

Acronis



# Acronis Cyber Cloud Integration with WHMCS

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# 1 Introduction

This document describes the installation and configuration of the WHMCS module for Acronis Cyber Cloud.

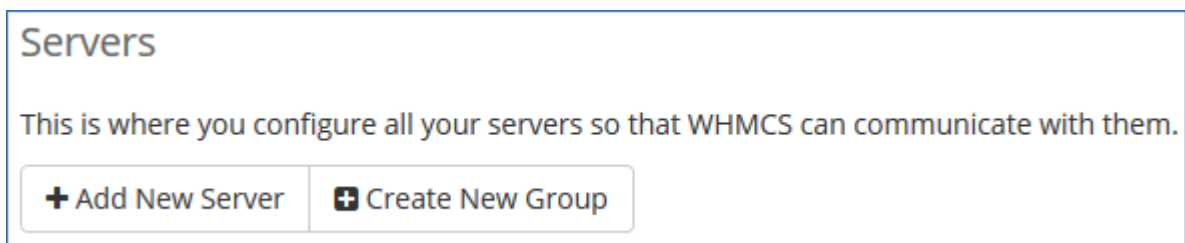
## 2 Installation

1. Download the module from <https://marketplace.whmcs.com/product/1246>  
<https://marketplace.whmcs.com/product/1246>
2. Extract the module into the main WHMCS directory.

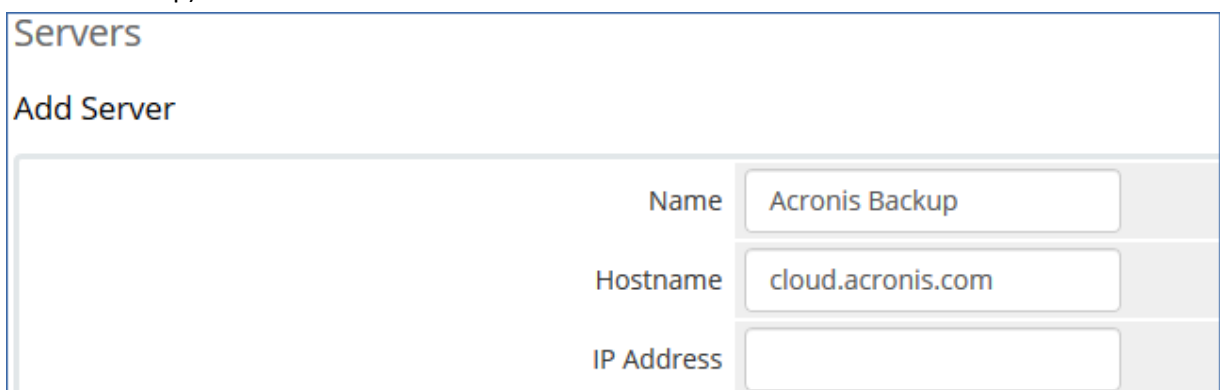
## 3 Configuration

### 3.1 Adding a new server

1. Log in to your admin area and go to **Setup > Products/Services > Servers**.
2. Click **Add New Server**.



3. Enter your server hostname (for example, cloud.acronis.com) and a server name (for example, Acronis Backup).



The screenshot shows the 'Add Server' form in WHMCS. The form has three input fields: 'Name' with the value 'Acronis Backup', 'Hostname' with the value 'cloud.acronis.com', and 'IP Address' which is currently empty.

4. Scroll down to **Server details** and select **AcronisBackupService** as type. Then, select the **Secure** check box.

The screenshot shows the 'Server Details' configuration form. It includes the following fields and options:

- Type:** A dropdown menu set to 'AcronisBackupService'.
- Username:** A text input field containing 'adminaccount'.
- Password:** A text input field with masked characters (dots).
- Access Hash (Instead of password for cPanel servers):** A large empty text area.
- Secure:** A checked checkbox with the label 'Tick to use SSL Mode for Connections'.
- Buttons:** 'Save Changes' and 'Cancel Changes' buttons at the bottom right.

5. Enter the user name and password of your Acronis Cyber Cloud group administrator and click **Save Changes**.

## 3.2 Adding a new server group

1. Log in to your admin area and navigate to **Setup > Products/Services > Servers**.
2. Click **Create New Group**.

The screenshot shows the 'Servers' management page. It features the following elements:

- Section Header:** 'Servers'.
- Description:** 'This is where you configure all your servers so that WHMCS can communicate with them.'
- Buttons:** '+ Add New Server' and '+ Create New Group' buttons.


