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Acronis Backup plugin for cPanel & WHM

REVISION: WEDNESDAY, MARCH 26, 2025

Table of contents

System requirements

Supported cPanel & WHM configurations

- cPanel & WHM version 11.102 or later
- PHP version 5.6 or later

Supported database servers

- MySQL 5.7 or later
- MariaDB 10.3.17 or later

Note
Backup and recovery of remote database servers is not supported.
Granular recovery of PostgreSQL databases is not supported.

Supported operating systems

The integration has been tested on the following operating systems supported by cPanel & WHM:

- AlmaLinux OS 8 and 9
- CentOS 7
- CloudLinux 6, 7, 8, and 9
- Red Hat Enterprise Linux 7
- Rocky Linux 8 and 9
- Ubuntu 20.04 LTS

For a full list of the operating systems, supported by the protection agent, refer to the Acronis Cyber Protect Cloud documentation.

Supported hypervisors

- For a full list of virtualization platforms, supported by the protection agent, refer to the Acronis Cyber Protect Cloud documentation.
- Agentless backup of the cPanel & WHM application is supported only for Virtuozzo Hybrid Server 7.5 containers and virtual machines.
- To back up a cPanel & WHM server running in a Virtuozzo container or virtual machine, both the Agent for Linux and the Agent for Virtuozzo must be installed on the host.

Installing the plugin

This procedure is applicable for any cPanel server that you want to protect by using the Acronis Backup plugin for cPanel.

Prerequisites

- If you're installing the plugin to perform backups in a Virtuozzo Hybrid Server virtual environment, complete the procedures described in "Deployment in Virtuozzo Hybrid Server environments" (p. 6).

To install the Acronis Backup plugin for cPanel & WHM

1. Log in to the cPanel server as a system administrator or root user.
2. Open the terminal on the server.
3. Execute the following command in the terminal:

```
sh <(curl -L https://download.acronis.com/ci/cpanel/stable/install_acronis_cpanel.sh ||
wget -O - https://download.acronis.com/ci/cpanel/stable/install_acronis_cpanel.sh)
```

This command will download and run the installation script. The installation script will install the latest stable version of the plugin automatically. Additionally, it will register the Stable plugin repository on the system for further plugin updates via **yum** or **apt** utilities.

Note
The plugin does not support two-factor (2FA) authentication at this time. You can register the agent and the plugin using a service account or an API Client. Alternatively, you can register the plugin by using the create_hosting_panel_client.py script. See this knowledge base article.

What to do next

Configure the plugin to protect your cPanel servers. See "Configuring the plugin" (p. 10).

Early Access Program

If you want to participate in the Early Access Program (EAP) and install the latest version from the Current Update Channel, download the installation script from https://download.acronis.com/ci/cpanel/install_acronis_cpanel.sh and run it as follows:

```
sh install_acronis_cpanel.sh -c current
```

For detailed information about the Early Access Program, see https://kb.acronis.com/content/72513.

Installing the protection agent

To perform backup and recovery operations, the Acronis Backup plugin for cPanel & WHM requires the protection agent to be installed on the protected workloads (agent-based mode) or on Virtouozo Hybrid servers that host protected virtual machines or containers (agentless mode).

Operation mode	Protected workloads
Agent-based	cPanel servers running on physical or virtual machines, and the protection agent is installed on the same machine.
Agentless	cPanel servers running in virtual machines or containers under virtualization hosts, and the protection agent is installed on the virtualization host.

Installing the protection agent in physical and virtual machines

In the mainstream scenario, the protection agent is installed and registered as part of the plugin configuration procedure. However, you can install and register the protection agent manually or automate the procedure via the command-line interface.

Proceed with the plugin configuration procedure or refer to the following topics for detailed instructions on alternative options for installing the protection agent:

- Installing protection agents in Linux
- Unattended installation or uninstallation in Linux

For information on updating and configuring the protection agent, see Updating agents.

Installing the protection agent on a virtualization host

Agentless backup of the cPanel application is supported only for Virtuozzo Hybrid Server 7.5 containers and virtual machines. For deployments in Virtuozzo Hybrid Server environments, see "Deployment in Virtuozzo Hybrid Server environments" (p. 6).

