

# Acronis



## Acronis Cyber Cloud Integration with Odin Automation

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# 1 About this guide

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

Acronis Cyber Cloud is a proven, comprehensive, local and cloud backup and recovery service for service providers. Acronis Cyber 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 Cyber 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 Automation platform**  
A service automation solution that allows cloud providers to efficiently provision, manage and sell services through a single platform. Odin Automation combines two functional blocks – operations support system (Operations Automation) and business support system (Billing Automation).

## 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, the number of servers, websites, Office 365 seats and many others.

### 4.1 Services

The Acronis Cyber Cloud application supports Cyber Protection service with the following editions:

- **Cyber Backup – Standard Edition**  
Provides basic backup and recovery, along with basic cyber protection functionality. It is mainly designed for small environments.
- **Cyber Backup – Advanced Edition**  
Provides advanced backup and recovery, along with basic cyber protection functionality. It is mainly designed for big environments.
- **Cyber Backup – Disaster Recovery Edition**

Provides advanced backup and recovery, disaster recovery, along with basic cyber protection functionality. It is mainly designed for big environments and companies that have high requirements for the Recovery Time Objective.

- **Cyber Protect – Standard Edition**

Provides basic backup and recovery, along with advanced cyber protection functionality. It is mainly designed for small environments.

- **Cyber Protect – Advanced Edition**

Provides advanced backup and recovery, along with advanced cyber protection functionality. It is mainly designed for big environments.

- **Cyber Protect – Disaster Recovery Edition**

Provides advanced backup and recovery, disaster recovery, along with advanced cyber protection functionality. It is mainly designed for big environments and companies that have high requirements for the Recovery Time Objective.

## 4.2 Resources

The Acronis Cyber Cloud application includes the following resources:

- **Acronis Cyber Cloud**

Data protection service

- **Service Profile**

The service settings. In the service profile, the service provider can define what storage should be assigned to a customer on the service provisioning.

- **Reseller Branding**

Gives resellers access to management console and ability to configure branding and register own cloud storage.

- **Backup Users**

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

- **Backup Tenant**

Group in Acronis Cyber Cloud, created per subscription with backup service.

- **Cloud Storage**

The total amount of 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.

- **Service Provider's Cloud Storage**

The total amount of service provider's storage consumed by the reseller's customers.

- **Reseller's Cloud Storage**

The total amount of reseller's own storage consumed by his customers.

- **Google Hosted Storage**

The total amount of Google cloud backup storage that is available to all of the customer's users.

- **Microsoft Azure Hosted Storage**

The total amount of Microsoft Azure cloud backup storage that is available to all of the customer's users.

- **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.

- **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.

- **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).

- **Mobile Devices**

The total number of iOS and Android mobile devices that all of the customer's users can back up.

- **Office 365 Seats**

The total number of Microsoft Office 365 seats that customer's administrators can back up.

- **Office 365 Mailboxes**

Gives customer's users the ability to protect Office 365 mailboxes.

- **Office 365 OneDrive**

Gives customer's users the ability to protect Office 365 OneDrive.

- **Office 365 SharePoint Sites**

Gives customer's users the ability to protect Office 365 SharePoint.

- **Office 365 Teams**

The total number of Microsoft Office 365 Teams that customer's administrators can back up.

- **G Suite Seats**

Gives the ability to protect G Suite data.

- **GMail (incl. Calendar, Contacts)**

Allows users to backup Gmail mailboxes, calendars and contacts.

- **Google Drive**

Allows users to backup personal Google Drive data.

- **G Suite Shared Drive**

Allows users to backup G Suite Shared Drive data.

- **Web Hosting Servers**

The total number of web hosting servers that all of the customer's users can back up.

- **Websites**

The total number of websites that all of the customer's users can back up.

- **Disaster Recovery Storage**

The total amount of disaster recovery storage that is available to all of the customer's users. This storage is used by primary and recovery servers.

- **Disaster Recovery Storage Acronis Hosted**

The amount of Acronis hosted storage used for Disaster Recovery.

- **Disaster Recovery Storage Partner Hosted**  
Allows to add Partner's storage for Disaster Recovery. The amount of storage used by Partner-owned Disaster Recovery infrastructure will be recorded to the usage.
- **Compute Points**  
The total amount of compute points that is available to all of the customer's users. Compute point is an aggregate value for CPU and RAM resources that are consumed by primary and recovery servers.
- **Cloud Servers**  
The total number of primary and recovery servers that all of the customer's users can back up. Primary and recovery servers are cloud virtual machines.
- **Internet Access**  
Gives customer's users the ability to enable the Internet access from primary and recovery servers.
- **Public IP Addresses**  
The total number of public IP addresses that can be assigned to primary and recovery servers, available to all of the customer's users.

## 4.3 Supported languages

The following list of languages is supported by Public APS package:

- Dutch
- French
- German
- Italian
- Japanese
- Korean
- Polish
- Portuguese - Brazil
- Portuguese - Portugal
- Russian
- Spanish
- Turkish

In order to get a translated application page in Odin Automation, the following should be done:

1. Required language packs should be installed in Odin Automation
2. While login to Odin Automation, a customer needs to select this language on the Login screen
3. Required language can be set as default for the customer in OA (optional)

## 5 APS package requirements

- Odin Automation 8.2 or higher
- Acronis Cyber Cloud 9.0 or higher
- APS package versions
  - 2.2-2070
  - 2.2-2104
- APS Endpoint
  - CentOS 7.x or RHEL 7.x
  - PHP runtime: 8.0-121 or higher for OA 8.x
  - redis 3.2 or higher
  - httpd 2.4 or higher with submodule mod\_ssl
  - python 2.7
  - PHP 5.6 or higher
    - php-pdo
    - php-xml
    - php-xmlrpc
    - php-soap
    - php-mbstring
    - php-posix
    - php-pdo\_sqlite

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**Note:** If you have Acronis Backup Cloud APS version lower than 2070 installed or Odin Automation version lower than 7.4, refer to knowledge base article <https://kb.acronis.com/content/62463>.

