

Parallels APS 1.2 Integration Manual

Installation and usage of package in POA

1. Installation of the package

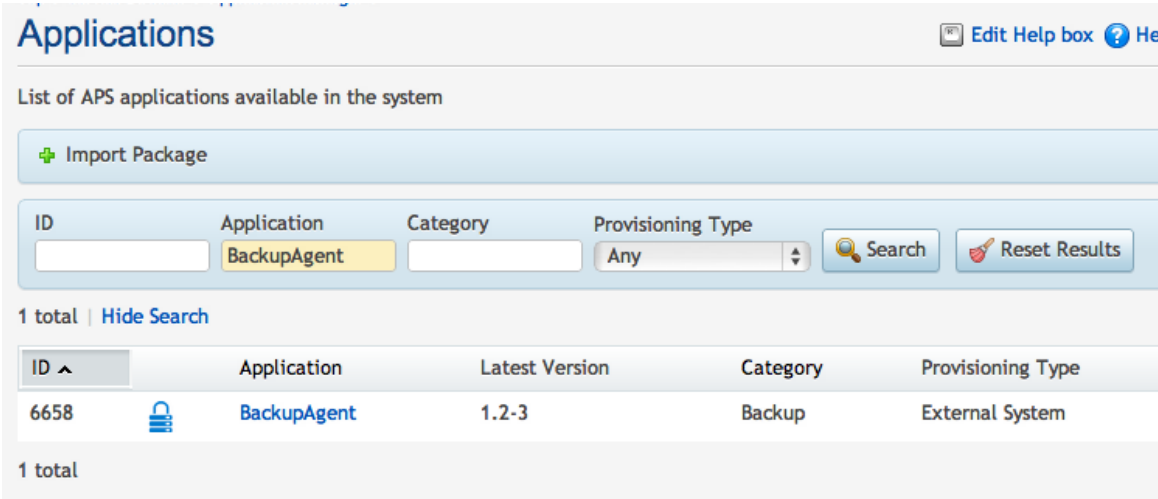
In this chapter we provide the necessary steps to install the BackupAgent APS package v1.2-4 in Parallels Automation 5 (POA 5) and enable it for a customer. The APS package is distributed by Parallels, so in order to obtain it, contact your Parallels account manager.

1.1 Import the package in POA (or PPA)


The BackupAgent APS package is a zip file. It's contents meet the APS Standard 1.2.

Note: in case you install the package in PPA, you need to have php-mcrypt and php-soap installed on the Management Node.

First step is to navigate to your 'Service Director' and under 'Application Manager' click on 'Applications'. Now you can choose to import the package.



The screenshot shows the 'Applications' management interface. At the top, there is a header 'Applications' with an 'Edit Help box' link. Below the header, it says 'List of APS applications available in the system'. There is a '+ Import Package' button. Below that is a search bar with fields for 'ID', 'Application' (set to 'BackupAgent'), 'Category', and 'Provisioning Type' (set to 'Any'). There are 'Search' and 'Reset Results' buttons. Below the search bar, it says '1 total | Hide Search'. A table lists the application details:

| ID | Application | Latest Version | Category | Provisioning Type |
|------|---|----------------|----------|-------------------|
| 6658 |  BackupAgent | 1.2-3 | Backup | External System |

At the bottom, it says '1 total'.

Now you can select the package, which is likely a local file on your disk. Make sure 'Enabled' is checked and click 'Submit':

Top » Service Director » Application Manager » Applications

Import Package

Download package from

URL

local file

Enabled (available in subscriptions)

1.2 Defining resource types

After importing the package, POA must have a correct set of resource types and service templates to provision to customers. First step is to create a BackupAgent Application resource type. Go to:

Service Director > Provisioning Manager > Resource Types.

