

Acronis



Acronis Cyber Cloud APS 20.09

Integration with CloudBlue
Commerce platform

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1 About this guide

This document describes how to deploy the Acronis Cyber Cloud application in your CloudBlue Commerce infrastructure.

Acronis Cyber Cloud is a proven, comprehensive, both local and cloud backup as well as recovery service for service providers. Acronis Cyber Cloud backs up data from any source, stores it locally or 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 enable the Acronis Cyber Cloud service for their customers via APS integration.

3 Terms and abbreviations

This document uses the following terms and abbreviations:

- **Application Packaging Standard (APS)**

An open standard intended to help service providers provide software as a service (SaaS) applications to customers.

- **CloudBlue Commerce platform**

A service automation solution that allows cloud providers to efficiently provision, manage and sell services through a single platform. CloudBlue Commerce combines two functional blocks – operations support system (Operations) and business support system (Billing).

4 What's new in Acronis Cyber Cloud APS 20.09 release

With this update, the Acronis APS package brings support of additional Acronis Cyber Cloud services, editions and offering items.

1. Support of Acronis Cyber Cloud platform 20.08 and 20.09
 - a. New editions:
 - i. Cyber Protect (billing mode - Per Workload), including:
 - Cyber Protect - Essentials
 - Cyber Protect - Standard
 - Cyber Protect - Advanced
 - Cyber Backup - Standard
 - Disaster Recovery add-on
 - ii. Cyber Backup (billing mode - Per GB), including the only Cyber Backup – Standard
 - At the same time, the existing editions become Legacy (e.g. Cyber Backup – Standard, Advanced, Disaster Recovery; Cyber Protect - Standard, Advanced, Disaster Recovery). You need to consider switching customers from legacy to new editions in the nearest time.
 - b. Changes in the existing offering items:
 - i. "Microsoft SharePoint Online" is no longer a feature but a counter, which supports limits and usage.
 - c. New counter:
 - i. "CB Local Storage" – an additional counter, which should be used for Partners' and Resellers' branding subscriptions to calculate usage in new Cyber Backup edition.
2. Support of additional services for Partner-type subscriptions (support of customers' subscriptions will be implemented in future updates):
 - a. Files Cloud
 - b. Notary
3. The "Service provider" account type is renamed to "Partner" in service profiles in order to better correspond to naming conventions in Acronis Cyber Cloud.
4. Application page in CCPv1 was reworked to no longer contain information about resource usage/limits on subscription. Customers can get this information using the standard CCPv1 page in Home > All Resource Usage.
5. Update in the list of default service templates automatically created in CloudBlue Commerce during the initial installation:
 - a. "Acronis Cyber Protect Cloud" – a Customer template for new Cyber Protect edition
 - b. "Acronis Cyber Backup Cloud" – a Customer template for new Cyber Backup edition
 - c. "Acronis Cyber Cloud" – a Partner template for new Cyber Protect and Cyber Backup editions
 - d. "Acronis Cyber Cloud for Reseller Branding" – reseller branding template for new Cyber Protect and Cyber Backup editions

5 Application overview

The application enables service providers to ensure 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, Microsoft 365 seats and many others.

5.1 Services

The APS application supports the following services and editions of Acronis Cyber Cloud:

- **Cyber Protection service:**
 - **Cyber Protect Edition** (new, per Workload model)
Provides a flexible way to combine both basic and advanced features for cyber protection, remote monitoring and management, backup and disaster recovery to satisfy the needs of environments of any size and requirements for RTO (Recovery Time Objective).
 - **Cyber Backup Edition** (new, per GB model)
Provides basic backup and recovery functionality, along with basic cyber protection, mainly designed for small environments.
 - **Cyber Backup – Standard Edition** (legacy)
Provides basic backup and recovery, along with basic cyber protection functionality, mainly designed for small environments.
 - **Cyber Backup – Advanced Edition** (legacy)
Provides advanced backup and recovery, along with basic cyber protection, mainly designed for big environments.
 - **Cyber Backup – Disaster Recovery Edition** (legacy)
Provides advanced backup and recovery as well as 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** (legacy)
Provides basic backup and recovery, along with advanced cyber protection functionality, mainly designed for small environments.
 - **Cyber Protect – Advanced Edition** (legacy)
Provides advanced backup and recovery, along with advanced cyber protection functionality, mainly designed for big environments.
 - **Cyber Protect – Disaster Recovery Edition** (legacy)
Provides advanced backup and recovery as well as 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.
- **Files Sync & Share service***
Provides file-sharing capabilities, enabling users to store, synchronize and share encrypted content in the cloud and across their devices.

- **Notary service***

Enables users to notarize and verify files by using the Blockchain technology as well as to sign files electronically.

* In the existing releases, both services are available only to the partner subscription type.

5.2 Resources

The Acronis Cyber Cloud application includes the following resources (in the package, most of them will be duplicated for each edition):

- **Acronis Cyber Cloud**

The main resource of Acronis Cyber Cloud application.

- **Service Profile**

These are the service settings. In the service profile, the service provider can define different settings, such as account type, which should be created based on profile (partner or customer), a storage that should be assigned to a customer, default notifications and other.

- **Reseller Branding**

Gives resellers access to management console, ability to configure branding, register own cloud storage and assign it to service plans in CloudBlue Commerce.

- **Backup Users**

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

- **Backup Tenant**

A group in Acronis Cyber Cloud that will be created for a subscription during service provisioning.

- **Cloud Storage**

The total amount of Cloud storage available in a subscription.

- **Local Storage**

The total amount of local backup storage available in a subscription.

- **Provider's Hosted Storage**

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

- **Reseller's Hosted Storage**

Allows partners to register their own storage. Counts the total amount of partner's own storage, consumed by their customers.

- **Google Hosted Storage**

The total amount of Google hosted storage available in a subscription.

- **Microsoft Azure Hosted Storage**

The total amount of Microsoft Azure hosted storage available in a subscription.

- **Servers**

The total number of servers that 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 customer's users can back up. A workstation is a machine running on Windows operating system other than Windows Server.

- **Web Hosting Servers**

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

- **Virtual Machines**

The total number of ESX(i) and Hyper-V virtual machines that customer's users can back up. A virtual machine is counted regardless of its operating system type (if any).

- **Mobile Devices**

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

- **Websites**

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

- **Microsoft 365 Seats**

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

- **Microsoft Mailboxes**

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

- **Microsoft OneDrive**

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

- **Microsoft SharePoint Online**

The total number of Microsoft 365 SharePoint Online sites that customer's users can back up.

- **Microsoft Teams**

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

- **G Suite Seats**

The number of G Suite seats that customer's users can back up.

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

Allows customer's users to back up Gmail mailboxes, calendars and contacts.

- **Google Drive**

Allows customer's users to back up personal Google Drive data.

- **G Suite Shared Drive**

Allows customer's users to back up G Suite Shared Drive data.

- **Disaster Recovery Storage**

The total amount of disaster recovery storage available to customer's users.

- **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.

- **Disaster Recovery - Compute Points**

The total amount of compute points available to customer's users. A compute point is an aggregate value for CPU and RAM resources consumed by primary and recovery servers.

- **Disaster Recovery - Cloud Servers**

The total number of primary and recovery servers that customer's users can back up. Primary and recovery servers are cloud virtual machines.

- **Disaster Recovery - Internet Access**

Gives customer's users the ability to enable the Internet access from primary and recovery servers.

- **Disaster Recovery - Public IP Addresses**

The total number of public IP addresses that can be assigned to primary and recovery servers, available to customer's users.

- **Files Cloud Storage**

The amount of storage consumed by user's files in Files Cloud service.

- **Files Cloud Storage Acronis Hosted**

The amount of Acronis hosted storage consumed by user's files.

- **Files Cloud Storage Partner Hosted**

Allows partners to register their own storage for Files Cloud service. Counts the total amount of partner's own storage consumed by user's files.

- **Files Cloud Users**

The total number of Files Cloud users who can access the service.

- **Notary Storage**

The total amount of dedicated storage consumed by notarized and eSigned files.

- **Notarizations (Ethereum)**

The total number of files notarized by using the Ethereum blockchain.

- **eSignatures (Ethereum)**

The total number of files signed with notarization by using the Ethereum blockchain.

5.3 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 CloudBlue Commerce, the following should be done:

1. Required language packs should be installed in CloudBlue Commerce.
2. When logging in to CloudBlue Commerce, a customer should select this language on the Login screen.
3. The required language can be set as the default one for this customer in CloudBlue Commerce (optional).

6 APS package 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 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 CloudBlue Commerce. 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, Microsoft 365 seats, Websites and many others.
 - Creating a service template. This step creates 4 service templates in CloudBlue Commerce and includes the resources provided by the service (only during initial installation).
 - Configuring an APS instance.

