

Parallels PBA-S Integration Manual

Manual for configuration of BackupAgent services

NOTICE: If you are a PBA-S customer, please consider the usage of our APS package in Parallels Plesk Automation as this provides much more features and a better user experience.

1. Introduction

This document is a manual to integrate BackupAgent provisioning actions in Parallels Business Automation – Standard (PBA-S). We recommend you to perform these actions with eligible knowledge of PHP and PBA-S.

The scripts were initially built by a Polish business partner of BackupAgent, which explains why some example screenshots contain Polish texts. These will be changed soon.

The script creates groups in BackupAgent. Your customers can then login to the management console with the group login and create the user accounts for the BackupAgent client. Currently it is not possible to create users directly from PBA-S.

2. Pre-requirements

To be able to use PBA-S in combination with BackupAgent you need to install the following packages:

- PHP
- PHP-XML
- PHP-MCRYPT
- PHP-SOAP
- PHP-PEAR
- OpenSSL
- PEAR-Mail

3. Installation

3.1 CentOS

3.1.1 Quick install

- `yum -y install php php-xml php-mcrypt php-soap php-pear openssl; pear install Mail`

```
Cleanup      : openssl-1.0.0-4.el6.x86_64 15/15
Installed:
  php.x86_64 0:5.3.3-3.el6_1.3      php-pear.noarch 1:1.9.4-4.el6
  php-soap.x86_64 0:5.3.3-3.el6_1.3  php-xml.x86_64 0:5.3.3-3.el6_1.3

Dependency Installed:
  apr.x86_64 0:1.3.9-3.el6_1.2      apr-util.x86_64 0:1.3.9-3.el6_0.1
  apr-util-ldap.x86_64 0:1.3.9-3.el6_0.1 httpd.x86_64 0:2.2.15-15.el6.centos
  httpd-tools.x86_64 0:2.2.15-15.el6.centos libxslt.x86_64 0:1.1.26-2.el6
  mailcap.noarch 0:2.1.31-2.el6      php-cli.x86_64 0:5.3.3-3.el6_1.3
  php-common.x86_64 0:5.3.3-3.el6_1.3

Updated:
  openssl.x86_64 0:1.0.0-20.el6

Complete!
Did not download optional dependencies: pear/Net_SMTP, use --alldeps to download
automatically
pear/Mail can optionally use package "pear/Net_SMTP" (version >= 1.4.1)
downloading Mail-1.2.0.tgz ...
Starting to download Mail-1.2.0.tgz (23,214 bytes)
.....done: 23,214 bytes
install ok: channel://pear.php.net/Mail-1.2.0
[root@localhost ~]# _
```

3.1.2 Step by step

- `yum install php`

```
Dependencies Resolved

=====
Package                Arch      Version              Repository           Size
=====
Installing:
php                    x86_64    5.3.3-3.el6_1.3      updates             1.1 M
Installing for dependencies:
apr                    x86_64    1.3.9-3.el6_1.2      updates             123 k
apr-util               x86_64    1.3.9-3.el6_0.1      base                87 k
apr-util-ldap          x86_64    1.3.9-3.el6_0.1      base                15 k
httpd                  x86_64    2.2.15-9.el6.centos.3 updates             808 k
httpd-tools            x86_64    2.2.15-9.el6.centos.3 updates              69 k
mailcap                noarch    2.1.31-2.el6         updates             27 k
php-cli                x86_64    5.3.3-3.el6_1.3      updates             2.2 M
php-common             x86_64    5.3.3-3.el6_1.3      updates             522 k

Transaction Summary
=====
Install      9 Package(s)
Upgrade     0 Package(s)

Total download size: 4.9 M
Installed size: 16 M
Is this ok [y/N]: y_
```

- `yum install php-xml`

```

6_1.3.x86_64
--> Processing Dependency: libxslt.so.0()(64bit) for package: php-xml-5.3.3-3.e
16_1.3.x86_64
--> Running transaction check
---> Package libxslt.x86_64 0:1.1.26-2.el6 set to be updated
--> Finished Dependency Resolution

Dependencies Resolved

=====
Package                Arch                Version              Repository            Size
=====
Installing:
php-xml                 x86_64              5.3.3-3.el6_1.3      base                  100 k
Installing for dependencies:
libxslt                 x86_64              1.1.26-2.el6         base                  450 k

Transaction Summary
=====
Install      2 Package(s)
Upgrade      0 Package(s)

Total download size: 550 k
Installed size: 2.4 M
Is this ok [y/N]: y_

