

# Acronis Backup extension for Plesk

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# Solution overview

This document describes how to install and use the Acronis Backup extension for Plesk. The extension integrates Plesk with the Acronis Backup and Acronis Cyber Protect Cloud solutions.

With the Acronis Backup extension for Plesk, a Plesk administrator can:

- Back up an entire Plesk server locally, to a network folder, or to the cloud storage
- Recover the entire server including all of the websites and databases
- Perform granular recovery of websites, individual files, mailboxes, or databases
- Enable self-service recovery for Plesk customers and resellers

Once the extension is installed and configured, the server is backed up on a predefined schedule. A backup can also be started on demand. The backup schedule can be configured in the backup console.

Recovery can be performed from the Plesk interface.

# System requirements and limitations

## Supported Plesk configurations

- Plesk for Linux version 17.8.11 Update 35 and later
- PHP 7.3 or later

## Supported database servers

- MySQL 5.7 or later
- MariaDB 10.3.17 or later

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### Note

Backup and recovery of remote database servers is not supported.

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## Supported operating systems

The integration has been tested on the following operating systems supported by Plesk:

- AlmaLinux 8 64-bit
- CentOS 7.x 64-bit
- CloudLinux 7.1 and later 64-bit
- CloudLinux 8.x 64-bit
- Debian 10 64-bit
- Debian 11 64-bit
- Red Hat Enterprise Linux 7.x 64-bit
- Red Hat Enterprise Linux 8.x 64-bit
- Rocky Linux 8.x 64-bit
- Ubuntu 18.04 64-bit
- Ubuntu 20.04 64-bit
- Ubuntu 22.04 64-bit

[See list](#) of operating systems, supported by the protection agent.

## Supported hypervisors

- [See list](#) of virtualization platforms, supported by the agent.
- The agentless backup of the Plesk application is supported only for Virtuozzo Hybrid Server 7.5 containers.
- For backing up Plesk running in a Virtuozzo container, both Agent for Linux and Agent for Virtuozzo must be installed on the host.

# Installing the extension

1. Log in to Plesk as an administrator.
2. Go to **Extensions > Extensions Catalog > Select Category > Backup > Acronis Backup**.
3. Click **Install**.

# Enabling backup

For the information about how to back up Plesk running on a Virtuozzo container, refer to the ["Installing the backup agent on a Virtuozzo host"](#) section or contact your service provider.

## ***To enable backup with trial license***

1. Go to **Server Management > Acronis Backup**.
2. Click **Try now**.
3. Specify credentials for a new account to which the machine should be assigned, the location of the backup which will be created, and the email address to which the notifications and password recovery email shall be sent.
4. Click **Create and activate**. The trial license is valid for 30 days with 100 GB of cloud storage and 1 web hosting server.

## ***To enable backup if you have no account***

1. Go to **Server Management > Acronis Backup**.
2. Click **Buy license**.  
You will be redirected to the Plesk store where you have to purchase an Acronis Backup for Plesk license.
3. Refresh or re-enter the extension page.
4. Specify the credentials for a new account, a backup storage location, and, optionally, an email address for receiving backup notifications.
5. Click **Create and activate**, and then **Enable**.

## ***To enable backup of a second Plesk to the same account***

1. Go to **Server Management > Acronis Backup**.
2. Click **Buy license**.  
You will be redirected to the Plesk store where you have to purchase an Acronis Backup for Plesk license.
3. Refresh or re-enter the extension page.
4. Click **I have an account**.
5. Specify the credentials for the account that was created during the activation of another Acronis Backup for Plesk license.
6. Click **Sign in and activate**, and then **Enable**.

## ***To enable backup if you already have an account***

1. Go to **Server Management > Acronis Backup**.
2. Click **I have an account**.
3. Specify the backup service URL and the credentials of an account to which the machine should be assigned.

This account must be created within a customer tenant (Customer administrator, Unit

administrator, or User). Do not specify the credentials of a partner administrator.

4. Click **Sign in and enable**, and then **Enable**.

***To enable backup after reinstalling the extension or Plesk***

1. Go to **Server Management > Acronis Backup**.
2. Specify the backup service URL and the credentials of an account to which the machine is assigned.
3. Click **Sign in and enable**, and then **Enable**.