6.1 System requirements

- Odin Automation 8.3 or higher
- Acronis Cyber Cloud 20.09 or higher
- APS package versions: 2.2-2104 and 2.2-2324
- APS Endpoint
 - CentOS 7.x or RHEL 7.x
 - PHP runtime: 8.0-121 or higher for Odin Automation 8.x and CloudBlue Commerce 20.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 and php-pdo_sqlite

Note

If you have Acronis Backup Cloud APS installed version lower than 2.2-2104 or Odin Automation version earlier than 7.4, refer to the following knowledge base article:

<https://kb.acronis.com/content/62463>.

6.2 Allowing endpoint to connect CloudBlue Commerce 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 CloudBlue Commerce API.

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

6.3 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 "System requirements" (p. 12).

6.3.1 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
```

6.3.2 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 CloudBlue Commerce 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 restart of the endpoint's web server. Internet connection may be required for downloading additional Linux packages.

6.4 Installing the package

Follow 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 Public API host:
`# export POA_HOST=<Domain name or IP>`
For example:
`# export POA_HOST=acronis.apsdemo.org`
4. Install the .rpm package of the 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 package dependencies, install the required packages using the 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**.

6.5 Configuring APS application instance

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

6.5.1 Adding a Datacenter

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 following 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

5. Click **Save**.

Once the package is configured, proceed with the service plan configuration, described in "Configure product offers" (p. 20).

6.5.2 Configure Service Profiles

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.

Before you proceed with creating the first profile, read the information about subscription types, supported by the Acronis application.

Types of Acronis APS subscriptions

The Acronis Cyber Cloud APS application allows you to provision one of the following types of subscription:

- Customer
- Partner
- Reseller Branding

| Type of Acronis APS subscription | CloudBlue account that can buy a subscription | Purpose | Service template/plan recommendations |
|----------------------------------|---|--|--|
| Customer | Customer | <ul style="list-style-type: none"> - Customer tenant is created in the Cloud - Admin user is created - Customer should use CCP to manage by users, quotas, notifications, etc. | <ul style="list-style-type: none"> - Service template should include a service profile of a Customer type - Service template can include only 1 Cyber Protection edition <p>If customer needs another edition, he should proceed with a plan switch.</p> |
| Partner | Customer Reseller | <ul style="list-style-type: none"> - Partner tenant is created in the Cloud - Admin user is created - Partner can use CCPv1 to manage their admin users - Partner should use Cloud | <ul style="list-style-type: none"> - Service template should include a service profile of a Partner type - Service template can include many Cyber Protection editions, ideally – all available with unlimited quotas |

| | | | |
|-------------------|----------|---|---|
| | | Management Portal to manage by customers and other settings | |
| Reseller Branding | Reseller | <ul style="list-style-type: none"> - Partner tenant is created in the Cloud - Read-only admin user is created in the Cloud with two extra privileges - ability to register storage and ability to setup branding. - Partner can use CCPv1 to manage admin users and assign own storage to service plans - Partner should use CloudBlue Commerce for selling Acronis service to their customers - Partner should use Cloud Management Portal to configure branding settings, register own storage, etc. | <ul style="list-style-type: none"> - Service template should include a special "Reseller Branding" resource (service profiles are not supported for such types of subscriptions) - Service template can include many Cyber Protection editions, ideally – all available with unlimited quotas |

Creating a service profile

Use the instructions below to create a service profile.

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 either Partner or Customer type tenants in the Acronis Cyber Cloud.

Note

Service profiles are not required for Reseller Branding subscriptions. Such subscriptions should include "Reseller Branding (Acronis)" resource type instead.

- **Datacenter:** select a data center to create a Partner type profile.
- **Storage:** select a storage to create a Customer type profile. It will be assigned to customers during provisioning. You can choose only 1 storage per 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, customers will be able to manage resource quotas on service users.
- **Do not allow to set user quotas exceeding subscription limits**: enables hard user quotas so that these values can't be set above subscription limits.

7 APS package upgrade procedure

To get the latest version of Acronis Cyber Cloud application installed on the CloudBlue Commerce 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 latest version of the package (20.09) from the following location:
<https://kb.acronis.com/content/65155>
 - b. Log in to the APS endpoint as the root user.
 - c. Place the .rpm file of the APS package on the machine.
 - d. Specify host to connect to the Operations 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 broken or corrupted dependencies, install the required packages using the `yum install` command.

Note

Application instance upgrade will be started automatically once you upgrade the package on the endpoint. If the instance upgrade fails for some reason 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 CloudBlue Commerce:

- 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 CloudBlue Commerce platform with a large number of subscriptions may take a long time. The following formula can be used for a rough estimation:

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.

8 Configure product offers

8.1 Creating resource types

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

You can observe the created resources in **CloudBlue Commerce > 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 purpose, follow the instructions below:

1. Log in to the **Provider Control Panel** of CloudBlue Commerce.
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.

Common resource types:

| Resource type name | Resource class | ASP type | Applicable to |
|------------------------------------|-------------------------------|-------------------|--|
| Acronis Cyber Cloud (Acronis) | Application Service Reference | Global settings | Customers, Partners, Reseller Branding |
| Reseller Branding (Acronis) | Application Service | Backup Reseller | Reseller Branding |
| Default Customer Profile (Acronis) | Application Service Reference | Backup Profiles | Customers |
| Default Partner Profile (Acronis) | Application Service Reference | Backup Profiles | Partners |
| Backup Users (Acronis) | Application Service | Backup Users | Customers, Partners |
| Backup Tenant (Acronis) | Application Service | Backup Tenant | Customers, Partners, Reseller Branding |
| Local Storage (Acronis) | Application Counter (KB) | LocalStorageUsage | Customers, Partners, Reseller Branding |

Resource types for **Cyber Protect Edition (New, Per Workload model)**:

| Resource type name | Resource class | APS Type | Applicable to |
|----------------------------|----------------|----------------|---------------|
| CP Cloud Storage (Acronis) | Application | CPStorageUsage | Customers, |

| | | | |
|--|-------------------------------|--------------------------------|---|
| | Counter (KB) | | Partners, Reseller Branding |
| CP Provider's Hosted Storage (Acronis) | Application Counter (KB) | CPAcronisHostedStorage | Partners, Reseller Branding |