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## 6 Deployment procedure

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

1. Allow the APS endpoint to connect to Operations Automation public API host.
2. Configuring the endpoint. This step prepares the infrastructure to work with the Acronis Cyber Cloud application.
3. Installing the package. During this phase the following actions are performed automatically:
  - Importing the package into Odin Automation. This step makes the APS package available in **Provider Control Panel > Services > Applications**.
  - Creating an application instance. During this step, the first application instance is created in **Provider Control Panel > Services > Applications > Acronis Cyber Cloud application**.
  - Creating resource types. This step defines a list of resources that will be provided by the service, such as Cloud Storage, Office 365 seats, Websites and many others.

- Creating a service template. This step creates service template in Odin Automation and include the resources provided by the service (only during initial installation).
- Configuring an APS instance.

## 6.1 Allowing endpoint to connect Odin Automation API

To work with the application programming interface (API) of the Acronis Cyber Cloud, the APS package uses a machine called an APS endpoint, also known as a provisioning host. Before deploying the APS package, you must allow the endpoint to connect Odin Automation API.

1. Log in to the **Provider Control Panel** of OA.
2. Navigate to **System > Settings > Public API > Allowed Networks** and add the endpoint host to the list.

## 6.2 Configuring the endpoint

The endpoint must be a machine running an RPM-based Linux distribution (such as CentOS) that has the Apache web server and PHP installed in accordance with the Requirements (p. 6).

### 6.2.1 Configure PHP

For example:

```
# rpm -Uvh https://mirror.webtatic.com/yum/el7/epel-release.rpm
# rpm -Uvh https://mirror.webtatic.com/yum/el7/webtatic-release.rpm
# yum install php56w php56w-mbstring php56w-pdo php56w-posix php56w-soap php56w-xml
php56w-xmlrpc mod_ssl redis
```

### 6.2.2 Configure APS PHP runtime

APS PHP runtime can be installed in the following way:

```
# rpm -Uvh aps-php-runtime-8.0-121.el7.noarch.rpm
```

---

**Note:** Contact the CloudBlue support to receive the latest version of the APS PHP runtime compatible with your Odin Automation platform.

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If you'd like to configure the automatic log files archiving for logs older than 1 day, create a daily cronjob on APS endpoint:

```
# cat /etc/cron.daily/backupservice_log_archiving <<FILE
#!/bin/sh
/bin/find /var/www/html/backupservice/log -type f -not -name "*.gz" -not -name '.*'
-mtime +1 | /bin/xargs -r /bin/gzip -f
FILE
```

---

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

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## 6.3 Installing the package

Following the instructions below to get the package installed on APS endpoint.

1. Log in to the endpoint as the root user.

2. Place the .rpm file of the APS package to the machine.
3. Specify Operations Automation Public API host:

```
# export POA_HOST=<Domain name or IP>
```

For example:

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

4. Install the .rpm package of APS application:

```
# rpm -Uvh <RPM NAME>
```

For example:

```
# rpm -Uvh acronis-backup-cloud-2.2-XXX.x86_64.rpm
```

If the installation fails because of the package dependences, install required packages using **yum install** system utility.

Once the Acronis Cyber Cloud package is installed, the following elements become available in the Provider Control Panel:

- Acronis Cyber Cloud applications in the **Services > Applications**.
- Application instance in **Services > Applications > Acronis Cyber Cloud**.
- A list of Acronis Cyber Cloud resources in the **Products > Resources**.
- Two default resource templates are created in **Products > Service Templates**.

## 6.4 Configuring APS instance

Now that you have deployed the Acronis Cyber Cloud rpm package, you need to configure the application instance in Odin Automation.

### 6.4.1 Configure application instance

1. Log in to the **Provider Control Panel**.
2. Navigate to **Services > Applications > Acronis Cyber Cloud**.
3. Open the **Acronis Cyber Cloud** instance.
4. Click **New** under the **Datacenters** tab to configure a connection to Acronis Cyber Cloud.

Specify the required connection details:

- **Name:** a name of the connection that will be displayed in the list of Data centers
- **URL:** Acronis Cyber Cloud URL, e.g. <https://cloud.acronis.com>.
- **Login:** Partner's login to Acronis Cyber Cloud
- **Password:** Partner's password

Click **Save**.

Once the package is configured, proceed with the service plan configuration described in the Creating a service plan section.

## 6.5 Configure Service Profile

A service profile is a set of options for the service provisioning and management. Each service profile is represented as a resource which must be included in a service template.

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**NOTE:** Service profile is not required for Reseller Branding subscriptions.

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1. Log in to **Provider Control Panel**.
2. Navigate to **Services > Applications > Acronis Cyber Cloud**.
3. Open the **Acronis Cyber Cloud** instance.
4. Switch to the **Service profiles** tab.
5. Open the existing profile or create a new one by clicking **New**.
6. Configure the following properties of your profile:
  - **Profile name:** specify profile name
  - **Account type:** depending on your choice, the profile will be used to provision Partner-type tenants in the Acronis Cyber Cloud (if you choose Service Provider) or Customer-type (if you choose Customer)
  - **Storage:** select a storage to be available for the tenant. Multiple choice is allowed only for the Partner-type profile.
  - **Notifications:** enable the required notifications
    - **Management Portal** - Quota overuse and Scheduled usage reports
    - **Cyber Protection** - Failure, Warning, Success and Daily recap about active alerts
  - **Manage user quotas:** if enabled, customer will be able to manage resource quotas on service users.
  - **Do not allow to set user quotas exceeding subscription limits:** enables hard quotas for users that does not allow to set user quotas above subscription limits.

## 7 Configure billing automation

### 7.1 Creating resource types

All the required resource types included into Acronis Cyber Cloud application, should be automatically created in the Odin Automation platform once you deploy a package on APS endpoint.

You can observe the created resources in **Odin Automation > Services > Applications > Acronis Cyber Cloud application > Resource types**.

If for some reasons it was not done during the deployment, you can create the resources manually. For that follow the instructions below:

1. Log in to the **Provider Control Panel** of OA.
2. Navigate to **Services > Applications > Acronis Cyber Cloud**.

3. Switch to the **Resource Types** tab and click **Create**.

All resource types supported by the application are listed below.

