

Acronis



Acronis Backup plugin for WHM and cPanel

1.0

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1 Introduction

This document describes how to install and use Acronis Backup plugin for WHM and cPanel. The plugin integrates WHM and cPanel with the Acronis Backup and Acronis Backup Cloud solutions.

With the plugin, a WHM user can:

- Back up an entire cPanel server to the cloud storage with the disk-level backup
- Recover the entire server including all of the websites
- Perform granular recovery of websites, individual files, mailboxes, mail filters, mail forwarders or databases
- Enable self-service recovery for cPanel accounts

Once the plugin is installed and configured, the server is backed up on a predefined schedule. A backup can also be started on demand. The backup schedule can be configured in the Acronis web console.

Recovery can be performed from the WHM and cPanel interfaces.

It is not possible to back up individual websites. However, the rights for self-service recovery can be granted to each account separately.

2 System requirements

- PHP version 5.6 or later.
- Granular recovery of databases is supported only for local MySQL. Granular recovery of PostgreSQL databases is not supported.
- Besides the plugin, a backup agent must be installed on the same machine. If cPanel is running on a Virtuozzo container, the backup agent must be installed on the Virtuozzo host instead of the container.

3 Obtaining the Acronis product

An Acronis Backup Cloud or Acronis Backup 12.5 subscription is required to use the plugin.

You can purchase an Acronis Backup Cloud subscription from service providers.

To purchase an Acronis Backup 12.5 subscription, visit <http://www.acronis.com/en-us/business/backup/linux-server/>.

A 30-day trial is available.

You will obtain a link and user name and password for the Acronis web console.

4 Installing the Acronis Backup plugin for WHM and cPanel

1. Log on to the cPanel server as the root user.

2. Download the plugin from <https://dl.acronis.com/u/ci/cpanel/latest/AcronisBackupCloud-1.0.tar.gz>
3. Install the plugin

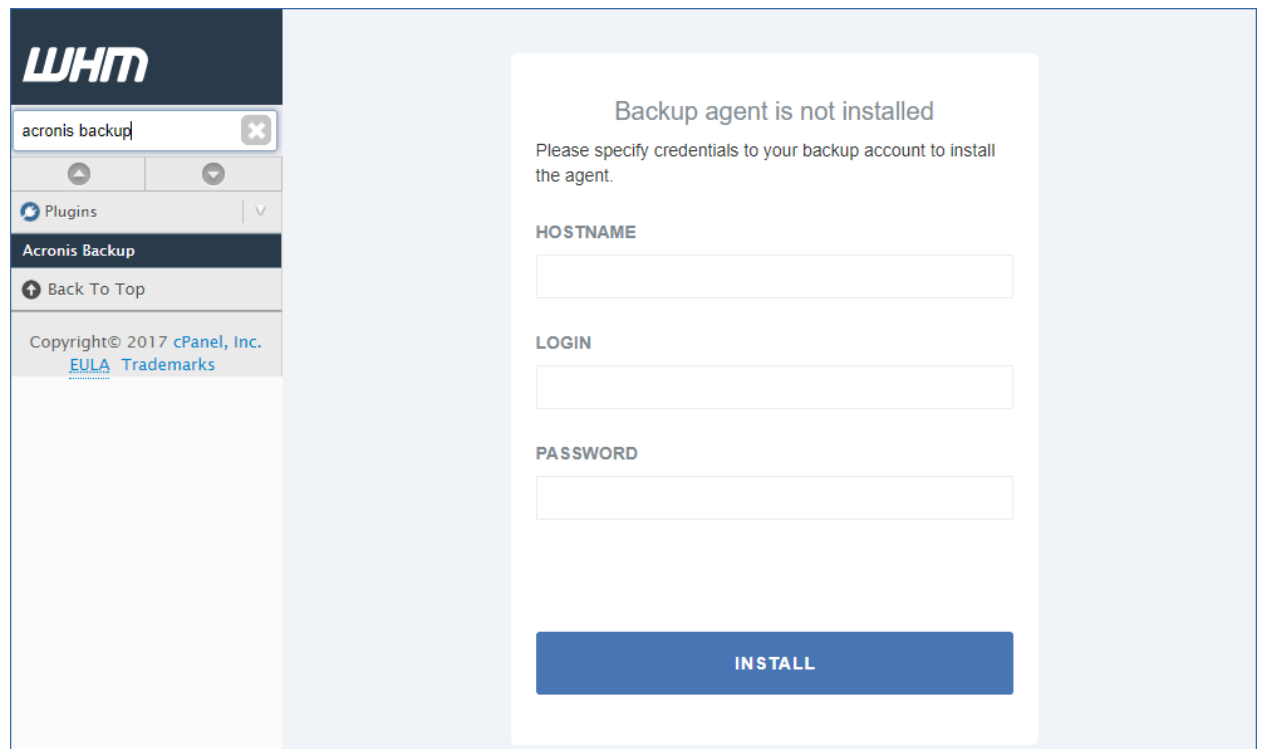
```
# mkdir AcronisBackupCloud
# tar -xf AcronisBackupCloud-1.0.tar.gz -C AcronisBackupCloud
# sh AcronisBackupCloud/scripts/install.sh
```