| CP Reseller's Hosted Storage (Acronis) | Application Counter (KB) | CPServiceProviderHostedStorage | Partners, Reseller Branding |
| CP Google Hosted Storage (Acronis) | Application Counter (KB) | CPGoogleHostedStorage | Partners, Reseller Branding |
| CP Microsoft Azure Hosted Storage (Acronis) | Application Counter (KB) | CPAzureHostedStorage | Partners, Reseller Branding |
| CP PROTECT ESS Servers (Acronis) | Application Counter (unit) | CPPEssServerCount | Customers, Partners, Reseller Branding |
| CP PROTECT ESS Virtual machines (Acronis) | Application Counter (unit) | CPPEssVmCount | Customers, Partners, Reseller Branding |
| CP PROTECT ESS Workstations (Acronis) | Application Counter (unit) | CPPEssWorkstationCount | Customers, Partners, Reseller Branding |
| CP PROTECT STD Servers (Acronis) | Application Counter (unit) | CPPStdServerCount | Customers, Partners, Reseller Branding |
| CP PROTECT STD Virtual machines (Acronis) | Application Counter (unit) | CPPStdVmCount | Customers, Partners, Reseller Branding |
| CP PROTECT STD Web hosting servers (Acronis) | Application Counter (unit) | CPPStdWebHostingServerCount | Customers, Partners, Reseller Branding |
| CP PROTECT STD | Application | CPPStdWorkstationCount | Customers, |

| | | | |
|--|-------------------------------|-----------------------------|---|
| Workstations (Acronis) | Counter (unit) | | Partners, Reseller Branding |
| CP PROTECT ADV Servers (Acronis) | Application Counter (unit) | CPAdvServerCount | Customers, Partners, Reseller Branding |
| CP PROTECT ADV Virtual machines (Acronis) | Application Counter (unit) | CPAdvVmCount | Customers, Partners, Reseller Branding |
| CP PROTECT ADV Web hosting servers (Acronis) | Application Counter (unit) | CPAdvWebHostingServerCount | Customers, Partners, Reseller Branding |
| CP PROTECT ADV Workstations (Acronis) | Application Counter (unit) | CPAdvWorkstationCount | Customers, Partners, Reseller Branding |
| CP BACKUP STD G Suite seats (Acronis) | Application Counter (unit) | CPBStdGsuiteSeatsCount | Customers, Partners, Reseller Branding |
| CP BACKUP STD G Suite Shared Drive (Acronis) | Application Counter (unit) | CPBStdGsuiteGoogleTeamDrive | Customers, Partners, Reseller Branding |
| CP BACKUP STD Gmail (incl. Calendar, Contacts) (Acronis) | Application Counter (unit) | CPBStdGsuiteGoogleMail | Customers, Partners, Reseller Branding |
| CP BACKUP STD Google Drive (Acronis) | Application Counter (unit) | CPBStdGsuiteGoogleDrive | Customers, Partners, Reseller Branding |
| CP BACKUP STD Microsoft 365 seats (Acronis) | Application Counter (unit) | CPBStdO365SeatsCount | Customers, Partners, Reseller Branding |
| CP BACKUP STD Microsoft Mailboxes (Acronis) | Application Counter (unit) | CPBStdO365Mailboxes | Customers, |

| | | | |
|---|----------------------------|--------------------------------|---|
| | | | Partners, Reseller Branding |
| CP BACKUP STD Microsoft OneDrive (Acronis) | Application Counter (unit) | CPBStdO365OneDrive | Customers, Partners, Reseller Branding |
| CP BACKUP STD Microsoft SharePoint Online (Acronis) | Application Counter (unit) | CPBStdO365SharePointSitesCount | Customers, Partners, Reseller Branding |
| CP BACKUP STD Microsoft Teams (Acronis) | Application Counter (unit) | CPBStdO365TeamsCount | Customers, Partners, Reseller Branding |
| CP BACKUP STD Mobile Devices (Acronis) | Application Counter (unit) | CPBStdMobileDeviceCount | Customers, Partners, Reseller Branding |
| CP BACKUP STD Servers (Acronis) | Application Counter (unit) | CPBStdServerCount | Customers, Partners, Reseller Branding |
| CP BACKUP STD Virtual machines (Acronis) | Application Counter (unit) | CPBStdVmCount | Customers, Partners, Reseller Branding |
| CP BACKUP STD Web hosting servers (Acronis) | Application Counter (unit) | CPBStdWebHostingServerCount | Customers, Partners, Reseller Branding |
| CP BACKUP STD Websites (Acronis) | Application Counter (unit) | CPBStdWebsiteCount | Customers, Partners, Reseller Branding |
| CP BACKUP STD Workstations (Acronis) | Application Counter (unit) | CPBStdWorkstationCount | Customers, Partners, Reseller Branding |
| CP Disaster Recovery Storage (Acronis) | Application Counter (KB) | CPDrStorageUsage | Customers, |

| | | | |
|--|---|--------------------------|---|
| | | | Partners, Reseller Branding |
| CP Disaster Recovery Storage Acronis Hosted (Acronis) | Application Counter (KB) | CPDRAcronisHostedStorage | Partners, Reseller Branding |
| CP Disaster Recovery Storage Partner Hosted (Acronis) | Application Counter (KB) | CPDRPartnerHostedStorage | Partners, Reseller Branding |
| CP Disaster Recovery Cloud Servers (Acronis) | Application Counter (unit) | CPCloudServersCount | Customers, Partners, Reseller Branding |
| CP Disaster Recovery Compute Points (Acronis) | Application Counter (unit- hours) | CPCComputePointsCount | Customers, Partners, Reseller Branding |
| CP Disaster Recovery Internet access (Acronis) | Application Counter (unit) | CPInternetAccess | Customers, Partners, Reseller Branding |
| CP Disaster Recovery Public IP addresses (Acronis) | Application Counter (unit) | CPPublicIPsCount | Customers, Partners, Reseller Branding |

Resource types for **Cyber Backup Edition (New, Per Gigabyte model)**:

| Resource type name | APS Type | Resource class | Applicable to |
|---|-----------------------------|--------------------------------|---|
| CB Local Storage (Acronis) | Application Counter (KB) | CBLocalStorageUsage | Partners, Reseller Branding |
| CB Cloud Storage (Acronis) | Application Counter (KB) | CBStorageUsage | Customer, Partners, Reseller Branding |
| CB Provider's Hosted Storage (Acronis) | Application Counter (KB) | CBAcronisHostedStorage | Partners, Reseller Branding |
| CB Reseller's Hosted Storage (Acronis) | Application Counter (KB) | CBServiceProviderHostedStorage | Partners, Reseller Branding |

| | | | |
|--|----------------------------|--------------------------------|--|
| CB Google Hosted Storage (Acronis) | Application Counter (KB) | CBGoogleHostedStorage | Partners, Reseller Branding |
| CB Microsoft Azure Hosted Storage (Acronis) | Application Counter (KB) | CBAzureHostedStorage | Customers, Partners, Reseller Branding |
| CB BACKUP STD G Suite seats (Acronis) | Application Counter (unit) | CBBStdGsuiteSeatsCount | Customers, Partners, Reseller Branding |
| CB BACKUP STD G Suite Shared Drive (Acronis) | Application Counter (unit) | CBBStdGsuiteGoogleTeamDrive | Customers, Partners, Reseller Branding |
| CB BACKUP STD Gmail (incl. Calendar, Contacts) (Acronis) | Application Counter (unit) | CBBStdGsuiteGoogleMail | Customers, Partners, Reseller Branding |
| CB BACKUP STD Google Drive (Acronis) | Application Counter (unit) | CBBStdGsuiteGoogleDrive | Customers, Partners, Reseller Branding |
| CB BACKUP STD Microsoft 365 seats (Acronis) | Application Counter (unit) | CBBStdO365SeatsCount | Customers, Partners, Reseller Branding |
| CB BACKUP STD Microsoft Mailboxes (Acronis) | Application Counter (unit) | CBBStdO365Mailboxes | Customers, Partners, Reseller Branding |
| CB BACKUP STD Microsoft OneDrive (Acronis) | Application Counter (unit) | CBBStdO365OneDrive | Customers, Partners, Reseller Branding |
| CB BACKUP STD Microsoft SharePoint Online (Acronis) | Application Counter (unit) | CBBStdO365SharePointSitesCount | Customers, Partners, Reseller Branding |
| CB BACKUP STD Microsoft Teams (Acronis) | Application Counter (unit) | CBBStdO365TeamsCount | Customers, Partners, Reseller Branding |
| CB BACKUP STD Mobile Devices (Acronis) | Application Counter (unit) | CBBStdMobileDeviceCount | Customers, Partners, Reseller Branding |
| CB BACKUP STD Servers (Acronis) | Application Counter (unit) | CBBStdServerCount | Customers, Partners, Reseller Branding |
| CB BACKUP STD Virtual | Application | CBBStdVmCount | Customers, |

| | | | |
|---|----------------------------|-----------------------------|--|
| machines (Acronis) | Counter (unit) | | Partners, Reseller Branding |
| CB BACKUP STD Web hosting servers (Acronis) | Application Counter (unit) | CBBStdWebHostingServerCount | Customers, Partners, Reseller Branding |