**NOTE:** Office 365 Teams is a new resource that will be supported by Acronis Cyber Cloud in July-2020. Please, make sure it is enabled on your Partner account in Acronis Cloud before including it into service templates and plans.

**Regular resource types:**

Resource type name	Resource class	ASP type/resource	Applicable to
Acronis Cyber Cloud	Application Service Reference	Global settings	Customers, Resellers, External Service Providers
Reseller Branding (Acronis)	Application Service	Backup Reseller	Resellers
Backup Profile (Acronis)	Application Service Reference	Backup Profiles	Customers, External Service Providers
Backup Users (Acronis)	Application Service	Backup Users	Customers, External Service Providers
Backup Tenant (Acronis)	Application Service	Backup Tenant	Customers, Resellers, External Service Providers
Local Storage (Acronis)	Application Counter (KB)	LocalStorageUsage	Customers, Resellers, External Service Providers

**Resource types for Cyber Backup – Standard Edition:**

Resource type name	Resource class	APS Type / resource	Applicable to
Cloud Storage (Acronis)	Application Counter (KB)	StorageUsage	Customers, Resellers, External Service Providers
Provider's Hosted Storage (Acronis)	Application Counter (KB)	ServiceProviderHostedStorage	Resellers, External Service Providers
Reseller's Hosted Storage (Acronis)	Application Counter (KB)	AcronisHostedStorage	Resellers, External Service Providers
Google Hosted Storage (Acronis)	Application Counter (KB)	GoogleHostedStorage	Resellers, External Service Providers
Microsoft Azure Hosted Storage (Acronis)	Application Counter (KB)	AzureHostedStorage	Resellers, External Service Providers
Protected Servers (Acronis)	Application Counter (unit)	ServerCount	Customers, Resellers, External Service Providers
Protected Virtual Machines (Acronis)	Application Counter (unit)	VmCount	Customers, Resellers, External Service Providers
Protected Workstations (Acronis)	Application Counter (unit)	WorkstationCount	Customers, Resellers, External Service Providers
Protected Mobile Devices (Acronis)	Application Counter (unit)	MobileDeviceCount	Customers, Resellers, External Service Providers

Protected Office 365 Seats (Acronis)	Application Counter (unit)	MailboxCount	Customers, Resellers, External Service Providers
Protected Websites (Acronis)	Application Counter (unit)	WebsiteCount	Customers, Resellers, External Service Providers
Protected Web Hosting Servers (Acronis)	Application Counter (unit)	WebHostingServerCount	Customers, Resellers, External Service Providers
Office 365 Mailboxes (Acronis)	Application Counter (unit)	O365Mailboxes	Customers, Resellers, External Service Providers
Office 365 OneDrive (Acronis)	Application Counter (unit)	O365OneDrive	Customers, Resellers, External Service Providers
Office 365 SharePoint Sites (Acronis)	Application Counter (unit)	O365SharePointSitesCount	Customers, Resellers, External Service Providers
Office 365 Teams (Acronis)	Application Counter (unit)	O365TeamsCount	Customers, Resellers, External Service Providers
G Suite Seats (Acronis)	Application Counter (unit)	GsuiteGoogleTeamDrive	Customers, Resellers, External Service Providers
GMail (incl. Calendar, Contacts) (Acronis)	Application Counter (unit)	GsuiteGoogleMail	Customers, Resellers, External Service Providers
Google Drive (Acronis)	Application Counter (unit)	GsuiteGoogleDrive	Customers, Resellers, External Service Providers
G Suite Shared Drive (Acronis)	Application Counter (unit)	GsuiteGoogleTeamDrive	Customers, Resellers, External Service Providers
Disaster Recovery Storage (Acronis)	Application Counter (KB)	DrStorageUsage	Customers, Resellers, External Service Providers
Disaster Recovery Storage Acronis Hosted (Acronis)	Application Counter (KB)	DRAcronisHostedStorage	Resellers, External Service Providers
Disaster Recovery Storage Partner Hosted (Acronis)	Application Counter (KB)	DRPartnerHostedStorage	Resellers, External Service Providers
Compute Points (Acronis)	Application Counter (unit-hours)	ComputePointsCount	Customers, Resellers, External Service Providers
Cloud Servers (Acronis)	Application Counter (unit)	CloudServersCount	Customers, Resellers, External Service Providers
Internet Access (Acronis)	Application Counter (unit)	InternetAccess	Customers, Resellers, External Service Providers
Public IP Addresses (Acronis)	Application Counter (unit)	PublicIPsCount	Customers, Resellers, External Service Providers

Resource types for **Cyber Backup – Advanced Edition**:

Resource type name	Resource class	APS Type / resource	Applicable to
ADV Cloud Storage (Acronis)	Application Counter (KB)	AdvStorageUsage	Customers, Resellers, External Service Providers
ADV Provider's Hosted Storage (Acronis)	Application Counter (KB)	AdvServiceProviderHostedStorage	Resellers, External Service Providers
ADV Reseller's Hosted Storage (Acronis)	Application Counter (KB)	AdvAcronisHostedStorage	Resellers, External Service Providers
ADV Google Hosted Storage (Acronis)	Application Counter (KB)	AdvGoogleHostedStorage	Resellers, External Service Providers
ADV Microsoft Azure Hosted Storage (Acronis)	Application Counter (KB)	AdvAzureHostedStorage	Resellers, External Service Providers
ADV Protected Servers (Acronis)	Application Counter (unit)	AdvServerCount	Customers, Resellers, External Service Providers
ADV Protected Virtual Machines (Acronis)	Application Counter (unit)	AdvVmCount	Customers, Resellers, External Service Providers
ADV Protected Workstations (Acronis)	Application Counter (unit)	AdvWorkstationCount	Customers, Resellers, External Service Providers
ADV Protected Mobile Devices (Acronis)	Application Counter (unit)	AdvMobileDeviceCount	Customers, Resellers, External Service Providers
ADV Protected Office 365 Seats (Acronis)	Application Counter (unit)	AdvO365SeatsCount	Customers, Resellers, External Service Providers
ADV Protected Websites (Acronis)	Application Counter (unit)	AdvWebsiteCount	Customers, Resellers, External Service Providers
ADV Protected Web Hosting Servers (Acronis)	Application Counter (unit)	AdvWebHostingServerCount	Customers, Resellers, External Service Providers
ADV Office 365 Mailboxes (Acronis)	Application Counter (unit)	AdvO365Mailboxes	Customers, Resellers, External Service Providers
ADV Office 365 OneDrive (Acronis)	Application Counter (unit)	AdvO365OneDrive	Customers, Resellers, External Service Providers
ADV Office 365 SharePoint Sites (Acronis)	Application Counter (unit)	AdvO365SharePointSitesCount	Customers, Resellers, External Service Providers
ADV Office 365 Teams (Acronis)	Application Counter (unit)	AdvO365TeamsCount	Customers, Resellers, External Service Providers
ADV G Suite Seats (Acronis)	Application Counter (unit)	AdvGsuiteGoogleTeamDrive	Customers, Resellers, External Service Providers
ADV GMail (incl. Calendar, Contacts) (Acronis)	Application Counter (unit)	AdvGsuiteGoogleMail	Customers, Resellers, External Service Providers
ADV Google Drive (Acronis)	Application Counter (unit)	AdvGsuiteGoogleDrive	Customers, Resellers, External Service Providers
ADV G Suite Shared Drive (Acronis)	Application Counter (unit)	AdvGsuiteGoogleTeamDrive	Customers, Resellers, External Service Providers

