Acronis Cyber Cloud
Integration with ConnectWise Automate
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1 Introduction

This document describes how to install and use the Acronis Cyber Cloud plugin for ConnectWise Automate. The integration with Acronis Cyber Cloud enables IT service providers to easily back up and protect against ransomware endpoints directly from the ConnectWise Automate interface without going to the Acronis Cyber Cloud web interface.

Once the plugin is installed and configured, the data protection properties are automatically available for all servers and workstations in any location.

The service providers can:

- Remotely install, update, and uninstall the backup agent on protected machines
- Easily apply and revoke the pre-defined protection plan at the client, location, or machine level
- Monitor protection status for errors and warnings
- Leverage the native ConnectWise Automate reporting, ticketing, and alerting functionality for handling backup events
- Provision new Acronis Cyber Cloud customers

The service providers can go to the Acronis Cyber Cloud web interface if they want to configure unique backup settings. The backup plans created in the Acronis Cyber Cloud web interface are then synchronized and available for further use in the ConnectWise Automate interface.

Recovery is performed exclusively via the Acronis Cyber Cloud web interface.

Terminology conventions

We will refer to the Acronis Cyber Cloud plugin as "Acronis plugin" throughout this document and the Acronis Cyber Cloud web interface as "backup console" throughout this document.
2 System requirements

Acronis plugin

The Acronis plugin can be installed on a ConnectWise Automate server running ConnectWise Automate version 12 and .NET Framework 4.5.2 or later.

Acronis agents

Agents are applications that perform data backup, recovery, and other operations on the machines managed by Acronis. An agent can be installed in any Windows, Linux, or Mac operating system supported by ConnectWise Automate. For the exact list of supported operating systems, refer to the Acronis backup service documentation.

Network requirements

The diagram below illustrates the network connections that are necessary for the Acronis plugin to work.
User rights

To install the plugin, a ConnectWise Automate user must have the Core > Plugin Manager permission set to Access.

To use and access the plugin once it is installed, a ConnectWise Automate user must have the Plugin > Acronis Cyber Cloud permission set to Access.

3 Installation or update of Acronis plugin

1. Download and install/update the Acronis plugin from the ConnectWise Automate Solution Center.

   For more information about how to use the Solution Center, refer to https://docs.connectwise.com/ConnectWise_Automate/ConnectWise_Automate_Documentation/070/270

2. Restart any open ConnectWise Automate Control Center instances.
4 Configuring integration

You can configure integration with several data centers.

To configure integration with Acronis Cyber Cloud
1. In ConnectWise Automate interface, go to System > Configuration > Dashboard > Config > Integration > Acronis Cyber Cloud > Integration Settings.
2. Enter the Acronis Cyber Cloud URL. This is the link you received in the account activation email message.
3. Enter the login and password that you set when you activated your account in Acronis Cyber Cloud.
4. [Optional] Set up ticket and alert integration:
   - Clear the Ticket and alert integration check box, if you do not want ConnectWise Automate to create tickets and raise alerts related to backup issues. For the details, see "Monitoring backup status" (p. 16).
   - Select the Ticket and alert integration check box, if you want to collect and show Cyber Cloud alerts:
     - To monitor devices unavailable in ConnectWise Automate interface (Office 365, G-Suite, websites, etc.), select the option Collect and show Acronis Cyber Cloud alerts from all protected devices.
5. [Optional] To add integration with one more data center, click Add partner and specify the integration parameters.
6. When ready, click Save.
5 Managing clients

To configure device protection, you must link clients in ConnectWise Automate with customers in Acronis Cyber Cloud. You have two options:

- If you do not have any customer tenant in Acronis Cyber Cloud to link with, then you can define the parameters of the customer tenant to be created on the Acronis Cyber Cloud side. The login and password of the created tenant will be used automatically when you click Go to backup console in the ConnectWise Automate interface.

- If you have a customer tenant in Acronis Cyber Cloud to link with, then select it and specify the backup user.

To link a ConnectWise Automate client with an Acronis Cyber Cloud customer

1. In the list of clients, double-click the client name, and then select the Acronis Cyber Cloud tab.
2. Specify whether to create a new Acronis customer or use a customer that already exists in Acronis Cyber Cloud.
3. [For a new customer] Enter the required parameters and click Create.
   - **Partner** – the partner name under which the customer will be created. The default setting is commonly used. You have a choice only if there are partners under your partner in Acronis Cyber Cloud.
   - **Customer** – the customer name. By default, this is the client name in ConnectWise Automate.
   - **Login** – the user name of the customer account. By default, it is combined from your account user name in ConnectWise Automate and the client name.
   - **Email** – the email address to which the notifications will be sent. By default, this is the email address of your account in ConnectWise Automate.
   - **Password** – the password of the customer account.