| CB BACKUP STD Websites (Acronis) | Application Counter (unit) | CBBStdWebsiteCount | Customers, Partners, Reseller Branding |
| CB BACKUP STD Workstations (Acronis) | Application Counter (unit) | CBBStdWorkstationCount | Customers, Partners, Reseller Branding |

Resource types for **Cyber Backup – Standard Edition (Legacy)**:

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

| | | | |
|--|----------------------------|--------------------------|--|
| Protected Microsoft 365 Seats (Acronis) | Application Counter (unit) | MailboxCount | Customers, Partners, Reseller Branding |
| Protected Websites (Acronis) | Application Counter (unit) | WebsiteCount | Customers, Partners, Reseller Branding |
| Protected Web Hosting Servers (Acronis) | Application Counter (unit) | WebHostingServerCount | Customers, Partners, Reseller Branding |
| Microsoft 365 Mailboxes (Acronis) | Application Counter (unit) | O365Mailboxes | Customers, Partners, Reseller Branding |
| Microsoft 365 OneDrive (Acronis) | Application Counter (unit) | O365OneDrive | Customers, Partners, Reseller Branding |
| Microsoft 365 SharePoint Sites (Acronis) | Application Counter (unit) | O365SharePointSitesCount | Customers, Partners, Reseller Branding |
| Microsoft 365 Teams (Acronis) | Application Counter (unit) | O365TeamsCount | Customers, Partners, Reseller Branding |
| G Suite Seats (Acronis) | Application Counter (unit) | GsuiteGoogleTeamDrive | Customers, Partners, Reseller Branding |
| GMail (incl. Calendar, Contacts) (Acronis) | Application Counter (unit) | GsuiteGoogleMail | Customers, Partners, Reseller Branding |
| Google Drive (Acronis) | Application Counter (unit) | GsuiteGoogleDrive | Customers, Partners, Reseller Branding |
| G Suite Shared Drive (Acronis) | Application Counter (unit) | GsuiteGoogleTeamDrive | Customers, Partners, Reseller Branding |
| Disaster Recovery Storage (Acronis) | Application Counter (KB) | DrStorageUsage | Customers, Partners, Reseller Branding |
| Disaster Recovery Storage Acronis Hosted (Acronis) | Application Counter (KB) | DRAcronisHostedStorage | Partners, Reseller Branding |
| Disaster Recovery Storage | Application | DRPartnerHostedStorage | Partners, Reseller |

| | | | |
|-------------------------------|----------------------------------|--------------------|--|
| Partner Hosted (Acronis) | Counter (KB) | | Branding |
| Compute Points (Acronis) | Application Counter (unit-hours) | ComputePointsCount | Customers, Partners, Reseller Branding |
| Cloud Servers (Acronis) | Application Counter (unit) | CloudServersCount | Customers, Partners, Reseller Branding |
| Internet Access (Acronis) | Application Counter (unit) | InternetAccess | Customers, Partners, Reseller Branding |
| Public IP Addresses (Acronis) | Application Counter (unit) | PublicIPsCount | Customers, Partners, Reseller Branding |

Resource types for **Cyber Backup – Advanced Edition (Legacy)**:

| Resource type name | Resource class | APS Type | Applicable to |
|--|----------------------------|---------------------------------|--|
| ADV Cloud Storage (Acronis) | Application Counter (KB) | AdvStorageUsage | Customers, Partners, Reseller Branding |
| ADV Provider's Hosted Storage (Acronis) | Application Counter (KB) | AdvServiceProviderHostedStorage | Partners, Reseller Branding |
| ADV Reseller's Hosted Storage (Acronis) | Application Counter (KB) | AdvAcronisHostedStorage | Partners, Reseller Branding |
| ADV Google Hosted Storage (Acronis) | Application Counter (KB) | AdvGoogleHostedStorage | Partners, Reseller Branding |
| ADV Microsoft Azure Hosted Storage (Acronis) | Application Counter (KB) | AdvAzureHostedStorage | Partners, Reseller Branding |
| ADV Protected Servers (Acronis) | Application Counter (unit) | AdvServerCount | Customers, Partners, Reseller Branding |
| ADV Protected Virtual Machines (Acronis) | Application Counter (unit) | AdvVmCount | Customers, Partners, Reseller Branding |
| ADV Protected Workstations (Acronis) | Application Counter (unit) | AdvWorkstationCount | Customers, Partners, Reseller Branding |

| | | | |
|--|----------------------------|-----------------------------|--|
| ADV Protected Mobile Devices (Acronis) | Application Counter (unit) | AdvMobileDeviceCount | Customers, Partners, Reseller Branding |
| ADV Protected Microsoft 365 Seats (Acronis) | Application Counter (unit) | AdvO365SeatsCount | Customers, Partners, Reseller Branding |
| ADV Protected Websites (Acronis) | Application Counter (unit) | AdvWebsiteCount | Customers, Partners, Reseller Branding |
| ADV Protected Web Hosting Servers (Acronis) | Application Counter (unit) | AdvWebHostingServerCount | Customers, Partners, Reseller Branding |
| ADV Microsoft 365 Mailboxes (Acronis) | Application Counter (unit) | AdvO365Mailboxes | Customers, Partners, Reseller Branding |
| ADV Microsoft 365 OneDrive (Acronis) | Application Counter (unit) | AdvO365OneDrive | Customers, Partners, Reseller Branding |
| ADV Microsoft 365 SharePoint Sites (Acronis) | Application Counter (unit) | AdvO365SharePointSitesCount | Customers, Partners, Reseller Branding |
| ADV Microsoft 365 Teams (Acronis) | Application Counter (unit) | AdvO365TeamsCount | Customers, Partners, Reseller Branding |
| ADV G Suite Seats (Acronis) | Application Counter (unit) | AdvGsuiteGoogleTeamDrive | Customers, Partners, Reseller Branding |
| ADV GMail (incl. Calendar, Contacts) (Acronis) | Application Counter (unit) | AdvGsuiteGoogleMail | Customers, Partners, Reseller Branding |
| ADV Google Drive (Acronis) | Application Counter (unit) | AdvGsuiteGoogleDrive | Customers, Partners, Reseller Branding |
| ADV G Suite Shared Drive (Acronis) | Application Counter (unit) | AdvGsuiteGoogleTeamDrive | Customers, Partners, Reseller Branding |

Resource types for **Cyber Backup – Disaster Recovery Edition (Legacy)**:

| Resource type name | Resource class | APS Type | Applicable to |
|--|----------------------------|---------------------------------|--|
| DRE Cloud Storage (Acronis) | Application Counter (KB) | DreStorageUsage | Customers, Partners, Reseller Branding |
| DRE Provider's Hosted Storage (Acronis) | Application Counter (KB) | DreServiceProviderHostedStorage | Partners, Reseller Branding |
| DRE Reseller's Hosted Storage (Acronis) | Application Counter (KB) | DreAcronisHostedStorage | Partners, Reseller Branding |
| DRE Google Hosted Storage (Acronis) | Application Counter (KB) | DreGoogleHostedStorage | Partners, Reseller Branding |
| DRE Microsoft Azure Hosted Storage (Acronis) | Application Counter (KB) | DreAzureHostedStorage | Partners, Reseller Branding |
| DRE Protected Servers (Acronis) | Application Counter (unit) | DreServerCount | Customers, Partners, Reseller Branding |
| DRE Protected Virtual Machines (Acronis) | Application Counter (unit) | DreVmCount | Customers, Partners, Reseller Branding |
| DRE Protected Workstations (Acronis) | Application Counter (unit) | DreWorkstationCount | Customers, Partners, Reseller Branding |
| DRE Protected Mobile Devices (Acronis) | Application Counter (unit) | DreMobileDeviceCount | Customers, Partners, Reseller Branding |
| DRE Protected Microsoft 365 Seats (Acronis) | Application Counter (unit) | DreO365SeatsCount | Customers, Partners, Reseller Branding |
| DRE Protected Websites (Acronis) | Application Counter (unit) | DreWebsiteCount | Customers, Partners, Reseller Branding |
| DRE Protected Web Hosting Servers (Acronis) | Application Counter (unit) | DreWebHostingServerCount | Customers, Partners, Reseller Branding |
| DRE Microsoft 365 Mailboxes (Acronis) | Application Counter (unit) | DreO365Mailboxes | Customers, Partners, Reseller Branding |

| | | | |
|--|----------------------------------|-----------------------------|--|
| DRE Microsoft 365 OneDrive (Acronis) | Application Counter (unit) | DreO365OneDrive | Customers, Partners, Reseller Branding |
| DRE Microsoft 365 SharePoint Sites (Acronis) | Application Counter (unit) | DreO365SharePointSitesCount | Customers, Partners, Reseller Branding |
| DRE Microsoft 365 Teams (Acronis) | Application Counter (unit) | DreO365TeamsCount | Customers, Partners, Reseller Branding |