Deployment in Virtuozzo Hybrid Server environments

The Acronis Backup plugin supports backup and recovery of cPanel servers that run on Virtuozzo Hybrid Server 7.5 virtual machines and containers. If you are planning to use the plugin in such environments, please note the following:

- Installing the protection agent
  - For containers, the protection agent must be installed on the Virtuozzo Hybrid Server host, not inside the containers.

- For virtual machines, you can install the protection agent inside the virtual machines (agent-based protection) or on the Virtuozzo Hybrid Server host (agentless protection).
- To perform agentless backups, you must enable them on the virtual machines that you want to protect.
- If you have a Virtuozzo cluster, the protection agent must be installed on each host that is registered on the cluster.
- The protection agent must be installed on the virtualization host before configuring the plugin.

- Installing the Acronis Backup plugin for cPanel.
  - To ensure proper integration, the plugin must be installed within each virtual machine or container that has the cPanel control panel installed, by following the standard plugin installation procedure.
  - As an additional security measure, you will need to register the plugin within each Virtuozzo virtual machine or container to the cPanel & WHM platform by using the `create_hosting_panel_client.py` script. For detailed instructions, see this knowledge base article.

Note
The plugin does not support two-factor (2FA) authentication at this time. You can register the agent and the plugin using a service account or an API Client. Alternatively, you can register the plugin by using the create_hosting_panel_client.py script. See this knowledge base article.

Installing the protection agent on a Virtuozzo Hybrid Server host

To install the protection agent in unattended mode, see Unattended installation or uninstallation in Linux. This section describes the manual installation procedure.

1. Log in to the host machine as a system administrator or root user.
2. Download the protection agent installation file to the host machine. See Downloading protection agents.
3. Navigate to the installation file directory, make the file executable and then run it.

   ```
   chmod +x ./Backup_Agent_for_Linux_x86_64.bin
   ./Backup_Agent_for_Linux_x86_64.bin --register-with-credentials
   ```

   If two-factor authentication (2FA) is enabled for your account, use the following command instead:

   ```
   ./Backup_Agent_for_Linux_x86_64.bin --token=%generated_token%
   ```

   To obtain a registration token, use the instructions from Installing the protection agent using a registration token.

4. Specify the credentials of the account, to which the machine should be assigned.

   Note
   Make sure to use the credentials of an account that belongs to a customer group, such as Customer administrator, Unit administrator or Protection User. Avoid using Partner administrator credentials.

5. Select the checkboxes for the components to install:
   - Agent for Linux
   - Agent for Virtuozzo
6. Complete the installation procedure.

Enabling agentless application-aware backups

If you're installing the plugin to perform agentless backups in a Virtuozzo Hybrid Server virtual environment, you must enable the agentless application-aware backups on the virtual machines that you want to protect.

1. Log in to the virtual machine where the cPanel & WHM application is installed.
2. Modify the qemu configuration file `/etc/sysconfig/qemu-ga` as follows to enable the necessary permissions for the qemu guest agent:
   `Set BLACKLIST_RPC=<%BLANK%>`
3. Restart the qemu guest agent by running the following command:
   `systemctl restart qemu-guest-agent`

Configuring the protection agent on a Virtuozzo Hybrid Server host

After you install the protection agent on a Virtuozzo Hybrid Server host, make sure to update the `/etc/Acronis/BackupAndRecovery.config` file as described here. Otherwise, the plugin will not be able to connect to the agent.

- Set **EnableWebcp** to **Yes** to allow the agent to communicate with the plugin.
- [Optional] Set **EnableBackupForAll** to **Yes** if you want to allow cPanel administrators to enable and disable backup of a container from the plugin dashboard. Otherwise, the **Backup** toggle on the dashboard will be deactivated.
- [Optional] Set **RunBackupForAll** to **Yes** to allow cPanel administrators to run backups of a container on demand from the plugin dashboard. Otherwise, the **Backup now** button on the dashboard will be deactivated.

```
<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>
```

Installing and configuring the plugin

Use the standard installation and configuration flows to set up the plugins on every virtual machine or container that you want to protect:

- "Installing the plugin" (p. 5)
- "Configuring the plugin" (p. 10)

Note
To ensure proper proteciton, the backup plugin must be installed within each virtual machine or container that has the cPanel control panel installed.