Select which services will be provided to a customer. For the Backup and File Sync & Share services, define the storage.

- **Storage** – the cloud storage for the customer. You have a choice only if you registered your own storage or have multiple storages inherited from parent groups. Please be aware that this setting cannot be changed after the customer is created.
[For an existing customer] Select the **Partner** (if available), **Customer** or unit, and **Login** parameters.
6 Installation of backup agents

A backup agent must be installed on every machine that you want to back up. There are two installation methods:

- Manual
  - Installing the agent at a client or location level
  - Installing the agent at a machine level
- Automatic
  - Installing the agent at a client or location level
  - Installing the agent by using the scripts provided with the plugin across multiple clients

Manual installation of a backup agent

This method allows you to install agents on any machines within a client or location.

To install backup agents at a client or location level

1. Double-click the client or location.
2. Select the Acronis Cyber Cloud tab.
3. Select the machines that you want to back up. To identify the machines that do not have backup agents, use the Machines without agent tab.
4. [Optional] Select the Apply default plan to machines without plans automatically check box.
   The details of this setting are described in the next section.
5. Click Install agent.
To install a backup agent at a machine level

1. Double-click the machine.
2. Click Acronis Cyber Cloud.
3. Click Install agent.

Automatic installation of a backup agent

To install backup agents at a client or location level

1. Perform the steps 1-4 as described in the section Manual installation of a backup agent.
2. Select the Deploy agent on new machines automatically check box. If you do this, a backup agent will be silently installed on any machine that will be added to the client or location at a later time.

Installation by using scripts

In addition to a client or a machine, an installation script can be applied to a group. You can group all machines that you need to back up, including those from multiple clients, and install agents on these machines at once, or schedule the installation procedure on a regular basis for new devices. There is a predefined search for this purpose at Searches > Backup Software > Backup - Acronis Cyber Cloud (Machines Without Agent). This search works for Windows machines only.

Also, this installation method enables you to install the backup monitor. The backup monitor is a small utility for an end-user self-service that appears in the tray area and enables users to see the backup progress; start and stop backups; or prevent backups from running. There are two installation scripts for installing agents with or without the backup monitor.

To install backup agents by using an installation script

1. Right-click the group that you want to apply the script to.
2. In the shortcut menu, select Scripts > Backup and Recovery > Acronis, and then choose one of the following scripts:
   - Acronis Cyber Cloud agent Install/Upgrade
   - Acronis Cyber Cloud agent Install/Upgrade with backup monitor
3. [Optional] Specify the schedule. Usually, you need to perform installation only once. You may want to set up a schedule if new machines will be added to the group at a later time.
4. Click OK to confirm the settings.

To install a backup agent for Office 365 or VMWare, double-click the client or location, select the Acronis Cyber Cloud tab, and then click Go to backup console.

Updating backup agents

Updating is performed similarly to installation, either from the ConnectWise Automate interface or by using the installation script. To identify the agents that require an update, use the Machines with old agent tab at the client or location level.

Uninstalling backup agents

Uninstallation is performed similarly to installation, either from the ConnectWise Automate interface or by using the uninstallation script.
7 Protection of machines

Acronis plugin provides with backup and anti-ransomware protection of your devices.

- A backup plan is a set of rules that specify how the given data will be protected on a given machine. A backup plan can be applied to one or multiple machines.
- An Active Protection plan is a set of rules that specify how the backup agent will monitor for suspicious activities on the device and act when the threat is detected. An Active Protection plan can be applied to one or multiple machines.

Before a backup plan can be applied, it has to be created in Acronis Cyber Cloud and then imported to ConnectWise Automate. You can also use the default backup plan.

7.1 Importing and applying backup plans

Importing backup plans

A custom backup plan appears in the ConnectWise Automate interface only for the client for whom the plan is created. If you want a custom backup plan to be available to all clients, import this plan to ConnectWise Automate. An imported plan becomes available for all clients at the client, location, and machine levels.

