2. Navigate to the tenant (p. 7) in which the storage was added.
3. Click **Settings > Locations**.
4. Select the storage that you want to delete.
5. On the storage properties panel, click the ellipsis icon, and then click **Delete storage**.
6. Confirm your decision.

3.8 Configuring branding

The **Settings > Branding** section enables partner administrators to customize the user interface of the management portal and the **Backup & Disaster Recovery** service to remove any association with Acronis or the higher-level partners.

Branding can be configured on the partner and the folder levels. The branding is applied to all direct and indirect child partners/folders and customers of the tenant where the branding is configured.

The capability to configure branding for all services will be available in the future releases. Some services provide separate branding capability. For more information, refer to the user guides that are available in the service consoles.

Branding items

Appearance

- **Service name.** This name is used in all email messages that are sent by the management portal (account activation messages, business notification email messages), on the **Welcome** screen after the first login, and as the management portal browser tab name.
- **Logo.** The logo is displayed in the management portal and the services. Click the logo to upload an image file.
- **Color scheme.** The color scheme defines the combination of colors that is used for all user interface elements. Click the scheme, and then choose one of the predefined schemes that best fits your needs.

Tip Click **Preview scheme in a new tab** to preview what the interface will look like to your child tenants. The branding will not be applied until you click **Done** on the **Choose color scheme** panel.

Documentation and support

- **Home URL.** This page is opened when a user clicks the company name on the **About** panel.
- **Support URL.** This page is opened when a user clicks the **Contact support** link on the **About** panel or in an email message that is sent by the management portal.
- **Support phone.** This phone number is shown on the **About** panel.

- **Knowledge base URL.** This page is opened when a user clicks the **Knowledge base** link in an error message.
- **Management portal administrator's guide.** This page is opened when a user clicks the question mark icon in the top-right corner of the management portal user interface, and then clicks **About > Administrator guide**.
- **Management portal administrator's help.** This page is opened when a user clicks the question mark icon in the top-right corner of the management portal user interface, and then clicks **Help**.

Legal

- **End-user License agreement (EULA) URL.** This page is opened when a user clicks the **End-user license agreement** link on the **About** panel or on the **Welcome** screen after the first login.
- **Platform terms URL.** This page is opened when a partner administrator clicks the **Platform terms** link on the **About** panel or the **Welcome** screen after the first login.
- **Privacy statement URL.** This page is opened when a user clicks the **Privacy statement** link on the **Welcome** screen after the first login.

Mobile apps

- **App Store.** This page is opened when the user clicks **Add > iOS** in the **Backup & Disaster Recovery** service.
- **Google Play.** This page is opened when the user clicks **Add > Android** in the **Backup & Disaster Recovery** service.

Email server settings

You can specify a custom email server that will be used to send email notifications from the management portal and the services. To specify a custom email server, click **Customize**, and then specify the following settings:

- In **From**, enter the name that will be shown in the **From** field of the email notifications.
- In **SMTP**, enter the name of the outgoing mail server (SMTP).
- In **Port**, enter the port of the outgoing mail server. By default, the port is set to 25.
- In **Encryption**, select whether to use SSL or TLS encryption. Select **None** to disable encryption.
- In **User name** and **Password**, specify the credentials of an account that will be used to send messages.

Configuring branding

1. Log in to the management portal.
2. Navigate to the tenant (p. 7) in which you want to configure branding.
3. Click **Settings > Branding**.
4. Click **Enable branding**.
5. Do one of the following:
 - Configure the branding items described above.
 - Click **White label** to clear all branding items, except for **Service name**, **End-user License agreement (EULA) URL**, **Management portal administrator's guide**, **Management portal administrator's help**, and **Email server settings**.
 - Click **Restore to defaults** to reset all branding items to their default values.

3.9 Monitoring

To access information about services usage and operations, click **Overview**.

3.9.1 Usage

The **Usage** tab provides an overview of the service usage and enables you to access the services within the tenant in which you are operating.