```

- yum install php-mcrypt

```

updates
Setting up Install Process
Resolving Dependencies
There are unfinished transactions remaining. You might consider running yum-complete-transaction fi
The program yum-complete-transaction is found in the yum-utils package.
--> Running transaction check
---> Package php-mcrypt.i386 0:5.1.6-15.el5.centos.1 set to be updated
--> Finished Dependency Resolution

Dependencies Resolved

=====
Package                Arch                Versio
=====
Installing:
php-mcrypt              i386                5.1.6-
Transaction Summary
=====
Install      1 Package(s)
Upgrade      0 Package(s)

Total download size: 16 k
Is this ok [y/N]: y

```

- yum install php-soap

```

* base: mirror.prolocation.net
* extras: mirror.prolocation.net
* updates: mirror.prolocation.net
Setting up Install Process
Resolving Dependencies
--> Running transaction check
---> Package php-soap.x86_64 0:5.3.3-3.el6_1.3 set to be updated
--> Finished Dependency Resolution

Dependencies Resolved

=====
Package                Arch             Version           Repository        Size
=====
Installing:
php-soap                x86_64           5.3.3-3.el6_1.3   updates           137 k
Transaction Summary
=====
Install      1 Package(s)
Upgrade     0 Package(s)

Total download size: 137 k
Installed size: 324 k
Is this ok [y/N]: _

```

- yum install php-pear

```

* base: mirror.prolocation.net
* extras: mirror.prolocation.net
* updates: mirror.prolocation.net
Setting up Install Process
Resolving Dependencies
--> Running transaction check
---> Package php-pear.noarch 1:1.9.0-2.el6 set to be updated
--> Finished Dependency Resolution

Dependencies Resolved

=====
Package                Arch             Version           Repository        Size
=====
Installing:
php-pear                noarch           1:1.9.0-2.el6     base              391 k
Transaction Summary
=====
Install      1 Package(s)
Upgrade     0 Package(s)

Total download size: 391 k
Installed size: 2.2 M
Is this ok [y/N]: _

```

- yum install openssl

```

base                                     | 3.7 kB      00:00
extras                                 | 3.5 kB      00:00
updates                                | 3.5 kB      00:00
updates/primary_db                     | 654 kB      00:01
Setting up Install Process
Resolving Dependencies
--> Running transaction check
--> Package openssl.x86_64 0:1.0.0-20.el6 set to be updated
--> Finished Dependency Resolution

Dependencies Resolved

=====
Package                Arch             Version           Repository        Size
=====
Updating:
openssl                x86_64           1.0.0-20.el6      base              1.4 M
=====

Transaction Summary
=====
Install      0 Package(s)
Upgrade     1 Package(s)

Total download size: 1.4 M
Is this ok [y/N]: y_

```

- pear install Mail

```

CentOS Linux release 6.0 (Final)
Kernel 2.6.32-71.el6.x86_64 on an x86_64

localhost login: root
Password:
Last login: Mon Dec 12 09:43:51 on tty1
[root@localhost ~]# pear install Mail
Did not download optional dependencies: pear/Net_SMTP, use --alldeps to download
automatically
pear/Mail can optionally use package "pear/Net_SMTP" (version >= 1.4.1)
downloading Mail-1.2.0.tgz ...
Starting to download Mail-1.2.0.tgz (23,214 bytes)
.....done: 23,214 bytes
install ok: channel://pear.php.net/Mail-1.2.0
[root@localhost ~]# _

```

4. Extract files

Extract files from zip file on PBA-S node. We recommend saving custom PBA-S scripts in `/usr/sbin/provider/ba/` – but it's up to you where you want to place BackupAgent PHP scripts and files. Do note that the document is written with that path in mind.

5. Define BackupAgent options

In the Provider Control Center, go to The Billing Director, Product Manager and select Custom Attributes, Define as many options as you need – the service name can be specified. It will show in PBA-S store in hosting plan options, so it should contain service parameters.

Top > Billing Director > Product Manager > Custom Attributes

This screen ID: 01.01.03.03.36

Custom Attributes Custom Attributes Categories

Actions [Hide Actions](#)

New Attribute [Create new attribute](#)

Attributes [Hide Search](#)

Name Exclusive selection Deleted Search Show All

Attributes 1 - 7 of 7

ID	Name	Exclusive selection	Deleted
1	Hard Disk	✓	✗
2	Memory	✓	✗
3	Processor	✓	✗
4	Additional Features	✗	✗
5	Operating System	✓	✗
6	Backup Agent	✓	✗
7	Lacze	✓	✗

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Top > Billing Director > Product Manager > Custom Attributes > New Attribute

This screen ID: 01.01.03.03.37

General [Should be selected](#)

Name BA service name

Category Backup Agent

☒ Exclusive selection (you will not be able to change this parameter since the attribute will be assigned to the Hosting Plan)