Resource types for **Cyber Backup – Disaster Recovery Edition**:

Resource type name	Resource class	APS Type / resource	Applicable to
DRE Cloud Storage (Acronis)	Application Counter (KB)	DreStorageUsage	Customers, Resellers, External Service Providers
DRE Provider's Hosted Storage (Acronis)	Application Counter (KB)	DreServiceProviderHostedStorage	Resellers, External Service Providers
DRE Reseller's Hosted Storage (Acronis)	Application Counter (KB)	DreAcronisHostedStorage	Resellers, External Service Providers
DRE Google Hosted Storage (Acronis)	Application Counter (KB)	DreGoogleHostedStorage	Resellers, External Service Providers
DRE Microsoft Azure Hosted Storage (Acronis)	Application Counter (KB)	DreAzureHostedStorage	Resellers, External Service Providers
DRE Protected Servers (Acronis)	Application Counter (unit)	DreServerCount	Customers, Resellers, External Service Providers
DRE Protected Virtual Machines (Acronis)	Application Counter (unit)	DreVmCount	Customers, Resellers, External Service Providers
DRE Protected Workstations (Acronis)	Application Counter (unit)	DreWorkstationCount	Customers, Resellers, External Service Providers
DRE Protected Mobile Devices (Acronis)	Application Counter (unit)	DreMobileDeviceCount	Customers, Resellers, External Service Providers
DRE Protected Office 365 Seats (Acronis)	Application Counter (unit)	DreO365SeatsCount	Customers, Resellers, External Service Providers
DRE Protected Websites (Acronis)	Application Counter (unit)	DreWebsiteCount	Customers, Resellers, External Service Providers
DRE Protected Web Hosting Servers (Acronis)	Application Counter (unit)	DreWebHostingServerCount	Customers, Resellers, External Service Providers
DRE Office 365 Mailboxes (Acronis)	Application Counter (unit)	DreO365Mailboxes	Customers, Resellers, External Service Providers
DRE Office 365 OneDrive (Acronis)	Application Counter (unit)	DreO365OneDrive	Customers, Resellers, External Service Providers
DRE Office 365 SharePoint Sites (Acronis)	Application Counter (unit)	DreO365SharePointSitesCount	Customers, Resellers, External Service Providers
DRE Office 365 Teams (Acronis)	Application Counter (unit)	DreO365TeamsCount	Customers, Resellers, External Service Providers
DRE G Suite Seats (Acronis)	Application Counter (unit)	DreGsuiteGoogleTeamDrive	Customers, Resellers, External Service Providers
DRE GMail (incl. Calendar, Contacts) (Acronis)	Application Counter (unit)	DreGsuiteGoogleMail	Customers, Resellers, External Service Providers
DRE Google Drive (Acronis)	Application Counter (unit)	DreGsuiteGoogleDrive	Customers, Resellers, External Service Providers
DRE G Suite Shared Drive (Acronis)	Application Counter (unit)	DreGsuiteGoogleTeamDrive	Customers, Resellers, External Service Providers

DRE Disaster Recovery Storage (Acronis)	Application Counter (KB)	DreDrStorageUsage	Customers, Resellers, External Service Providers
DRE Disaster Recovery Storage Acronis Hosted (Acronis)	Application Counter (KB)	DreDRAcronisHostedStorage	Resellers, External Service Providers
DRE Disaster Recovery Storage Partner Hosted (Acronis)	Application Counter (KB)	DreDRPartnerHostedStorage	Resellers, External Service Providers
DRE Compute Points (Acronis)	Application Counter (unit-hours)	DreComputePointsCount	Customers, Resellers, External Service Providers
DRE Cloud Servers (Acronis)	Application Counter (unit)	DreCloudServersCount	Customers, Resellers, External Service Providers
DRE Internet Access (Acronis)	Application Counter (unit)	DreInternetAccess	Customers, Resellers, External Service Providers
DRE Public IP Addresses (Acronis)	Application Counter (unit)	DrePublicIPsCount	Customers, Resellers, External Service Providers

Resource types for **Cyber Protect – Standard Edition**:

Resource type name	Resource class	APS Type / resource	Applicable to
PROTECT STD Cloud Storage (Acronis)	Application Counter (KB)	PStorageUsage	Customers, Resellers, External Service Providers
PROTECT STD Provider's Hosted Storage (Acronis)	Application Counter (KB)	PServiceProviderHostedStorage	Resellers, External Service Providers
PROTECT STD Reseller's Hosted Storage (Acronis)	Application Counter (KB)	PAcronisHostedStorage	Resellers, External Service Providers
PROTECT STD Google Hosted Storage (Acronis)	Application Counter (KB)	PGoogleHostedStorage	Resellers, External Service Providers
PROTECT STD Microsoft Azure Hosted Storage (Acronis)	Application Counter (KB)	PAzureHostedStorage	Resellers, External Service Providers
PROTECT STD Protected Servers (Acronis)	Application Counter (unit)	PServerCount	Customers, Resellers, External Service Providers
PROTECT STD Protected Virtual Machines (Acronis)	Application Counter (unit)	PVmCount	Customers, Resellers, External Service Providers
PROTECT STD Protected Workstations (Acronis)	Application Counter (unit)	PWorkstationCount	Customers, Resellers, External Service Providers
PROTECT STD Protected Mobile Devices (Acronis)	Application Counter (unit)	PMobileDeviceCount	Customers, Resellers, External Service Providers
PROTECT STD Protected Office 365 Seats (Acronis)	Application Counter (unit)	PO365SeatsCount	Customers, Resellers, External Service Providers
PROTECT STD Protected Websites (Acronis)	Application Counter (unit)	PWebsiteCount	Customers, Resellers, External Service Providers

PROTECT STD Protected Web Hosting Servers (Acronis)	Application Counter (unit)	PWebHostingServerCount	Customers, Resellers, External Service Providers
PROTECT STD Office 365 Mailboxes (Acronis)	Application Counter (unit)	PO365Mailboxes	Customers, Resellers, External Service Providers
PROTECT STD Office 365 OneDrive (Acronis)	Application Counter (unit)	PO365OneDrive	Customers, Resellers, External Service Providers
PROTECT STD Office 365 SharePoint Sites (Acronis)	Application Counter (unit)	PO365SharePointSitesCount	Customers, Resellers, External Service Providers
PROTECT STD Office 365 Teams (Acronis)	Application Counter (unit)	PO365TeamsCount	Customers, Resellers, External Service Providers
PROTECT STD G Suite Seats (Acronis)	Application Counter (unit)	PGsuiteGoogleTeamDrive	Customers, Resellers, External Service Providers
PROTECT STD Calendar, Contacts (Acronis)	Application Counter (unit)	PGsuiteGoogleMail	Customers, Resellers, External Service Providers
PROTECT STD Google Drive (Acronis)	Application Counter (unit)	PGsuiteGoogleDrive	Customers, Resellers, External Service Providers
PROTECT STD G Suite Shared Drive (Acronis)	Application Counter (unit)	PGsuiteGoogleTeamDrive	Customers, Resellers, External Service Providers

Resource types for **Cyber Protect – Advanced Edition**:

Resource type name	Resource class	APS Type / resource	Applicable to
PROTECT ADV Cloud Storage (Acronis)	Application Counter (KB)	PAdvStorageUsage	Customers, Resellers, External Service Providers
PROTECT ADV Provider's Hosted Storage (Acronis)	Application Counter (KB)	PAdvServiceProviderHostedStorage	Resellers, External Service Providers
PROTECT ADV Reseller's Hosted Storage (Acronis)	Application Counter (KB)	PAdvAcronisHostedStorage	Resellers, External Service Providers
PROTECT ADV Google Hosted Storage (Acronis)	Application Counter (KB)	PAdvGoogleHostedStorage	Resellers, External Service Providers
PROTECT ADV Microsoft Azure Hosted Storage (Acronis)	Application Counter (KB)	PAdvAzureHostedStorage	Resellers, External Service Providers
PROTECT ADV Protected Servers (Acronis)	Application Counter (unit)	PAdvServerCount	Customers, Resellers, External Service Providers
PROTECT ADV Protected Virtual Machines (Acronis)	Application Counter (unit)	PAdvVmCount	Customers, Resellers, External Service Providers
PROTECT ADV Protected Workstations (Acronis)	Application Counter (unit)	PAdvWorkstationCount	Customers, Resellers, External Service Providers
PROTECT ADV Protected Mobile Devices (Acronis)	Application Counter (unit)	PAdvMobileDeviceCount	Customers, Resellers, External Service Providers
PROTECT ADV Protected Office 365 Seats (Acronis)	Application Counter (unit)	PAdvO365SeatsCount	Customers, Resellers, External Service Providers

PROTECT ADV Protected Websites (Acronis)	Application Counter (unit)	PAdvWebsiteCount	Customers, Resellers, External Service Providers
PROTECT ADV Protected Web Hosting Servers (Acronis)	Application Counter (unit)	PAdvWebHostingServerCount	Customers, Resellers, External Service Providers
PROTECT ADV Office 365 Mailboxes (Acronis)	Application Counter (unit)	PAdvO365Mailboxes	Customers, Resellers, External Service Providers
PROTECT ADV Office 365 OneDrive (Acronis)	Application Counter (unit)	PAdvO365OneDrive	Customers, Resellers, External Service Providers
PROTECT ADV Office 365 SharePoint Sites (Acronis)	Application Counter (unit)	PAdvO365SharePointSitesCount	Customers, Resellers, External Service Providers
PROTECT ADV Office 365 Teams (Acronis)	Application Counter (unit)	PAdvO365TeamsCount	Customers, Resellers, External Service Providers
PROTECT ADV G Suite Seats (Acronis)	Application Counter (unit)	PAdvGsuiteGoogleTeamDrive	Customers, Resellers, External Service Providers
PROTECT ADV GMail (incl. Calendar, Contacts) (Acronis)	Application Counter (unit)	PAdvGsuiteGoogleMail	Customers, Resellers, External Service Providers
PROTECT ADV Google Drive (Acronis)	Application Counter (unit)	PAdvGsuiteGoogleDrive	Customers, Resellers, External Service Providers
PROTECT ADV G Suite Shared Drive (Acronis)	Application Counter (unit)	PAdvGsuiteGoogleTeamDrive	Customers, Resellers, External Service Providers