Configuring the plugin

Once the Acronis Backup plugin for cPanel & WHM is installed, you can proceed with its configuration and registration. You can apply the default configuration by following the configuration wizard from the plugin dashboard.

The procedure to follow depends on the operation mode that you choose.

Operation mode	Specifics	Applies to
Agent-based	• Agent is installed on the protected machine (cPanel server) • Plugin is installed on the protected machine (cPanel server)	• Any physical machines • Any virtual machines, including Virtuozzo
Agentless	• Agent is installed on the virtualization host • Plugin is installed on the protected machine (cPanel server)	• Virtuozzo virtual machines • Virtuozzo containers

Note
If you plan to protect multiple cPanel servers with a single protection plan, you need to create the plan by using the Cyber Cloud console or the RESTful API, and then assign this protection plan to each protected cPanel server - physical machine, virtual machine, or container. The plugin is only capable of creating individual protection plans.

For automation purposes and in order to apply a custom protection policy, you can use the "Unattended plugin configuration" (p. 38) procedure.

Prerequisites

Verify that the Acronis Backup plugin for cPanel & WHM is installed on the machine that you want to protect. See "Installing the plugin" (p. 5).

Configuring agent-based protection

Follow this procedure to configure the protection of a cPanel server running on a physical machine or on any virtual machine.

1. Log in to the WHM interface as an administrator.
2. Navigate to **Plugins** > **Acronis Backup**.
3. (Only for virtual machines) In the Configuration mode screen, select **Install the protection agent on this server**.
4. Specify the credentials of your Acronis Cyber Protect Cloud account to which you want to assign the protected cPanel server, and click **Continue**.

Note
Use the credentials of an account that belongs to a customer group, such as Customer administrator, Unit administrator, or Protection User. Avoid using partner administrator credentials.

5. Select the protection plan to use.
   - **Use an exiting protection plan** - select this option if you want to protect multiple cPanel servers with one plan or if this machine was registered in the past and you want to reuse the plan that was applied to it.

     Important
     - This operation is not automated. After the configuration completes, log in to the Cyber Cloud console and create a protection plan or use an existing plan to assign the cPanel server machine to it, thus starting the actual protection.
     - Also, verify that the plan complies with the requirements outlined in section "Hosting control panel protection plan" (p. 15).

   - **Create a new individual protection plan for this server** - select this option to create an individual protection plan under your user account for this specific workload. This plan cannot be assigned to any other workloads. This approach ensures that each server has an isolated backup environment and prevents other workloads from being affected in the event of a breach.
     - To encrypt your backups, enable the **Encryption** switch and set the password in the corresponding text boxes.

       Note
       Once a backup plan is created and applied, you cannot modify the encryption settings. To use different encryption settings, you will need to create a new backup plan in the Acronis Cyber Protect Cloud console.

       Warning!
       If you lose or forget the encryption password, you won't be able to recover the encrypted backups.

6. Click **Continue**.
7. Enable the recovery self-service options and click **Continue**.
   This setting only enables the self-service options to the corresponding service accounts. You still need to configure them as described in "Enabling self-service for cPanel accounts" (p. 19).
8. On the Configuration summary page, review your settings and click **Confirm**.
9. Wait for the configuration process to complete.

The plugin installs and registers the protection agent and, if you selected this option, creates an individual protection plan with the default backup settings.

Important
If you selected to use a shared protection plan, log in to the Cyber Cloud console and assign that plan to the machine.

During the installation, the software checks if the ports required for communication with the cloud platform are open. If any of the ports are closed, the software will display their numbers and the corresponding host names where the ports should be open. Close the wizard, open the required ports, and restart the configuration process.

Configuring agentless protection

Follow this procedure to configure the agentless protection of a cPanel server running on a Virtuozzo virtual machine or container. The plugin is installed on the protected machine, and the agent is installed on the virtualization host.

Prerequisites

To enable the agentless application-aware backups in a Virtuozzo Hybrid Server 7.5 virtual machine that runs cPanel & WHM, you need to configure the virtual machine as follows.