5 Installing the backup agent

To back up the Virtuozzo container, the backup agent must be installed on its host as described in the *Installing the backup agent on Virtuozzo host* section.

1. Log in to WHM UI.
2. Click **Plugins > Acronis Backup**.
3. Specify the credentials of the account to which the machine should be assigned.

Make sure that you specify the credentials of an account created within the customer group (Customer administrator, Unit administrator, or User). Do not specify partner administrator credentials.



The screenshot shows the WHM interface with a search bar containing 'acronis backup'. The left sidebar has 'Acronis Backup' selected. The main content area displays a form titled 'Backup agent is not installed' with the following fields:

- HOSTNAME:
- LOGIN:
- PASSWORD:

A blue 'INSTALL' button is located at the bottom of the form.

4. Follow the installation wizard.

During the installation, the software checks if the ports required for communication with the cloud are open. If some of the ports are closed, the software shows numbers of these ports and the hostnames for which a port should be open. Open the ports, close the wizard and restart the installation.

Completing the installation may take several minutes. You can leave the page during this process.

The backup agent can also be installed by using the command line.

6 Backup

The following operations are available in WHM UI.

6.1 Enabling backup for a server

1. Click **Plugins > Acronis Backup**.
2. Enable the backup switch.

Dashboard		Backups	Operation log
Backup <input checked="" type="checkbox"/> Enabled			
LAST BACKUP	July, 2017 Monday	17	
<input checked="" type="checkbox"/> Succeeded		23:34	
NEXT BACKUP	July, 2017 Tuesday	18	
<input type="button" value="Run now"/>		23:28	
OPERATIONS FOR THE LAST 7 DAYS		CURRENT TASKS	
Succeeded	1	In progress	0
Failed	0	Queued	0
Total	1		

For cPanel server backup, a backup plan with the specific configuration is required. When you enable backup, the plugin attempts to find and apply a suitable backup plan. If several plans are found, a randomly selected one is applied. If no suitable plans are found, the default backup plan with “Webcp” name is created and applied to the cPanel server.

If you want to change the backup schedule or other parameters of the backup plan, do this in the Acronis web console. Ensure that you do not change the parameters described in Configuring a backup plan for a cPanel server. Otherwise, granular recovery in WHM and cPanel UI will not work. For the same reason, do not apply to the cPanel server other plans that do not meet the above requirements.

6.2 Running a backup on demand

1. Click **Plugins > Acronis Backup**.
2. Click **Run now**.

7 Enabling self-service for cPanel accounts

1. Click **Feature Manager**.
2. Select a feature list and click **Edit**.
3. Select the **Acronis Backup** checkbox.
4. Click **Save**.