| DRE G Suite Seats (Acronis) | Application Counter (unit) | DreGsuiteGoogleTeamDrive | Customers, Partners, Reseller Branding |
| DRE GMail (incl. Calendar, Contacts) (Acronis) | Application Counter (unit) | DreGsuiteGoogleMail | Customers, Partners, Reseller Branding |
| DRE Google Drive (Acronis) | Application Counter (unit) | DreGsuiteGoogleDrive | Customers, Partners, Reseller Branding |
| DRE G Suite Shared Drive (Acronis) | Application Counter (unit) | DreGsuiteGoogleTeamDrive | Customers, Partners, Reseller Branding |
| DRE Disaster Recovery Storage (Acronis) | Application Counter (KB) | DreDrStorageUsage | Customers, Partners, Reseller Branding |
| DRE Disaster Recovery Storage Acronis Hosted (Acronis) | Application Counter (KB) | DreDRAcronisHostedStorage | Partners, Reseller Branding |
| DRE Disaster Recovery Storage Partner Hosted (Acronis) | Application Counter (KB) | DreDRPartnerHostedStorage | Partners, Reseller Branding |
| DRE Compute Points (Acronis) | Application Counter (unit-hours) | DreComputePointsCount | Customers, Partners, Reseller Branding |
| DRE Cloud Servers (Acronis) | Application Counter (unit) | DreCloudServersCount | Customers, Partners, Reseller Branding |
| DRE Internet Access (Acronis) | Application Counter (unit) | DreInternetAccess | Customers, Partners, Reseller Branding |

| | | | |
|-----------------------------------|----------------------------|-------------------|--|
| DRE Public IP Addresses (Acronis) | Application Counter (unit) | DrePublicIPsCount | Customers, Partners, Reseller Branding |
|-----------------------------------|----------------------------|-------------------|--|

Resource types for **Cyber Protect – Standard Edition (Legacy)**:

| Resource type name | Resource class | APS Type | Applicable to |
|--|----------------------------|-------------------------------|--|
| PROTECT STD Cloud Storage (Acronis) | Application Counter (KB) | PStorageUsage | Customers, Partners, Reseller Branding |
| PROTECT STD Provider's Hosted Storage (Acronis) | Application Counter (KB) | PServiceProviderHostedStorage | Partners, Reseller Branding |
| PROTECT STD Reseller's Hosted Storage (Acronis) | Application Counter (KB) | PAcronisHostedStorage | Partners, Reseller Branding |
| PROTECT STD Google Hosted Storage (Acronis) | Application Counter (KB) | PGoogleHostedStorage | Partners, Reseller Branding |
| PROTECT STD Microsoft Azure Hosted Storage (Acronis) | Application Counter (KB) | PAzureHostedStorage | Partners, Reseller Branding |
| PROTECT STD Protected Servers (Acronis) | Application Counter (unit) | PServerCount | Customers, Partners, Reseller Branding |
| PROTECT STD Protected Virtual Machines (Acronis) | Application Counter (unit) | PVmCount | Customers, Partners, Reseller Branding |
| PROTECT STD Protected Workstations (Acronis) | Application Counter (unit) | PWorkstationCount | Customers, Partners, Reseller Branding |
| PROTECT STD Protected Mobile Devices (Acronis) | Application Counter (unit) | PMobileDeviceCount | Customers, Partners, Reseller Branding |
| PROTECT STD Protected Microsoft 365 Seats (Acronis) | Application Counter (unit) | PO365SeatsCount | Customers, Partners, Reseller Branding |
| PROTECT STD Protected Websites (Acronis) | Application Counter (unit) | PWebsiteCount | Customers, Partners, Reseller Branding |
| PROTECT STD Protected Web | Application | PWebHostingServerCount | Customers, |

| | | | |
|--|-------------------------------|---------------------------|--|
| Hosting Servers (Acronis) | Counter (unit) | | Partners, Reseller Branding |
| PROTECT STD Microsoft 365 Mailboxes (Acronis) | Application Counter (unit) | PO365Mailboxes | Customers, Partners, Reseller Branding |
| PROTECT STD Microsoft 365 OneDrive (Acronis) | Application Counter (unit) | PO365OneDrive | Customers, Partners, Reseller Branding |
| PROTECT STD Microsoft 365 SharePoint Sites (Acronis) | Application Counter (unit) | PO365SharePointSitesCount | Customers, Partners, Reseller Branding |
| PROTECT STD Microsoft 365 Teams (Acronis) | Application Counter (unit) | PO365TeamsCount | Customers, Partners, Reseller Branding |
| PROTECT STD G Suite Seats (Acronis) | Application Counter (unit) | PGsuiteGoogleTeamDrive | Customers, Partners, Reseller Branding |
| PROTECT STD Calendar, Contacts (Acronis) | Application Counter (unit) | PGsuiteGoogleMail | Customers, Partners, Reseller Branding |
| PROTECT STD Google Drive (Acronis) | Application Counter (unit) | PGsuiteGoogleDrive | Customers, Partners, Reseller Branding |
| PROTECT STD G Suite Shared Drive (Acronis) | Application Counter (unit) | PGsuiteGoogleTeamDrive | Customers, Partners, Reseller Branding |

Resource types for **Cyber Protect – Advanced Edition (Legacy)**:

| Resource type name | Resource class | APS Type | Applicable to |
|---|-----------------------------|----------------------------------|--|
| PROTECT ADV Cloud Storage (Acronis) | Application Counter (KB) | PAdvStorageUsage | Customers, Partners, Reseller Branding |
| PROTECT ADV Provider's Hosted Storage (Acronis) | Application Counter (KB) | PAdvServiceProviderHostedStorage | Partners, Reseller Branding |
| PROTECT ADV Reseller's Hosted Storage (Acronis) | Application Counter (KB) | PAdvAcronisHostedStorage | Partners, Reseller Branding |

| | | | |
|--|----------------------------|------------------------------|--|
| PROTECT ADV Google Hosted Storage (Acronis) | Application Counter (KB) | PAdvGoogleHostedStorage | Partners, Reseller Branding |
| PROTECT ADV Microsoft Azure Hosted Storage (Acronis) | Application Counter (KB) | PAdvAzureHostedStorage | Partners, Reseller Branding |
| PROTECT ADV Protected Servers (Acronis) | Application Counter (unit) | PAdvServerCount | Customers, Partners, Reseller Branding |
| PROTECT ADV Protected Virtual Machines (Acronis) | Application Counter (unit) | PAdvVmCount | Customers, Partners, Reseller Branding |
| PROTECT ADV Protected Workstations (Acronis) | Application Counter (unit) | PAdvWorkstationCount | Customers, Partners, Reseller Branding |
| PROTECT ADV Protected Mobile Devices (Acronis) | Application Counter (unit) | PAdvMobileDeviceCount | Customers, Partners, Reseller Branding |
| PROTECT ADV Protected Microsoft 365 Seats (Acronis) | Application Counter (unit) | PAdvO365SeatsCount | Customers, Partners, Reseller Branding |
| PROTECT ADV Protected Websites (Acronis) | Application Counter (unit) | PAdvWebsiteCount | Customers, Partners, Reseller Branding |
| PROTECT ADV Protected Web Hosting Servers (Acronis) | Application Counter (unit) | PAdvWebHostingServerCount | Customers, Partners, Reseller Branding |
| PROTECT ADV Microsoft 365 Mailboxes (Acronis) | Application Counter (unit) | PAdvO365Mailboxes | Customers, Partners, Reseller Branding |
| PROTECT ADV Microsoft 365 OneDrive (Acronis) | Application Counter (unit) | PAdvO365OneDrive | Customers, Partners, Reseller Branding |
| PROTECT ADV Microsoft 365 SharePoint Sites (Acronis) | Application Counter (unit) | PAdvO365SharePointSitesCount | Customers, Partners, Reseller Branding |
| PROTECT ADV Microsoft 365 Teams (Acronis) | Application Counter (unit) | PAdvO365TeamsCount | Customers, Partners, Reseller Branding |
| PROTECT ADV G Suite Seats (Acronis) | Application Counter (unit) | PAdvGsuiteGoogleTeamDrive | Customers, Partners, Reseller |

| | | | |
|--|----------------------------|---------------------------|--|
| | | | Branding |
| PROTECT ADV GMail (incl. Calendar, Contacts) (Acronis) | Application Counter (unit) | PAdvGsuiteGoogleMail | Customers, Partners, Reseller Branding |
| PROTECT ADV Google Drive (Acronis) | Application Counter (unit) | PAdvGsuiteGoogleDrive | Customers, Partners, Reseller Branding |
| PROTECT ADV G Suite Shared Drive (Acronis) | Application Counter (unit) | PAdvGsuiteGoogleTeamDrive | Customers, Partners, Reseller Branding |

Resource types for **Cyber Protect – Disaster Recovery Edition (Legacy)**:

| Resource type name | Resource class | APS Type | Applicable to |
|--|----------------------------|----------------------------------|--|
| PROTECT DRE Cloud Storage (Acronis) | Application Counter (KB) | PDreStorageUsage | Customers, Partners, Reseller Branding |