# Uninstalling the extension

1. Go to **Server Management > Extensions > My Extensions**.
2. Select **Acronis Backup**.
3. Click the **Remove this extension** button.

Removing the extension will also uninstall the protection agent from the Plesk server. The backup accounts you created and the backed-up data will be left intact.

Upon protection agent uninstallation, the association between the server, its protection plan and the backup chain will remain unchanged.

If you need to re-install the agent, the server will be further protected with the same protection plan. The backup chain will stay consistent in this case.

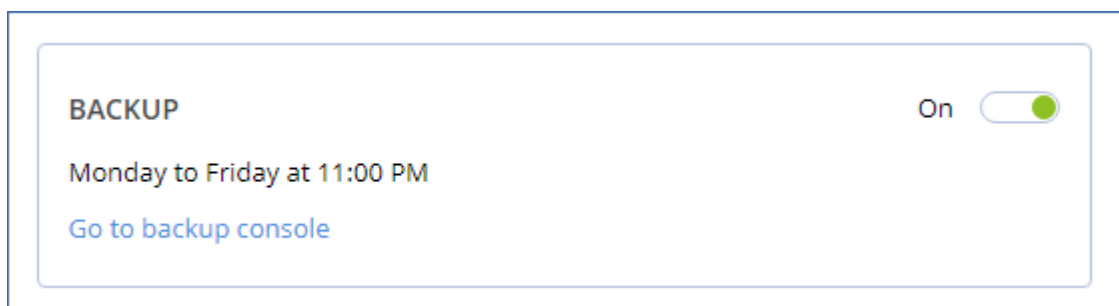
# Backup

A Plesk administrator can:

- [Enable or disable backups](#)
- [Run backups on demand](#)
- [Increase the storage quota](#)

## Managing backup

1. Go to **Server Management > Acronis Backup**.
2. Toggle the **Backup** switch to enable to disable backups.

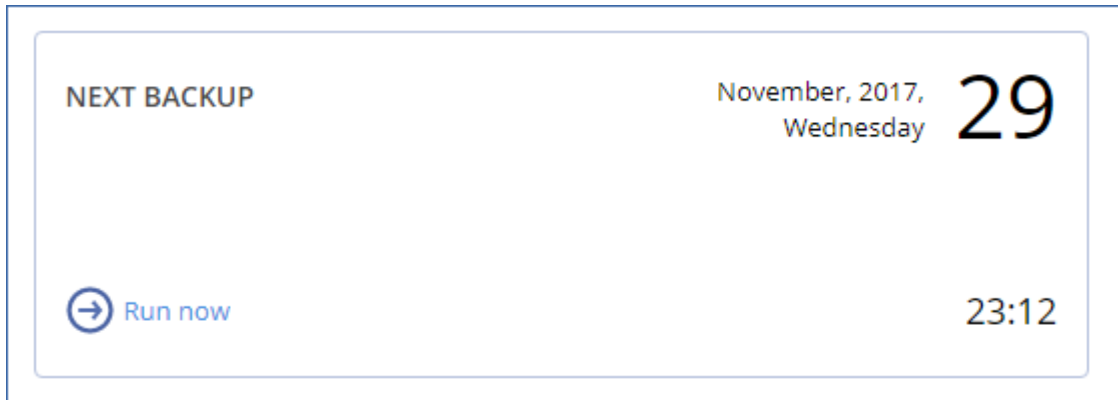


For the Plesk server backup, a backup plan with the specific configuration is required. When you enable backup from the Plesk interface, the extension attempts to find and apply a suitable backup plan. If several plans are found, a randomly selected one is applied. If no suitable plans are found, the default backup plan named **Webcp** is created and applied to the Plesk server.

If you want to change the backup schedule or other parameters of the backup plan, do this in the backup console. Ensure that you do not change the parameters described in the "[Configuring a backup plan for a Plesk server](#)" section. Otherwise, granular recovery in the Plesk interface will not work. For the same reason, do not apply to the Plesk server other plans that do not meet the above requirements.

## Running a backup on demand

1. Go to **Server Management** > **Acronis Backup**.
2. Click **Run now**.



## Increasing the storage quota

1. Go to **Server Management** > **Acronis Backup**.
2. Click **Upgrade license**.



You will be redirected to the Plesk store.