☒ Force customer to select an attribute option

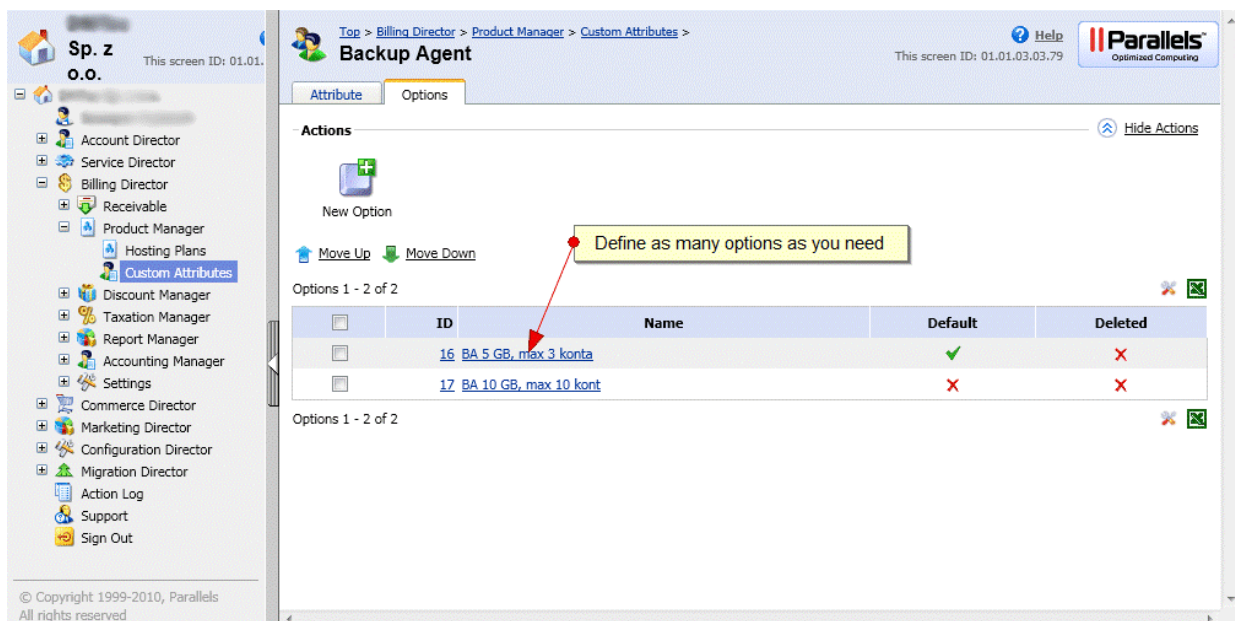
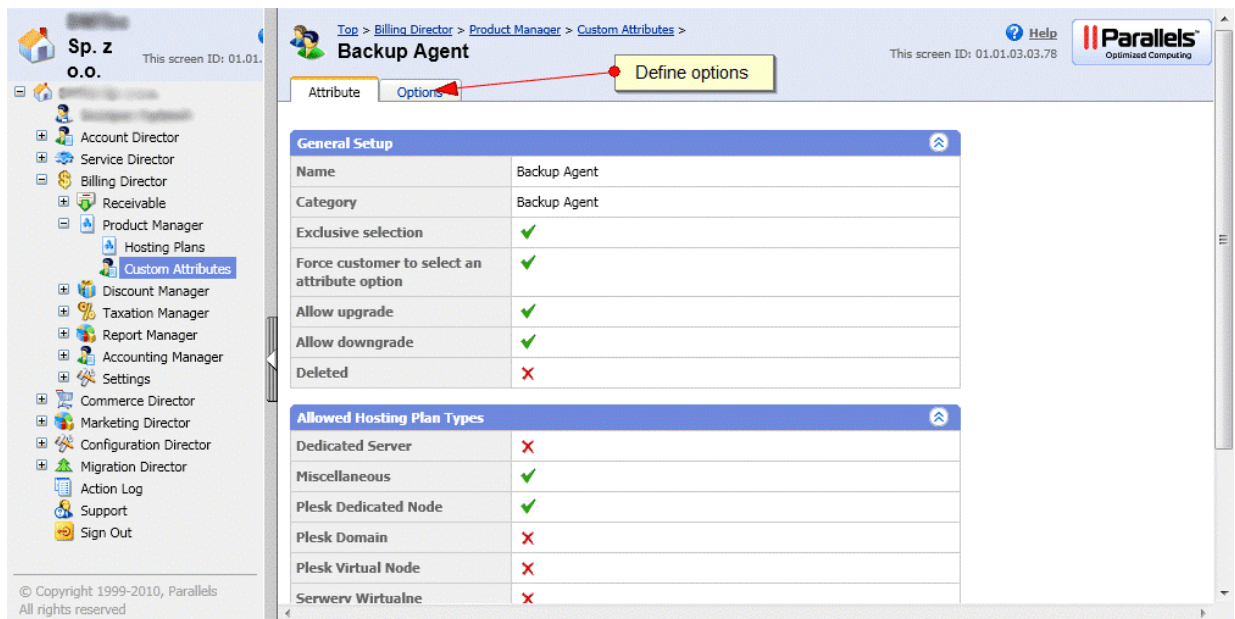
☒ Allow upgrade

