

Acronis Backup module for WHMCS deployment guide

Overview

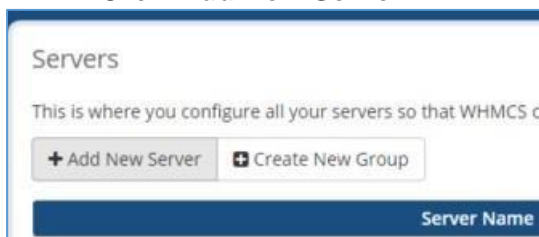
This document describes the installation and configuration of the WHMCS module for Acronis Backup Cloud.

Installation

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

Configuration

1. Add a new server:
 - a. Log in to your admin area and go to **Setup** → **Products/Services** → **Servers**. Click **Add New Server**:



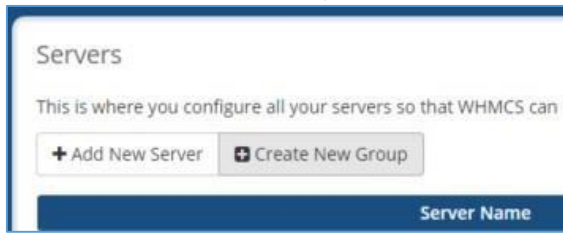
- b. Type your server hostname (such as **cloud.acronis.com**) and server name (such as **Acronis Backup**):

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

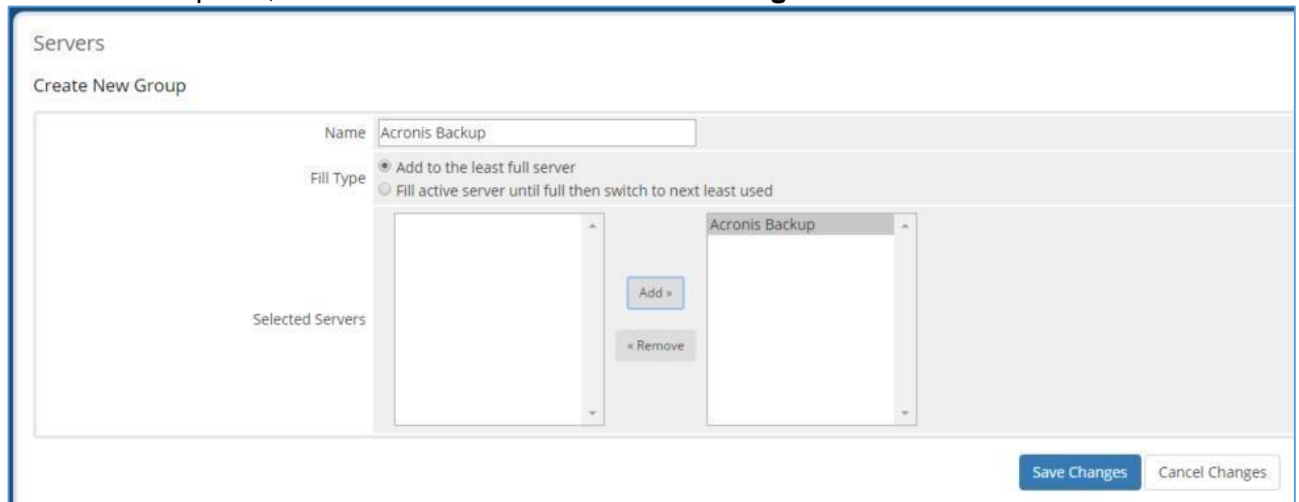
d. Type the username and password of your Acronis Backup Cloud group admin and then click **Save Changes**.

2. Add a new server group

a. In the same area, click **Create New Group**:



b. Type the group name (such as **Acronis Backup**), click the created server name on the left panel, and click **Add**. Then click **Save Changes**.