3. Refresh or re-enter the extension page.

# Recovery in the Power User view

In the **Power User** view, a customer can:

- [Download](#) or [recover](#) individual files and folders
- [Download](#) or recover databases to [their original location](#) or as [new ones](#)
- [Download](#) or [recover](#) mailboxes
- [Recover the entire Plesk server](#)

## Downloading files

1. Go to **Server Management > Acronis Backup**.
2. Open the **Backups** tab.
3. Select a recovery point.

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### Note

After you select the recovery point, the corresponding backup is mounted to the Plesk server. The process may take up to a few minutes.

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4. Click **Files**.
5. Select the files and folders to download.
6. Click **Download**.

If you choose to download a single file, the download will start immediately.

If you request to download several files, a .zip file will be prepared and placed into your webspace. Once the file is ready, download it by using the link in the notification bar or in the **Operations Log**, or by using Plesk Files Manager.

## Recovering files to the original location

1. Go to **Server Management > Acronis Backup**.
2. Open the **Backups** tab.
3. Select a recovery point.

After you select the recovery point, the corresponding backup is mounted to the Plesk server. The process may take up to a few minutes.
4. Click **Files**.
5. Select the files and folders to recover.
6. Click **Recover**.
7. If at least one folder is selected, you can select the **Delete any files in the original location that were created after the backup** option. If this option is enabled, all files from selected folders will be deleted before the recovery. This option may be useful if your website were hacked, to ensure that all malicious files are deleted.
8. Click **Recover**.

As a result, the selected files on the Plesk server are replaced with their copies from the backup.

## Downloading database dumps

1. Go to **Server Management > Acronis Backup**.
2. Open the **Backups** tab.
3. Select a recovery point.
4. Click **Databases**.
5. Select the databases to download.
6. Click **Download**.

As result, a .zip file with SQL dumps is prepared and placed into your webspace.

## Recovering databases to the original location

1. Go to **Server Management > Acronis Backup**.
2. Open the **Backups** tab.
3. Select a recovery point.
4. Click **Databases**.
5. Select databases to recover.
6. Click **Recover**.
7. Ensure that the **Add suffix to the recovered database name** check box is cleared.
8. Click **Recover**.

As a result, the selected databases are recovered to the original location. The existing databases are overwritten. If a database no longer exists, it is recreated automatically. If the missing database had a user assigned, you may need to reassign this user manually.

## Recovering databases as new ones

1. Go to **Server Management > Acronis Backup**.
2. Open the **Backups** tab.
3. Select a recovery point.
4. Click **Databases**.
5. Select databases to recover.
6. Click **Recover**.
7. Select the **Add suffix to the recovered database name** check box, and then enter the desired suffix.
8. Click **Recover**.

As a result, new databases with the **%original\_name%%suffix%** name are created on the Plesk server. The existing databases are not affected. If the original databases had a user assigned, you may need to reassign this user to the new databases manually.

## Recovering and downloading domains

1. Go to **Server Management > Acronis Backup**.
2. Open the **Backups** tab.
3. Click **Domains**.
4. Select a domain from the list.
5. Click one of the following options:
  - **Recover** - in the popup that opens:
    - a. Use the **Exclude subdomains** checkbox to specify whether you want to include subdomains, in addition to main domains, in the recovery process. Subdomains are excluded by default.
    - b. Click **Recover** to confirm that you want to restore your current selection.
  - **Download** - the download process will be triggered and the chosen website queued respectively.

As a result, all files and directories, related to this particular domain/website will be restored or downloaded.

Databases are not part of website recovery, this is done separately (see [Recovering databases to the original location](#) and [Recovering databases as new ones](#)).

## Downloading mailboxes

1. Go to **Server Management > Acronis Backup**.
2. Open the **Backups** tab.
3. Select a recovery point.
4. Click **Mailboxes**.
5. Select mailboxes to download.
6. Click **Download**.

As a result, a .zip file with the mailboxes' contents is prepared and placed into your webspace.

## Recovering mailboxes to the original location

1. Go to **Server Management > Acronis Backup**.
2. Open the **Backups** tab.
3. Select a recovery point.
4. Click **Mailboxes**.
5. Select the mailboxes to recover.
6. In the popup that opens:
  - a. Use the **Delete emails created after the backup** checkbox to specify whether you want to keep emails sent or received after the backup. Enabling this option will overwrite the entire mailbox with the backup and delete newer emails.