☒ Allow downgrade

Allowed Hosting Plan Types

- ☐ Dedicated Server
- ☐ Miscellaneous
- ☐ Plesk Dedicated Node
- ☐ Plesk Domain
- ☐ Plesk Virtual Node
- ☐ Servery Virtualne

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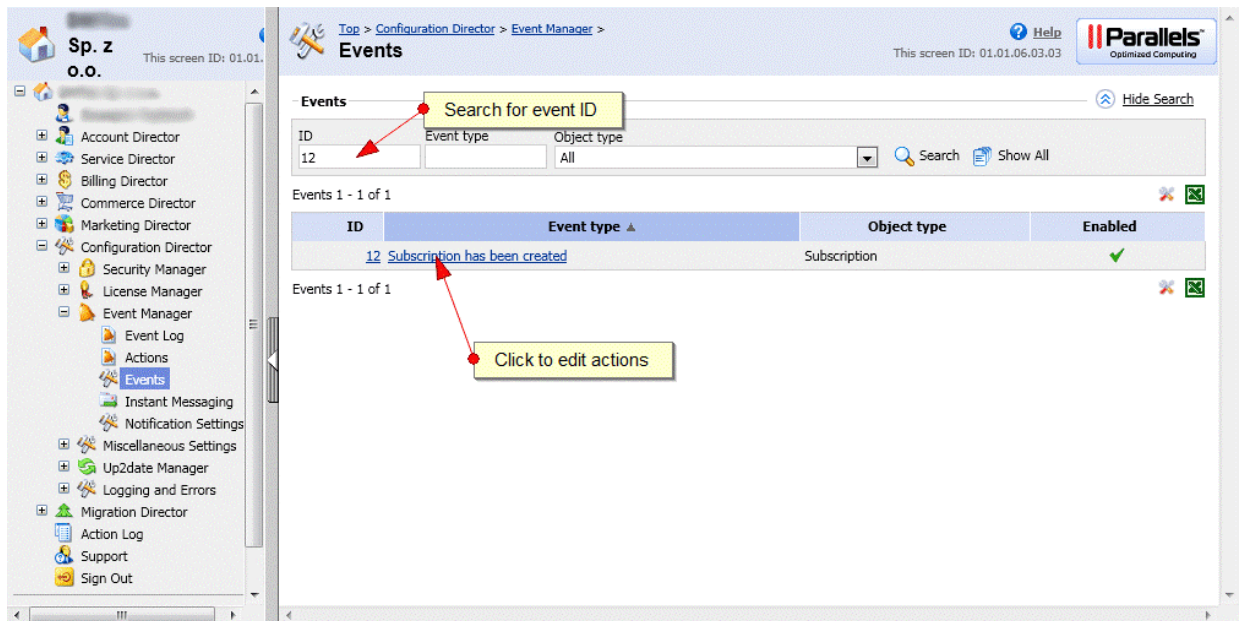
6. Setup event actions

Go to the Event Manager in the Configuration Director of PBA-S and create new actions for events:

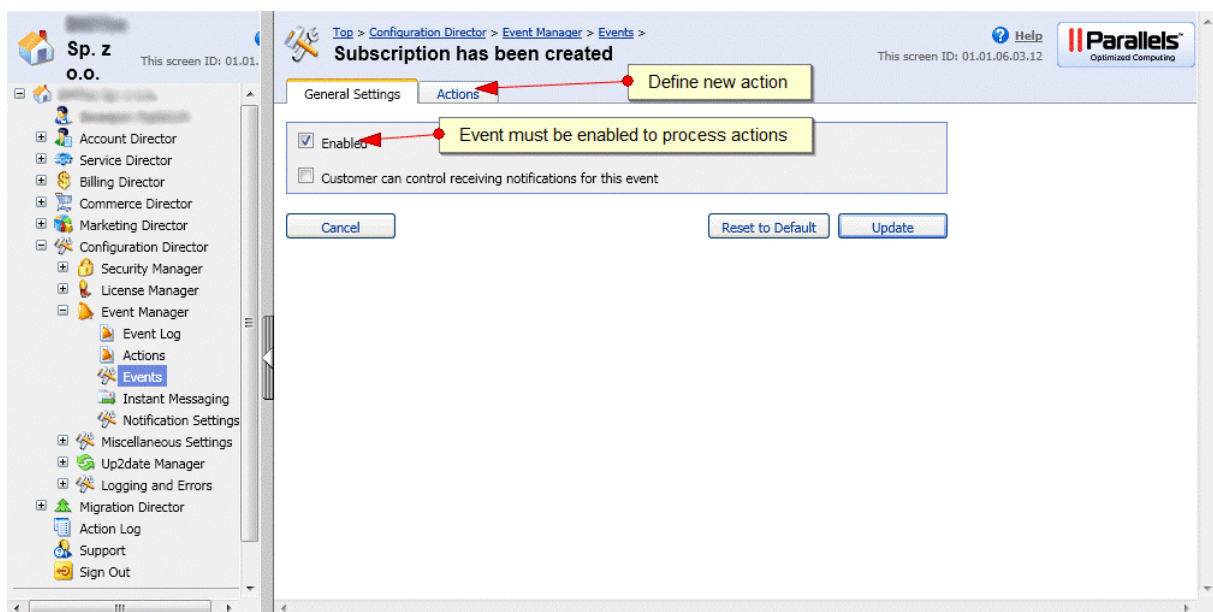
- ID 12 – Subscription has been created
 php /usr/sbin/provider/ba/ba_exec.php
 "action=createreseller&subscription_id=@@subscription.id@"