1. Log in to the virtual machine where the cPanel & WHM application is installed.
2. Modify the qemu configuration file `/etc/sysconfig/qemu-ga` as instructed below, to enable necessary permissions for the qemu guest agent:
   `Set BLACKLIST_RPC=<%BLANK%>`
3. Restart the qemu guest agent by running the following command:
   `systemctl restart qemu-guest-agent`

To configure agentless protection

1. Log in to the cPanel interface as an administrator.
2. Navigate to **Plugins** > **Acronis Backup**.
3. (Only for virtual machines) In the Configuration mode screen, select **The protection agent is already installed on the visualization host**.
4. If the connectivity agent is not installed, follow the instructions on the Connectivity agent screen to generate a connectivity agent, and click **Refresh** when done.

   Note
   You might have to wait a couple of minutes until the necessary permissions are propagated across the cloud components.

   If a connectivity agent is already installed on the virtual machine or the container, proceed to the next step.
5. Select the protection plan to use.

- **Use an exiting protection plan** - select this option if you want to protect multiple cPanel servers with one plan or if this machine was registered in the past and you want to reuse the plan that was applied to it.

  Important
  - This operation is not automated. After the configuration completes, log in to the Cyber Cloud console and create a protection plan or use an existing plan to assign the cPanel server machine to it, thus starting the actual protection.
  - Also, verify that the plan complies with the requirements outlined in section "Hosting control panel protection plan" (p. 15).

- **Create a new individual protection plan for this server** - select this option to create an individual protection plan under your user account for this specific workload. This plan cannot be assigned to any other workloads. This approach ensures that each server has an isolated backup environment and prevents other workloads from being affected in the event of a breach.
  - To encrypt your backups, enable the **Encryption** switch and set the password in the corresponding text boxes.

    Note
    Once a backup plan is created and applied, you cannot modify the encryption settings. To use different encryption settings, you will need to create a new backup plan in the Acronis Cyber Protect Cloud console.

    Warning!
    If you lose or forget the encryption password, you won't be able to recover the encrypted backups.

6. Click **Continue**.
7. Configure the recovery self-service options and click **Continue**.
8. On the Configuration summary page, review your settings and click **Confirm**.
9. Wait for the configuration process to complete.

If necessary, you can modify the protection plan parameters in the Cyber Protect Cloud console or use the "Unattended plugin configuration" (p. 38) procedure to make changes later.

What to do next

- If you selected to use an existing protection plan, log in to the Cyber Cloud console and assign the cPanel server machine to that plan or create a new plan to use for multiple cPanel servers.
- If you enabled the recovery self-service for end users or resellers, verify that you configured the corresponding self-service features. See "Enabling self-service for cPanel accounts" (p. 19).

Backup

Only the server administrator has permission to manage backups on the web hosting server. Resellers and end users can only access and restore their data if the self-service recovery feature is available for their accounts.

The protection plan, assigned to the web hosting server, defines its backup policy.

To perform a web hosting server backup, you need a protection plan with a specific configuration. If you don't have the required protection plan, granular recovery in the control panel interface will not work.

For the same reasons, it is important not to apply web hosting server protection plans to other workload types because they will not work and will not be suitable for the task.

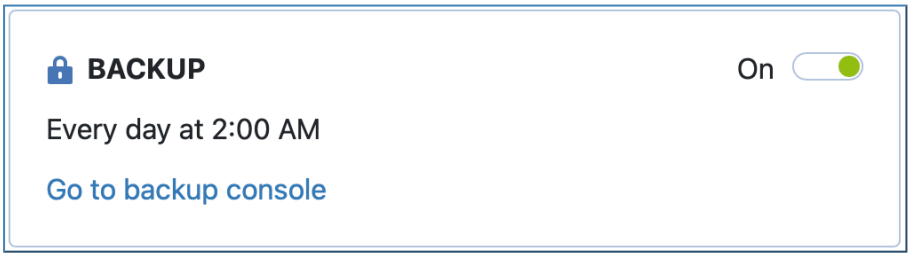
Enabling and disabling backup for the server

By default, an individual protection plan with predefined settings is automatically created and assigned when configuring the plugin through the control panel's user interface. Depending on the chosen configuration method, a customized protection plan can be assigned or this step can be entirely skipped.