The screenshot shows the 'Usage' tab in the Acronis Backup & Disaster Recovery console. The interface includes a top navigation bar with 'Partner 1' and 'Customer 1' breadcrumbs, a '+ New' button, and search, help, and user profile icons. A left-hand navigation menu lists 'OVERVIEW', 'Usage', 'UNITS', 'USERS', 'REPORTS', 'AUDIT LOG', and 'SETTINGS'. The main content area features a 'Manage service' button and several data source widgets, each showing a count of 0: Workstations, Servers, Virtual machines, Mobile devices, Office 365 seats, and Websites. Below these are 'Local backup' (0 GB) and 'Cloud resources' (Total cloud storage size: 0 GB) sections.

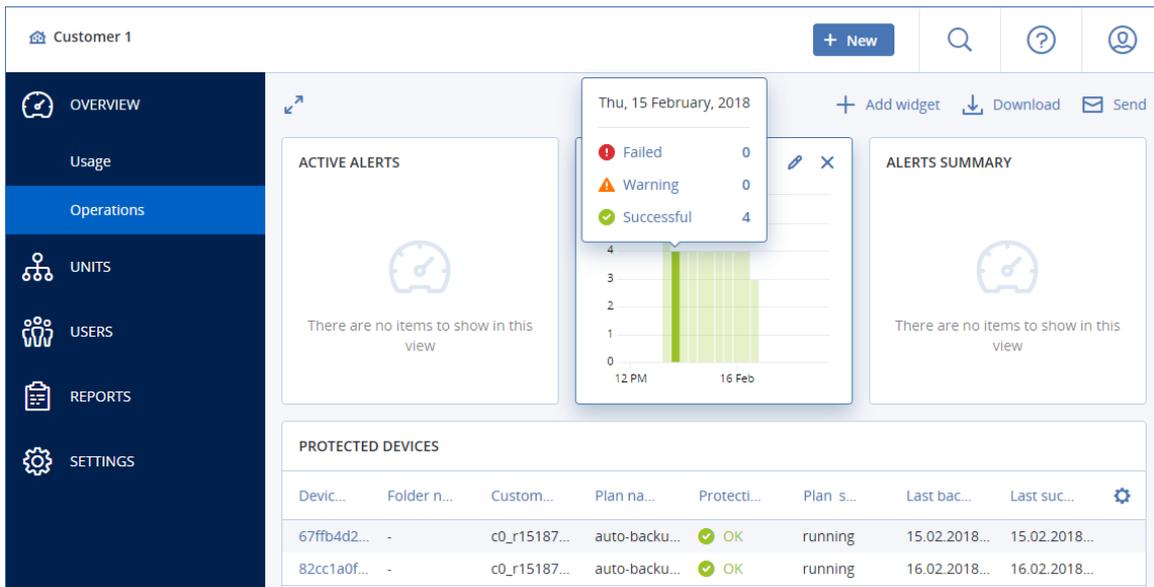
3.9.2 Operations

The **Operations** dashboard provides a number of customizable widgets that give an overview of operations related to the backup service. Widgets for other services will be available in future releases.

By default, the data is displayed for the tenant in which you are operating (p. 7). You can change the displayed tenant individually for each widget by editing it. Aggregated information about the direct child customer tenants of the selected tenant is also shown, including those that are located in folders. The dashboard does *not* display information about child partners and their child tenants; you must drill-down into the specific partner to see its dashboard. However, if you convert a child partner tenant to a folder tenant (p. 22), the information about this tenant's child customers will appear on the parent tenant's dashboard.

The widgets are updated in real time. The widgets have clickable elements that enable you to investigate and troubleshoot issues. You can download the current state of the dashboard in the .pdf or/and .xlsx format, or send it via email to any address, including external recipients.

You can choose from a variety of widgets, presented as tables, bar charts, and lists. You can add multiple widgets of the same type for different tenants or with different filters.



To rearrange the widgets on the dashboard

Drag and drop the widgets by clicking on their names.

To edit a widget

Click the pencil icon next to the widget name. Editing a widget enables you to rename it, change the period of time, select the tenant for which the data is displayed, and set filters.

To add a widget

Click **Add widget**, and then do one of the following:

- Click the widget that you want to add. The widget will be added with the default settings.
- To edit the widget before adding it, click the gear icon when the widget is selected. After editing the widget, click **Done**.

To remove a widget

Click the X sign next to the widget name.

3.10 Reporting

To create reports about services usage and operations, click **Reports**.

3.10.1 Usage

Usage reports provide historical data about use of the services.