Important Before importing a backup plan, ensure that the selection method in the Items to back up section of this plan is set to Using policy rules.

To import a backup plan to ConnectWise Automate

2. Click **Import**.

![System Dashboard](image)

3. Select the customer. The software displays a list of backup plans available for this customer.

4. Select a plan. The software displays its details.

5. If according to the backup plan the backups should be encrypted, create the encryption password. Note that the same password will be used for all clients.

   **Important** There is no way to recover encrypted backups if you lose or forget the password.

6. Click **Import**. The plan appears in the **Imported backup plans** list.

You can click **Set as default for Workstations** or **Set as default for Servers** to make an imported plan the default for workstations or servers, respectively.

**Applying backup plans manually**

1. Double-click the client or location.

2. Click **Acronis Cyber Cloud**.

3. Select the machines that you want to back up. To identify the machines that do not have backup plans, use the **Machines without backup plan** tab.

4. Click **Apply plan**.

5. Select the backup plan. If no custom backup plans were created, only the default backup plan is available.

6. [Optional] Select the **Run the backup plan immediately** check box. If you do this, the backups will be started on all of the selected machines immediately.
7. Click **Apply**.

**Applying backup plans automatically**

**Applying backup plans by using a script**

If you want to apply a custom backup plan to all machines within one location, you can do this by using a pre-defined script, specifying the **Plan ID** in the script parameters.

1. Select **System > Configuration > Dashboard > Config > Integration > Acronis Cyber Cloud > Imported Backup Plans**.
2. In the **Imported backup plans** column, select the backup plan to be applied.
3. Click the **Copy to clipboard** icon next to the **Plan Id** in **Plan details** box. The ID of the plan is copied.
4. Close the **System Dashboard** window.
5. Right-click the client or location where you want to apply the backup plan, select **Scripts > Computer Scripts > Backup and Recovery > Acronis > Acronis Cyber Cloud Apply Backup Plan**. The **Run Script** window opens.
6. [Optional] Specify the schedule. Usually, you need to perform installation only once. You may want to set up a schedule if new machines will be added to the group at a later time.
7. Paste the copied plan ID to **backupPlanId** field.
8. Click **OK**.
9. Wait for the script to apply the backup plan.
Default backup plan

The default backup plan is **Entire machine to Cloud Storage**. According to this plan, a machine is backed up to the cloud storage daily from Monday to Friday at 11:00 PM.

You can recover any files from this backup, as well as individual volumes or the entire machine.

The retention rules are applied to each backup set separately:

- A monthly backup is the first backup created after a month starts. Monthly backups are kept for six months.
- A weekly backup is the backup created on Monday. Weekly backups are kept for four weeks.
- All other backups are considered daily. Daily backups are kept for seven days.

![Backup Plan Selection](image)

If you want the default backup plan to be applied automatically, select the **Apply default plan to machines without plans automatically** check box at the client or location level. The Acronis plugin will scan the machine statuses every six minutes, and apply the default backup plan to machines that have an agent but do not have a backup plan.

Custom backup plans

If you need more flexibility in terms of backed-up items, schedule, or location, click **Go to backup console** and create a backup plan by using the numerous options offered by Acronis Cyber Cloud. The backup plans created in the Acronis Cyber Cloud web interface are then synchronized and available for further use in the ConnectWise Automate interface.

For the information about the backup capabilities, refer to the Acronis backup service documentation.
7.2 Operations with backup plans

To start a backup outside of its schedule
1. Double-click the machine that you want to back up.
2. Click Acronis Cyber Cloud.
3. Select the backup plan that you want to run.
4. Click Start backups.

After refreshing the status, you will see the backup progress in the Status column.

To stop a running backup
1. Double-click the machine.
2. Click Acronis Cyber Cloud.
3. Select the backup plan that has the Backing up status.
4. Click Stop backups.

This will stop the currently running backup and remove the incomplete backup file from the storage. The next backup will run as scheduled.

Unlike starting a backup, it is possible to stop a backup on multiple machines at once. Select the machines at a client or location level and click Stop backups.

To revoke a backup plan
1. Double-click the machine.
2. Click Acronis Cyber Cloud.
3. Select the backup plan that you want to revoke.
4. Click Revoke plan.

The backup created by this plan will be kept. Any other plans applied to this machine will run as scheduled.

