Parallels APS 1.2 Integration Manual

Installation and usage of package in POA
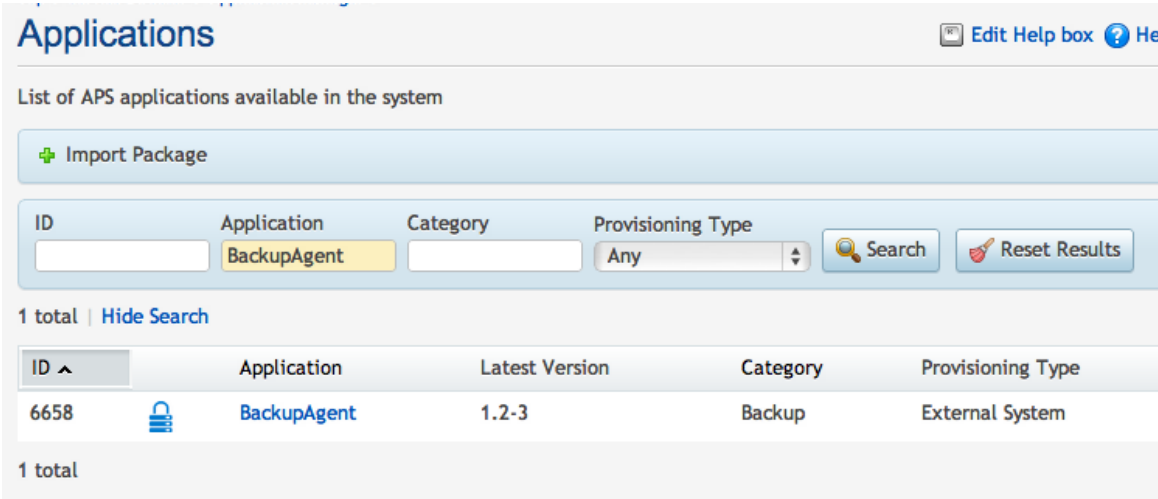
1. Installation of the package

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.

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

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.

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.

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

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	My Test Backup
BA Client for Windows download URL	download/setup.exe
BA CLient for MacOS download URL	download/setup.dmg
BA CLient for Linux download URL	download/setup.tar.gz
BA storage ID (for newly created groups)	1002
	Storage ID can be taken from BackupAgent Management Console.
Reseller login	POATest421
Reseller password	••••••••
BA public url	http://batestsrv01.backupagent.com
	This is url of BackupAgent server, used for external communicatio
Support website	http://www.nu.nl
	This is the URL customers can visit to obtain support (also used in
Terms and conditions	http://
	This is the URL customers can visit to read terms of service (also u
Public registration page	http://
	This is the public URL customers can visit to register (also used Ba
Upgrade URL	http://
	This is the public URL customers can visit to upgrade their plan (al
Reseller email address	test@poatest421.com
	Reseller email address, used for automatic emails sent to custome

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 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.

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.

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.

1.3 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 het two types of resources.

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.
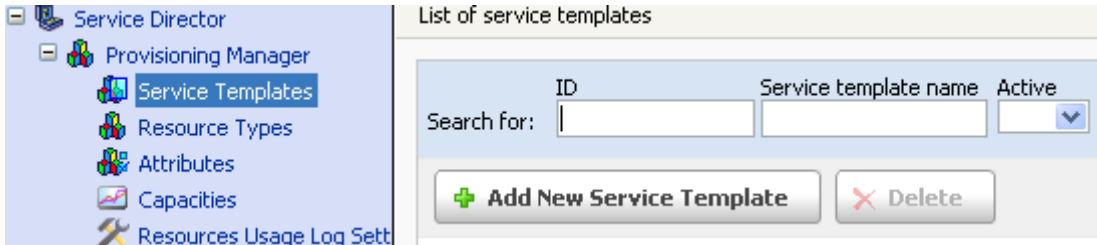

Choose a priority and click 'Next' followed by 'Finish'. You are now ready to define service templates.