Report type

You can select one of the following report types:

- **Current usage**
The report contains the current service usage metrics.

The usage metrics are calculated within each of the child tenants' billing periods. If the tenants included in the report have different billing periods, the parent tenant's usage may differ from the sum of the child tenants' usages.

- **Current usage distribution**

This report is available only for partner tenants that are managed by an external provisioning system. This report is useful when the billing periods of child tenants do not match the billing period of the parent tenant. The report contains the service usage metrics for child tenants calculated within the current billing period of the parent tenant. The parent tenant's usage is guaranteed to be equal to the sum of the child tenants' usages.

- **Summary for period**

The report contains the service usage metrics for the end of the specified period, and the difference between the metrics in the beginning and at the end of the specified period.

- **Day-by-day for period**

The report contains the service usage metrics and their changes for each day of the specified period.

Report scope

You can select the scope of the report from the following values:

- **Direct customers and partners**

The report will include the service usage metrics only for the immediate child tenants of the tenant in which you are operating.

- **All customers and partners**

The report will include the service usage metrics for all child tenants of the tenant in which you are operating.

- **All customers, partners, and users**

The report will include the service usage metrics for all child tenants of the tenant in which you are operating and for all users within the tenants.

Scheduled reports

A scheduled report covers service usage metrics for the last full calendar month. The reports are generated at 23:59:59 UTC on the first day of a month and sent on the second day of that month. The reports are sent to all administrators of your tenant who have the **Scheduled usage reports** check box selected in the user settings.

To enable or disable a scheduled report

1. Log in to the management portal.
2. Ensure that you operate in the top-most tenant available to you.
3. Click **Reports > Usage**.
4. Click **Scheduled**.
5. Select or clear the **Send a monthly summary** report check box.
6. In **Level of detail**, select the report scope as described above.

Custom reports

This type of report can be generated on demand and cannot be scheduled. The report will be sent to your email address.

To generate a custom report

1. Log in to the management portal.

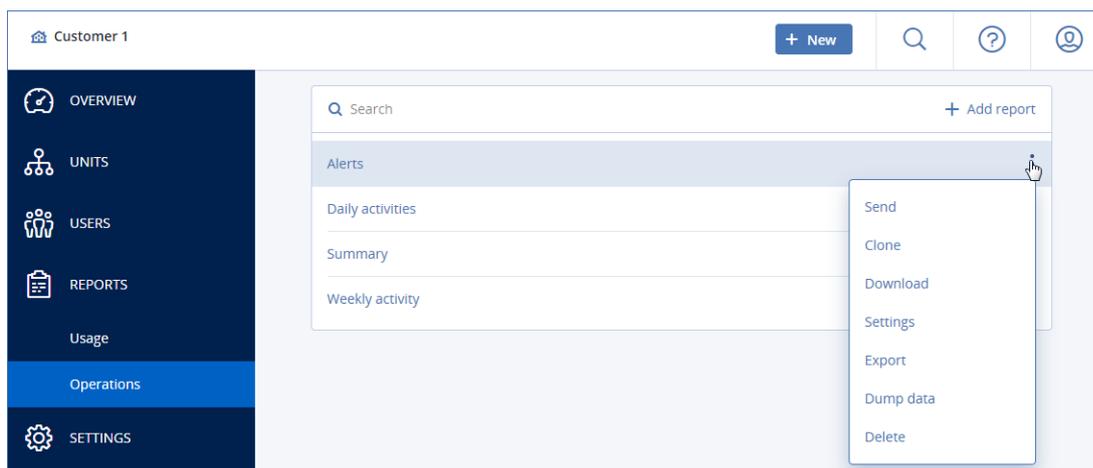
2. Navigate to the tenant (p. 7) for which you want to create a report.
3. Click **Reports > Usage**.
4. Select the **Custom** tab.
5. In **Type**, select the report type as described above.
6. [Not available for the **Current usage** report type] In **Period**, select the reporting period:
 - **Current calendar month**
 - **Previous calendar month**
 - **Custom**
7. [Not available for the **Current usage** report type] If you want to specify a custom reporting period, select the start and the end dates. Otherwise, skip this step.
8. In **Level of detail**, select the report scope as described above.
9. To generate the report, click **Generate and send**.