To revoke a backup plan from multiple machines
1. Double-click the client or location.
2. Click Acronis Cyber Cloud.
3. Select the machines that you want to revoke the backup plan from.
4. Click Revoke plan.
5. Select the backup plan that you want to revoke.
6. Click Revoke.
8 Monitoring backup status

Monitoring at a client, location, or machine level

For each machine that has a backup plan, you can see the following parameters:

- The status, which is derived from the last backup result (OK, Error, Warning, Not protected)
- The last backup date and time
- The next backup date and time

Monitoring at the system level

The Acronis plugin installs the monitors that are listed below. These monitors enable ConnectWise Automate to create tickets and raise alerts related to backup issues. To access the monitors in the ConnectWise Automate console, go to Automation > Monitors, and then select the Internal Monitors tab.

Monitors for machines with ConnectWise Automate agent:

- Acronis Cyber Cloud - Clients - Critical Issues
- Acronis Cyber Cloud - Clients - Non Critical Issues
- Acronis Cyber Cloud - Clients - Warnings
- Acronis Cyber Cloud - Computers - Critical Issues
- Acronis Cyber Cloud - Computers - Non Critical Issues
- Acronis Cyber Cloud - Computers - Warnings
- Acronis Cyber Cloud - Computers - Missed Backups
- Acronis Cyber Cloud - Computers - Not protected

Monitors for devices without ConnectWise Automate agent:

- Acronis Cyber Cloud - Other - Critical Issues
- Acronis Cyber Cloud - Other - Non Critical Issues
- Acronis Cyber Cloud - Other - Warnings
- Acronis Cyber Cloud - Other - Missed Backups
- Acronis Cyber Cloud - Other - Not protected

To disable creating tickets and alerts related to Acronis Cyber Cloud, clear the Ticket and alert integration check box at Dashboard > Config > Integration > Acronis Cyber Cloud > Integration Settings. The monitors will continue working, but the table they check will no longer be updated. You can enable the ticket and alert integration again at any time.
Monitoring in Backup Manager

You can use the native ConnectWise Automate Backup Manager to monitor the backup status.

![Backup Manager dashboard](image)

Monitoring with Acronis Dashboard

The Acronis plugin installs the dashboard that provides the following information:

- **Protection status** - shows the numbers of machines with the **OK**, **Error**, and **Warning** backup statuses; the number of machines without a backup plan; and the number of machines without a backup agent.
- **Active alerts** - shows the numbers of Acronis Cyber Cloud alerts with the severity of **Error** or **Warning**.
- **Monthly activities** - shows the monthly statistics about successful and failed backups.
- **Monthly storage usage** - shows the monthly usage of the cloud storage.
To access the dashboard, go to **Tools > Acronis Dashboard** on the toolbar.

### Monitoring with Acronis Dataviews

The Acronis plugin installs the dataviews that sort the Acronis Cyber Cloud statistics by the following criteria:

- Active Alerts With Error Severity
- Active Alerts With Warning Severity
- Favorite Reports by User
- Machines Without Agent
- Machines With Old Agent
- Machines With Backup Plan (Protected)
- Machines Without Backup Plan
- Machines with Ransomware protection
- Machines without Ransomware protection
- Protected Machines With Error Status
- Protected Machines With Warning Status
- Protected Machines With OK Status
- Published Reports
- Recent Report Activity
- Report Center Audit Actions
- Report Schedule by Recipient

To access a dataview, click the corresponding item on the **Acronis Dashboard** or at **Automation > Dataviews > Acronis Cyber Cloud**.
9 Reporting

Information about backups performed by Acronis Cyber Cloud is present in the following ConnectWise Automate reports:

- Backup Health
- Backup History

10 Recovery

To recover data to a machine
1. Double-click the machine.
2. Click Acronis Cyber Cloud.
3. Click Recover. This will take you to the Acronis Cyber Cloud interface and the recovery points for this machine will be displayed.
4. Follow the instructions described in Acronis Cyber Cloud Help.
   - File recovery
   - Machine recovery

For full information about the recovery capabilities, refer to Acronis backup service documentation.

11 Troubleshooting

You can collect data for the Support team. It will contain one .zip file with information from plugin tables, settings, and logs:

To collect troubleshooting data for Acronis plugin for ConnectWise Automate
1. Select System > Configuration > Dashboard > Config > Integration > Acronis Cyber Cloud > Troubleshooting.
2. Select Log level.

*Important* You must wait for a few minutes for the new log level to be applied.

3. Click Collect data.