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.
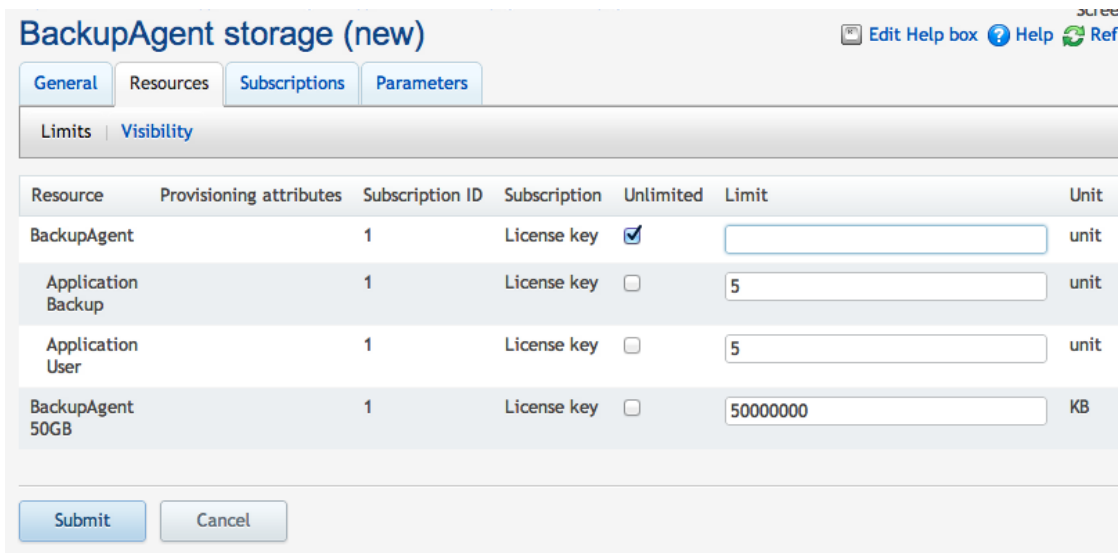
The easiest option is to put them all on 'Unlimited', but in case of the 'Application service' resources, specific limitations (in units) might be required for billing purposes. After setting the limitations, you can click on 'Next' and 'Finish' to create this service template. All is now configured 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:
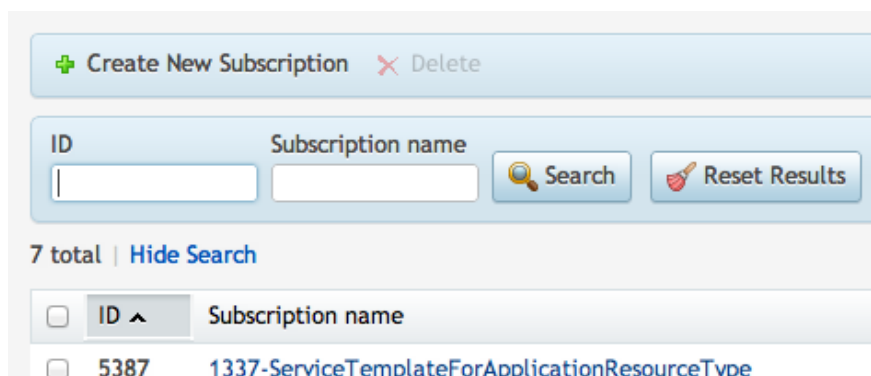
Now you can pick the newly created Service Template from the list:
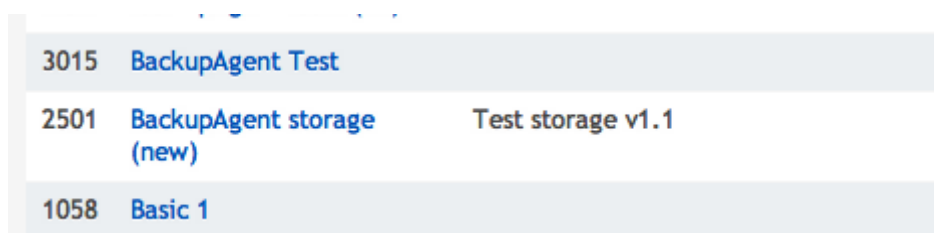
After picking the subscription you are able to change default limitations for this particular customer. You can click 'Next' and 'Finish' to provision the service for this customer.

