

Acronis

Acronis Backup Cloud

APS 2.0 Deployment Guide

Version 2.2-1994

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1 About this guide

This document describes how to deploy the Acronis Backup Cloud application in your Odin Service Automation infrastructure.

Acronis Backup Cloud is a proven, comprehensive, local and cloud backup and recovery service for service providers. Acronis Backup Cloud backs up data from any source, stores data locally, in the cloud, and lets you recover to any destination and system.

The application is provided as an Application Packaging Standard (APS) package.

2 Audience

This document is intended for service providers who want to provide the Acronis Backup Cloud service to their customers.

3 Terms and abbreviations

This document uses the following terms and abbreviations:

- **Application Packaging Standard (APS)**
An open standard that is intended to help service providers to provide software as a service (SaaS) applications to customers.
- **Odin Service Automation (OSA)**
A software platform that includes **Operations Automation** and **Business Orchestration**.

4 General architecture and services

The application enables the service provider to provide the backup service to customers, who then provide it to their users.

The service provider charges each customer based on one or more counters, such as the amount of backup storage. It does not matter how customers themselves charge their users.

The service hierarchy for the backup service is the following:

- **Backup Service**
The backup service.
- **Backup Tenant**
Group in Acronis Backup Cloud, created per subscription with backup service.
 - **Backup Users**

The number of the customer's users who can use the backup service.

- **Cloud Storage**
The total amount of cloud backup storage that is available to all of the customer's users.
- **Local Storage**
The total amount of local backup storage that is available to all of the customer's users.
- **Protected Servers**
The total number of servers that all of the customer's users can back up. A server is a machine running a Windows Server or Linux operating system.
- **Protected Workstations**
The total number of workstations that all of the customer's users can back up. A workstation is a machine running a Windows operating system other than Windows Server.
- **Protected Virtual Machines**
The total number of ESX(i) and Hyper-V virtual machines that all of the customer's users can back up. A virtual machine is counted regardless of the type of its operating system (if any).
- **Protected Mobile Devices**
The total number iOS and Android mobile devices that all of the customer's users can back up.
- **Protected Websites**
The total number of websites that all of the customer's users can back up.
- **Protected Microsoft Office 365 Mailboxes**
The total number of Microsoft Office 365 mailboxes that customer's administrators can back up.
- **Backup Profile**
The backup service settings. In the backup profile, the service provider can define what storage should be assigned to a customer on the backup service provisioning.
- **Reseller Branding**
Gives resellers access to Management Console and ability to configure branding and register own cloud storage.
- **Provider's Hosted Storage**
The total amount of service provider's storage consumed by the reseller's customers.
- **Reseller's Hosted Storage**
The total amount of reseller's own storage consumed by his customers.

5 Deployment procedure

To make the backup service available to your customers, the following steps should be performed:

- a) **Configuring the endpoint.** This step prepares the infrastructure to work with the backup service application.
- b) **Importing the package.** This step makes the APS package of the backup service available in Operations Automation.
- c) **Creating an application instance.** This step makes the backup service appear as an Operations Automation application.
- d) **Creating resource types.** This step defines a list of resources that will be provided by the service, such as storage space.
- e) **Creating a service template.** This step binds the list of resources that was created in the previous step to the backup service. This step also sets up the look of the backup service interface.
- f) **Creating a service plan.** This step sets up the amounts and prices that are associated with the service.

You may use one of the deployment procedures:

- If you already have an endpoint (for example, for other APS packages), **set up the service automatically.**
- If you do not have an endpoint, **set up the service manually.** You can also use this way when having problems with automatic configuration.

5.1 Automated deployment

5.1.1 Configuring the endpoint

To work with the application programming interface (API) of the backup service, the APS package uses a machine called an *endpoint*, also known as a *provisioning host*. Before deploying the APS package, you must configure the endpoint for it.

The endpoint must be a machine running an RPM-based Linux distribution (such as CentOS) that has the Apache web server and PHP installed.