| PROTECT DRE Provider's Hosted Storage (Acronis) | Application Counter (KB) | PDreServiceProviderHostedStorage | Partners, Reseller Branding |
| PROTECT DRE Reseller's Hosted Storage (Acronis) | Application Counter (KB) | PDreAcronisHostedStorage | Partners, Reseller Branding |
| PROTECT DRE Google Hosted Storage (Acronis) | Application Counter (KB) | PDreGoogleHostedStorage | Partners, Reseller Branding |
| PROTECT DRE Microsoft Azure Hosted Storage (Acronis) | Application Counter (KB) | PDreAzureHostedStorage | Partners, Reseller Branding |
| PROTECT DRE Protected Servers (Acronis) | Application Counter (unit) | PDreServerCount | Customers, Partners, Reseller Branding |
| PROTECT DRE Protected Virtual Machines (Acronis) | Application Counter (unit) | PDreVmCount | Customers, Partners, Reseller Branding |

| | | | |
|--|----------------------------|------------------------------|--|
| PROTECT DRE Protected Workstations (Acronis) | Application Counter (unit) | PDreWorkstationCount | Customers, Partners, Reseller Branding |
| PROTECT DRE Protected Mobile Devices (Acronis) | Application Counter (unit) | PDreMobileDeviceCount | Customers, Partners, Reseller Branding |
| PROTECT DRE Protected Microsoft 365 Seats (Acronis) | Application Counter (unit) | PDreO365SeatsCount | Customers, Partners, Reseller Branding |
| PROTECT DRE Protected Websites (Acronis) | Application Counter (unit) | PDreWebsiteCount | Customers, Partners, Reseller Branding |
| PROTECT DRE Protected Web Hosting Servers (Acronis) | Application Counter (unit) | PDreWebHostingServerCount | Customers, Partners, Reseller Branding |
| PROTECT DRE Microsoft 365 Mailboxes (Acronis) | Application Counter (unit) | PDreO365Mailboxes | Customers, Partners, Reseller Branding |
| PROTECT DRE Microsoft 365 OneDrive (Acronis) | Application Counter (unit) | PDreO365OneDrive | Customers, Partners, Reseller Branding |
| PROTECT DRE Microsoft 365 SharePoint Sites (Acronis) | Application Counter (unit) | PDreO365SharePointSitesCount | Customers, Partners, Reseller Branding |
| PROTECT DRE Microsoft 365 Teams (Acronis) | Application Counter (unit) | PDreO365TeamsCount | Customers, Partners, Reseller Branding |
| PROTECT DRE G Suite Seats (Acronis) | Application Counter (unit) | PDreGsuiteGoogleTeamDrive | Customers, Partners, Reseller Branding |

| | | | |
|--|----------------------------------|----------------------------|--|
| PROTECT DRE GMail (incl. Calendar, Contacts) (Acronis) | Application Counter (unit) | PDreGsuiteGoogleMail | Customers, Partners, Reseller Branding |
| PROTECT DRE Google Drive (Acronis) | Application Counter (unit) | PDreGsuiteGoogleDrive | Customers, Partners, Reseller Branding |
| PROTECT DRE G Suite Shared Drive (Acronis) | Application Counter (unit) | PDreGsuiteGoogleTeamDrive | Customers, Partners, Reseller Branding |
| PROTECT DRE Disaster Recovery Storage (Acronis) | Application Counter (KB) | PDreDrStorageUsage | Customers, Partners, Reseller Branding |
| PROTECT DRE Disaster Recovery Storage Acronis Hosted (Acronis) | Application Counter (KB) | PDreDRAcronisHostedStorage | Partners, Reseller Branding |
| PROTECT DRE Disaster Recovery Storage Partner Hosted (Acronis) | Application Counter (KB) | PDreDRPartnerHostedStorage | Partners, Reseller Branding |
| PROTECT DRE Compute Points (Acronis) | Application Counter (unit-hours) | PDreComputePointsCount | Customers, Partners, Reseller Branding |
| PROTECT DRE Cloud Servers (Acronis) | Application Counter (unit) | PDreCloudServersCount | Customers, Partners, Reseller Branding |
| PROTECT DRE Internet Access (Acronis) | Application Counter (unit) | PDreInternetAccess | Customers, Partners, Reseller Branding |
| PROTECT DRE Public IP Addresses (Acronis) | Application Counter (unit) | PDrePublicIpsCount | Customers, Partners, Reseller Branding |

Resource types for **Acronis Files Cloud** (can be used for Partner subscriptions only):

| Resource type name | Resource class | APS Type | Applicable to |
|--|----------------------------|------------------------|---------------|
| Files Cloud Storage (Acronis) | Application Counter (KB) | FilesStorageUsage | Partners |
| Files Cloud Storage Acronis Hosted (Acronis) | Application Counter (KB) | FCAcronisHostedStorage | Partners |
| Files Cloud Storage Partner Hosted (Acronis) | Application Counter (KB) | FCPartnerHostedStorage | Partners |
| Files Cloud Users (Acronis) | Application Counter (unit) | FilesUsersCount | Partners |

Resource types for **Acronis Notary Cloud** (can be used for Partner subscriptions only):

| Resource type name | Resource class | APS Type | Applicable to |
|------------------------------------|----------------------------------|--------------------|---------------|
| Notary Storage (Acronis) | Application Counter (KB) | NotaryUsage | Partners |
| Notarizations (Ethereum) (Acronis) | Application Counter (unit-hours) | NotarizationsCount | Partners |
| eSignatures (Ethereum) (Acronis) | Application Counter (unit-hours) | EsignaturesCount | Partners |

8.2 Creating service templates

8.2.1 Default service templates

During installation, Acronis Cyber Cloud application automatically creates a set of service templates:

- Customer templates
 - "Acronis Cyber Protect Cloud" for new Cyber Protect edition
 - "Acronis Cyber Backup Cloud" for new Cyber Backup edition
- Partner template
 - "Acronis Cyber Cloud" with new Cyber Protect and Cyber Backup editions
- Reseller Branding template
 - "Acronis Cyber Cloud for Reseller Branding" with new Cyber Protect and Cyber Backup editions

Note

For Customer's and Partner's service templates, you will need to create a Service profile and include it into the templates respectively. Please refer to the "Configure Service Profiles" (p. 15) chapter.

Acronis Cyber Protect Cloud template for Customers:

| Resource type name | Limit |
|--|-----------|
| Acronis Cyber Cloud (Acronis) | 1 |
| Default Customer Profile (Acronis) | 1 |
| Note You can use the default customer profile or create a new one in application settings. | |
| Backup Users (Acronis) | Unlimited |
| Backup Tenant (Acronis) | 1 |
| Local Storage (Acronis) | Unlimited |
| CP Cloud Storage (Acronis) | Unlimited |
| CP PROTECT ESS * resources | Unlimited |
| CP PROTECT STD * resources | Unlimited |
| CP PROTECT ADV * resources | Unlimited |
| CP BACKUP STD * resources | Unlimited |
| CP Disaster Recovery Storage (Acronis) | Unlimited |
| CP Disaster Recovery * resources | Unlimited |

Acronis Cyber Backup Cloud template for Customers:

| Resource type name | Limit |
|--|-----------|
| Acronis Cyber Cloud (Acronis) | 1 |
| Default Customer Profile (Acronis) | 1 |
| Note You can use the default customer profile or create a new one in application settings. | |
| Backup Tenant (Acronis) | 1 |
| Backup Users (Acronis) | Unlimited |
| Local Storage (Acronis) | Unlimited |
| CB Cloud Storage (Acronis) | Unlimited |
| CB BACKUP STD * resources | Unlimited |

Acronis Cyber Cloud template for Partners:

| Resource type name | Limit |
|---|-----------|
| Acronis Cyber Cloud (Acronis) | 1 |
| Default Partner Profile (Acronis) | 1 |
| Note You can use the default partner profile or create a new one in application settings. | |
| Backup Tenant (Acronis) | 1 |
| Backup Users (Acronis) | Unlimited |
| Local Storage (Acronis) | Unlimited |
| CP Cloud Storage (Acronis) | Unlimited |
| CP Provider's Hosted Storage (Acronis) | Unlimited |
| CP Reseller's Hosted Storage (Acronis) | Unlimited |
| CP Google Hosted Storage (Acronis) | Unlimited |
| CP Microsoft Azure Hosted Storage (Acronis) | Unlimited |
| CP PROTECT ESS * resources | Unlimited |
| CP PROTECT STD * resources | Unlimited |
| CP PROTECT ADV * resources | Unlimited |
| CP BACKUP STD * resources | Unlimited |
| CP Disaster Recovery Storage (Acronis) | Unlimited |
| CP Disaster Recovery Storage Acronis Hosted (Acronis) | Unlimited |
| CP Disaster Recovery Storage Partner Hosted (Acronis) | Unlimited |
| CP Disaster Recovery * resources | Unlimited |
| CB Local Storage (Acronis) | Unlimited |
| CB Cloud Storage (Acronis) | Unlimited |