3. Enter the group name (for example, Acronis Backup), click the created server name on the left panel, and click **Add**.

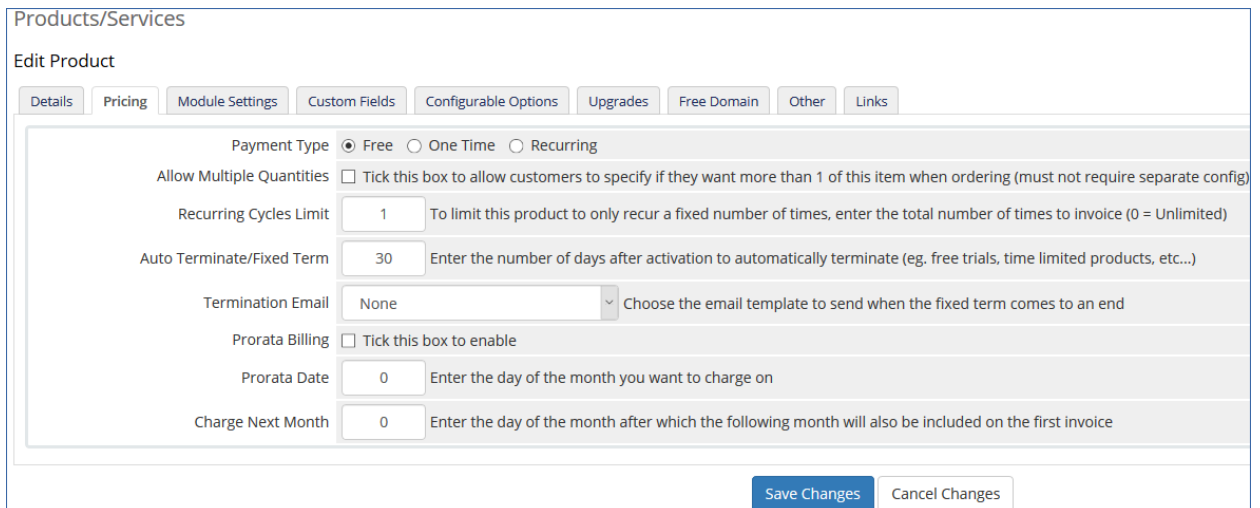
The screenshot shows the 'Create New Group' configuration form. It includes the following fields and options:

- Name:** A text input field containing 'Acronis Backup'.
- Fill Type:** Two radio button options: 'Add to the least full server' (selected) and 'Fill active server until full then switch to next least used'.
- Selected Servers:** A list of servers with 'Acronis Backup' selected. The 'Add >' button next to it is highlighted with a red box.
- Buttons:** 'Save Changes' and 'Cancel Changes' buttons at the bottom right.

4. Click **Save Changes**.

## 3.3 Configuring the product

1. Navigate to **Setup > Products/Services > Products/Services**.
2. Click **Create New Product** to create a new product or click  to configure an already existing product.
3. On the **Details** tab select **Other** in the **Product Type** field.
4. On the **Pricing** tab
  - a. for the trial product specify:
    - **Payment Type** = Free
    - **Recurring Cycles Limit** = 1
    - Trial period in days, for example 30, in the **Auto Terminate/Fixed Term** field.  
*When a customer subscribes to a trial product, a group with the trial mode is created in Acronis Cyber Cloud. The mode is automatically switched to production either when the group remains in the backup service for one full month or when the customer upgrades the product.*
  - b. for the paid product specify:
    - **Payment Type** = Recurring
    - **Recurring Cycles Limit** = 0



Products/Services

Edit Product

Details Pricing Module Settings Custom Fields Configurable Options Upgrades Free Domain Other Links

Payment Type  Free  One Time  Recurring

Allow Multiple Quantities  Tick this box to allow customers to specify if they want more than 1 of this item when ordering (must not require separate config)

Recurring Cycles Limit  To limit this product to only recur a fixed number of times, enter the total number of times to invoice (0 = Unlimited)

Auto Terminate/Fixed Term  Enter the number of days after activation to automatically terminate (eg. free trials, time limited products, etc...)