Note *The following procedures involve restarting the endpoint's web server. Internet connection may be required for downloading additional Linux packages.*

Note *The APS application uses Operations Automation Public API. Thus, the endpoint should be allowed to connect Operations Automation Public API service.*

To allow endpoint to connect Operations Automation Public API

1. Log on to the provider control panel
2. Navigate to **System > Settings > Public API > Allowed Networks**
3. Add the endpoint host to the list

5.1.2 Installing the package

To install the package

1. Log on to the endpoint as the root user.
2. Place the .zip file of the APS package to the machine.
3. Extract files from .zip archive:

```
unzip <APS package name> rpms/*
```

For example:

```
unzip AcronisBackupCloud-2.0-XXX.app.zip rpms/*
```

4. Specify host should be used to connect to Operations Automation Public API

```
export <POA HOST>
```

For example:

```
export POA_HOST=acronis.apsdemo.org
```

5. Install the .rpm file shipped with the package:

```
rpm -ivh rpms/<RPM NAME>
```

For example:

```
rpm -ivh rpms/acronis-backup-cloud-2.0-XXX.x86_64.rpm
```

If the installation fails because of failed dependences, install required packages using “yum install” command.

For example:

```
yum install php php-pdo php-xml php-xmlrpc php-soap php-xmlrpc mod_ssl  
phpmbstring
```

The latest version of the APS PHP runtime corresponding to your OSA version can be downloaded from <http://doc.apsstandard.org>

Once the .rpm package is installed, the following elements become available in the provider control panel:

- Acronis Backup Cloud APS package instance in the Services > Applications > APS Instances.
- Acronis Backup Cloud resources appear in the Products > Resources list.
- Two default resource templates are created in Products > Service Templates.

5.1.3 Configuring APS instance

To configure the APS package

1. Log on to the provider control panel
2. Navigate to **Services > Applications > APS Instances**
3. Find **Acronis Backup Cloud** instance
4. Configure connection to Acronis Backup Cloud service:
 - a. Specify the **Management Console URL**, which matches the account management console address (<https://cloud.acronis.com/>).
 - b. Specify your Acronis Backup Cloud administrator **User name** and **Password**.

The account you specify must have permissions to create End-User Company groups in Acronis Backup Cloud.

- c. Press **Save** button.
5. Open **Branding** tab, review and adjust settings if needed.

Once the package is configured, proceed with Service Plan configuration described in [Chapter 5.4](#).

5.2 Manual deployment

5.2.1 Configuring the endpoint

To work with the application programming interface (API) of the backup service, the APS package uses a machine called an *endpoint*, also known as a *provisioning host*. Before deploying the APS package, you must configure the endpoint for it.

The endpoint must be a machine running an RPM-based Linux distribution (such as CentOS) that has the Apache web server and PHP installed.

Note The following procedures involve restarting the endpoint's web server. Internet connection may be required for downloading additional Linux packages.

Note The APS application uses Operations Automation Public API. Thus, the endpoint should be allowed to connect Operations Automation Public API service.

To allow endpoint to connect Operations Automation Public API

1. Log on to the provider control panel
2. Navigate to **System > Settings > Public API > Allowed Networks**
3. Add the endpoint host to the list

To set up and configure the endpoint manually

For general instructions about setting up an endpoint, refer to the following Odin Knowledge Base article: <http://kb.odin.com/en/117498>.

1. Log on to the endpoint as the root user.
2. Place the .zip file of the APS package to the machine.
3. Install the Apache web server, the required PHP modules by running the following commands:

```
yum install httpd mod_ssl
yum install php php-pdo php-xml php-xmlrpc php-soap php-mbstring
```
4. Create the **/var/www/html** directory if it does not exist.
5. In the **/var/www/html** directory, create a directory for the backup service, such as **backupservice**.