While most operations related to protection plans are only available in the Cyber Protect console, the plugin's dashboard allows for a quick option to disable or enable backup for the server.

To change the backup status

1. Navigate to **Plugins** > **Acronis Backup** > **Dashboard**.
2. Switch the **Backup** toggle button to **ON** or **OFF** mode.



When the toggle is turned OFF, the plugin will disable the execution of all hosting control panel protection plans currently assigned to this server. When the toggle is turned ON, the plugin will enable the execution of all hosting control panel plans currently assigned to the server.

If the server does not have any hosting control panel protection plans assigned to it, turning the toggle ON will create and assign an individual protection plan with the default settings.

Note
In plugin versions prior to 1.8.0, disabling the backup would cause the plan to be revoked from the server, whereas enabling backup would cause a randomly selected hosting control panel plan to apply to the server if several compatible plans were found.

Changing backup settings

By default, the protection plan created upon plugin configuration is set up to run a backup once every 24 hours at 2 AM local server time. However, you can modify this and other default settings using the Cyber Protect console, the unattended plugin configuration script, or the RESTful public API.

For more information on how to change backup settings, refer to the following help pages:

- Editing a protection plan
- Unattended plugin configuration
- Managing protection plans and policies

Regardless of the approach you choose, ensure that you do not alter the parameters, described in Hosting control panel protection plan. Doing so will prevent granular recovery in the control panel interface from working.

Hosting control panel protection plan

When creating or modifying a protection plan to back up a hosting control panel, make sure that it meets the following requirements. Otherwise, granular recovery of the control panel objects will not work.

- The plan must back up the entire server or all volumes that contain control panel data.
- The plan does not contain file or path exclusion rules. Such rules can slow down dramatically the mounting and recovery operations for backups and the operations might fail with timeout errors.
- Application backup must be enabled for cPanel in the plan. See "Enabling application-aware backups for cPanel" (p. 15)

Enabling application-aware backups for cPanel

Starting with version 1.9.0 of the Acronis Backup plugin for cPanel & WHM, we introduced a new, more robust, secure, and error-resistant method of metadata collection during the cPanel backup process, as opposed to the legacy method by running pre-post commands. The legacy method is still supported for integrations where it is already applied or if administrators prefer to use pre-post commands.