8 Recovery in the cPanel UI

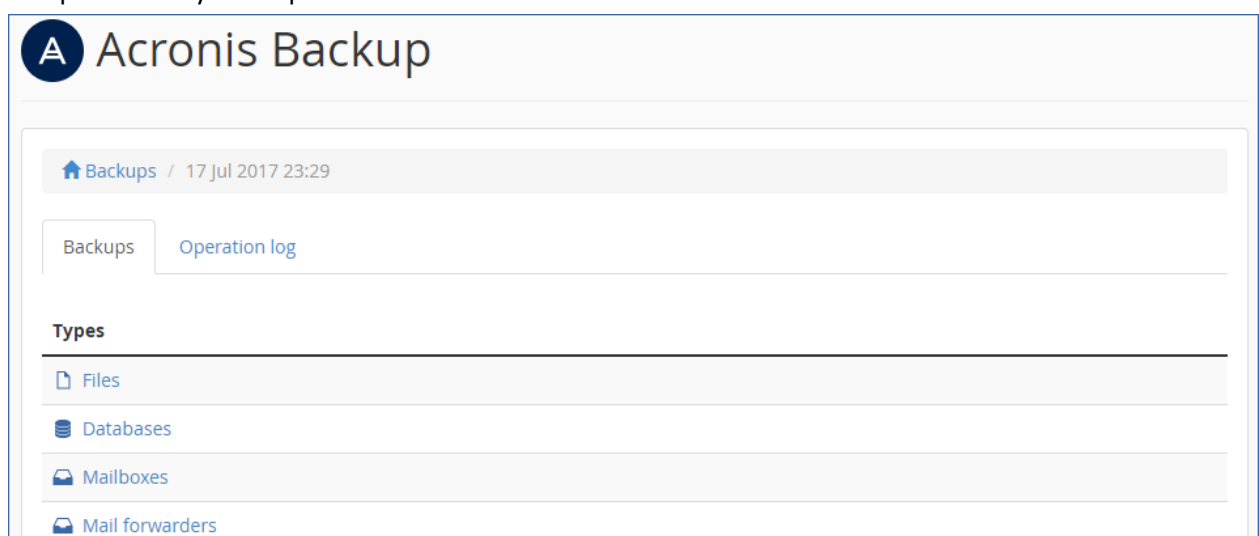
Accounts with the enabled Acronis Backup privilege can browse backups in their cPanel interface and download or recover files, folders, databases, mailboxes, mail filters, and mail forwarders.

8.1 Downloading files

1. Click **Acronis Backup**.
2. Open the **Backups** tab.

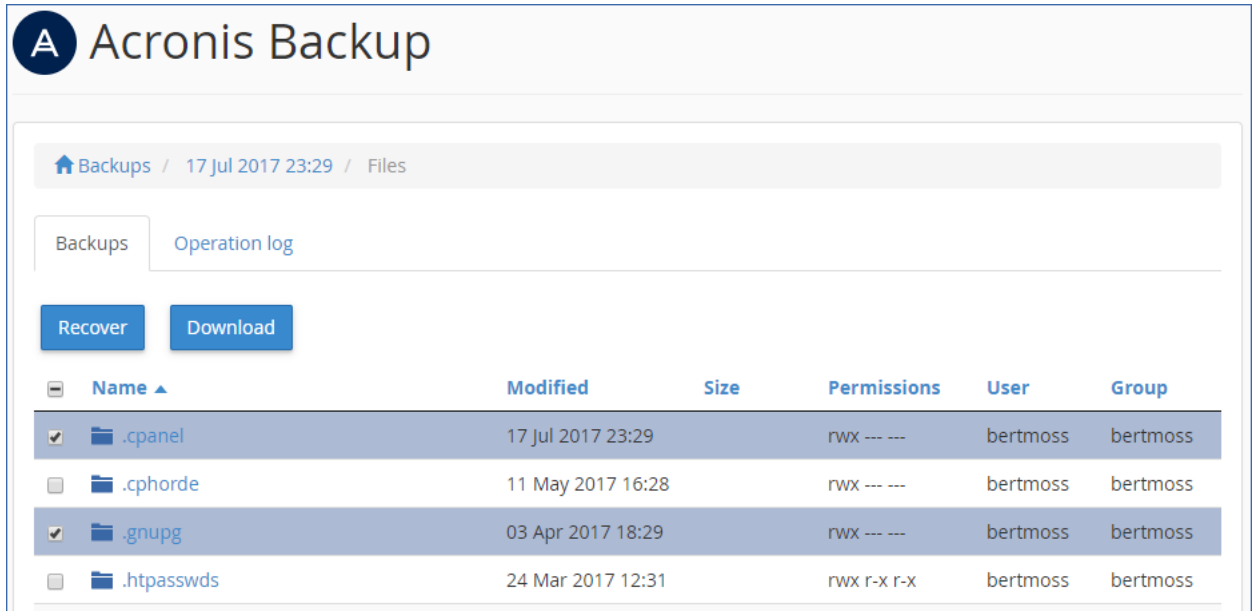


3. Select a recovery point.
After you select the recovery point, the corresponding backup is mounted to the cPanel server. The process may take up to a few minutes.