**Resource types for Cyber Protect – Disaster Recovery Edition:**

Resource type name	Resource class	APS Type / resource	Applicable to
PROTECT DRE Cloud Storage (Acronis)	Application Counter (KB)	PDreStorageUsage	Customers, Resellers, External Service Providers
PROTECT DRE Provider's Hosted Storage (Acronis)	Application Counter (KB)	PDreServiceProviderHostedStorage	Resellers, External Service Providers
PROTECT DRE Reseller's Hosted Storage (Acronis)	Application Counter (KB)	PDreAcronisHostedStorage	Resellers, External Service Providers
PROTECT DRE Google Hosted Storage (Acronis)	Application Counter (KB)	PDreGoogleHostedStorage	Resellers, External Service Providers
PROTECT DRE Microsoft Azure Hosted Storage (Acronis)	Application Counter (KB)	PDreAzureHostedStorage	Resellers, External Service Providers
PROTECT DRE Protected Servers (Acronis)	Application Counter (unit)	PDreServerCount	Customers, Resellers, External Service Providers
PROTECT DRE Protected Virtual Machines (Acronis)	Application Counter (unit)	PDreVmCount	Customers, Resellers, External Service Providers
PROTECT DRE Protected Workstations (Acronis)	Application Counter (unit)	PDreWorkstationCount	Customers, Resellers, External Service Providers

PROTECT DRE Protected Mobile Devices (Acronis)	Application Counter (unit)	PDreMobileDeviceCount	Customers, Resellers, External Service Providers
PROTECT DRE Protected Office 365 Seats (Acronis)	Application Counter (unit)	PDreO365SeatsCount	Customers, Resellers, External Service Providers
PROTECT DRE Protected Websites (Acronis)	Application Counter (unit)	PDreWebsiteCount	Customers, Resellers, External Service Providers
PROTECT DRE Protected Web Hosting Servers (Acronis)	Application Counter (unit)	PDreWebHostingServerCount	Customers, Resellers, External Service Providers
PROTECT DRE Office 365 Mailboxes (Acronis)	Application Counter (unit)	PDreO365Mailboxes	Customers, Resellers, External Service Providers
PROTECT DRE Office 365 OneDrive (Acronis)	Application Counter (unit)	PDreO365OneDrive	Customers, Resellers, External Service Providers
PROTECT DRE Office 365 SharePoint Sites (Acronis)	Application Counter (unit)	PDreO365SharePointSitesCount	Customers, Resellers, External Service Providers
PROTECT DRE Office 365 Teams (Acronis)	Application Counter (unit)	PDreO365TeamsCount	Customers, Resellers, External Service Providers
PROTECT DRE G Suite Seats (Acronis)	Application Counter (unit)	PDreGsuiteGoogleTeamDrive	Customers, Resellers, External Service Providers
PROTECT DRE GMail (incl. Calendar, Contacts) (Acronis)	Application Counter (unit)	PDreGsuiteGoogleMail	Customers, Resellers, External Service Providers
PROTECT DRE Google Drive (Acronis)	Application Counter (unit)	PDreGsuiteGoogleDrive	Customers, Resellers, External Service Providers
PROTECT DRE G Suite Shared Drive (Acronis)	Application Counter (unit)	PDreGsuiteGoogleTeamDrive	Customers, Resellers, External Service Providers
PROTECT DRE Disaster Recovery Storage (Acronis)	Application Counter (KB)	PDreDrStorageUsage	Customers, Resellers, External Service Providers
PROTECT DRE Disaster Recovery Storage Acronis Hosted (Acronis)	Application Counter (KB)	PDreDRAcronisHostedStorage	Resellers, External Service Providers
PROTECT DRE Disaster Recovery Storage Partner Hosted (Acronis)	Application Counter (KB)	PDreDRPartnerHostedStorage	Resellers, External Service Providers
PROTECT DRE Compute Points (Acronis)	Application Counter (unit-hours)	PDreComputePointsCount	Customers, Resellers, External Service Providers
PROTECT DRE RE Cloud Servers (Acronis)	Application Counter (unit)	PDreCloudServersCount	Customers, Resellers, External Service Providers
PROTECT DRE Internet Access (Acronis)	Application Counter (unit)	PDreInternetAccess	Customers, Resellers, External Service Providers
PROTECT DRE Public IP Addresses (Acronis)	Application Counter (unit)	PDrePublicIpsCount	Customers, Resellers, External Service Providers

## 7.2 Creating service templates

Service templates for a customer and a reseller branding are created automatically during the package installation. If you need a custom service template or a service template for an external service provider, please create them manually.

1. Log in to the **Provider Control Panel** of Odin Automation.
2. Navigate to **Services > Service Templates**.
3. Click **Add New Service Template**.
  - **Name:** Acronis Cyber Backup – Standard
  - **Autoprovisioning:** enable
  - **Account-Wide Services:** enable
  - **Backup Profile:** select the existing service profile

Configure resources in accordance with the list suggested in the Creating resource types (p. 10) chapter. In general, a service template should include regular resources and resources for the required edition(s).

Recommendations for service template for different types of subscriptions:

- For External Service Providers and Reseller Branding - configure a single service template with for all available editions
- For Customers – configure a template with only 1 edition (e.g. Cyber Backup – Standard, or Cyber Backup – Advanced, etc.)

---

**NOTE:** Customer subscriptions should not contain resources from different editions at the same time. Please, take it into account while creating Service templates and Service plans for Customer-type profiles.

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### 7.2.1 Service Template Examples

Below you will find examples of service templates for Cyber Backup – Standard Edition depending on purpose:

**Acronis Cyber Backup – Standard** template for Customers:

Resource	Limit
Acronis Cyber Cloud	1
Backup Profile (Acronis) <small>* This should be a profile with account_type option set to 'Customer'</small>	1
Backup Users (Acronis)	Unlimited
Backup Tenant (Acronis)	1
Local Storage (Acronis)	Unlimited
Cloud Storage (Acronis)	Unlimited
Protected Servers (Acronis)	Unlimited
Protected Virtual Machines (Acronis)	Unlimited
Protected Workstations (Acronis)	Unlimited