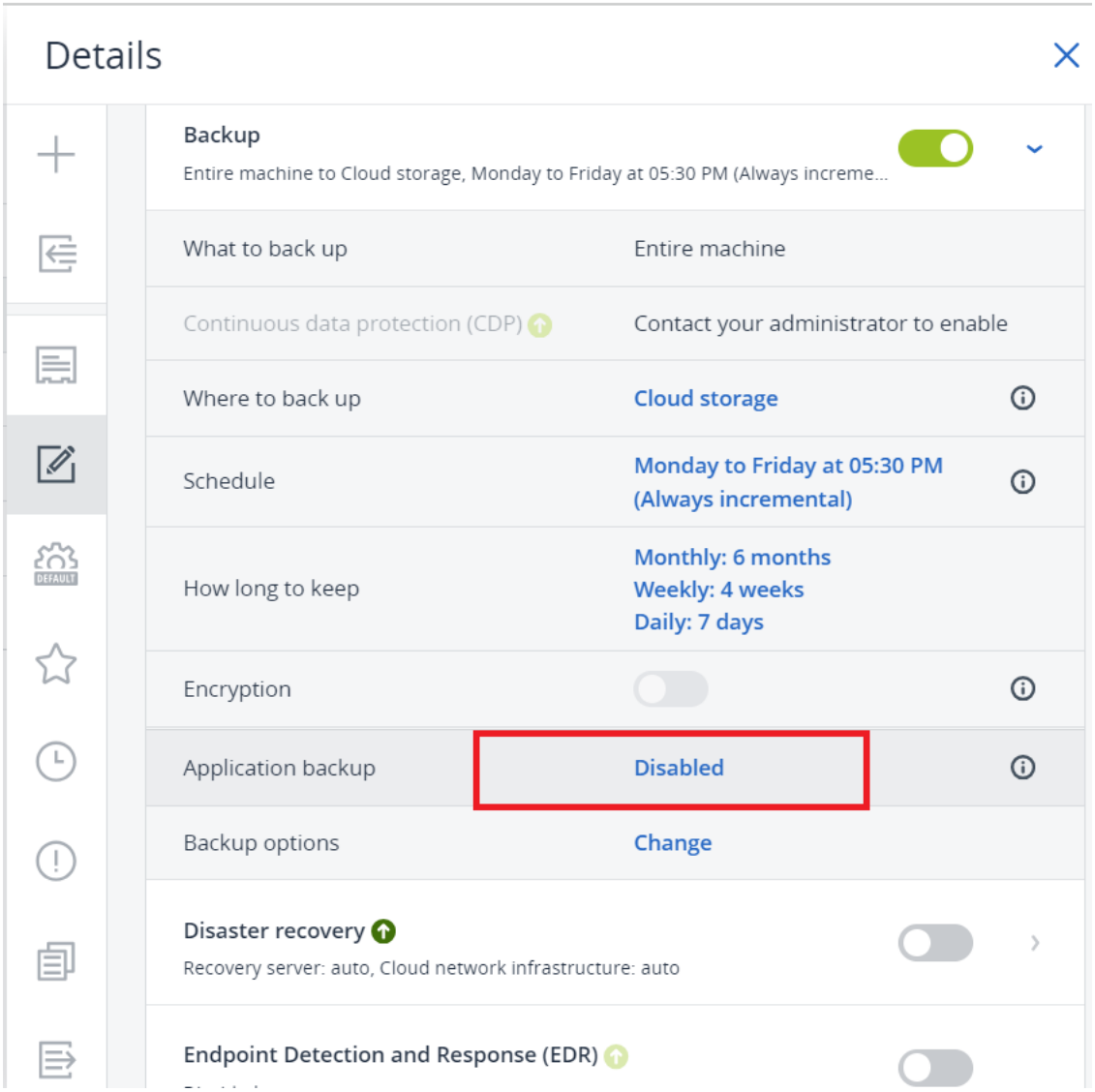
The new method is enabled by means of a toggle in the protection plan. It is enabled by default in new individual protection plans that are created during the plugin configuration procedure. For

shared protection plans, you must enable it manually - through either using the toggle or applying the legacy pre-post commands.