4. Click **Files**.

5. Select the files and folders to download.



6. Click **Download**.

If you choose to download a single file, the download will start immediately.

If you request to download several files, a .zip archive will be prepared and placed into your home folder. Once the archive is ready, download it by using the link in the notification bar or in the **Operation Log**, or by using the **File Manager**.

8.2 Recovering files to the original location

1. Click **Acronis Backup**.
2. Open the **Backups** tab.
3. Select a recovery point.
After you select the recovery point, the corresponding backup is mounted to the cPanel server. The process may take up to a few minutes.
4. Click **Files**.
5. Select the files and folders to recover.
6. Click **Recover**.
7. If at least one folder is selected, you can select the **Delete any files in the original location that were created after the backup** option. If this option is enabled, all files from selected folders will be deleted before the recovery.
This option may be useful if your website were hacked, to ensure that all malicious files are deleted.
8. Click **Recover**.

As a result, the selected files on the cPanel server are replaced with their copies from the backup.

8.3 Downloading database dumps

1. Click **Acronis Backup**.
2. Open the **Backups** tab.
3. Select a recovery point.

4. Click **Databases**.
5. Select the databases to download.
6. Click **Download**.

As result, a .zip archive with SQL dumps is prepared and placed into your home folder.

8.4 Recovering databases to the original location

1. Click **Acronis Backup**.
2. Open the **Backups** tab.
3. Select a recovery point.
4. Click **Databases**.
5. Select databases to recover.
6. Click **Recover**.
7. Make sure that the **Add suffix to the recovered database name** check box is cleared.
8. Click **Recover**.

As a result, the selected databases are recovered to the original location. The existing databases are overwritten. If a database no longer exists, it is recreated automatically.

8.5 Recovering databases as new ones

1. Click **Acronis Backup**.
2. Open the **Backups** tab.
3. Select a recovery point.
4. Click **Databases**.
5. Select databases to recover.
6. Click **Recover**.
7. Select the **Add suffix to the recovered database name** check box.
8. Click **Recover**.

As a result, new databases with the “%original_name%%suffix%” name is created in cPanel. The existing databases are not affected.

8.6 Downloading mailboxes

1. Click **Acronis Backup**.
2. Open the **Backups** tab.
3. Select a recovery point.
4. Click **Mailboxes**.
5. Select the mailboxes to download.
6. Click **Download**.

As a result, a .zip archive with the mailboxes content will be prepared and placed into your home folder.

8.7 Recovering mailboxes to the original location

1. Click **Acronis Backup**.

2. Open the **Backups** tab.
3. Select a recovery point.
4. Click **Mailboxes**.
5. Select the mailboxes to recover.
6. Click **Recover** and confirm.

As a result, the selected mailboxes are recovered to the original location. If the selected mailbox no longer exists on the server, it is recreated automatically.

8.8 Downloading mail filters

1. Click **Acronis Backup**.
2. Open the **Backups** tab.
3. Select a recovery point.
4. Click **Mail filters**.
5. Select the mail filters to download.
6. Click **Download**.

8.9 Recovering mail filters to the original location

1. Click **Acronis Backup**.
2. Open the **Backups** tab.
3. Select a recovery point.
4. Click **Mail filters**.
5. Select the mail filters to recover.
6. Click **Recover** and confirm.

8.10 Downloading mail forwarders

1. Click **Acronis Backup**.
2. Open the **Backups** tab.
3. Select a recovery point.
4. Click **Mail forwarders**.
5. Select the mail forwarders to download.
6. Click **Download**.

8.11 Recovering mail forwarders to the original location

1. Click **Acronis Backup**.
2. Open the **Backups** tab.
3. Select a recovery point.
4. Click **Mail forwarders**.
5. Select the mail forwarders to recover.
6. Click **Recover** and confirm.