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.


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.
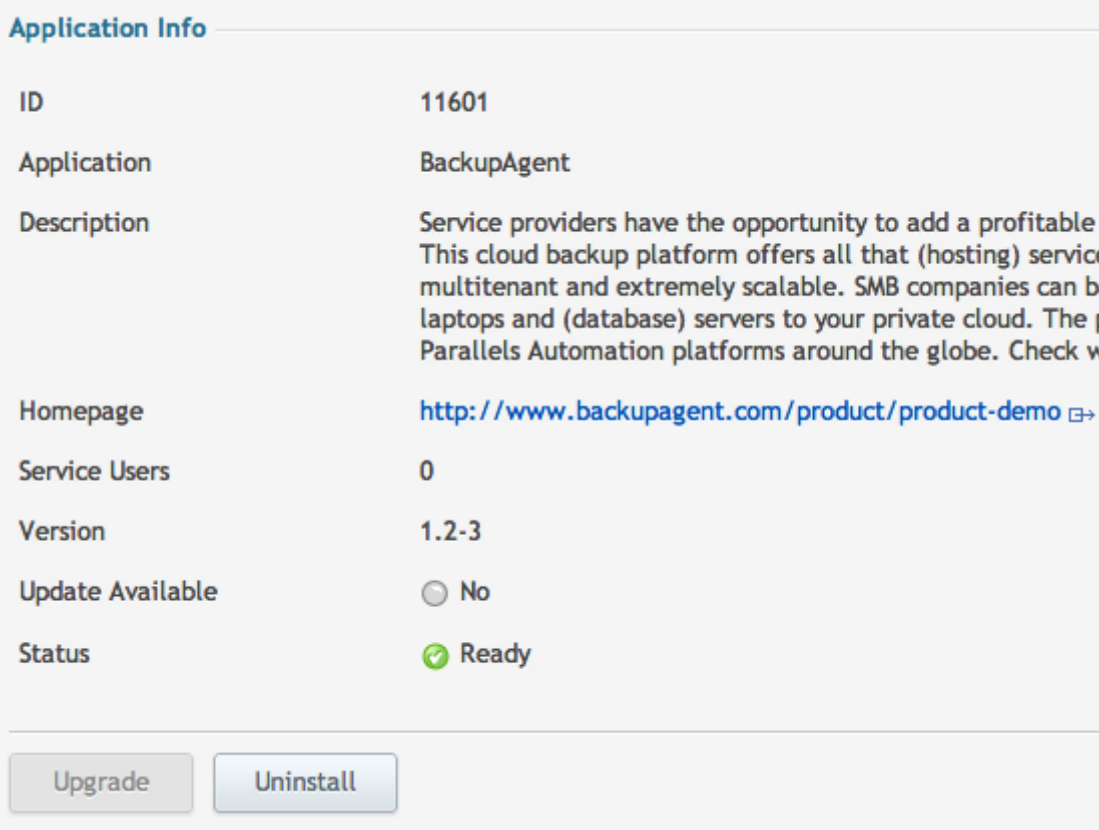
You can change any settings at will and click on 'Next' and 'Finish'. You will see that POA is provisioning the service.
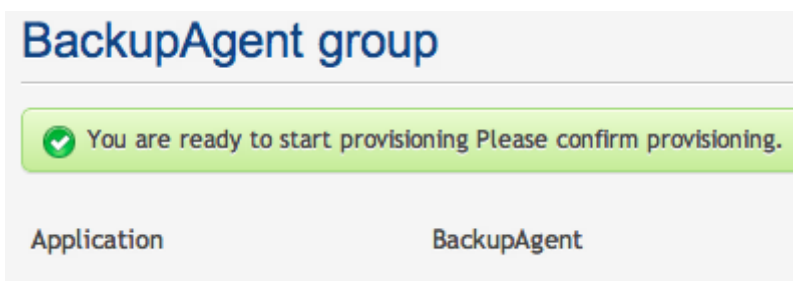
Once provisioned the customer can provide services for service users.

