

Acronis



Acronis Backup module for WHMCS

DEPLOYMENT GUIDE

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1 Overview

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

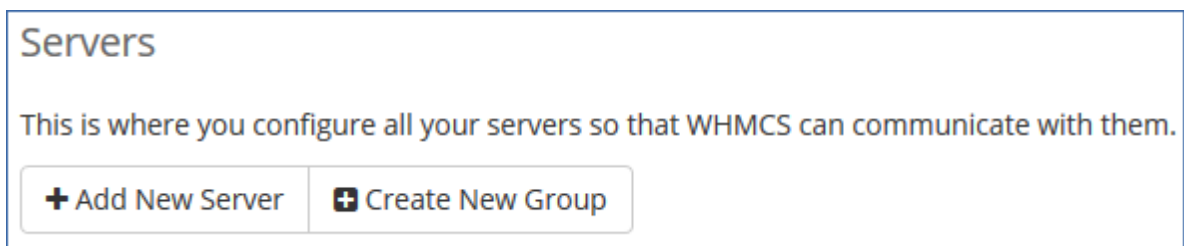
2 Installation

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

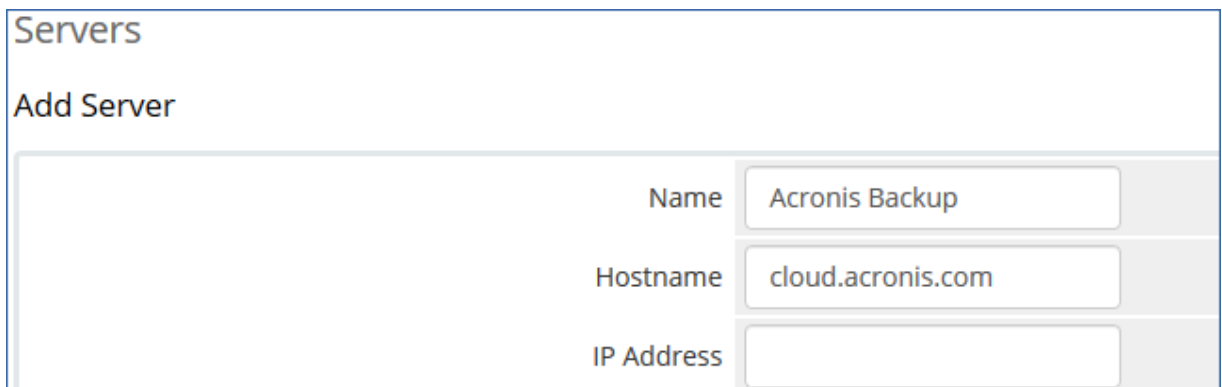
3 Configuration

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.

Server Details

Type: AcronisBackupService

Username: adminaccount

Password: ••••••

Access Hash (Instead of password for cPanel servers)

Secure: Tick to use SSL Mode for Connections

Save Changes Cancel Changes

5. Enter the user name and password of your Acronis Backup 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**.

Servers

This is where you configure all your servers so that WHMCS can communicate with them.

+ Add New Server + Create New Group

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

Create New Group

Name: Acronis Backup

Fill Type: Add to the least full server Fill active server until full then switch to next least used