| CB Provider's Hosted Storage (Acronis) | Unlimited |
| CB Reseller's Hosted Storage (Acronis) | Unlimited |
| CB Google Hosted Storage (Acronis) | Unlimited |
| CB Microsoft Azure Hosted Storage (Acronis) | Unlimited |
| CB BACKUP STD * resources | Unlimited |

Acronis Cyber Cloud for Reseller Branding template:

| Resource type name | Limit |
|---|-----------|
| Acronis Cyber Cloud (Acronis) | 1 |
| Reseller Branding (Acronis) | 1 |
| Backup Tenant (Acronis) | 1 |
| Backup Users (Acronis) | Unlimited |
| Local Storage (Acronis) | Unlimited |
| CP Cloud Storage (Acronis) | Unlimited |
| CP Provider's Hosted Storage (Acronis) | Unlimited |
| CP Reseller's Hosted Storage (Acronis) | Unlimited |
| CP Google Hosted Storage (Acronis) | Unlimited |
| CP Microsoft Azure Hosted Storage (Acronis) | Unlimited |
| CP PROTECT ESS * resources | Unlimited |
| CP PROTECT STD * resources | Unlimited |
| CP PROTECT ADV * resources | Unlimited |
| CP BACKUP STD * resources | Unlimited |
| CP Disaster Recovery Storage (Acronis) | Unlimited |
| CP Disaster Recovery Storage Acronis Hosted (Acronis) | Unlimited |
| CP Disaster Recovery Storage Partner Hosted (Acronis) | Unlimited |
| CP Disaster Recovery * resources | Unlimited |
| CB Local Storage (Acronis) | Unlimited |
| CB Cloud Storage (Acronis) | Unlimited |
| CB Provider's Hosted Storage (Acronis) | Unlimited |
| CB Reseller's Hosted Storage (Acronis) | Unlimited |
| CB Google Hosted Storage (Acronis) | Unlimited |
| CB Microsoft Azure Hosted Storage (Acronis) | Unlimited |
| CB BACKUP STD * resources | Unlimited |

8.2.2 Adding a new service template

If you need to create an additional service template, use the instructions below:

1. Log in to the **Provider Control Panel** of CloudBlue Commerce.
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 "Creating resource types" (p. 20). In general, a service template should include common application resource as well as resources for the required edition(s) (pay attention to the "Applicable to" column).

Recommendations for service templates, depending on the subscription type:

- For Partners and Reseller Branding - configure a single service template with all available editions
- For Customers – configure a template with a single edition only (e.g. new Cyber Protect or new Cyber Backup edition, etc.)

Note

When creating service templates and service plans for customer type profiles, have in mind that customer subscriptions should not contain resources from different editions at the same time.

8.3 Creating service plans

8.3.1 Configure units of measure

Prior to creating service plans, you have to configure a required unit of measure (GB) for storage resources (KB by default).

1. Log in to the **Provider Control Panel** of CloudBlue Commerce 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**.

Repeat steps 2-4 for all storage resources in the Acronis application.

8.3.2 Adding a new service plan

Follow the steps below to create a service plan:

1. Log in to the **Provider Control Panel** of CloudBlue Commerce 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**: enter 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 to be presented to your users.
 - **Billing Terms and Advanced Properties**: specify desired properties of the plan and click **Next**.
5. Specify the subscription periods you want to offer as well as the prices and fees for those periods, then click **Next**.
6. To specify one or more resource rates (also called 'plan rates'), such as the included and maximum amounts of storage available under the plan, click **Setup Plan Rates**. For details, see the examples further in this section. Review the settings, then click **Finish**.

Note

If you are new to the Acronis Cyber Cloud APS application, we suggest you to start with the Cyber Protect (new) edition.

8.3.3 Service plan examples

Case 1: Suppose that you want to offer to Customers an annual pre-paid Acronis subscription with a 30 days Trial period.

The service plan will contain a new Cyber Protect edition with the following limitations:

- Cyber Backup – Standard licenses will be enabled by default with some resource limits.
- Cyber Protect – Essential, Standard, Advanced licenses and Disaster Recovery service can be purchased additionally.

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 can be for example:

| Resource type name | Measurable | Show in CP | Inc. Amount | Max Amount | Recurring Fee |
|--------------------|------------|------------|-------------|------------|---------------|
| Local Storage | No | Yes | 250 | Unlim | \$\$ |
| CP Cloud Storage | No | Yes | 250 | Unlim | \$\$ |

| | | | | | |
|--|----|-----|---|-------|------|
| CP BACKUP STD G Suite seats | No | Yes | 5 | Unlim | \$\$ |
| CP BACKUP STD Microsoft 365 seats | No | Yes | 5 | Unlim | \$\$ |
| CP BACKUP STD Microsoft Teams | No | Yes | 5 | Unlim | \$\$ |
| CP BACKUP STD Mobile Devices | No | Yes | 5 | Unlim | \$\$ |
| CP BACKUP STD Servers | No | Yes | 2 | Unlim | \$\$ |
| CP BACKUP STD Virtual machines | No | Yes | 2 | Unlim | \$\$ |
| CP BACKUP STD Web hosting servers | No | Yes | 2 | Unlim | \$\$ |
| CP BACKUP STD Websites | No | Yes | 2 | Unlim | \$\$ |
| CP BACKUP STD Workstations | No | Yes | 2 | Unlim | \$\$ |
| CP PROTECT ESS Servers | No | Yes | 0 | Unlim | \$\$ |
| CP PROTECT ESS Virtual machines | No | Yes | 0 | Unlim | \$\$ |
| CP PROTECT ESS Workstations | No | Yes | 0 | Unlim | \$\$ |
| CP PROTECT STD Servers | No | Yes | 0 | Unlim | \$\$ |
| CP PROTECT STD Virtual machines | No | Yes | 0 | Unlim | \$\$ |
| CP PROTECT STD Web hosting servers | No | Yes | 0 | Unlim | \$\$ |
| CP PROTECT STD Workstations | No | Yes | 0 | Unlim | \$\$ |
| CP PROTECT ADV Servers | No | Yes | 0 | Unlim | \$\$ |
| CP PROTECT ADV Virtual machines | No | Yes | 0 | Unlim | \$\$ |
| CP PROTECT ADV Web hosting servers | No | Yes | 0 | Unlim | \$\$ |
| CP PROTECT ADV Workstations | No | Yes | 0 | Unlim | \$\$ |
| CP Disaster Recovery Storage | No | Yes | 0 | Unlim | \$\$ |
| CP Disaster Recovery Cloud Servers | No | Yes | 0 | Unlim | \$\$ |
| CP Disaster Recovery Compute Points | No | Yes | 0 | Unlim | \$\$ |
| CP Disaster Recovery Public IP addresses | No | Yes | 0 | Unlim | \$\$ |

Subscribing to this plan, customers will get 250GB of Cloud Storage, 250GB of Local Storage and a certain number of Backup – Standard licenses. They will be able to buy additional items for all other

resources, if required. Disaster Recovery can be purchased as an additional service to the existing subscription as well.

Case 2: Suppose that you want to offer Customers an annual 'pay as you go' Cyber Protection subscription with a 30 days Trial.

The service plan will contain a new Cyber Protect edition with all available resources. Customers will be charged for the actual usage on a monthly basis.

The resource rates configuration can be as follows:

| Resource type name | Measurable | Show in CP | Inc. Amount | Max Amount | Recurring Fee |
|------------------------------------|------------|------------|-------------|------------|---------------|
| Local Storage | Yes | No | 0 | Unlim | \$\$ |
| CP Cloud Storage | Yes | No | 0 | Unlim | \$\$ |
| CP BACKUP STD G Suite seats | Yes | No | 0 | Unlim | \$\$ |
| CP BACKUP STD Microsoft 365 seats | Yes | No | 0 | Unlim | \$\$ |
| CP BACKUP STD Microsoft Teams | Yes | No | 0 | Unlim | \$\$ |
| CP BACKUP STD Mobile Devices | Yes | No | 0 | Unlim | \$\$ |
| CP BACKUP STD Servers | Yes | No | 0 | Unlim | \$\$ |
| CP BACKUP STD Virtual machines | Yes | No | 0 | Unlim | \$\$ |
| CP BACKUP STD Web hosting servers | Yes | No | 0 | Unlim | \$\$ |
| CP BACKUP STD Websites | Yes | No | 0 | Unlim | \$\$ |
| CP BACKUP STD Workstations | Yes | No | 0 | Unlim | \$\$ |
| CP PROTECT ESS Servers | Yes | No | 0 | Unlim | \$\$ |
| CP PROTECT ESS Virtual machines | Yes | No | 0 | Unlim | \$\$ |
| CP PROTECT ESS Workstations | Yes | No | 0 | Unlim | \$\$ |
| CP PROTECT STD Servers | Yes | No | 0 | Unlim | \$\$ |
| CP PROTECT STD Virtual machines | Yes | No | 0 | Unlim | \$\$ |
| CP PROTECT STD Web hosting servers | Yes | No | 0 | Unlim | \$\$ |