- From the .zip file of the APS package, extract the contents of the **scripts** folder into the directory for the backup service (such as /var/www/html/backupservice).
- In the directory for the backup service, do the following:

- Create the **log** directory if it does not exist.
Details. This directory will store the application logs, which may be needed for technical support purposes.
- Create the **tmp** directory if it does not exist.
- Create the **.htaccess** file with the following content:

```
<IfModule mod_rewrite.c>
    RewriteEngine on
    RewriteBase /backupservice
    RewriteCond %{REQUEST_FILENAME} !-f
    RewriteCond %{REQUEST_URI} !=/favicon.ico
    RewriteRule ^globals(/.*)?$ globals.php?q=$1 [L,QSA]
    RewriteRule ^tenant(/.*)?$ tenant.php?q=$1 [L,QSA]
    RewriteRule ^users(/.*)?$ users.php?q=$1 [L,QSA]
    RewriteRule ^reseller(/.*)?$ reseller.php?q=$1 [L,QSA]
    RewriteRule ^profile(/.*)?$ profile.php?q=$1 [L,QSA]
    RewriteRule ^admin(/.*)?$ admin.php?q=$1 [L,QSA]
    RewriteCond %{HTTPS} !=on
    RewriteRule .* - [F]
</IfModule>
```

- Allow the web server user account (usually, the **apache** account) to access the directory for the backup service and its subdirectories. To do this, run the following command:

```
chown -R apache:apache /var/www/html/backupservice
```

(Replace **backupservice** with the directory name that you chose.)

- Create **acronis.conf** file in **/etc/httpd/conf.d/** directory with the following content:

```
LoadModule ssl_module modules/mod_ssl.so

Listen 10443

<Directory "/var/www/html/backupservice">
    Options FollowSymLinks ExecCGI
    AllowOverride All
```



```

    Order allow,deny
    Allow from all
</Directory>

<VirtualHost _default_:10443>

    ErrorLog logs/acronis_ssl_error_log
    TransferLog logs/acronis_ssl_access_log
    LogLevel warn
    SSLEngine on
    SSLProtocol all -SSLv2
    SSLCipherSuite ALL:!ADH:!EXPORT:!SSLv2:RC4+RSA:+HIGH:+MEDIUM:+LOW
    SSLCertificateFile /etc/pki/tls/certs/clientcert.crt
    SSLCertificateKeyFile /etc/pki/tls/private/clientcert.key
    SSLVerifyClient optional_no_ca
    SSLOptions +StdEnvVars +ExportCertData

    SetEnvIf User-Agent ".*MSIE.*" \
nokeepalive ssl-unclean-shutdown \
downgrade-1.0 force-response-1.0

    CustomLog logs/ssl_request_log \
        "%t %h %{SSL_PROTOCOL}x %{SSL_CIPHER}x \"%r\" %b"
</VirtualHost>

```

- Restart the web server by running the following command:

```
service httpd restart
```

5.2.2 Importing the package

To import the package

- Log in to Operations Automation.
- In the Operations Automation Control Panel, go to **Services > Applications**.
- On the **APS Packages** tab, click **Import Package**.
- Click **Local file**, and then select the .zip file of the package (normally, the AcronisBackupCloud-2.0-XXX.app.zip file).
- Select the **Enabled** check box.
- Click **Submit**.

5.2.3 Creating an application instance

To create an application instance

- In the Operations Automation Control Panel, go to **Services > Applications**.

2. Click the package in the list of packages.
3. Click **Instances**.
4. Click **Install**.
5. In **Application API end-point URI**, specify the address of the endpoint that you prepared in "Configuring the endpoint" (p. 6). For example: **https://endpoint.example.com:10443/backupservice/**
6. Click **Next**.
7. Under **Partner login**,
 - a. Specify the Management Console URL, which matches the account management console address (https://cloud.acronis.com/).
 - b. Specify your Acronis Backup Cloud administrator User name and Password.
The account you specify must have permissions to create End-User Company groups in Acronis Backup Cloud.
8. Click **Next**.
9. Review the settings, and then click **Finish**.