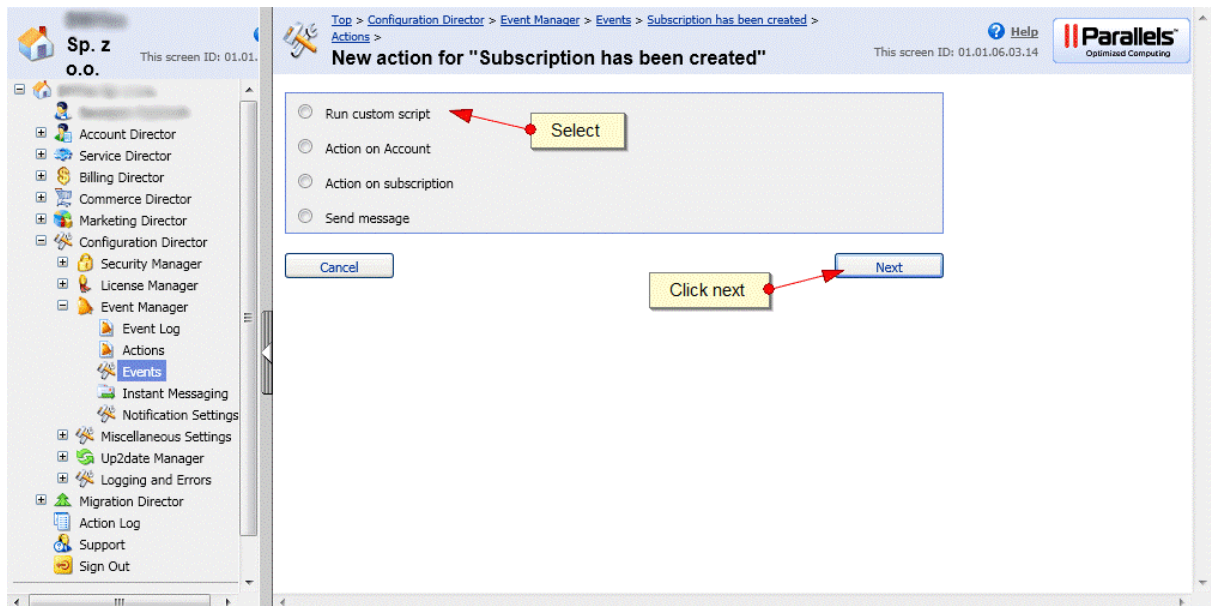
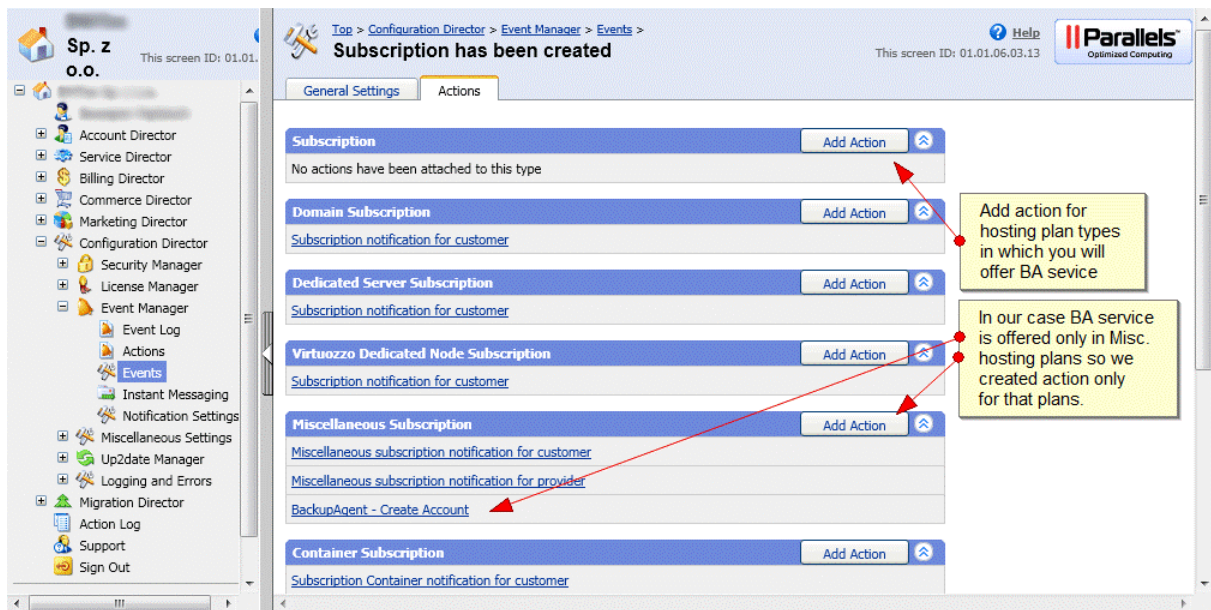
- ID 10 – Subscription has been updated
php /usr/sbin/provider/ba/ba_exec.php
"action=createreseller&subscription_id=@@subscription.id@"
- ID 60 – Subscription has been deleted
php /usr/sbin/provider/ba/ba_exec.php
"action=deletereseller&subscription_id=@@subscription.id@"

