

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

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>.

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.

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.

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.

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

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 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.

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) * This should be a profile with account_type option set to 'Customer' | 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.

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

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

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

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.

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.