| CP PROTECT STD Workstations | Yes | No | 0 | Unlim | \$\$ |
| CP PROTECT ADV Servers | Yes | No | 0 | Unlim | \$\$ |
| CP PROTECT ADV Virtual machines | Yes | No | 0 | Unlim | \$\$ |

| | | | | | |
|--|-----|----|---|-------|------|
| CP PROTECT ADV Web hosting servers | Yes | No | 0 | Unlim | \$\$ |
| CP PROTECT ADV Workstations | Yes | No | 0 | Unlim | \$\$ |
| CP Disaster Recovery Storage | Yes | No | 0 | Unlim | \$\$ |
| CP Disaster Recovery Cloud Servers | Yes | No | 0 | Unlim | \$\$ |
| CP Disaster Recovery Compute Points | Yes | No | 0 | Unlim | \$\$ |
| CP Disaster Recovery Public IP addresses | Yes | No | 0 | Unlim | \$\$ |

Case 3: You need to prepare a plan offer for selling new Cyber Protect and Cyber Backup editions to Partners.

It will be a 'pay as you go' plan, with all resources set to Unlimited. Partners will be charged for the actual usage on a monthly basis.

The resource rates configuration can be as the following (the list includes only billable resources, according to the Acronis price list):

| Resource type name | Measurable | Show in CP | Inc. Amount | Max Amount | Recurring Fee |
|--|------------|------------|-------------|------------|---------------|
| CP Provider's Hosted Storage (Acronis) | Yes | No | 0 | Unlim | \$\$ |
| CP Reseller's Hosted Storage (Acronis) | Yes | No | 0 | Unlim | \$\$ |
| CP Google Hosted Storage (Acronis) | Yes | No | 0 | Unlim | \$\$ |
| CP Microsoft Azure Hosted Storage (Acronis) | Yes | No | 0 | Unlim | \$\$ |
| CP PROTECT ESS Servers (Acronis) | Yes | No | 0 | Unlim | \$\$ |
| CP PROTECT ESS Virtual machines (Acronis) | Yes | No | 0 | Unlim | \$\$ |
| CP PROTECT ESS Workstations (Acronis) | Yes | No | 0 | Unlim | \$\$ |
| CP PROTECT STD Servers (Acronis) | Yes | No | 0 | Unlim | \$\$ |
| CP PROTECT STD Virtual machines (Acronis) | Yes | No | 0 | Unlim | \$\$ |
| CP PROTECT STD Web hosting servers (Acronis) | Yes | No | 0 | Unlim | \$\$ |
| CP PROTECT STD Workstations (Acronis) | Yes | No | 0 | Unlim | \$\$ |
| CP PROTECT ADV Servers (Acronis) | Yes | No | 0 | Unlim | \$\$ |

| | | | | | |
|---|-----|----|---|-------|------|
| CP PROTECT ADV Virtual machines (Acronis) | Yes | No | 0 | Unlim | \$\$ |
| CP PROTECT ADV Web hosting servers (Acronis) | Yes | No | 0 | Unlim | \$\$ |
| CP PROTECT ADV Workstations (Acronis) | Yes | No | 0 | Unlim | \$\$ |
| CP BACKUP STD G Suite seats (Acronis) | Yes | No | 0 | Unlim | \$\$ |
| CP BACKUP STD Microsoft 365 seats (Acronis) | Yes | No | 0 | Unlim | \$\$ |
| CP BACKUP STD Microsoft Teams (Acronis) | Yes | No | 0 | Unlim | \$\$ |
| CP BACKUP STD Mobile Devices (Acronis) | Yes | No | 0 | Unlim | \$\$ |
| CP BACKUP STD Servers (Acronis) | Yes | No | 0 | Unlim | \$\$ |
| CP BACKUP STD Virtual machines (Acronis) | Yes | No | 0 | Unlim | \$\$ |
| CP BACKUP STD Web hosting servers (Acronis) | Yes | No | 0 | Unlim | \$\$ |
| CP BACKUP STD Websites (Acronis) | Yes | No | 0 | Unlim | \$\$ |
| CP BACKUP STD Workstations (Acronis) | Yes | No | 0 | Unlim | \$\$ |
| CP Disaster Recovery Storage Acronis Hosted (Acronis) | Yes | No | 0 | Unlim | \$\$ |
| CP Disaster Recovery Storage Partner Hosted (Acronis) | Yes | No | 0 | Unlim | \$\$ |
| CP Disaster Recovery Compute Points (Acronis) | Yes | No | 0 | Unlim | \$\$ |
| CP Disaster Recovery Public IP addresses (Acronis) | Yes | No | 0 | Unlim | \$\$ |
| CB Local Storage (Acronis) | Yes | No | 0 | Unlim | \$\$ |
| CB Provider's Hosted Storage (Acronis) | Yes | No | 0 | Unlim | \$\$ |
| CB Reseller's Hosted Storage (Acronis) | Yes | No | 0 | Unlim | \$\$ |
| CB Google Hosted Storage (Acronis) | Yes | No | 0 | Unlim | \$\$ |
| CB Microsoft Azure Hosted Storage (Acronis) | Yes | No | 0 | Unlim | \$\$ |

8.3.4 Creating composite resources

Configured composite resources allows you to provision some custom quantity of the regular resources or even complex resources that include more than one basic resource.

Some examples of composite resources:

- “Workstation 5x” resource that includes 5 units of “Protected Workstations (Acronis)” resource
- “Local Storage - 250 GB” resource that includes 250 GB of “Local Storage (Acronis)” resource
- “Cloud Storage - 500 GB” resource that includes 500 GB of “Cloud Storage (Acronis)” resource

Composite resources can be created in the following way:

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

8.4 Plan upgrade/downgrade

Once you've installed the latest version of the Acronis Cyber Cloud application, we highly recommend you to configure service plans for the new Cyber Protect edition and switch the existing customers from legacy to that new edition.

In this chapter you will become familiar with enabling plan upgrades/downgrades in CloudBlue Commerce as well as understand what switches are allowed between editions.

Note

Edition upgrade scenario is applicable only to customer tenants. Make sure you configure it only for service plans, linked to service profiles of customer type.

8.4.1 Supported switches between Acronis Cyber Cloud editions

Pay attention to supported switches between editions, listed in the tables below.

In all the cases, target editions should contain at least the same number of resources.

Otherwise, resources without counterpart for switching in the target plan, will be un-provisioned from the subscription or attempts to switch may fail.

Recommendations for switching from legacy to new editions:

- Partner's or Reseller's branding subscriptions:
 - step 1: add new edition to existing partner subscriptions
 - step 2: wait until partners switch all their customers from legacy to the new edition
 - step 3: disable legacy editions for the partner by switching to another plan that would contain only the new edition
- Customer's subscription:
 - configure a target service plan for the new edition
 - configure plan upgrade from legacy to new

- notify customers that they have to switch from legacy to new edition

Supported switches from legacy to new editions:

| Source edition | Target edition |
|--|---|
| Cyber Backup – Standard (legacy) | Cyber Protect (new, per Workload model) Cyber Backup (new, per GB model) |
| Cyber Backup – Advanced (legacy) | Cyber Protect (new, per Workload model) Cyber Backup (new, per GB model) |
| Cyber Backup – Disaster Recovery (legacy) | Cyber Protect (new, per Workload model) Cyber Backup (new, per GB model) |
| Cyber Protect – Standard (legacy) | Cyber Protect (new, per Workload model) Cyber Backup (new, per GB model) |
| Cyber Protect – Advanced (legacy) | Cyber Protect (new, per Workload model) Cyber Backup (new, per GB model) |
| Cyber Protect – Disaster Recovery (legacy) | Cyber Protect (new, per Workload model) Cyber Backup (new, per GB model) |

Supported switches between new editions:

| Source edition | Target edition |
|---|---|
| Cyber Backup (new, per GB model) | Cyber Protect (new, per Workload model) |
| Cyber Protect (new, per Workload model) | Cyber Backup (new, per GB model) |

Supported switches between legacy editions:

| Source edition | Target edition |
|----------------------------------|---|
| Cyber Backup – Standard (legacy) | Cyber Backup – Advanced, Disaster Recovery (legacy) Cyber Protect – Standard, Advanced, Disaster Recovery (legacy) |
| Cyber Backup – Advanced (legacy) | Cyber Backup – Standard, Disaster Recovery (legacy) Cyber Protect – Standard, Advanced, Disaster Recovery (legacy) |
| Cyber Backup – Disaster Recovery | Cyber Backup – Standard, Advanced (legacy) |

| | |
|--|---|
| (legacy) | Cyber Protect – Standard, Advanced, Disaster Recovery (legacy) |
| Cyber Protect – Standard (legacy) | Cyber Protect – Advanced, Disaster Recovery (legacy) Cyber Backup – Standard, Advanced, Disaster Recovery (legacy) |
| Cyber Protect – Advanced (legacy) | Cyber Protect – Standard, Disaster Recovery (legacy) Cyber Backup – Standard, Advanced, Disaster Recovery (legacy) |
| Cyber Protect – Disaster Recovery (legacy) | Cyber Protect – Standard, Advanced (legacy) Cyber Backup – Standard, Advanced, Disaster Recovery editions |

8.4.2 Enabling plan upgrade/downgrade

To setup an 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 CloudBlue Commerce 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.