First you have to find event:



Define a new action:





7. Setup hosting plans

You can add as many hosting plans as you need. You can also add BackupAgent service to existing ones.

Top > Billing Director > Product Manager > Hosting Plans > Backup Agent

This screen ID: 01.01.03.03.60

Help Parallels Optimized Computing

Subscriptions

General Settings Billing Rates Billable Resources Custom Attributes DNS Settings

Enabled	Name	Included	Default	Setup fee	Monthly fee	Upgrade fee
Backup Agent / Backup Agent (exclusive)						
✓	BA 5 GB, max 3 konta	✗	✓	0,00PLN	0,00PLN	0,00PLN
✓	BA 10 GB, max 10 kont	✗	✗	0,00PLN	0,00PLN	0,00PLN

Cancel Edit

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Top > Billing Director > Product Manager > Hosting Plans > Backup Agent

This screen ID: 01.01.03.03.93

Help Parallels Optimized Computing

Subscriptions

General Settings Billing Rates Billable Resources Custom Attributes DNS Settings

Enabled	Name	Included	Default	Setup fee	Monthly fee	Upgrade fee
Backup Agent / Backup Agent (exclusive)						
<input checked="" type="checkbox"/>	BA 5 GB, max 3 konta	✗	<input checked="" type="radio"/>	0,00 PLN	20 PLN	0,00 PLN
<input checked="" type="checkbox"/>	BA 10 GB, max 10 kont	✗	<input type="radio"/>	0,00 PLN	40 PLN	0,00 PLN

Cancel Save

Select BA options which will be available in this hosting plan.

Define prices

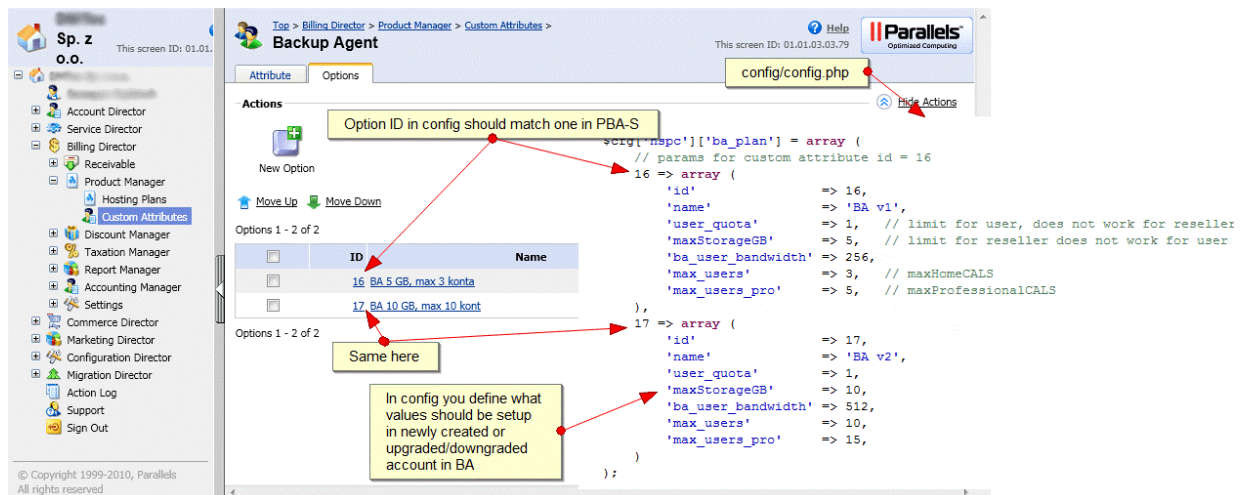
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8. Setup configuration