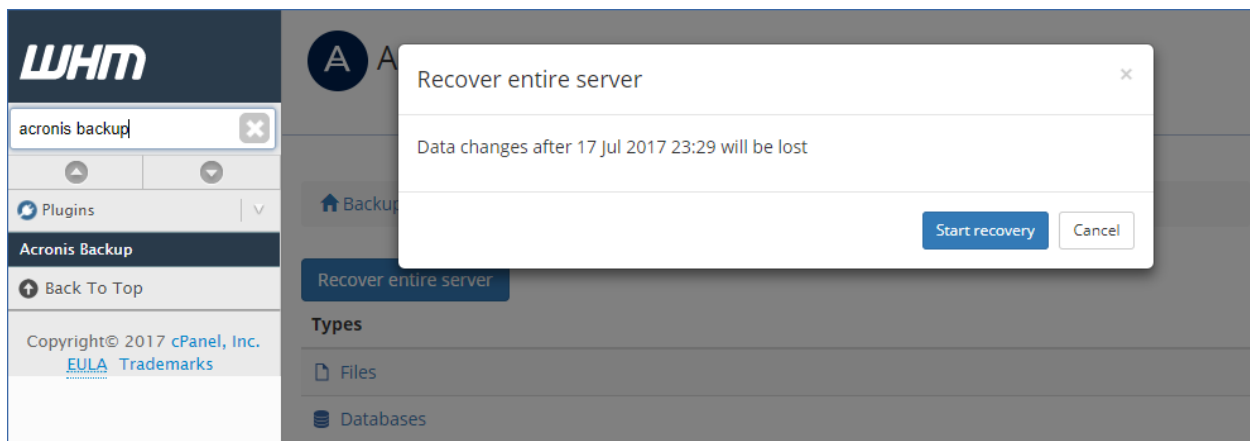
9 Recovering from WHM interface

The recovery is the same as described in Recovery in the cPanel UI (p. 6). The differences are as follows:

- Mailbox, mail filters, and mail forwarders recovery is not available.
- When you request to download .zip archive, the archive is placed to the `/usr/local/psa/var/modules/acronis-backup/archives` folder. You can clean up this directory once the requested data is no longer needed.
- When you recover a user database as a new one, it is created under the user the original database belongs to.
- You can recover the entire server.

9.1 Reverting a running cPanel server to a previous state

1. Click **Plugins > Acronis Backup**.
2. Open the **Backups** tab.
3. Select a recovery point.
4. Click **Recover entire server** and confirm.



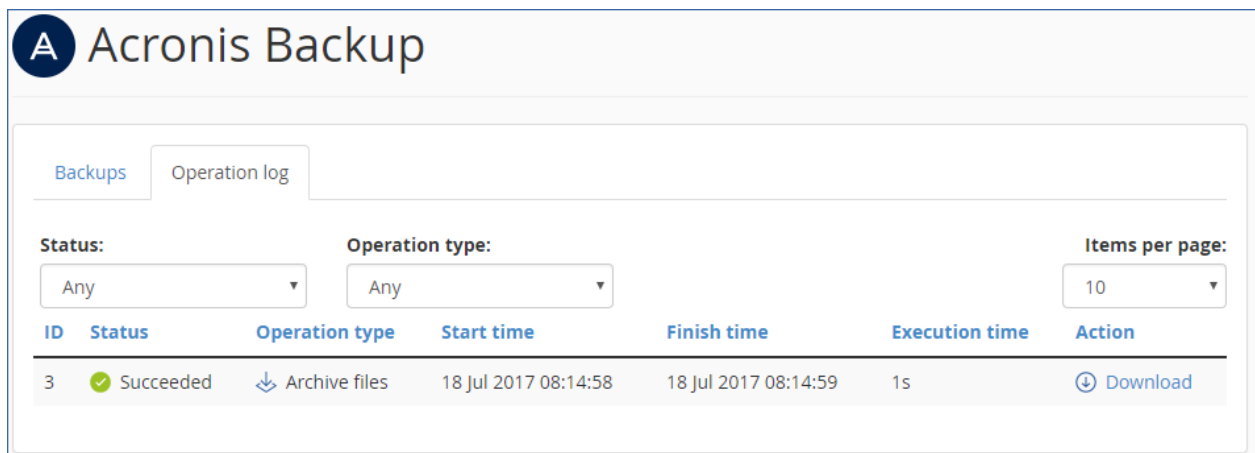
As result, the entire server is reverted to the selected recovery point. All changes made after the backup will be lost.