5.2.4 Creating resource types

Acronis Backup Cloud resource types are created automatically during APS package installation. In case you need to create them manually, please refer to the table below.

| Resource name | Resource class | Auto-provision |
|--|-------------------------------|----------------|
| Acronis Backup Cloud | Application Service Reference | No |
| Backup Tenant (Acronis) | Application Service | Yes |
| Cloud Storage (Acronis) | Application Counter | No |
| Local Storage (Acronis) | Application Counter | No |
| Protected Virtual Machines (Acronis) | Application Counter | No |
| Protected Workstations (Acronis) | Application Counter | No |
| Protected Servers (Acronis) | Application Counter | No |
| Protected Mobile Devices (Acronis) | Application Counter | No |
| Protected Office 365 mailboxes (Acronis) | Application Counter | No |
| Protected Websites (Acronis) | Application Counter | No |
| Backup Users (Acronis) | Application Service | No |
| Reseller Branding (Acronis) | Application Service | No |

| | | |
|-------------------------------------|-------------------------------|----|
| Default Backup Profile (Acronis) | Application Service Reference | No |
| Provider's Hosted Storage (Acronis) | Application Counter | No |
| Reseller's Hosted Storage (Acronis) | Application Counter | No |

Use the following procedure to create these resource types.

To create the resource types

1. In Operations Automation Control Panel, click **Products > Resources**.
2. Do the following to add the **Acronis Backup Cloud** resource type:
 - a. Click **Add New Resource Type**.
 - b. In the list of resource classes, click **Application Service Reference**.
 - c. In **Name**, type **Acronis Backup Cloud**, and then click **Next**.
 - d. Click **Acronis Backup Cloud**.
 - e. Click **Global settings**.
 - f. Click the unique identifier of the resource, such as **9cad99aa-fbaa-4bd7-912f-d9e31835ac30**.
 - g. Click **Finish**.
3. Do the following to add the **Backup Tenant (Acronis)** resource type:
 - a. Click **Add New Resource Type**.
 - b. In the list of resource classes (also called base resource classes), click **Application Service**.
 - c. In **Name**, type **Backup Tenant (Acronis)**, and then click **Next**.
 - d. Click **Acronis Backup Cloud**.
 - e. Click **Backup Tenant**.
 - f. Leave the **Priority** setting in the drop-down menu empty.
 - g. Select the **Automatically provision service** check box.
 - h. Click **Finish**.
4. Do the following to add the **Backup Users (Acronis)** resource type:
 - a. Click **Add New Resource Type**.
 - b. In the list of resource classes, click **Application Service**.
 - c. In **Name**, type **Backup Users (Acronis)**, and then click **Next**.
 - d. Click **Acronis Backup Cloud**.
 - e. Click **Backup Users**.
 - f. Leave the **Priority** box empty, and leave the **Automatically provision service** check box cleared.
5. Do the following to add the **Reseller Branding (Acronis)** resource type:
 - a. Click **Add New Resource Type**.
 - b. In the list of resource classes, click **Application Service**.
 - c. In **Name**, type **Reseller Branding (Acronis)**, and then click **Next**.
 - d. Click **Acronis Backup Cloud**.
 - e. Click **Backup Reseller**.
 - f. Select the **Automatically provision service** check box.

6. Do the following to add the **Cloud Storage (Acronis)** resource type:
 - a. Click **Add New Resource Type**.
 - b. In the list of resource types, click **Application Counter (KB)**.
 - c. In **Name**, type **Cloud Storage (Acronis)**, and then click **Next**.
 - d. Click **Acronis Backup Cloud**.
 - e. Click **StorageUsage**.
 - f. Click **Finish**.
7. Do the following to add the **Local Storage (Acronis)** resource type:
 - a. Click **Add New Resource Type**.
 - b. In the list of resource types, click **Application Counter (KB)**.
 - c. In **Name**, type **Local Storage (Acronis)**, and then click **Next**.
 - d. Click **Acronis Backup Cloud**.
 - e. Click **StorageUsage**.
 - f. Click **Finish**.
8. Do the following to add the **Protected Servers (Acronis)** resource type:
 - a. Click **Add New Resource Type**.
 - b. In the list of resource types, click **Application Counter (unit)**.
 - c. In **Name**, type **Protected Servers (Acronis)**.
 - d. Click **Acronis Backup Cloud**.
 - e. Click **ServerCount**.
 - f. Click **Finish**.
9. Do the following to add the **Protected Workstations (Acronis)** resource type:
 - a. Click **Add New Resource Type**.
 - b. In the list of resource types, click **Application Counter (unit)**.
 - c. In **Name**, type **Protected Workstations (Acronis)**.
 - d. Click **Acronis Backup Cloud**.
 - e. Click **WorkstationCount**.
 - f. Click **Finish**.
10. Do the following to add the **Protected Virtual Machines (Acronis)** resource type:
 - a. Click **Add New Resource Type**.
 - b. In the list of resource types, click **Application Counter (unit)**.
 - c. In **Name**, type **Protected Virtual Machines (Acronis)**.
 - d. Click **Acronis Backup Cloud**.
 - e. Click **VmCount**.
 - f. Click **Finish**.
11. Do the following to add the **Protected Mobile Devices (Acronis)** resource type:
 - a. Click **Add New Resource Type**.
 - b. In the list of resource types, click **Application Counter (unit)**.
 - c. In **Name**, type **Protected Mobile Devices (Acronis)**.