There are two config files:

- config/config.php – holds credentials PBA-S connection, hosting plans configuration and SMTP
- Libraries/Config.php – holds BackupAgent login credentials

The most important thing to do is to setup your BackupAgent options by filling `$cfg['hspc']['ba_plan']` array in `config/config.php`. You add as many entries as BackupAgent options in PBA-S.



8.1 config/config.php

- `$cfg['mail']['host']` is the SMTP server that it can connect to to send the mails with user credentials.
- `$cfg['mail']['auth']` if set to true the mailer will use SMTP authentication. It will login with `$cfg['mail']['username']` and `$cfg['mail']['password']`.
- `$cfg['mail']['sender_name']` is the name that is shown the email originated from. For example BackupAgent Support.
- `$cfg['mail']['sender_email']` is the email address the system shall send from.
- `$cfg['hspc']['protocol']` is the protocol it will connect to. It can be `http://` or `https://`
- `$cfg['hspc']['host']` is the URL of the PBA-S HSPC.
- `$cfg['hspc']['email']` is the email address it can login with on PBA-S HSPC.
- `$cfg['hspc']['pass']` is the corresponding password.
- `$cfg['hspc']['api_version']` is the version of the API.
- `$cfg['hspc']['ba_storage_id']` is the storage ID. This can be found in the Management Console under Server > Server settings > Storage locations.

- **\$cfg['hspc']['ba_allowWhiteLabel']** is if the reseller account should be allowed to whitelabel. Do note that you need to have this option in your license. You can find this out in the management console under License > Max. # Private Label Groups. If you cannot create Private Label Groups, leave it false.

8.2 libraries/Config.php

- **\$ba_host** is the URL to the management console.
- **\$ba_wsdl** is the URL to the BackupAgent WSDL.
- **\$ba_username** is the username to login to the BackupAgent server.
- **\$ba_password** is the password to login to the BackupAgent server.
- **\$ba_prefix** is the prefix for the user accounts. When an account is made it will be in this format: **\$ba_prefix-@@subscription.id@** (for example admin-1)

*The WSDL for our Cloud Servers are respectively:

<https://cloud01.backupagent.com/CloudBackupService/BackupService.asmx?wsdl>

<https://cloud02.backupagent.com/CloudBackupService/BackupService.asmx?wsdl>

<https://cloud03.backupagent.com/CloudBackupService/BackupService.asmx?wsdl>

9. Ordering BackupAgent service

When ordering BackupAgent enabled hosting plans PBA-S will ask user to select BackupAgent service option:

Wybierz swój język:

[Home](#) | [Zostań partnerem](#) | [Kontakt](#) | [O nas](#) | [» Loguj do panelu klienta](#)

New Order

Kroki: 1 Pakiet 2 Domeny 3 **Dodatki** 4 Zaloguj Się / Zarejestruj się 5 Konfiguracja 6 Kasa 7 Płatność 8 Potwierdzenie

Pakiet: (Zmień)
Backup Agent 0,00PLN
Dodatki: (Zmień)
Zasoby: (Zmień)
Domeny: (add)
Not Added
Sumarycznie: 0,00PLN

Kasa
Anuluj

Backup Agent	Opiata instalacyjna	Miesięczna opłata
<input checked="" type="radio"/> BA 5 GB, max 3 konta	0,00PLN	20,00PLN
<input type="radio"/> BA 10 GB, max 10 kont	0,00PLN	40,00PLN

Back
Continue to Next Step

When an order will be processed and new subscription created, PBA-S will process action and run the script. Script will setup new account in BackupAgent server system.

Script will send e-mail notification to provider and customer with user login and password for BackupAgent account.