- b. Click **Recover** to confirm that you want to restore the selected mailboxes to the original location.

As a result, the selected mailboxes are recovered to the original location. If a mailbox no longer exists on the server, it is recreated automatically. If the missing mailbox had a password set, you may need to reset this password manually.

## Downloading customer accounts

1. Go to **Server Management > Acronis Backup**.
2. Open the **Backups** tab.
3. Select a recovery point.
4. Click **Customers**.
5. Select accounts to download.
6. Click **Download**.

Check the results in the **Operation log** tab. If the customer account was exported successfully, you can download the archive.

## Recovering customer account

1. Go to **Server Management > Acronis Backup**.
2. Open the **Backups** tab.
3. Select a recovery point.
4. Click **Customers**.
5. Select accounts to recover.
6. Click **Recover**.

As a result, the selected customer accounts are recovered to the original location. If an account no longer exists on the server, it is recreated automatically.

## Recovering the entire Plesk server

1. Go to **Server Management > Acronis Backup**.
2. Open the **Backups** tab.
3. Select a recovery point.
4. Click **Recover entire server**, and then confirm the action.

As result, the entire server is reverted to the selected recovery point. All changes made after the backup will be lost.

The progress of the operation can be tracked in the backup console.

If the Plesk interface is not available as a result of the server failure, recover the server by using the backup console or Acronis bootable media.

# Using the extension in the Service Provider view

In the **Service Provider** view, a Plesk administrator can:

- [Perform recovery from the administrator interface](#)
- Enable the [self-service recovery feature](#) for Plesk customers
- [Track progress](#) of all recovery operations

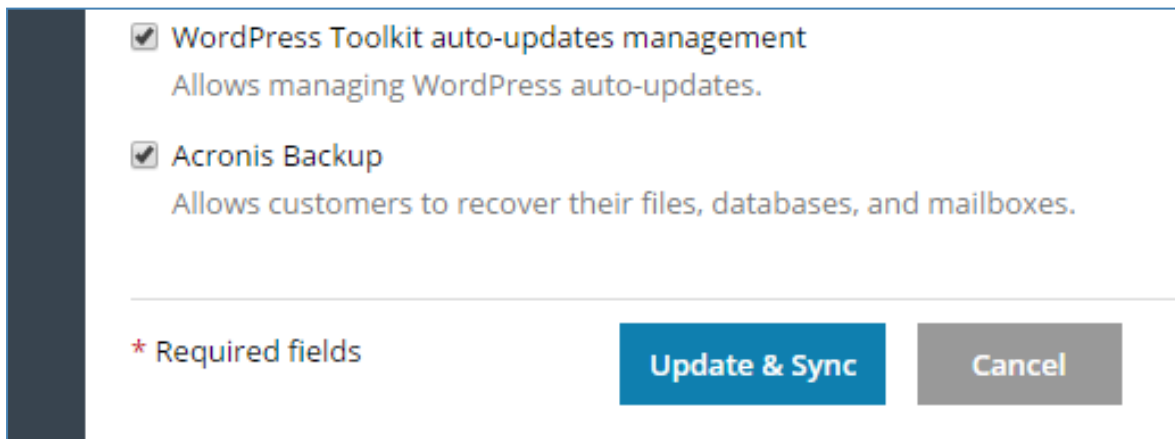
## Recovering from the administrator interface

The procedures are the same as described in the "[Recovery in the Power User view](#)" section. The differences are as follows:

- Mailbox recovery is not available.
- When you request to download .zip file from the administrator interface in the **Service Provider** view, the file is placed to the `/usr/local/psa/var/modules/Acronis-backup/archives` directory. You can clean up this directory once the requested data is no longer needed.
- When you recover a customer database as a new one, it is created under the customer to whom the original database belongs.

## Enabling self-service for customers and resellers

1. Click **Service Plans**.
2. Select the plan where you want to enable self-service.
3. Open the **Permissions** tab.
4. Select the **Acronis Backup** check box.
5. Click **Update & Sync**.



The screenshot shows a configuration window for service plans. It has a dark sidebar on the left. The main area contains two settings, both with checked checkboxes:

- ☒ **WordPress Toolkit auto-updates management**  
Allows managing WordPress auto-updates.
- ☒ **Acronis Backup**  
Allows customers to recover their files, databases, and mailboxes.