The progress of the operation can be tracked in the Acronis web console.

If the WHM UI is not available as a result of the server failure, recover the server by using the Acronis web console or Acronis bootable media.

10 Tracking recovery progress

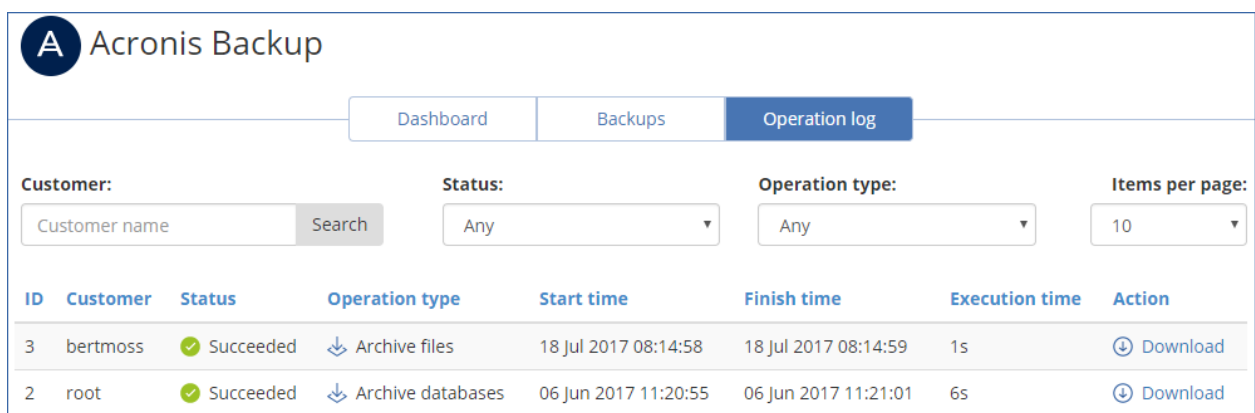
A cPanel user can see information about the recovery operations in the **Operation Log**. The log can be filtered by operation status and type. The log also contains download links for the download operations.



The screenshot shows the Acronis Backup web console interface. At the top, there is a navigation bar with 'Backups' and 'Operation log' tabs. Below the tabs, there are filters for 'Status' (set to 'Any') and 'Operation type' (set to 'Any'). To the right, there is a 'Items per page' dropdown set to '10'. The main content is a table with the following columns: ID, Status, Operation type, Start time, Finish time, Execution time, and Action. One entry is visible with ID 3, Status 'Succeeded', Operation type 'Archive files', Start time '18 Jul 2017 08:14:58', Finish time '18 Jul 2017 08:14:59', Execution time '1s', and a 'Download' action link.

ID	Status	Operation type	Start time	Finish time	Execution time	Action
3	✔ Succeeded	↓ Archive files	18 Jul 2017 08:14:58	18 Jul 2017 08:14:59	1s	⬇ Download

In the WHM UI, you can see the same information across all customers.



The screenshot shows the Acronis Backup WHM UI. At the top, there is a navigation bar with 'Dashboard', 'Backups', and 'Operation log' tabs. Below the tabs, there are filters for 'Customer' (with a search input), 'Status' (set to 'Any'), 'Operation type' (set to 'Any'), and 'Items per page' (set to '10'). The main content is a table with the following columns: ID, Customer, Status, Operation type, Start time, Finish time, Execution time, and Action. Two entries are visible: ID 3 for customer 'bertmoss' and ID 2 for customer 'root'. Both entries have a status of 'Succeeded' and a 'Download' action link.

ID	Customer	Status	Operation type	Start time	Finish time	Execution time	Action
3	bertmoss	✔ Succeeded	↓ Archive files	18 Jul 2017 08:14:58	18 Jul 2017 08:14:59	1s	⬇ Download
2	root	✔ Succeeded	↓ Archive databases	06 Jun 2017 11:20:55	06 Jun 2017 11:21:01	6s	⬇ Download

Recovery operations performed from the WHM and cPanel interfaces do not appear in the Acronis web console.