Example e-mail:

Account confirmation reseller in BackupAgent

Your login details:

server address: <http://localhost:8080>

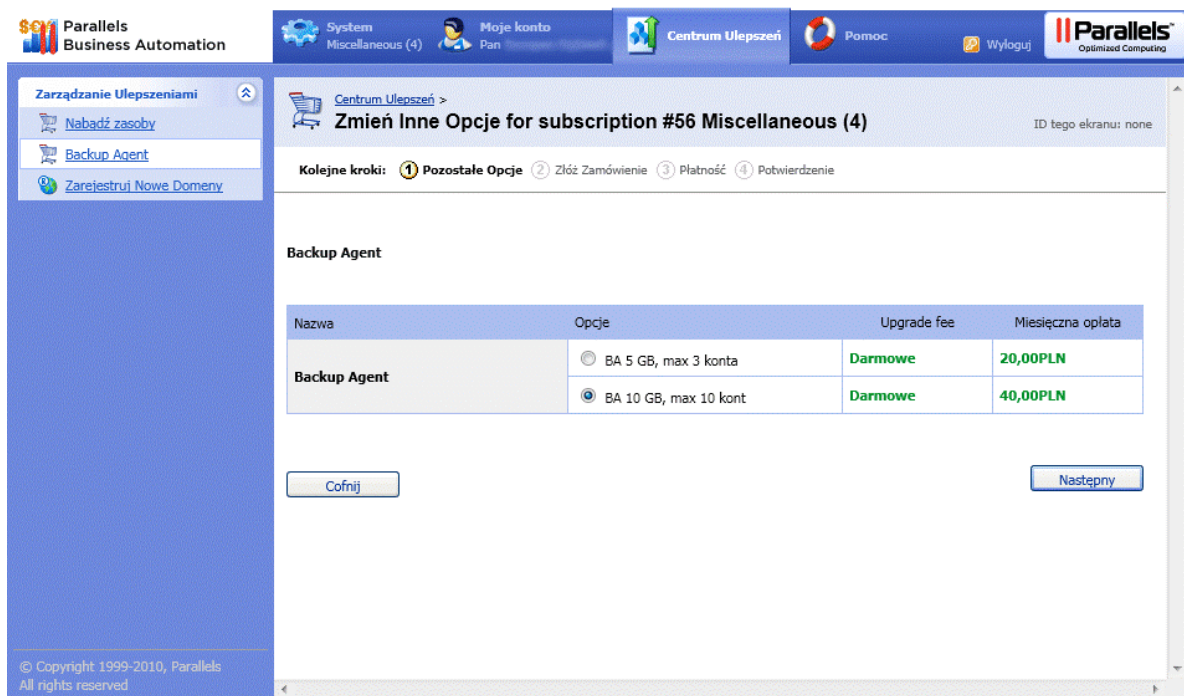
login: ba-180

password: Y1Epkbmp

10. Upgrading/downgrading BackupAgent service

10.1 Upgrade/downgrade service

Customer can upgrade/downgrade his service directly from PBA-S control panel.



When an order will be processed and new subscription created, PBA-S will process action and run the script. Script will setup new account in BA system.

Script will send e-mail notification to provider and customer to inform about change in subscription.

11. Additional notes

11.1 PEAR setup

Script requires PEAR Mail extension to send notifications. You can use libraries/PEAR for this or use system's default.

11.2 SOAP communication with PBA-S

You must create a PBA-S staff to access subscription data in PBA-S. User must have 'super-administrator' role for provider. Credentials for that user should be setup in config/config.php.

To communicate with PBA-S we use a modified version of NuSOAP library taken from PBA-S store. We found that the PBA-S API does not work with other versions of NuSOAP or native PHP functions.

11.3 Custom confirmation/upgrade/deletion mail

You can change the e-mails in *libraries/BAObject.php* by searching for *//Emails to send*. The emails are sent as html.

\$subj is the subject of the email that will be sent.

\$msg is the email message

The template of the mail can be changed in *libraries/Mailer.php* by changing \$html

11.4 Management Console

Do note that for this to work Provisioning Integration should be enabled and Active Directory should be off.

11.5 Billing

It is recommended to only create groups through PBA-S for your administration instead of also using the Administrator account for that.

12. Troubleshooting

12.1 How to debug

You can call the *ba_exec.php* directly from the console of the PBA-S container with: *php /usr/sbin/provider/ba/ba_exec.php "action=createreseller&subscription_id=@@subscription.id@"* where *@@subscription.id@* is replaced by a valid *subscription_id* by the PBA-S Provider Control Center. If everything goes well no error will be shown.

To check if the store is doing a call to the container you can use the following command: `grep email@address.com /var/log/hspc/xml_api.log` replacing `email@address.com` with the email address used in the store front-end.

To check if the BackupAgent script is doing a correct callback you can use the following command: `grep get_subscr_info /var/log/hspc/xml_api.log`

This should return at least a value. If it does, it called the HSPC API.

12.2 Failed to create BA reseller

The user is not allowed to create resellers. This can be due to the fact that no whitelabel groups can be created or if the user doesn't have the right.

If the user has the proper rights, please check if `$cfg['hspc']['ba_allowWhiteLabel']` in `inconfig\config.php` is set to false.

12.3 I receive no registration/confirmation/error mail

Please check if the SMTP server is accessible with the credentials.