1-25 of 279 [Next>](#) [Last>>](#)

| <input type="checkbox"/> | ID | Resource type ▲ |
|--------------------------|---------|-----------------|
| <input type="checkbox"/> | 1009742 | 123123 |

Now click on 'Add new resource' and select resource class 'Application'. You will be prompted to name and describe the resource type for your own reference. The next step is to pick the BackupAgent application.

| | |
|-------------------------------------|---------------------------|
| ASoft CRM | Customer Relationship Mar |
| ASoft CRM One | Customer Relationship Mar |
| BackupAgent | Backup |
| Bitrix-Env-FC8-i386 | Content management |

Now you see the 'Global settings' view, here you can configure all BackupAgent settings.

Global settings

These settings affect all instances of the application

Global application settings

BA internal host
This is DNS name or IP address of BackupAg

BA administrator login

BA administrator password

BA Management Console protocol ▾

Activates branding features of APS package
If true, branding settings must be defined.

The following settings apply. Bold items are mandatory:

| | |
|---------------------------|---|
| BA internal host: | This is the sub domain of the licensed BackupAgent server. |
| BA admin login: | Administrator login to access the BackupAgent server. This is 'administrator' by default. |
| BA admin password: | Administrator password. |
| BA MC protocol: | Either http or https. |

These settings allow POA to understand which BackupAgent server to contact for provisioning online backup services.

Additional global settings must be defined, that can be overruled per branding:

| | |
|--|---|
| Name of the (rebranded) service | <input type="text" value="My Test Backup"/> |
| BA Client for Windows download URL | <input type="text" value="download/setup.exe"/> |
| BA Client for MacOS download URL | <input type="text" value="download/setup.dmg"/> |
| BA Client for Linux download URL | <input type="text" value="download/setup.tar.gz"/> |
| BA storage ID (for newly created groups) | <input type="text" value="1002"/> Storage ID can be taken from BackupAgent Management Console. |
| Reseller login | <input type="text" value="POATest421"/> |
| Reseller password | <input type="password" value="*****"/> |
| BA public url | <input type="text" value="http://batestsrv01.backupagent.com"/> This is url of BackupAgent server, used for external communication |
| Support website | <input type="text" value="http://www.nu.nl"/> This is the URL customers can visit to obtain support (also used in POA) |
| Terms and conditions | <input type="text" value="http://"/> This is the URL customers can visit to read terms of service (also used in POA) |
| Public registration page | <input type="text" value="http://"/> This is the public URL customers can visit to register (also used in POA) |
| Upgrade URL | <input type="text" value="http://"/> This is the public URL customers can visit to upgrade their plan (also used in POA) |
| Reseller email address | <input type="text" value="test@poatest421.com"/> Reseller email address, used for automatic emails sent to customers |

| | |
|------------------------------|--|
| Activate branding: | If this is switched on the reseller login and password is used to provision services |
| BA application name: | Name as displayed in POA to customers |
| BA download suffixes: | Configurable links to download URLs of various online backup clients. |
| BA Storage ID: | This is the storage location ID as defined in the BackupAgent management console. Example is '1002'. You can find this by logging in the management console and navigate to Server Settings > Storage locations tab. |
| Reseller login: | Login for a reseller (this will be created on-the-fly if it does not already exist) |
| Reseller password: | Password for reseller login |
| BA public URL: | The URL which is used to login to the BackupAgent server and is also used for single sign-on. By default it is the DNS of the internal host. This can be rebranded. |
| Service URLs: | Four service URLs must be defined and can also be rebranded. |

| | |
|--------------------------------|---|
| Reseller email address: | Communication email address of reseller |
|--------------------------------|---|

Note: There's currently a known issue in PPA and POA 5.4. A setting in the Branding area was required, although the branding was meant to be ignored.

Note: Read this knowledge base article to enable SSO:

http://support.backupagent.com/index.php?/softwarepartners_certified/Knowledgebase/Article/View/116/0/how-to-enable-single-sign-on-support-when-integrating-backupagent-with-parallels-automation

The next step is another resource, which is required and is a set of configuration settings that can be changed on per-reseller or per-customer basis.

The screenshot shows the configuration interface for an application service named "BackupAgent group". It includes the following settings:

- Maximum bandwidth per BA user:** Set to "Unlimited" via a dropdown menu.
- Max. account usage to send warning mail (%):** Set to "80" via a dropdown menu.
- Days without backup before warning mail:** Set to "30" via a text input field.
- Viewstate hash required for auto-login:** An empty text input field. A note below it states: "This value is required for auto-login ability."