11 Appendix

11.1 Installing the backup agent on a Virtuozzo host

1. Log on to the host as the root user.
2. Run the installation file

```
./Backup_Agent_for_Linux_x86_64.bin
```
3. Specify the credentials of the account to which the machine should be assigned.
This account must be created within a customer tenant (Customer administrator, Unit administrator, or User). Do not specify the credentials of a partner administrator.
4. Select the check boxes for the agents that you want to install. The following agents are available:
 - Agent for Linux

- Agent for Virtuozzo

Agent for Virtuozzo cannot be installed without Agent for Linux.

5. Complete the installation procedure.

Troubleshooting information is provided in the file:

```
/usr/lib/Acronis/BackupAndRecovery/HOWTO.INSTALL
```

6. Open the `/etc/Acronis/BackupAndRecovery.config` file and find the `Webcp` key.

This key determines whether backup is allowed for all containers, and whether backups of a container can be started on demand. By default, both options are set to “No”.

- Set “`EnableBackupForAll`” = “Yes” if you want to make the backup service available for all cPanel containers.

If `EnableBackupForAll` value is set to “No”, you can enable backup for individual containers in the Acronis web console or using REST API. You will also need to create a backup plan that meets certain requirements described in the [Configuring a backup plan for a cPanel server](#) (p. 12) section.

- Set “`RunBackupForAll`” = “Yes” if you want to allow cPanel owners to run backups of a container on demand.

If `RunBackupForAll` value is set to “No”, backups of all containers (for which the backup is enabled) will run on the predefined schedule.

Example:

```
<key name="Webcp">
  <value name="EnableBackupForAll" type="TString">
    "Yes"
  </value>
  <value name="EnableWebcp" type="TString">
    "Yes"
  </value>
  <value name="RunBackupForAll" type="TString">
    "Yes"
  </value>
</key>
```

In a Virtuozzo cluster, the agent must be installed on each host registered in the cluster.

11.2 Configuring a backup plan for a cPanel server

You can change parameters of the default backup plan or create a new plan for your cPanel server.

The backup plan must satisfy the following requirements:

1. It must back up the entire server or all volumes that contain cPanel data.
2. It must have **Pre-post data capture commands** configured:
 - Set **Execute a command before the data capture** to **Yes**
 - Set **Command or batch file path on the machine with an agent** to `/usr/lib/Acronis/BackupAndRecovery/webcpprecapture`
 - Leave **Working directory** empty
 - Set **Arguments** to `{RESOURCE_ID}`
 - Set **Fail the backup if the command execution fails** to **Yes**

- Set **Execute a command after the data capture** to **Yes**
- Set **Command or batch file path on the machine with an agent** to **/usr/lib/Acronis/BackupAndRecovery/webcppostcapture**
- Leave **Working directory** empty
- Set **Arguments** to **{RESOURCE_ID}**
- Set **Fail the backup if the command execution fails** to **Yes**

3. Encryption must be disabled.

The screenshot shows the Acronis Backup console interface. On the left is a navigation sidebar with options like 'MANAGE ACCOUNTS', 'DEVICES', 'BACKUPS', 'ACTIVITIES', 'ALERTS', and 'SETTINGS'. The main area displays 'All devices' with two VM icons. A 'Backup options' dialog is open, showing settings for a backup task. The dialog is split into two sections, both with the following configurations:

- Execute a command before the data capture:** Yes
- Command or batch file path on the machine with an agent:** /usr/lib/Acronis/BackupAndRecovery/webcpprecapture
- Working directory:** (empty)
- Arguments:** {RESOURCE_ID}
- Fail the backup if the command execution fails:** Checked (with sub-option 'Do not perform the data capture until the command execution is complete' also checked)

The bottom section of the dialog also includes:

- Execute a command after the data capture:** Yes
- Command or batch file path on the machine with an agent:** /usr/lib/Acronis/BackupAndRecovery/webcppostcapture
- Working directory:** (empty)
- Arguments:** {RESOURCE_ID}
- Fail the backup if the command execution fails:** Checked

A 'DONE' button is located at the bottom right of the dialog.