- d. Click **Acronis Backup Cloud**.
 - e. Click **MobileDeviceCount**.
 - f. Click **Finish**.
12. Do the following to add the **Protected Office 365 mailboxes (Acronis)** resource type:
- a. Click **Add New Resource Type**.
 - b. In the list of resource types, click **Application Counter (unit)**.
 - c. In **Name**, type **Protected Office 365 mailboxes (Acronis)**.
 - d. Click **Acronis Backup Cloud**.
 - e. Click **MailboxCount**.
 - f. Click **Finish**.
13. Do the following to add the **Protected Websites (Acronis)** resource type:
- a. Click **Add New Resource Type**.
 - b. In the list of resource types, click **Application Counter (unit)**.
 - c. In **Name**, type **Protected Websites (Acronis)**.
 - d. Click **Acronis Backup Cloud**.
 - e. Click **WebsiteCount**.
 - f. Click **Finish**.
14. Do the following to add the **Provider's Hosted Storage (Acronis)** resource type:
- g. Click **Add New Resource Type**.
 - h. In the list of resource types, click **Application Counter (unit)**.
 - i. In **Name**, type **Provider's Hosted Storage (Acronis)**.
 - j. Click **Acronis Backup Cloud**.
 - k. Click **AcronisHostedStorage**.
 - l. Click **Finish**.
15. Do the following to add the **Reseller's Hosted Storage (Acronis)** resource type:
- m. Click **Add New Resource Type**.
 - n. In the list of resource types, click **Application Counter (unit)**.
 - o. In **Name**, type **Reseller's Hosted Storage (Acronis)**.
 - p. Click **Acronis Backup Cloud**.
 - q. Click **ServiceProviderHostedStorage**.
 - r. Click **Finish**.
16. Do the following to add the **Default Backup Profile (Acronis)** resource type:
- a. Navigate to **Services > Applications > APS Instances**
 - b. Find **Acronis Backup Cloud** instance
 - c. Open **Backup Profiles** tab
 - d. Click **New**
 - e. Set **Default Backup Profile (Acronis)** name, adjust settings if needed.
 - f. Click **Submit**

5.2.5 Creating service templates

To create a service template for customers

1. In Operations Automation Control Panel, go to **Products > Service Templates**.
2. Click **Add New Service Template**.
3. In **Name**, type **Acronis Backup Service**.
4. Select the **Autoprovisioning** check box.
5. In **Type**, select **Custom**.
6. Click **Next**.
7. In the list of resources, select the check boxes for the following resources:
 - **Acronis Backup Cloud**
 - **Backup Tenant (Acronis)**
 - **Backup Users (Acronis)**
 - **Cloud Storage (Acronis)**
 - **Local Storage (Acronis)**
 - **Protected Servers (Acronis)**
 - **Protected Workstations (Acronis)**
 - **Protected Virtual Machines (Acronis)**
 - **Protected Mobile Devices (Acronis)**
 - **Protected Office 365 mailboxes (Acronis)**
 - **Protected Websites (Acronis)**
 - **Default Backup Profile (Acronis)**
8. On the resource limits page, specify the limits as described in the table below.