The following settings apply:

| | |
|-----------------------------|---|
| Max bandwidth: | It is optional to limit available bandwidth for users during backups. |
| Max usage warning: | Warns the user if his/her personal backup account uses x% of quota. |
| Days before... mail: | Sets the amount of days that have to pass before the user is warned that the system received no backup. |
| Viewstate hash: | This must be blank. BackupAgent will read the viewstate dynamically. |

By default, POA will offer you to create at least one 'Application service' resource, that goes with the application.


Type of account (1=normal, 2=trial)

The following setting applies:

| | |
|-------------------------|--|
| Type of account: | 1: normal account, 2: trial account. 3: free account. Trial accounts will expire after several weeks. Free accounts must be obtained by requesting a renewed license from BackupAgent. |
|-------------------------|--|

Now you can click 'Next' after which 'Additional parameters' are shown. POA will also prompt for common APS package settings which are described in POA manual. Normally the default settings will apply.

The next step is to add provisioning attributes. Since the BackupAgent APS package requires none, you can click 'Next' without selecting any of them. The system will now prompt that you are ready to create a new resource type.

 **You are ready to create new resource type**
 Check resource type parameters carefully before creation.

| | |
|----------------------------|----------------|
| Name | BackupAgent v2 |
| Description | BackupAgent v2 |
| Base resource class | Application |

Check the parameters once more and if they are correct, please click 'Finish'.

Also, you need to add a Application Resource (KB) type. Go to 'Add new resource' and pick it. The next step will be to choose a name. After that, you will see 'disk quota of user for backup'. This resource type must be included in any Service Template or Subscription.

1 total

| Resource | Measure Unit |
|-------------------------------|--------------|
| Disk quota of user for backup | gb |

1 total

1.3 Additional resources and service templates

BackupAgent services might require additional resources. Based on these resources, you can create a service template to represent certain subscription plans for POA. By going to 'Resource Types' (as shown in paragraph 2.2) we can now add one or more Application service resources. You will have to choose the BackupAgent application again after which you get two types of resources.

| Service | Description |
|--------------|----------------------------------|
| BackupAgent | BackupAgent service |
| Professional | Professional BackupAgent profile |

Here you also see that 'Professional' appears as a separate resource. By creating a resource of type 'Professional' you can create an online backup service plan for Servers.

Note: A blank Professional resource type must be included in the Service Template so the system knows it should always provision workstation.

If you choose the 'BackupAgent' type, you will get the same prompt as described in paragraph 2.2. This will allow you to add available backup subscriptions of different disk quotas. When adding such a resource POA will also prompt you for the priority, which is the position in the pick order list of a subscription.

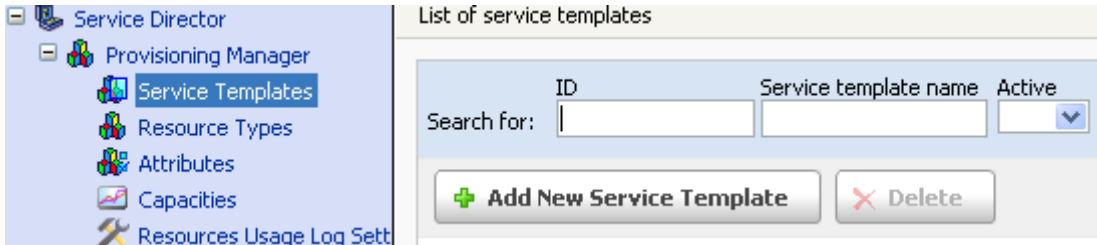
Priority

Choose a priority and click 'Next' followed by 'Finish'. You are now ready to define service templates.

1.3.1 BackupAgent Service templates

In POA, service templates are a set of resources based on various resource types. Subscriptions of customers will be based on these templates. To add a template, go to:

Service Director > Provisioning Manager > Service Templates.