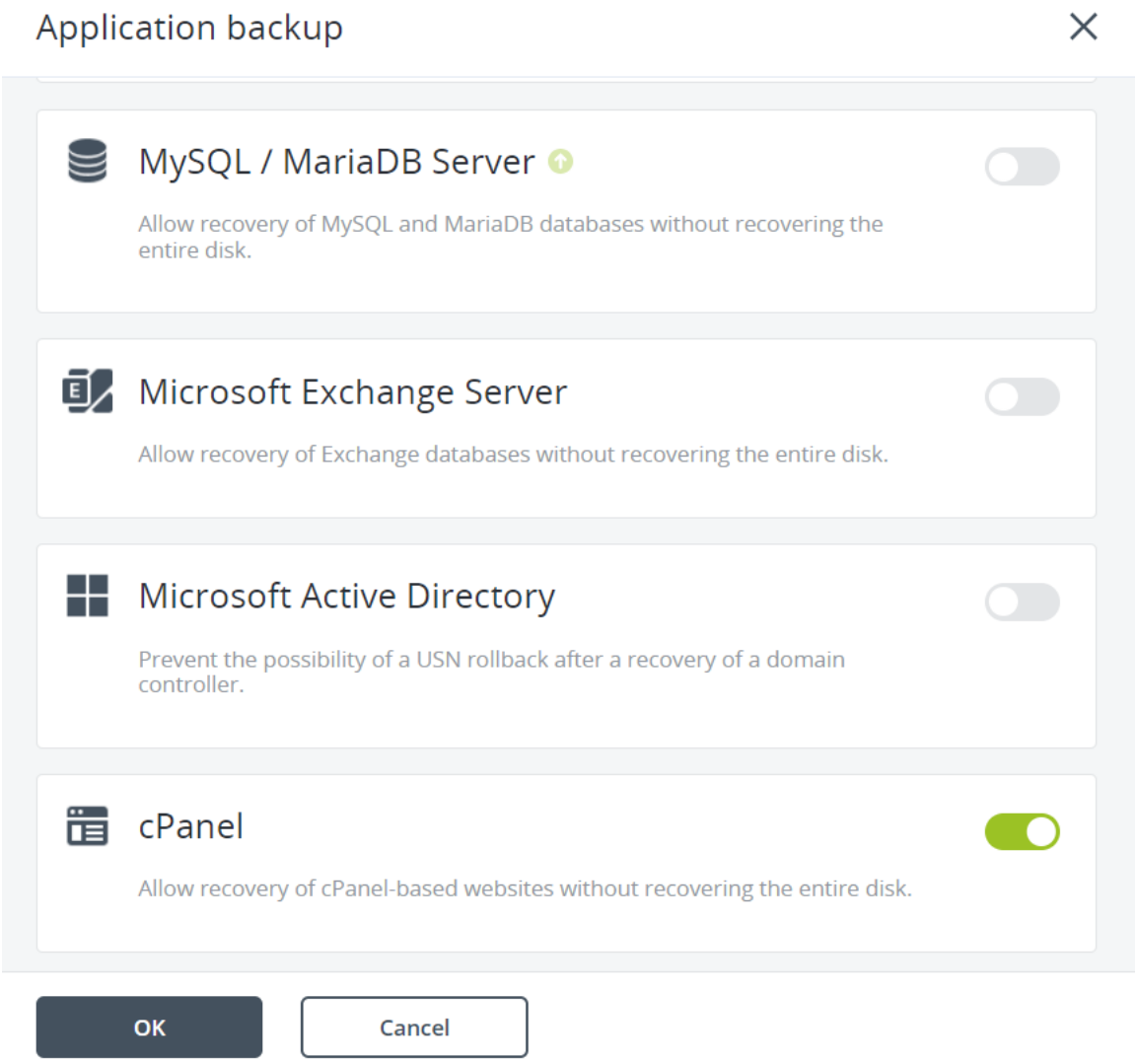
Warning!
Do not configure backups through both the new metadata collection method and the pre-post data capture commands in the same plan. Having both options enabled together in one plan is very likely to lead to backup failures.

To enable application backups through the new metadata collection method

1. In the Cyber Cloud console, create a new protection plan or open an existing plan for editing.
2. In the plan details page, locate the Application backup section and open the settings to review or configure.