3.10.2 Operations

A report about operations can include any set of the **Operations** dashboard widgets (p. 15). By default, all of the widgets show the summary information for the tenant in which you are operating. You can change this individually for each widget by editing it, or for all widgets in the report settings. All of the widgets show the parameters for the same time range. You can change this range in the report settings.

To view a report, click its name.

To access operations with a report, click the vertical ellipsis icon on the report line. The same operations are available from within the report.



You can use predefined reports or create a custom report.

Adding a report

1. Click **Add report**.
2. Do one of the following:
 - To add a predefined report, click its name.
 - To add a custom report, click **Custom**, click the report name (the names assigned by default look like **Custom(1)**), and then add widgets to the report.
3. [Optional] Drag and drop the widgets to rearrange them.
4. [Optional] Edit the report as described below.

Editing a report

To edit a report, click its name, and then click **Settings**. When editing a report, you can:

- Rename the report
- Change the displayed tenant for all widgets included in the report
- Change the time range for all widgets included in the report
- Schedule sending the report via email in the .pdf or/and .xlsx format.

The screenshot displays the 'Settings' interface for a report, divided into two main sections: 'General' and 'Scheduled'.

General Section:

- Name:** A text input field containing 'Custom'.
- Set one customer for all widgets:** A checked checkbox.
- Customer:** A dropdown menu currently set to 'All'.
- Range:** A dropdown menu currently set to '7 days'.

Scheduled Section:

- Scheduled:** A toggle switch that is turned on (green).
- Recipients:** A text input field containing 'user1@example.com; user2@example.com'.
- File format:** A dropdown menu currently set to 'Excel and PDF'.
- Days of week:** A tabbed interface with 'Days of week' and 'Monthly' tabs. The 'Days of week' tab is active, showing buttons for SUN, MON, TUE, WED, THU, FRI, and SAT.
- Send at:** A dropdown menu currently set to '12:00 AM'.

Scheduling a report

1. Click the report name, and then click **Settings**.
2. Enable the **Scheduled** switch.
3. Specify the recipients' email addresses.
4. Select the report format: .pdf, .xlsx, or both.
5. Select the days and the time when the report will be sent.
6. Click **Save** in the upper-right corner.

Exporting and importing the report structure

You can export and import the report structure (the set of widgets and the report settings) to a .json file. This may be useful for copying the report structure from one tenant to another tenant.

To export the report structure, click the report name, click the vertical ellipsis icon in the top-right corner, and then click **Export**.

To import the report structure, click **Add report**, and then click **Import**.

Dumping the report data

You can send a dump of the report data in a .csv file via email. The dump includes all of the report data (without filtering) for a custom time range.

The software generates the data dump on the fly. If you specify a long period of time, this action may take a long time.

To dump the report data

1. Click the report name.
2. Click the vertical ellipsis icon in the top-right corner, and then click **Dump data**.
3. Specify the recipients' email addresses.
4. In **Time range**, specify the time range.
5. Click **Send**.

3.11 Audit log

To view the audit log, click **Audit log**.

The audit log provides a chronological record of the following events:

- Operations performed by users in the management portal
- System messages about reached quotas and quota usage

The log shows events in the tenant in which you are currently operating and its child tenants. You can click an event to view more information about it.

The log is cleaned up on a daily basis. The events are removed after 180 days.

Audit log fields

For each event, the log shows:

- **Event**
Short description of the event. For example, **Tenant was created**, **Tenant was deleted**, **User was created**, **User was deleted**, **Quota was reached**.
- **Severity**
Can be one of the following:
 - **Error**
Indicates an error.
 - **Warning**
Indicates a potentially negative action. For example, **Tenant was deleted**, **User was deleted**, **Quota was reached**.
 - **Notice**
Indicates an event that might need attention. For example, **Tenant was updated**, **User was updated**.
 - **Informational**
Indicates a neutral informative change or action. For example, **Tenant was created**, **User was created**, **Quota was updated**.
- **Date**
The date and time when the event occurred.