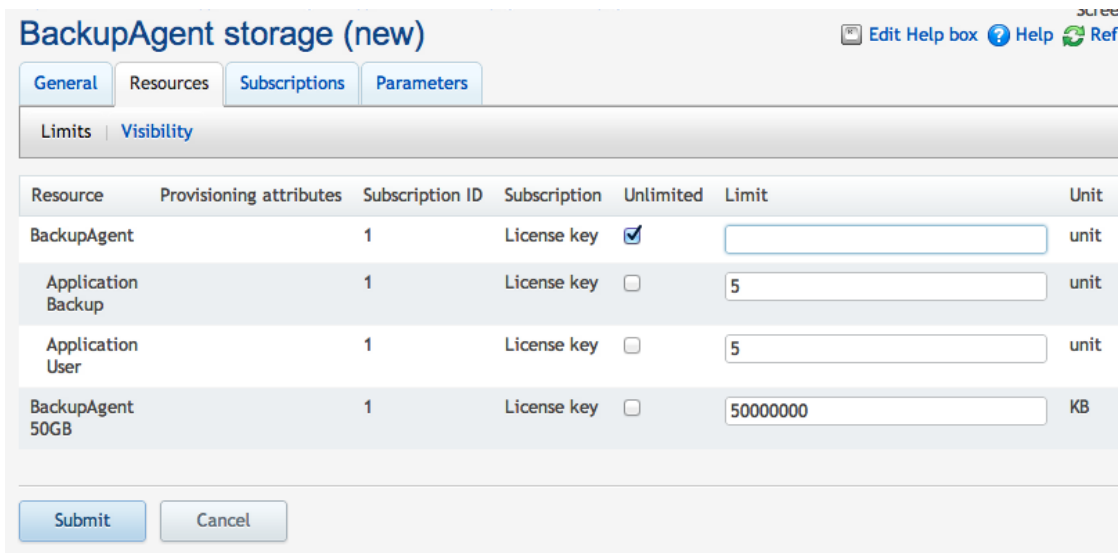


Click on 'Add New Service Template' (figure 12) to create a BackupAgent service template. You can choose a convenient name for your own reference. The type of service template is 'custom'.

Now you need to choose the appropriate BackupAgent resources. It is required to include 'Application' and 'Application Service' resources.



Here you see that the naming of resources is key in POA, as this view does not show you what type of resource you are selecting. If you made your selection, you can click 'Next'. POA will give you an overview of selected resources. You can configure limitations per resource.



The easiest option is to put them all on 'Unlimited', but in case of the 'Application service' resources, specific limitations (in units) might be required for billing purposes. After setting the limitations, you can click on 'Next' and 'Finish' to create this service template. All is now configured to start provisioning online backup services to customers.

Note: Beware that POA requires you to activate service templates, before you can use them for subscriptions.

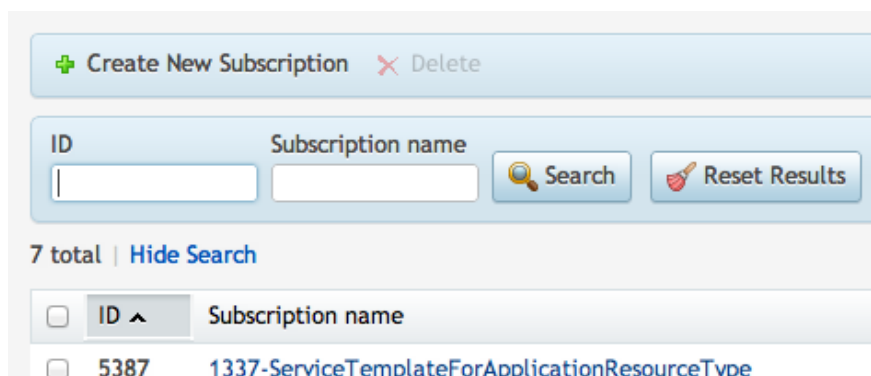
2. Provisioning services to customers

This chapter will describe how to provision BackupAgent services to customers using POA 5 and the BackupAgent APS package. This chapter assumes that the package is installed and the correct service templates are configured as described in chapter 2.