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.
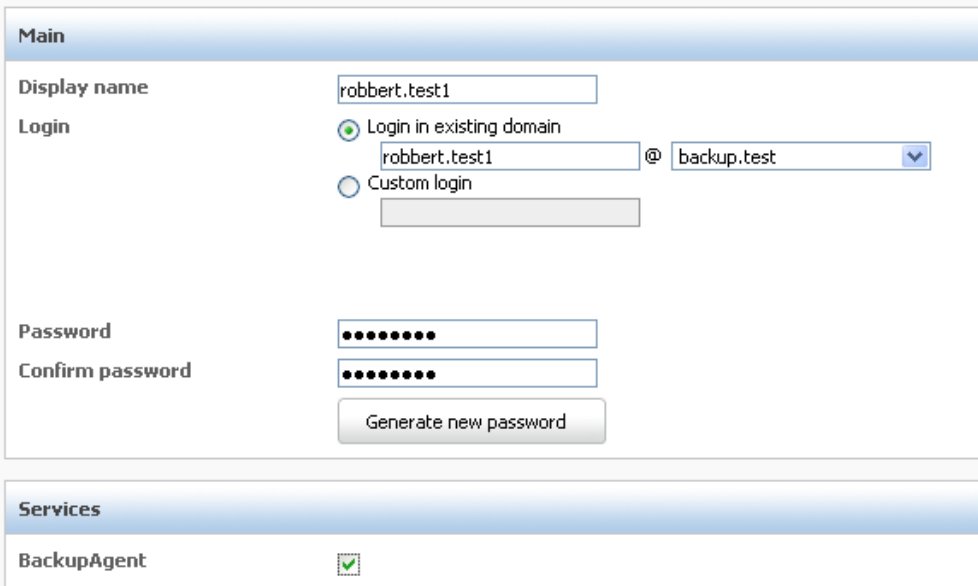

Click on 'Next'. In the next view you can set the BackupAgent subscription parameters.
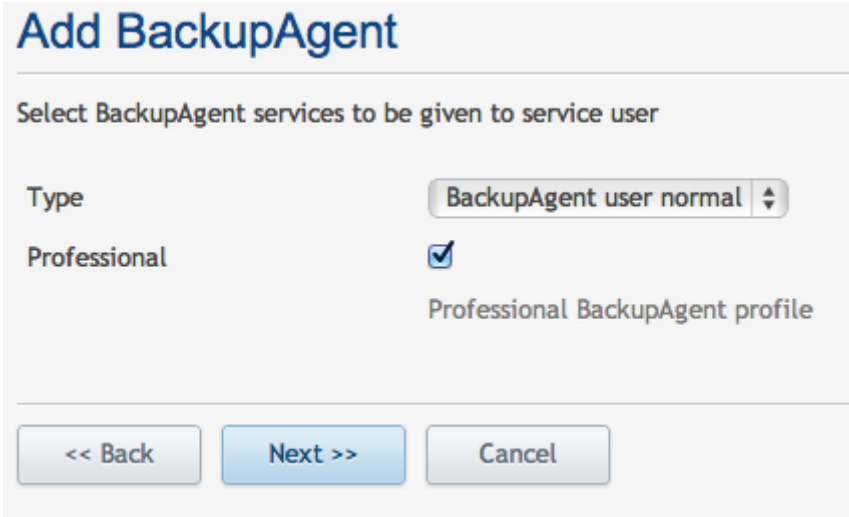
You can choose any of the included resource types, which will limit the disk quota for the service user. Also you can check the 'Professional' box, which allows this service user to install

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.

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)

10

Gb

. The value should not exceed 319 Gb.

Given name

Demo

Surname

User

Company

BitTitan

Address

218 Main St, #719

Zip code

98033

City

Kirkland

State

Washington

Country

us

Phone

555-555-5555

Dashboard								
Users **Groups**								
						Choose an option to change the view	geeman	
+/-	User name	User profile	Account size	Status	Usage	Client version	Last backup	Last restore
⊞	user@email.com	Server	10 GB	‖‖‖ Good	0 %	-	-	-
1								