Protected Mobile Devices (Acronis)	Unlimited
Protected Office 365 Seats (Acronis)	Unlimited
Protected Websites (Acronis)	Unlimited
Protected Web Hosting Servers (Acronis)	Unlimited
Office 365 Mailboxes (Acronis)	Unlimited
Office 365 OneDrive (Acronis)	Unlimited
Office 365 SharePoint Sites (Acronis)	Unlimited
Office 365 Teams (Acronis)	Unlimited
G Suite Seats (Acronis)	Unlimited
GMail (incl. Calendar, Contacts) (Acronis)	Unlimited
Google Drive (Acronis)	Unlimited
G Suite Shared Drive (Acronis)	Unlimited
Disaster Recovery Storage (Acronis)	Unlimited
Compute Points (Acronis)	Unlimited
Cloud Servers (Acronis)	Unlimited
Internet Access (Acronis)	Unlimited
Public IP Addresses (Acronis)	Unlimited

**Acronis Cyber Backup – Standard** template for external service providers:

Resource	Limit
Acronis Cyber Cloud	1
Backup Profile (Acronis) * This should be a profile with account_type option set to 'Partner'.	1
Backup Users (Acronis)	Unlimited
Backup Tenant (Acronis)	1
Local Storage (Acronis)	Unlimited
Cloud Storage (Acronis)	Unlimited
Provider's Hosted Storage (Acronis)	Unlimited
Reseller's Hosted Storage (Acronis)	Unlimited
Google Hosted Storage (Acronis)	Unlimited
Microsoft Azure Hosted Storage (Acronis)	Unlimited
Protected Servers (Acronis)	Unlimited
Protected Virtual Machines (Acronis)	Unlimited
Protected Workstations (Acronis)	Unlimited
Protected Mobile Devices (Acronis)	Unlimited
Protected Office 365 Seats (Acronis)	Unlimited

Protected Websites (Acronis)	Unlimited
Protected Web Hosting Servers (Acronis)	Unlimited
Office 365 Mailboxes (Acronis)	Unlimited
Office 365 OneDrive (Acronis)	Unlimited
Office 365 SharePoint Sites (Acronis)	Unlimited
Office 365 Teams (Acronis)	Unlimited
G Suite Seats (Acronis)	Unlimited
GMail (incl. Calendar, Contacts) (Acronis)	Unlimited
Google Drive (Acronis)	Unlimited
Disaster Recovery Storage (Acronis)	Unlimited
Disaster Recovery Storage Acronis Hosted (Acronis)	Unlimited
Disaster Recovery Storage Partner Hosted (Acronis)	Unlimited
Compute Points (Acronis)	Unlimited
Cloud Servers (Acronis)	Unlimited
Internet Access (Acronis)	Unlimited
Public IP Addresses (Acronis)	Unlimited

**Acronis Cyber Backup – Standard** template for resellers:

Resource	Limit
Acronis Cyber Cloud	1
Reseller Branding (Acronis)	1
Backup Users (Acronis)	Unlimited
Backup Tenant (Acronis)	1
Local Storage (Acronis)	Unlimited
Cloud Storage (Acronis)	Unlimited
Provider's Hosted Storage (Acronis)	Unlimited
Reseller's Hosted Storage (Acronis)	Unlimited
Google Hosted Storage (Acronis)	Unlimited
Microsoft Azure Hosted Storage (Acronis)	Unlimited
Protected Servers (Acronis)	Unlimited
Protected Virtual Machines (Acronis)	Unlimited
Protected Workstations (Acronis)	Unlimited
Protected Mobile Devices (Acronis)	Unlimited
Protected Office 365 Seats (Acronis)	Unlimited
Office 365 Teams (Acronis)	Unlimited
Protected Websites (Acronis)	Unlimited

Protected Web Hosting Servers (Acronis)	Unlimited
Office 365 Mailboxes (Acronis)	Unlimited
Office 365 OneDrive (Acronis)	Unlimited
Office 365 SharePoint Sites (Acronis)	Unlimited
G Suite Seats (Acronis)	Unlimited
GMail (incl. Calendar, Contacts) (Acronis)	Unlimited
Google Drive (Acronis)	Unlimited
Disaster Recovery Storage (Acronis)	Unlimited
Disaster Recovery Storage Acronis Hosted (Acronis)	Unlimited
Disaster Recovery Storage Partner Hosted (Acronis)	Unlimited
Compute Points (Acronis)	Unlimited
Cloud Servers (Acronis)	Unlimited
Internet Access (Acronis)	Unlimited
Public IP Addresses (Acronis)	Unlimited

## 7.3 Creating a service plan

Follow the steps below to create a service plan:

1. Log in to the **Provider Control Panel** of Odin Automation and switch to **Billing**.
2. Navigate to **Products > Service Plans** and click **Add New Service Plan**.
3. Select **Generic Service Plan**, and then click **Next**.
4. Under **General**, provide the following details:
  - **Name:** type the name of the service plan.
  - **Service Template:** select the ID of the service template.
  - **Description:** specify a short plan description that will be shown to your users.
  - **Extended Description:** specify a detailed plan description that will be shown to your users.
  - **Billing Terms and Advanced Properties:** specify the desired properties of the plan.
Click **Next**.
5. Specify the subscription periods that you want to offer, and the prices and fees for those periods. Click **Next**.
6. 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. The table below shows which resources are countable or not.

Resources	Countable
Servers	YES
Virtual Machines	YES
Workstations	YES
Mobile Devices	YES
Web Hosting Servers	YES
Disaster Recovery Storage	YES
Disaster Recovery Storage Acronis Hosted	YES
Disaster Recovery Storage Partner Hosted	YES
Websites	YES
Office 365 Seats	YES
Office 365 Mailboxes	NO
Office 365 OneDrive	NO
Office 365 SharePoint Sites	NO
Office 365 Teams	YES
G Suite Seats	YES
GMail (incl. Calendar, Contacts)	NO
Google Drive	NO
Compute Points	YES
Cloud Servers	YES
Internet Access	NO
Public IP Addresses	YES
Local Storage	YES
Cloud Storage	YES
Google Hosted Storage	YES
Microsoft Azure Hosted Storage	YES
Provider's Hosted Storage	YES
Reseller's Hosted Storage	YES

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

### 7.3.1 Service plan examples

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

**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)	500.00	250.00	\$0	\$0.00
Local Storage (GB)	250.00	500.00	\$0	\$0.00
Workstations	0.00	0	\$0	\$0.00
Servers	1.00	Unlimited	\$0	\$499.00
Virtual Machines	3.00	Unlimited	\$0	\$110.00

### Setup units of measure

Follow the steps below to configure a required unit of measure of Cloud Storage resources.