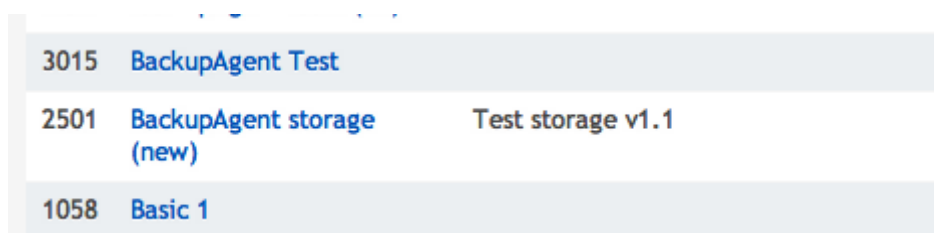
The first step is to browse to:

Operations Director > Customer Manager > Customer.

Pick a customer for which you want to create a BackupAgent subscription:



Now you can pick the newly created Service Template from the list:



After picking the subscription you are able to change default limitations for this particular customer. You can click 'Next' and 'Finish' to provision the service for this customer.

2.1 Install application for customer

If the customer has a subscription, a staff member can install BackupAgent. Click on 'Create' and you will see the option to install BackupAgent.



BackupAgent

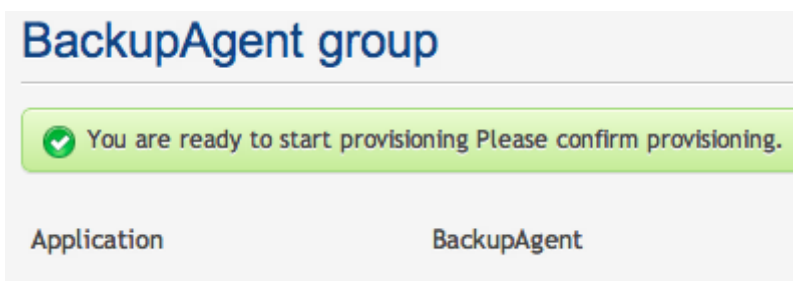
Service providers have the opportunity to add a profitable service to their portfolio: cloud backup, powered by BackupAgent. This cloud backup platform offers all that (hosting) service providers, telcos and cloud service brokers long for; private labeled, multitenant and extremely scalable. SMB companies can backup their data, databases and documents from their desktops, laptops and (database) servers to your private cloud. The package is available since 2009 and is currently deployed at most Parallels Automation platforms around the globe. Check www.backupagent.com for more information.

• [Create](#)

[More →](#)

Click on the link to start installing BackupAgent. POA will automatically preload a customer login configuration. This customer login will represent a Group login in BackupAgent. A customer can manage/monitor the backups of all service users in this subscription using the group login.