Termination Email  Choose the email template to send when the fixed term comes to an end

Prorata Billing  Tick this box to enable

Prorata Date  Enter the day of the month you want to charge on

Charge Next Month  Enter the day of the month after which the following month will also be included on the first invoice

Save Changes Cancel Changes

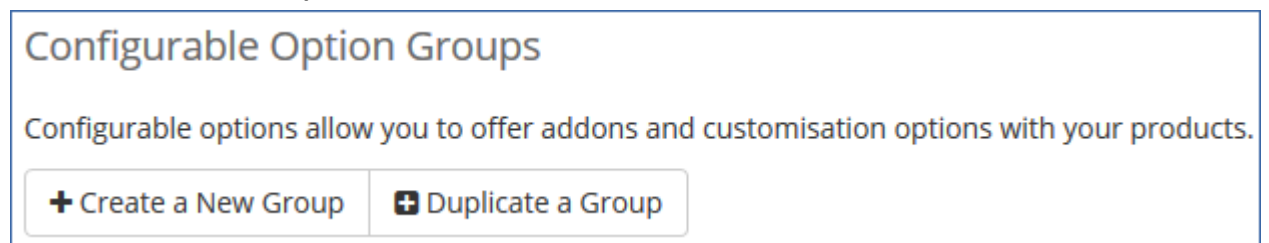
5. On the **Module Settings** tab select AcronisBackupService as the module name and your server group (for example, cloud.acronis.com).
6. Specify quotas for the devices that can be protected:
  - Number of workstations
  - Number of servers
  - Number of virtual machines
  - Number of mobile devices
  - Number of Office 365 mailboxes
7. Specify the quota and unit of measurement for the cloud storage.
8. Select the cloud storage.  
*This option is applied only to the **Customer account type**.*
9. Specify the backup location.
10. Select the account type:

- **Customer** – customers can back up their own machines and applications by using the backup console.
  - **Reseller** – resellers can create and manage their own customers in the management console, configure their own brand for the backup service, and use their own storage to keep customers' data.
11. Enable or disable administrator permissions for the backup account.  
*This option is applied only to the **Customer** account type.*
  12. Select the backup account activation method:
    - Ask credentials when placing order – customers will be asked for a login and password in the online store.
    - Send an email message - customers will get an email with the activation link.

## 3.4 Adding a Configurable option group

If you want to allow customers to purchase additional resources, you need to:

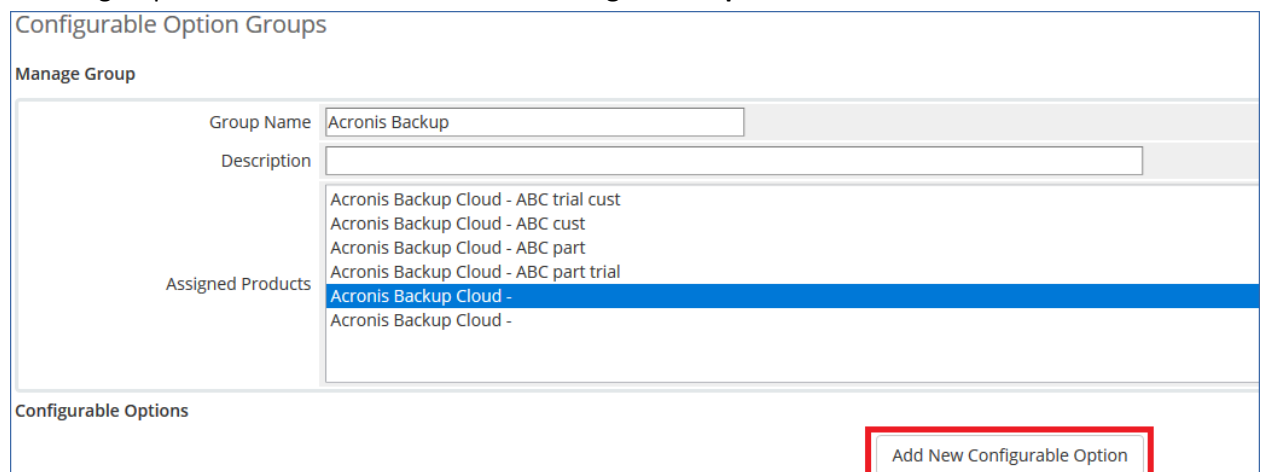
1. Navigate to **Setup > Products/Services > Configurable options**.
2. Click **Create a New Group**.



3. Specify the configurable option group name (such as **Additional devices**) and select the product that you have created before.  
The product name will be prefixed by its group name.
4. Click **Save Changes**.

## 3.5 Adding Configurable options to the group

1. On the group creation screen click **Add New Configurable Option**.




A Configurable options name has to be set up exactly as the product name.