1. Log in to the **Provider Control Panel** of Odin Automation and switch to **Billing**.
2. Navigate to **Products > Resources** and open the **Cloud Storage (Acronis)** resource.
3. Click **Change Unit of Measure**.
4. Change **Unit of Measure** from **KB** to **GB** and click **Save**.

### Show the resource in Customer Control Panel

To show the Cloud Storage resources in the Customer Control Panel, do the following:

1. Log in to the **Provider Control Panel** of Odin Automation and switch to **Billing**.
2. Navigate to **Products > Service Plans** and **[your service plan] > Resource Rates**.
3. Open the **Cloud Storage (Acronis)** resource and set **Show in CP = ON**
4. Change **Unit of Measure** from **KB** to **GB** and click **Save**.

## Create composite resources

Having composite resources configured allow to provision some custom quantity of the regular resources or even complex resources which include more than one basic resource.

Some examples of composite resources:

- “Workstation 5x” resource
  - Includes: 5 units of “Protected Workstations (Acronis)” resource
- “Cloud Storage - 250 GB” resource includes:
  - Includes: 250 GB of “Cloud Storage (Acronis)” resource
- “Cloud Storage - 500 GB” resource includes:
  - Includes: 500 GB of “Cloud Storage (Acronis)” resource
- “Cloud Storage - 1000 GB” resource includes:
  - Includes: 1000 GB of “Cloud Storage (Acronis)” resource
- “Cloud Storage - 5000 GB” resource includes:
  - Includes: 5000 GB of “Cloud Storage (Acronis)” resource

Composite resources can be created in the following way:

1. Log in to the **Provider Control Panel** of Odin Automation and switch to **Billing**.
2. Navigate to **Products > Resources** and click **Add New Resource**.

## 8 Plan upgrade/downgrade

The following plan switches are supported between Cyber Protection editions:

Edition	Supported upgrade/downgrade
Cyber Backup – Standard edition	Cyber Backup – Advanced, Disaster Recovery editions Cyber Protect – Standard, Advanced, Disaster Recovery editions
Cyber Backup – Advanced edition	Cyber Backup – Standard, Disaster Recovery editions Cyber Protect – Standard, Advanced, Disaster Recovery editions
Cyber Backup – Disaster Recovery edition	Cyber Backup – Standard, Advanced editions Cyber Protect – Standard, Advanced, Disaster Recovery editions
Cyber Protect – Standard edition	Cyber Protect – Advanced, Disaster Recovery editions Cyber Backup – Standard, Advanced, Disaster Recovery editions
Cyber Protect – Advanced edition	Cyber Protect – Standard, Disaster Recovery editions Cyber Backup – Standard, Advanced, Disaster Recovery editions
Cyber Protect – Disaster Recovery edition	Cyber Protect – Standard, Advanced Cyber Backup – Standard, Advanced, Disaster Recovery editions

To setup upgrade or downgrade option for your service plan, you need to specify a target plan in the following way:

1. Log in to the **Provider Control Panel** of Odin Automation and switch to **Billing**.
2. Navigate to **Products > Service Plans > [your service plan]**.
3. Switch to the **Upgrades** tab and click **Add New Allowed Upgrade/Downgrade**.
4. Select a target plan and click **Add Selected Plan(s)**.

Repeat steps 2-3 for each plan upgrade/downgrade option that should be supported by the system.

---

**NOTE:** Edition upgrade scenario is applicable to customer tenants only. Make sure you configure it only for service plans linked to service profiles of the customer-type.

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## 9 Upgrade procedure

To get the latest version of Acronis Cyber Cloud application installed to Odin Automation platform, follow the upgrade procedure below:

1. Complete the update pre-check steps according to <https://kb.acronis.com/content/61575>.
2. Upgrade APS PHP runtime
  - For OSA 7.4: to 7.4-113 or higher
  - For OSA 8.x: to 8.0-121 or higher

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**NOTE:** Contact the CloudBlue Technical Support to request the latest version.

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3. Upgrade the APS package:

a. Download the package from the following locations:

<https://dl.acronis.com/u/ci/aps-abc/2.0/latest/AcronisBackupCloud-2.2-latest.premium.app.zip>

[https://dl.acronis.com/u/ci/aps-abc/2.0/latest/acronis-backup-cloud-2.2-latest.premium.x86\\_64.rpm](https://dl.acronis.com/u/ci/aps-abc/2.0/latest/acronis-backup-cloud-2.2-latest.premium.x86_64.rpm)

b. Log in to the APS endpoint as the root user.

c. Place the .rpm file of the APS package to the machine.

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

```
# export POA_HOST=<Domain name or IP>
```

For example:

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

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

```
# rpm -Uvh <RPM NAME>
```

For example:

```
# rpm -Uvh acronis-backup-cloud-2.2-XXX.x86_64.rpm
```

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

---

**NOTE:** Application instance upgrade will be started automatically once you upgrade the package on endpoint. If the instance upgrade fails for some reasons and the upgrade procedure cannot be restarted, follow the instructions from <https://kb.acronis.com/content/62659> to downgrade the package.

---

Once the .rpm package is upgraded, you will notice the following changes in the Provider Control panel of Odin Automation:

- New resource types for new editions will be added to **Services > Applications > Acronis Cyber Cloud > Resource types**.
- New service templates will be created in **Products > Service Templates**.

---

**NOTE:** Upgrade procedure on Odin Automation platform with a large number of subscriptions may take a long time. Rough estimation can be done using the following formula:

*Estimated time (seconds) = Number of subscriptions \* Number of users \* 10*

*For example: 1000 (subscriptions) \* 3 (users) \* 10 (sec/res) = 30000 seconds (~8.3 hours)*

*Any provisioning order for the Acronis Cyber Cloud service submitted during this period will fail.*

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## 9.1 Post-upgrade actions

Configure service templates for customers, resellers and service providers.

Refer to the **Creating service templates** (p.19) chapter with template examples.