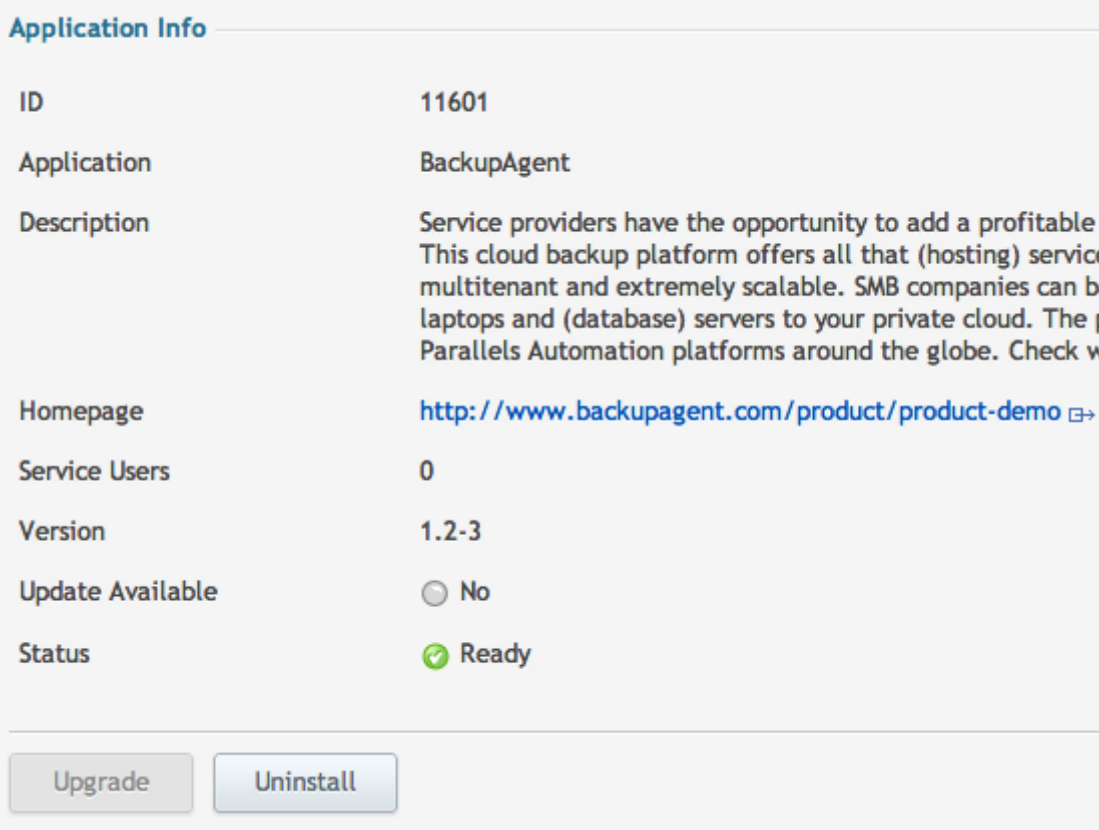
You can change any settings at will and click on 'Next' and 'Finish'. You will see that POA is provisioning the service.



Once provisioned the customer can provide services for service users.

2.2 Provision online backup services to service users

If the BackupAgent application is installed, POA can provision online backup services to service users. As an example you can create a new service user and check the BackupAgent box.

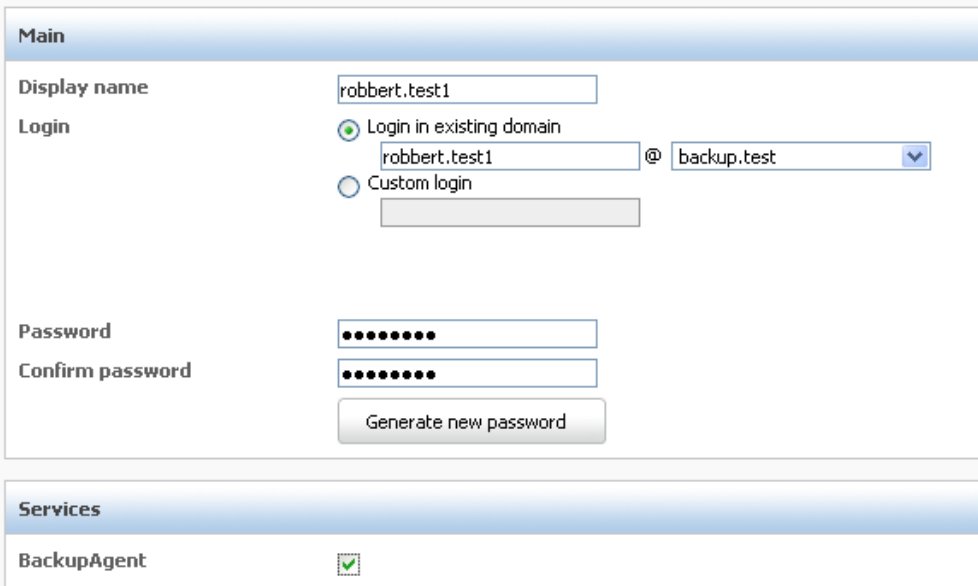


The screenshot shows the 'Application Info' section for BackupAgent. It includes the following details:

| | |
|------------------|--|
| ID | 11601 |
| Application | BackupAgent |
| Description | Service providers have the opportunity to add a profitable s... This cloud backup platform offers all that (hosting) service multitenant and extremely scalable. SMB companies can ba laptops and (database) servers to your private cloud. The p Parallels Automation platforms around the globe. Check w |
| Homepage | http://www.backupagent.com/product/product-demo ↗ |
| Service Users | 0 |
| Version | 1.2-3 |
| Update Available | <input type="radio"/> No |
| Status | <input checked="" type="checkbox"/> Ready |