At the bottom left, there is a red asterisk and the text "Required fields". At the bottom right, there are two buttons: a blue "Update & Sync" button and a grey "Cancel" button.



## Enabling recovery point limits for customers and resellers

You can control the recovery points exposure for every service plan.

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### Note

Before executing the below steps, make sure that you have enabled the **Acronis Backup** option (see [Enabling self-service for customers](#)).

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### Note

If a customer is served through a reseller, then the real maximum number of recovery points, exposed to this customer, will not exceed the limit defined for the reseller.

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1. On the **Resources** tab, scroll down to the **Acronis Backup Limit** checkbox and do either of the following:
  - provide number of days in the past for which to expose recovery points
  - set this value to **Unlimited**
2. Click **Update & Sync**.
3. To see the result, go to **Server Management > Acronis Backup > Backups**:
  - If you have chosen the **Unlimited** option in step 1 above, you will see a full list of all recovery points available for this service plan so far.
  - If you have set number of days, only the recovery points that correspond to the specified time interval will be displayed.

# Recovery from the customer interface

Customers with the enabled Acronis Backup permission can browse backups in their Plesk interface and download or recover files/folders, databases, and mailboxes.

The procedures are the same as described in the ["Recovery in the Power User view"](#) section.

As the administrator, you can log in under a customer account and recover the items on his/her behalf.

## Exporting the entire account

1. Click **Acronis Backup**.
2. Open the **Backups** tab.
3. Select a recovery point.
4. Click **Export the account**.
5. Check the results in the **Operation log** tab. If the account was exported successfully, you can download the archive.

# Tracking the recovery progress

A customer can see information about the recovery operations in the **Operations Log**. The log can be filtered by an operation status and type. The log also contains download links for the download operations.

Operations Log						
<div><div><div><div><div></div><div>In progress:</div></div><div><div>Download databases</div><div>Started at November 30, 2017 at 1:24 PM</div></div></div></div></div>						
<div><div>Dashboard</div><div>Backups</div><div>Operations Log</div><div>Settings</div></div>						
<div><div>1 items total</div><div>Entries per page: 10 25 100 All</div></div>						
ID	Status	Operation type	Start time	Finish time	Elapsed time	Action
3	<div><div></div><div>In progress</div></div>	<div><div>Download databases</div></div>	November 30, 2017 at 1:24 PM		19h 53m 2s	
<div><div>1 items total</div><div>Entries per page: 10 25 100 All</div></div>						

In the **Service Provider** view, an administrator can also see which customers performed the operations, download the log of a failed operation, and send it as a report to the developers so that they could fix the issue.

## Note

Recovery operations performed from the Plesk interface do not appear in the backup console.

# Appendix

## Installing the backup agent on a Virtuozzo host

1. Log on to the host as the root user.
2. Run the installation file

```
./Backup_Agent_for_Linux_x86_64.bin --register-with-credentials
```

3. Specify the credentials of the account to which the machine should be assigned.  
This account must be created within a customer tenant (Customer administrator, Unit administrator, or User). Do not specify the credentials of a partner administrator.
4. Select the check boxes for the agents that you want to install. The following agents are available:
  - Agent for Linux
  - Agent for VirtuozzoAgent for Virtuozzo cannot be installed without Agent for Linux.
5. Complete the installation procedure.  
Troubleshooting information is provided in the file:

```
/usr/lib/Acronis/BackupAndRecovery/HOWTO.INSTALL
```

6. Open the `/etc/Acronis/BackupAndRecovery.config` file and find the `Webcp` key.

This key determines whether backup is allowed for all containers, and whether backups of a container can be started on demand. By default, both options are set to "No".

- Set "`EnableBackupForAll`" = "Yes" if you want to make the backup service available for all Plesk containers.

If `EnableBackupForAll` value is set to "No", you can enable backup for individual containers in the Acronis web console or using REST API. You will also need to create a backup plan that meets certain requirements described in the "[Configuring a backup plan for a Plesk server](#)" section.

- Set "`RunBackupForAll`" = "Yes" if you want to allow Plesk administrators to run backups of a container on demand.

If `RunBackupForAll` value is set to "No", backups of all containers (for which the backup is enabled) will run on the predefined schedule.