Selected Servers: ABC7.0, Acronis Backup

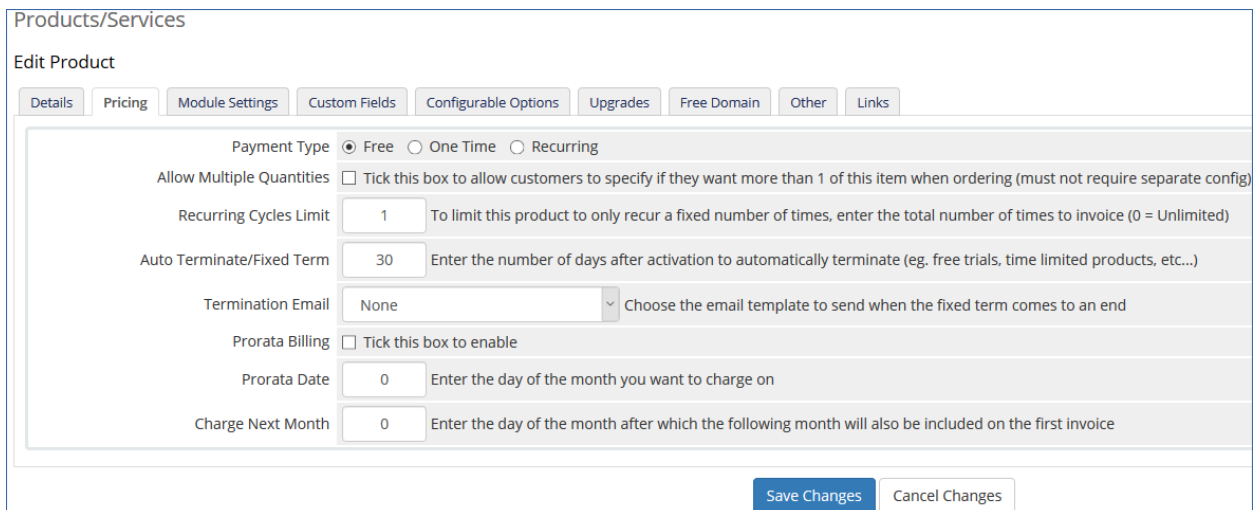
Add > << Remove

Save Changes Cancel Changes

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 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.
 - 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

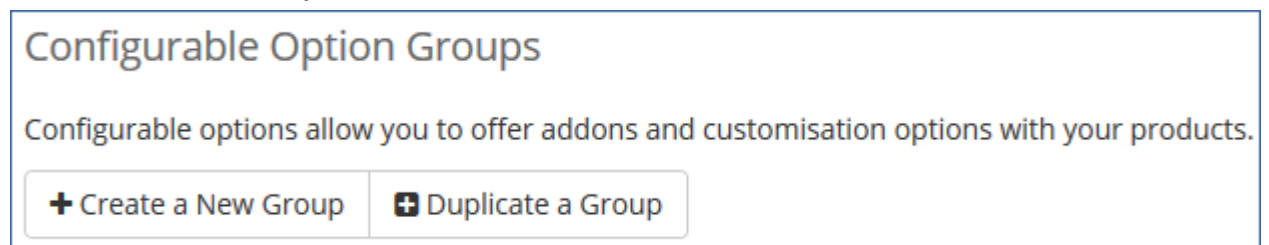
5. On the **Module Settings** tab select AcronisBackupService as the module name and your server group (for example, cloud.acronis.com).
6. Specify quotas for the devices that can be protected:
 - Number of workstations
 - Number of servers
 - Number of virtual machines
 - Number of mobile devices
 - 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:

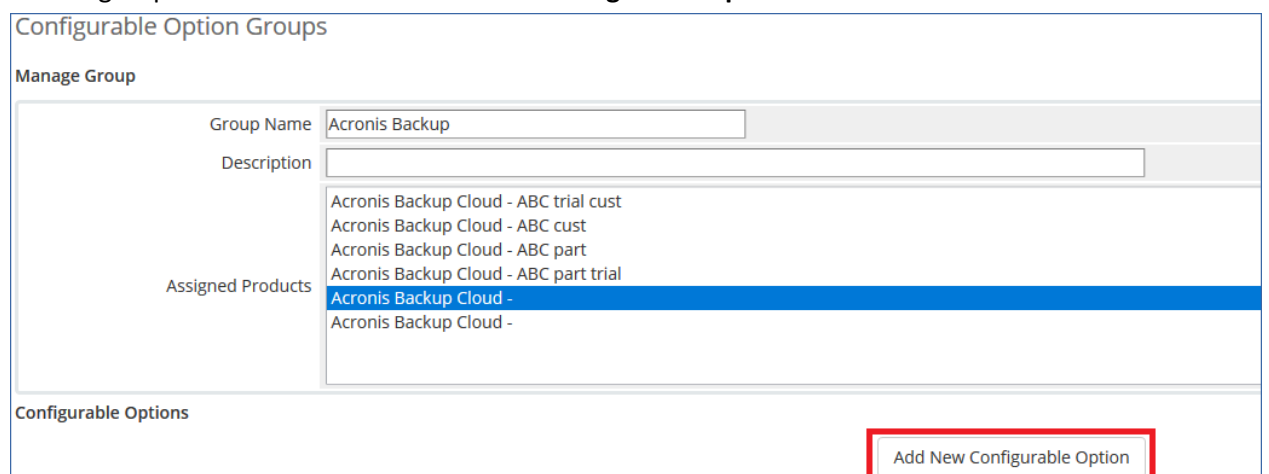
1. Navigate to **Setup > Products/Services > Configurable options**.
2. Click **Create a New Group**.