At the bottom of the section, there are two buttons: 'Upgrade' and 'Uninstall'.

Click on 'Next'. In the next view you can set the BackupAgent subscription parameters.



The screenshot shows the 'Main' configuration page for BackupAgent. It includes the following fields and options:

- Display name:** robbert.test1
- Login:** Login in existing domain. The text field contains 'robbert.test1' and the dropdown menu is set to 'backup.test'. Custom login.
- Password:** [Masked]
- Confirm password:** [Masked]
- Generate new password:** [Button]

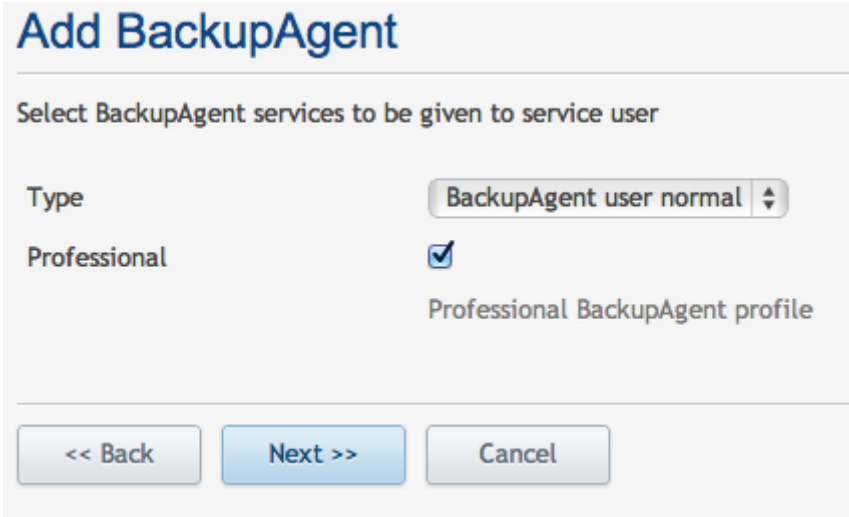
Below the 'Main' section, there is a 'Services' section with a table:

| | |
|-------------|-------------------------------------|
| BackupAgent | <input checked="" type="checkbox"/> |
|-------------|-------------------------------------|

You can choose any of the included resource types, which will limit the disk quota for the service user. Also you can check the 'Professional' box, which allows this service user to install

and use the BackupAgent client software on Servers (using a Server CAL in the BackupAgent system). If the box is not checked, the service user can only install and use BackupAgent client software on workstations.

The next step is to set all registration parameters for this user.



Add BackupAgent

Select BackupAgent services to be given to service user

Type: BackupAgent user normal

Professional Professional BackupAgent profile

<< Back Next >> Cancel

Click 'Next' and 'Finish' to provision BackupAgent for this service user. This provisioning action might take a while.

2.3 Result of provisioning in BackupAgent

As a check, you can login to the BackupAgent Management Console as Administrator and see that a group with a user is created.

BackupAgent

BackupAgent service

BA user quota (GB) Gb
 . The value should not exceed 319 Gb.

Given name

Surname

Company

Address

Zip code

City

State

Country

Phone

Dashboard

Users Groups

Choose an option to change the view

| ↕ | User name | User profile | Account size | Status | Usage | Client version | Last backup | Last restore |
|---|----------------|--------------|--------------|--------|-------|----------------|-------------|--------------|
| ⊕ | user@email.com | Server | 10 GB | Good | 0 % | - | - | - |

1