Available names are:

- Workstations
  - Cloud Storage
  - Servers
  - Virtual Machines
  - Mobile Devices
  - Office 365 Mailboxes
  - Websites
2. Type **Workstations** in both **Option Name** and **Add Option** fields, set the Quantity **Option Type**.
  3. Click **Save Changes**.
  4. You can repeat steps 1-3 for other options (Virtual Machines, Servers, Cloud Storage, etc).


## 3.6 Assigning Configurable options to the product

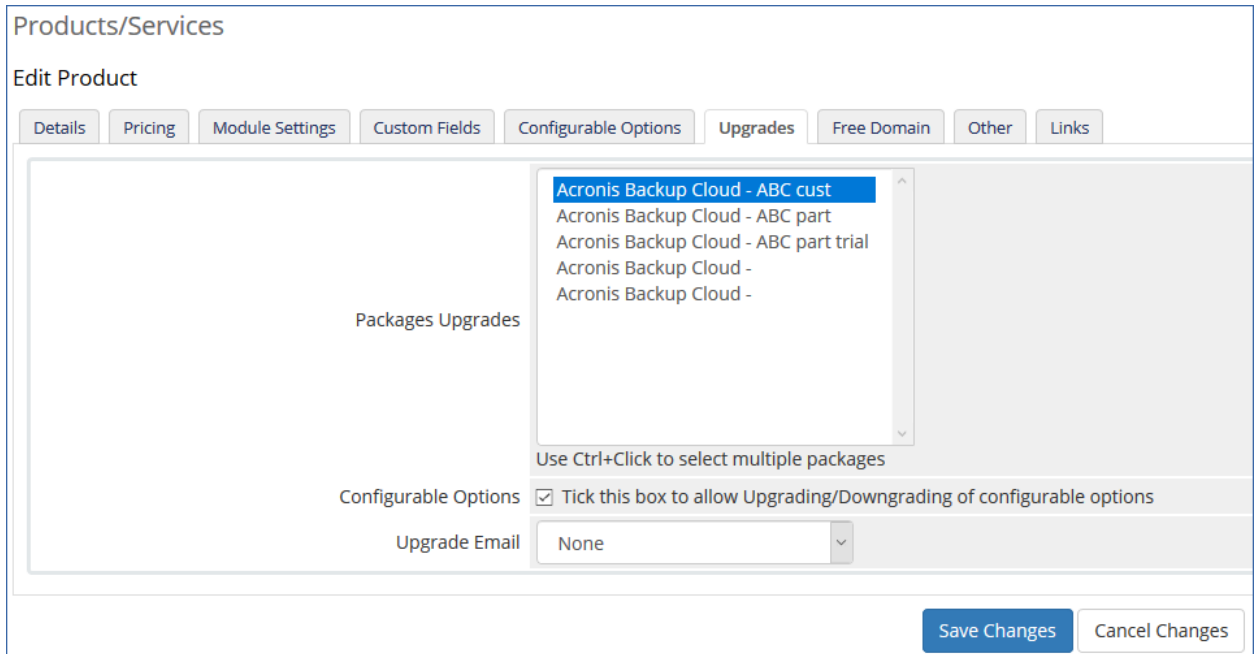
1. Navigate to **Setup > Products/Services > Products/Services**.
2. Click  to configure an already existing product.
3. On the **Configurable Options** tab, select your configurable option group.

4. Click **Save Changes**.

## 3.7 Configuring product upgrades

1. Navigate to **Setup > Products/Services > Products/Services**.

2. Click  to configure an already existing product.
3. Click the **Upgrades** tab.
4. Select the products that the product can be upgraded or downgraded to.



Products/Services

Edit Product

Details Pricing Module Settings Custom Fields Configurable Options **Upgrades** Free Domain Other Links

Packages Upgrades

Use Ctrl+Click to select multiple packages

Configurable Options  Tick this box to allow Upgrading/Downgrading of configurable options

Upgrade Email None

Save Changes Cancel Changes

5. Click **Save Changes**.

## 4 Known issues

- The following error is shown in the admin area: “warning: is\_file(): open\_basedir restriction in effect php error” .

Solution: Disable the open\_basedir in php.ini configuration file.

- A page for the Acronis Backup service in the Client Area sometimes cannot be rendered successfully when it is opened for the very first time after the module installation.

Solution: Increase the php memory\_limit and max\_execution\_time values in the php.ini configuration file.

For example, set:

php memory\_limit = 128

max\_execution\_time = 30

You can change these settings back once the page is rendered successfully for the first time.