| Resource name | Limit |
|--|-----------|
| Acronis Backup Cloud | 1 |
| Backup Tenant (Acronis) | 1 |
| Cloud Storage (Acronis) | Unlimited |
| Local Storage (Acronis) | Unlimited |
| Protected Virtual Machines (Acronis) | Unlimited |
| Protected Workstations (Acronis) | Unlimited |
| Protected Servers (Acronis) | Unlimited |
| Protected Mobile Devices (Acronis) | Unlimited |
| Protected Office 365 mailboxes (Acronis) | Unlimited |
| Protected Websites (Acronis) | Unlimited |

| | |
|----------------------------------|-----------|
| Backup Users (Acronis) | Unlimited |
| Default Backup Profile (Acronis) | 1 |

9. Click **Next**, and then click Finish.
10. Write down the ID of the service template. You will need this ID when creating a service plan that is based on the template.

If you would like to give a reseller access to Management Portal, ability to configure branding and register own storage, then you should create a subscription for the reseller that includes **Acronis Backup Cloud**, **Backup Tenant (Acronis)**, **Reseller Branding (Acronis)** resources.

To configure service template for resellers

1. In Operations Automation Control Panel, go to **Products > Service Templates**.
2. Click **Add New Service Template**.
3. In **Name**, type **Acronis Backup Cloud for Resellers**.
4. Select the **Autoprovisioning** check box.
5. In **Type**, select Custom.
6. Click **Next**.
7. In the list of resources, select the check boxes for the following resources:
 - **Acronis Backup Cloud**
 - **Backup Tenant (Acronis)**
 - **Reseller Branding (Acronis)**
 - **Protected Servers (Acronis)**
 - **Protected Virtual Machines (Acronis)**
 - **Protected Workstations (Acronis)**
 - **Protected Mobile Devices (Acronis)**
 - **Protected Office 365 mailboxes (Acronis)**
 - **Protected Websites (Acronis)**
 - **Reseller’s Hosted Storage**
 - **Provider’s Hosted Storage**
 - **Local Storage (Acronis)**
8. On the resource limits page, specify the limits as described in the table below.

| Resource name | Limit |
|-----------------------------|-------|
| Acronis Backup Cloud | 1 |
| Backup Tenant (Acronis) | 1 |
| Reseller Branding (Acronis) | 1 |

| | |
|--|-----------|
| Protected Servers (Acronis) | Unlimited |
| Protected Virtual Machines (Acronis) | Unlimited |
| Protected Workstations (Acronis) | Unlimited |
| Protected Mobile Devices (Acronis) | Unlimited |
| Protected Office 365 mailboxes (Acronis) | Unlimited |
| Protected Websites (Acronis) | Unlimited |
| Reseller's Hosted Storage (Acronis) | Unlimited |
| Provider's Hosted Storage (Acronis) | Unlimited |
| Local Storage (Acronis) | Unlimited |

9. Click **Next**, and then click **Finish**.

5.3 Configure resources in billing

To configure unit of measure for "Cloud Storage (Acronis)" resource

1. In Operations Automation, click **Billing** to open Business Orchestration.
2. In Business Orchestration Control Panel, go to **Products > Resources**.
3. Open **"Cloud Storage (Acronis)"** resource
4. Click Change **Unit of Measure**
5. Change Unit of Measure for the resource from KB to GB.
6. Set ShowInCP flag = ON
7. Click **Save**.

Repeat these steps for **Local Storage (Acronis)**, **Reseller's Hosted Storage (Acronis)** and **Provider's Hosted Storage (Acronis)** resources.