- **Object name**
The object with which the operation was performed. For example, the object of the **User was updated** event is the user whose properties were changed. For events related to a quota, the quota is the object.
- **Tenant**
The name of the tenant that the object belongs to.
- **Initiator**
The login of the user who initiated the event. For system messages and events initiated by upper-level administrators, the initiator is shown as **System**.
- **Initiator's tenant**
The name of the tenant that the initiator belongs to. For system messages and events initiated by upper-level administrators, this field is empty.
- **Method**
Shows whether the event was initiated via the web interface or via API.
- **IP**
The IP address of the machine from which the event was initiated.

Filtering and search

You can filter the events by description, severity, or date. You can also search the events by object, unit, initiator, and initiator's unit.

4 Advanced scenarios

4.1 Moving a tenant to another tenant

The management portal enables you to move a tenant from one parent tenant to another parent tenant. This may be useful if you want to transfer a customer from one partner to another partner, or if you created a folder tenant to organize your clients and want to move some of them to the newly created folder tenant.

Restrictions

- A partner/folder tenant can be moved only to a partner/folder tenant.
- A customer tenant can be moved only to a partner/folder tenant.
- A tenant cannot be moved to its child tenant.
- A unit tenant cannot be moved.
- A tenant can be moved only if the target parent tenant has the same or a larger set of services and offering items as the original parent tenant.
- When moving a customer tenant, all storages assigned to the customer tenant in the original parent tenant must exist in the target parent tenant. This is required because the customer service-related data cannot be moved from one storage to another storage.

How to move a tenant

1. Log in to the management portal.
2. On the **Clients** tab, select the target tenant to which you want to move a tenant.

3. On the tenant properties panel, click the vertical ellipsis icon, and then click **View ID**.
4. Copy the text string shown in the **Internal ID** field, and then click **Cancel**.
5. On the **Clients** tab, select the tenant which you want to move.
6. On the tenant properties panel, click the vertical ellipsis icon, and then click **Move**.
7. Paste the internal identifier of the target tenant, and then click **Move**.

4.2 Converting a partner tenant to a folder tenant and vice versa

The management portal enables you to convert a partner tenant to a folder tenant.

This may be useful if you used a partner tenant for grouping purposes and now want to organize your tenant infrastructure properly. This is also useful if you want the operational dashboard (p. 15) to include aggregated information about the tenant.

You can also convert a folder tenant to a partner tenant.

Note *The conversion is a safe operation and does not affect the users within the tenant and any service-related data.*

To convert a tenant

1. Log in to the management portal.
2. On the **Clients** tab, select the tenant that you want to convert.
3. Do one of the following:
 - Click the ellipsis icon next to the tenant name.
 - Select the tenant, and then click the ellipsis icon on the tenant properties panel.
4. Click **Convert to folder** or **Convert to partner**.
5. Confirm your decision.

4.3 Limiting access to the web interface

Administrators can limit access to the web interface by specifying a list of IP addresses from which the members of a tenant are allowed to log in.

This restriction also applies to accessing the management portal via API.

This restriction applies only at the level where it is set. It is *not* applied to the members of the child tenants.

To limit access to the web interface

1. Log in to the management portal.
2. Navigate to the tenant (p. 7) in which you want to limit the access.
3. Click **Settings > Security**.
4. Select the **Enable logon control** check box.
5. In **Allowed IP addresses**, specify the allowed IP addresses.

You can enter any of the following parameters, separated by a semicolon:

 - IP addresses, for example: 192.0.2.0
 - IP ranges, for example: 192.0.2.0-192.0.2.255
 - Subnets, for example: 192.0.2.0/24

6. Click **Save**.

4.4 Limiting access to your tenant

Administrators at the customer level and higher can limit access to their tenants for higher-level administrators.

If access to the tenant is limited, the parent tenant administrators can only modify the tenant properties. They do not see the accounts and child tenants at all.

To prevent higher-level administrators from accessing your tenant

1. Log in to the management portal.
2. Click **Settings > Security**.
3. Clear the **Allow administrators from parent tenants to manage this tenant** check box.
4. Click **Save**.

4.5 Integration with third-party systems

Acronis Data Cloud enables service providers to configure integration with a variety of third-party Professional Services Automations (PSA) and Remote Monitoring and Management (RMM) systems.

To configure integration with a third-party system

1. Log in to the management portal.
2. Click **Settings > Integration**.
3. Click the name of the system with which you want to enable the integration.
4. Follow the on-screen instructions.

More information about integration with third-party systems is available in the integration references section on the Acronis website.