Example:

```
<key name="Webcp">
  <value name="EnableBackupForAll" type="TString">
    "Yes"
  </value>
  <value name="EnableWebcp" type="TString">
    "Yes"
  </value>
  <value name="RunBackupForAll" type="TString">
    "Yes"
  </value>
</key>
```

In a Virtuozzo cluster, the agent must be installed on each host registered in the cluster.

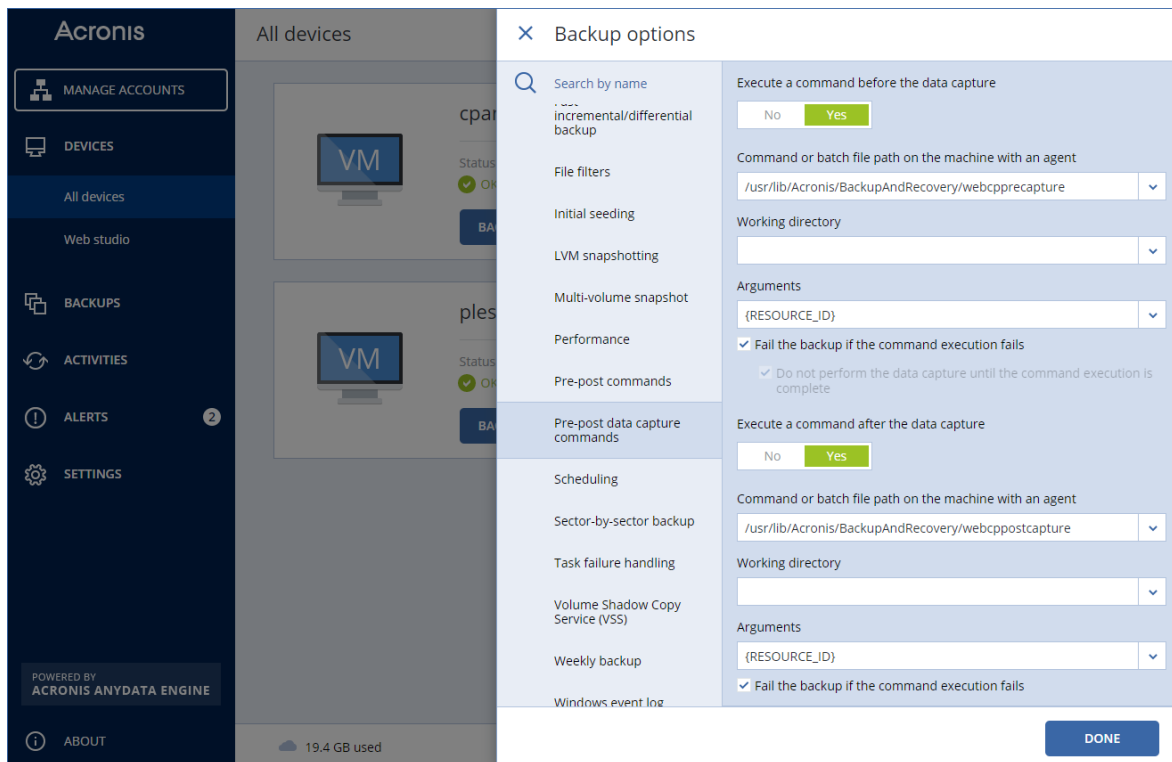
## Configuring a backup plan for a Plesk server

You can change parameters of the default backup plan or create a new plan for your Plesk server.

The backup plan must satisfy the following requirements:

1. It must back up the entire server or all volumes that contain Plesk data.
2. It must have **Pre-post data capture commands** configured:
  - Set **Execute a command before the data capture** to **Yes**
  - Set **Command or batch file path on the machine with an agent** to **/usr/lib/Acronis/BackupAndRecovery/webcpprecapture**
  - Leave **Working directory** empty
  - Set **Arguments** to **{RESOURCE\_ID}**
  - Set **Fail the backup if the command execution fails** to **Yes**
  - Set **Execute a command after the data capture** to **Yes**
  - Set **Command or batch file path on the machine with an agent** to **/usr/lib/Acronis/BackupAndRecovery/webcppostcapture**
  - Leave **Working directory** empty
  - Set **Arguments** to **{RESOURCE\_ID}**

- Set **Fail the backup if the command execution fails** to **Yes**



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