To create composite resources (example)

1. In Operations Automation, click **Billing** to open Business Orchestration.
2. In Business Orchestration Control Panel, go to **Products > Resources**.
3. Create three composite resources:
 - a. "Workstation 5x" resource includes:
 - 5 units of "Protected Workstations (Acronis)" resource
 - b. "Cloud Storage - 250 GB" resource includes:
 - 250 GB of "Cloud Storage (Acronis)" resource
 - c. "Cloud Storage - 500 GB" resource includes:

- 500 GB of “Cloud Storage (Acronis)” resource
- d. “Cloud Storage - 1000 GB” resource includes:
 - 1000 GB of “Cloud Storage (Acronis)” resource
- e. “Cloud Storage - 5000 GB” resource includes:
 - 5000 GB of “Cloud Storage (Acronis)” resource

5.4 Creating a service plan

To create a service plan

1. In Operations Automation, click **Billing** to open Business Orchestration.
2. In Business Orchestration Control Panel, go to **Products > Service Plans**.
3. Click **Add New Service Plan**.
4. Click **Generic Service Plan**, and then click **Next**.
5. Under **General**, do the following:
6. In **Name**, type the name of the service plan.
7. In **Service Template**, type the ID of the service template.
8. In **Description**, specify a short plan description that will be shown to your users.
9. In **Extended Description**, specify a detailed plan description that will be shown to your users.
10. Under **Billing Terms** and **Advanced Properties**, specify the desired properties of the plan.
11. Click **Next**.
12. Specify the subscription periods that you want to offer, and the prices and fees for those periods.
13. Click **Next**.
14. To specify one or more resource rates (also called plan rates), such as the included and maximum amounts of storage that is available under the plan, click **Setup Plan Rates**. For details, see the examples later in this section.

*Note: There are soft quotas for Protected Virtual Machines, Protected Servers and Protected Workstations in Acronis Backup Cloud. So, **Measurable** option should be set to “Yes” for these resources in Service Plans.*

15. Review the settings, and then click **Finish**.

Service Plan examples

Each resource rate contains the included units, maximum units, and the fees for setup and overuse. Consider the following example.

Example 1. Suppose that you want to offer annual desktops backup subscription.

In this case, set up the subscription periods as follows:

| Duration | Unit | Trial | Setup Fee | Renewal Fee | Currency | Active |
|----------|---------|-------|-----------|-------------|----------|--------|
| 30 | Day(s) | Yes | \$0.00 | \$0.00 | USD | Yes |
| 1 | Year(s) | No | \$299.00 | \$299.00 | USD | Yes |

The resource rates configuration:

| Name | Inc. Amount | Max Amount | Setup Fee | Recurring Fee (Annually) |
|-------------------------|-------------|------------|-----------|--------------------------|
| Cloud Storage – 1000 GB | 0.00 | Unlimited | \$0 | \$ 2,400.00 |
| Cloud Storage – 250 GB | 0.00 | Unlimited | \$0 | \$ 750.00 |
| Cloud Storage – 5000 GB | 0.00 | Unlimited | \$0 | \$ 8,500.00 |
| Cloud Storage – 500 GB | 0.00 | Unlimited | \$0 | \$ 1,300.00 |
| Local Storage – 500 GB | 0.00 | Unlimited | \$0 | \$ 500.00 |
| Workstation 5x | 0.00 | Unlimited | \$0 | \$ 180.00 |
| Cloud Storage (GB) | 250.00 | 250.00 | \$0 | \$ 0.00 |
| Local Storage (GB) | 250.00 | 250.00 | \$0 | \$ 0.00 |
| Workstations | 3.00 | 3.00 | \$0 | \$ 0.00 |

Example 2. Suppose that you offer annual servers backup subscription:

In this case, set up the subscription periods as follows:

| Duration | Unit | Trial | Setup Fee | Renewal Fee | Currency | Active |
|----------|---------|-------|-----------|-------------|----------|--------|
| 30 | Day(s) | Yes | \$0.00 | \$0.00 | USD | Yes |
| 1 | Year(s) | No | \$899.00 | \$899.00 | USD | Yes |