3. Configure the product

a. Create a new product (or go to the configuration of it if you already have one: **Setup** → **Products/Services** → **Products/Services**).

b. Go to **Details**. Specify:

i **Product Type = Other**

c. Go to **Pricing**.

i For the trial product specify:

1 **Payment Type = Free**

2 **Recurring Cycles Limit = 1**

3 Trial period in days, such as **30**, in the **Auto Terminate/Fixed Term** field

Note: When a customer subscribes to a trial product, a group with the trial mode is created in Acronis Backup 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.

ii For the paid product specify:

1 **Payment Type = Recurring**

2 **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

- d. Go to **Module Settings**. Select **AcronisBackupService** as module name and your server group (such as **cloud.acronis.com**):

Products/Services

Edit Product

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

Module Name

Server Group

- e. 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
- f. Specify the quota and unit of measurement for the cloud storage.
- g. Select the cloud storage.
*Note: this option is applied only to **Customer** account type.*
- h. Specify the backup location.
- i. Select the account type:
- i. **Customer** – customers can back up their own machines and applications by using the backup console.
 - ii. **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.
- j. Enable or disable administrator permissions for the backup account.
*Note: this option is applied only to the **Customer** account type.*
- k. Select the backup account activation method:
- i. Ask credentials when placing order – customers will be asked for a login and password in the online store
 - ii. Send an email message - customers will get an email with the activation link

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

Module Name: AcronisBackupService Server Group: ABC group

Workstations	1 Number of protected workstations. Type in "unlimited" or negative value to set no limit. Can be dynamic - type in name of configurable option to use it.	Cloud Storage	100 Type in "unlimited" or negative value to set no limit. Can be dynamic - type in name of configurable option to use it.
Servers	0 Number of protected servers. Type in "unlimited" or negative value to set no limit. Can be dynamic - type in name of configurable option to use it.	Storage	baas-fes-eu2.acronis.com (2EE5893) Choose storage that belongs to the selected Server Group where the backups will be kept. Changing this option will not impact the existing subscriptions.
Virtual Machines	0 Number of protected virtual machines. Type in "unlimited" or negative value to set no limit. Can be dynamic - type in name of configurable option to use it.	Backup locations	Cloud only backups Choose available backup locations.
Mobile Devices	unlimited Number of protected mobile devices. Type in "unlimited" or negative value to set no limit. Can be dynamic - type in name of configurable option to use it.	Account type	Customer Select an account type.
Office 365 Mailboxes	5 Number of protected Office 365 mailboxes. Type in "unlimited" or negative value to set no limit. Can be dynamic - type in name of configurable option to use it.	Administrator permission	Disabled This option applies only to "Customer" account type.
Activation method	Send an email message Select an account activation method.	Measure Cloud Storage in	GB Choose a unit of measurement for the cloud storage.

- Automatically setup the product as soon as an order is placed
- Automatically setup the product as soon as the first payment is received
- Automatically setup the product when you manually accept a pending order
- Do not automatically setup this product

4. Add a Configurable Option group

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

- Go to **Setup** → **Products/Services** → **Configurable Options**.
- Click **Create a New Group**:

- Type 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.

- Click **Save Changes**.

5. Add *Configurable Options* to the group:

- In the same area, click **Add New Configurable Option**:

Configurable Option Groups

Manage Group

Group Name: Additional devices

Description:

Assigned Products:

Configurable Options

Add New Configurable Option

- b. Type **Workstations** in both **Option Name** and **Add Option** fields, set “Quantity” *Option Type*. Then click “*Save Changes*”.
- c. You can repeat these steps for other options (**Virtual Machines**, **Servers**, and **Cloud Storage**):

Configurable Option Groups

Manage Group

Group Name: Additional Devices

Description: Acronis - Acronis Backup

Assigned Products:

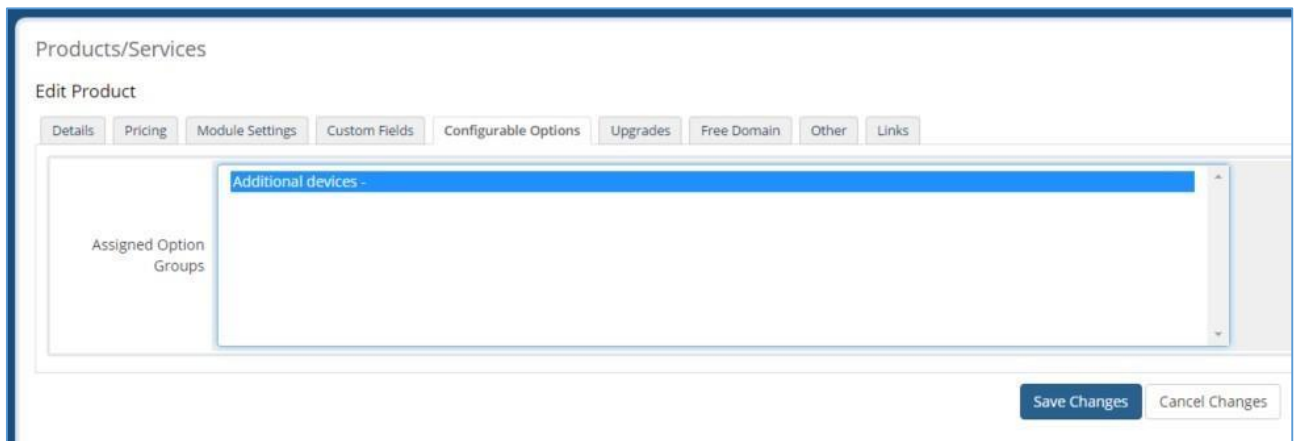
Configurable Options

Add New Configurable Option

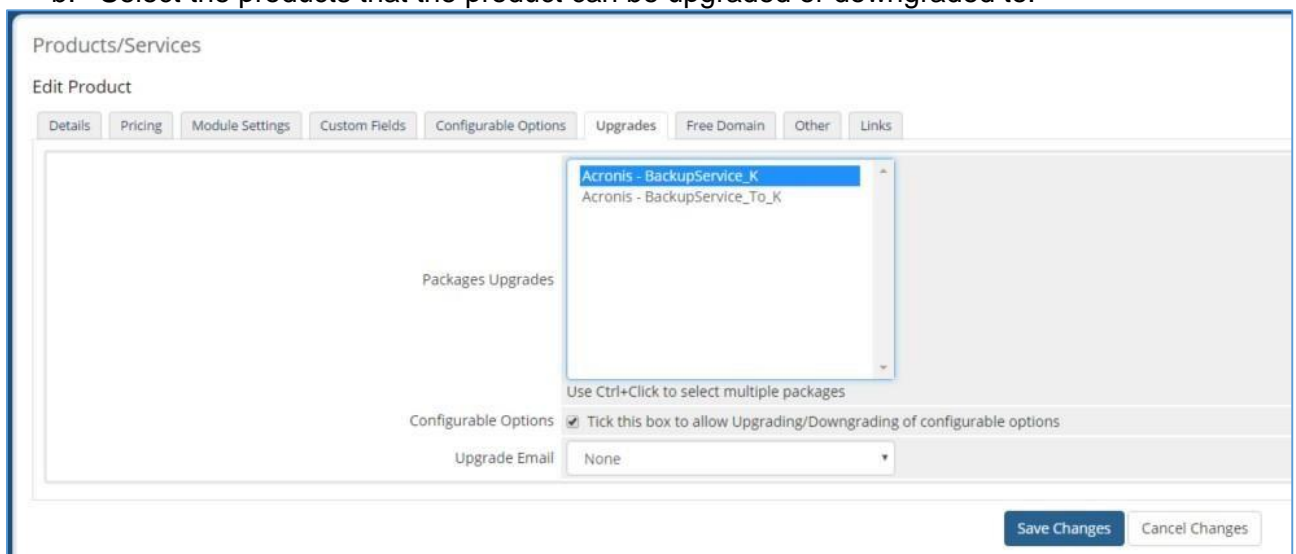
Option	Sort Order	Hidden
Workstations	0	<input type="checkbox"/>
Servers	0	<input type="checkbox"/>
Virtual Machines	0	<input type="checkbox"/>

Save Changes Back to Groups List

6. Assign *Configurable Options* to the product
 - a. Go back to your product setup (select your product in **Setup** → **Products/Services** → **Products/Services**, and click the **Edit** button for it).
 - b. On the **Configurable Options** tab, select your configurable option group:



- c. Click **Save changes**.
7. Configure product upgrades
 - a. Click the **Upgrades** tab.
 - b. Select the products that the product can be upgraded or downgraded to:



- c. Click **Save changes**.

The configuration is completed.

Known issues

1. Issue: “warning: is_file(): open_basedir restriction in effect php error” error is shown in the admin area.
Solution: Disable the open_basedir in php.ini configuration file.
2. A page for the Acronis Backup service in 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:

- a. php memory_limit = 128
- b. max_execution_time = 30

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