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).

Option	Sort Order	Hidden
Cloud Storage	0	<input type="checkbox"/>
Websites	0	<input type="checkbox"/>
Mobile Devices	0	<input type="checkbox"/>
Office 365 Mailboxes	0	<input type="checkbox"/>


3.6 Assigning Configurable options to the product

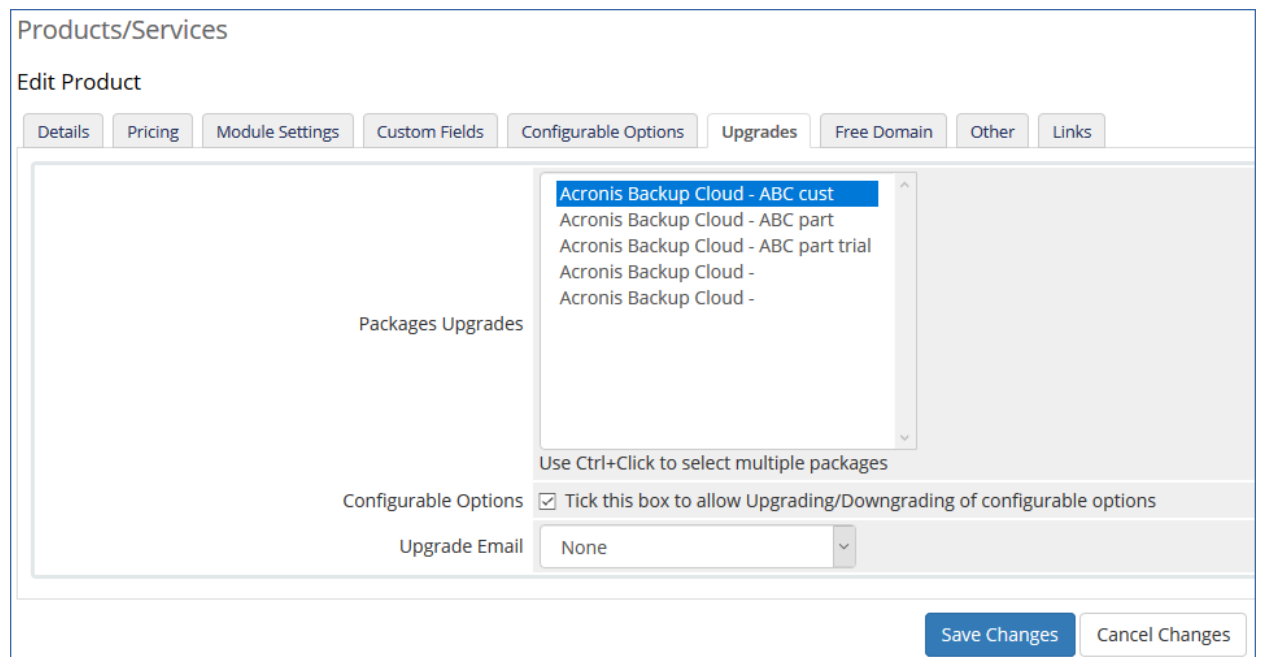
1. Navigate to **Setup > Products/Services > Products/Services**.
2. Click  to configure an already existing product.
3. On the **Configurable Options** tab, select your configurable option group.

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

- Acronis Backup Cloud - ABC cust
- Acronis Backup Cloud - ABC part
- Acronis Backup Cloud - ABC part trial
- Acronis Backup Cloud -
- Acronis Backup Cloud -

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.