The resource rates configuration:

| Name | Inc. Amount | Max Amount | Setup Fee | Recurring Fee (Annually) |
|-------------------------|-------------|------------|-----------|--------------------------|
| Cloud Storage – 1000 GB | 0.00 | Unlimited | \$0 | \$ 2,400.00 |
| Cloud Storage – 250 GB | 0.00 | Unlimited | \$0 | \$ 750.00 |
| Cloud Storage – 5000 GB | 0.00 | Unlimited | \$0 | \$ 8,500.00 |
| Cloud Storage – 500 GB | 0.00 | Unlimited | \$0 | \$ 1,300.00 |
| Local Storage – 500 GB | 0.00 | Unlimited | \$0 | \$ 500.00 |
| Workstation 5x | 0.00 | Unlimited | \$0 | \$ 180.00 |
| Cloud Storage (GB) | 500 | 500.00 | \$0 | \$ 0.00 |
| Local Storage (GB) | 250.00 | 250.00 | \$0 | \$ 0.00 |
| Workstations | 0 | 0 | \$0 | \$ 0.00 |
| Servers | 1 | Unlimited | \$0 | \$499.00 |
| Virtual Machines | 3 | Unlimited | \$0 | \$110.00 |

6 Updating the package

Note The APS application uses Operations Automation Public API. Thus, the endpoint should be allowed to connect Operations Automation Public API service.

To allow endpoint to connect Operations Automation Public API

1. Log on to the provider control panel
2. Navigate to **System > Settings > Public API > Allowed Networks**
3. Add the endpoint host to the list

To update the package

1. Log on to the endpoint as the root user.
2. Place the .zip file of the APS package to the machine.
3. Extract files from .zip archive:

```
unzip <APS package name> rpms/*
```

For example:

```
unzip AcronisBackupCloud-2.0-XXX.app.zip rpms/*
```
4. Specify host should be used to connect to Operations Automation Public API

```
export <POA HOST>
```

For example:

```
export POA_HOST=acronis.apsdemo.org
```
5. Specify the package directory name if it differs from “backupservice”

```
export APS_DIRECTORY_NAME=<package directory>
```

For example:

```
export APS_DIRECTORY_NAME=CloudBackup
```
6. Install the .rpm file shipped with the package:

```
rpm -Uvh rpms/<RPM NAME>
```

For example:

```
rpm -Uvh rpms/ acronis-backup-cloud-2.0-XXX.x86_64.rpm
```

If the installation fails because of failed dependences, install required packages using “yum install” command.

For example:

```
yum install php-pdo php-xml php-xmlrpc php-soap php-xmlrpc php-mbstring
```

7. In the Operations Automation Control Panel, go to **Services > Applications**.
Click the package, click **General > Upgrade instances > Upgrade all instances**.

7 Post-upgrade actions

1. Configure service templates for end customers

Make sure that all service templates for end customers include a backup profile resource and that its limit is set to “1”.

Note: For Odin Service Automation 6.0.x, the default backup profile is created automatically during the rpm package installation or upgrade. For 5.5.x version it must be created manually.

The backup profile can be created from APS Instance **Backup Profiles** tab.

2. Configure service templates for resellers

Make sure that all service templates for resellers include the following set of resources:

| Resource name | Limit |
|--|-----------|
| Acronis Backup Cloud | 1 |
| Backup Tenant (Acronis) | 1 |
| Reseller Branding (Acronis) | 1 |
| Protected Servers (Acronis) | Unlimited |
| Protected Virtual Machines (Acronis) | Unlimited |
| Protected Workstations (Acronis) | Unlimited |
| Protected Mobile Devices (Acronis) | Unlimited |
| Protected Office 365 mailboxes (Acronis) | Unlimited |
| Protected Websites (Acronis) | Unlimited |
| Reseller's Hosted Storage (Acronis) | Unlimited |
| Provider's Hosted Storage (Acronis) | Unlimited |
| Local Storage (Acronis) | Unlimited |

3. Configure access to Business Orchestration API

If you would like to allow your resellers to register own cloud storage and use it with delegated plans, you should allow the APS package to connect to Business Orchestration API.

To set up the connection settings: a.

Go to the APS endpoint

b. Open the `/var/www/html/backupservice/config/ba-api.ini` file and specify connection settings there.