3. Scroll down the list of applications and enable the cPanel toggle.

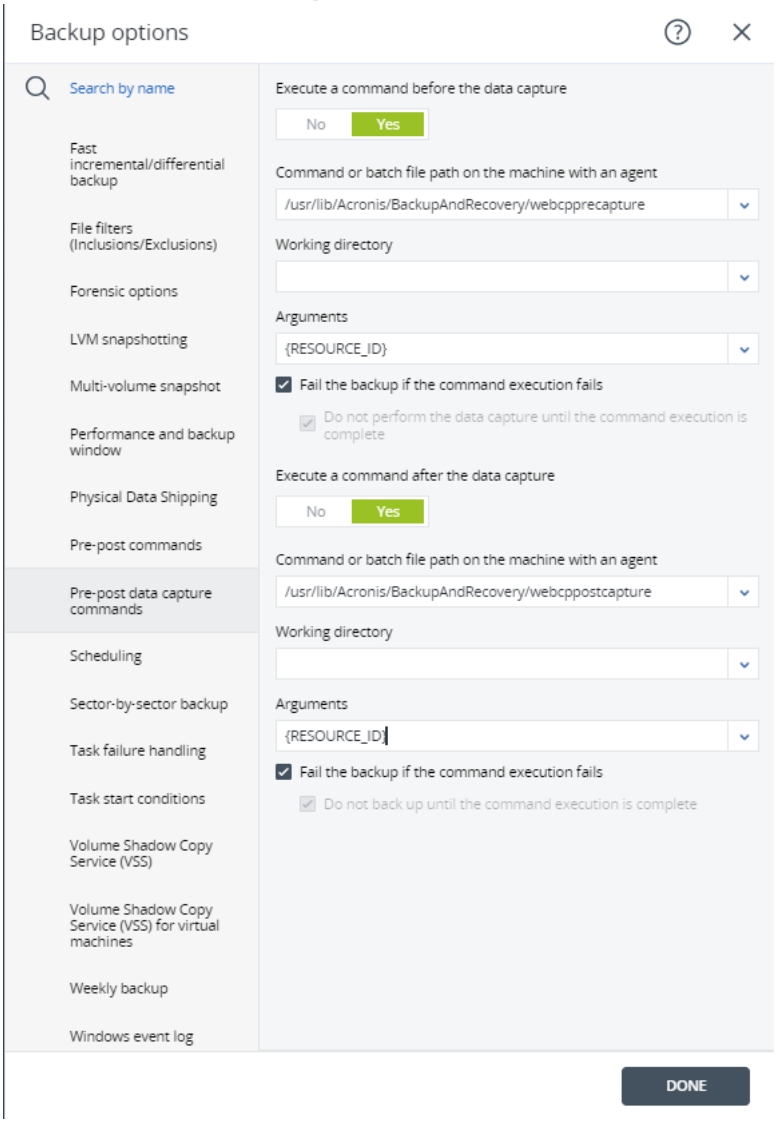


4. Click **OK** and **Save**.

To enable application backups through pre-post commands

1. Open the protection plan for editing and navigate to **Backup options**.
2. Click **Pre-post data capture commands**.
3. Set **Execute a command before the data capture** to **Yes**
4. Set **Command or batch file path on the machine with an agent** to `/usr/lib/Acronis/BackupAndRecovery/webcpprecapture`
5. Leave **Working directory** empty
6. Set **Arguments** to **{RESOURCE_ID}**
7. Select the **Fail the backup if the command execution fails** checkbox.
8. Set **Execute a command after the data capture** to **Yes**
9. Set **Command or batch file path on the machine with an agent** to `/usr/lib/Acronis/BackupAndRecovery/webcppostcapture`
10. Leave **Working directory** empty.

11. Set **Arguments** to **{RESOURCE_ID}**
12. Select the **Fail the backup if the command execution fails** checkbox.



13. Click **Done** and save the plan.

To switch from script-based metadata collection to the binary-based approach

1. Open the protection plan for editing.
2. Delete the pre-post commands settings.
3. Enable the **cPanel** toggle.
4. Save the plan.

Enabling self-service for cPanel accounts

1. Click **Feature Manager**.
2. Select a feature list and click **Edit**.
3. Select the **Acronis cPanel & WHM** check box.
4. Click **Save**.

Setting up different service levels for cPanel accounts

To enable different service levels for cPanel accounts, the cPanel administrator needs to create plugin *features* to define the number of days, for which available recovery points will be shown in the cPanel user interface.

Note
For example, suppose that you have 3 cPanel accounts: **Account1**, **Account2**, **Account3**. You can create 3 features:

1. **Feature1**: to show recovery points created for the last day
2. **Feature2**: to show recovery points created for the last 14 days
3. **Feature3**: to show recovery points created for the last 30 days

If you assign **Feature1** to **Account1** in the cPanel Feature manager, the corresponding cPanel account will see only recovery points created for the last day in its plugin UI. **Account2** with **Feature2** will be able to access recovery points created for the last 14 days, **Account3** with **Feature3** - recovery points created for the last 30 days.

You can create plugin features in several ways.

Create all the features automatically during plugin configuration

Note
This option works only for the initial plugin installation and configuration. If the plugin is already installed and configured, use the second option - "Create cPanel features manually" (p. 20).

1. Log on to the host as a root user, then open:

   ```
   /usr/local/cpanel/base/3rdparty/acronisbackup/srv/config.ini
   ```

2. Add `enable_retention_service_plans = 1`

   Note
   If this option is enabled (`enable_retention_service_plans = 1`), but no features are created or set, recovery points will not be shown to any cPanel accounts on this server.

3. Under the [`retention_service_plans`] section, add features like shown below:

```
acronisbackup_1 = 1
acronisbackup_14 = 14
acronisbackup_30 = 30
```

4. Restart python service:

```
/usr/local/cpanel/base/3rdparty/acronisbackup/scripts/acronis-backup-srv.sh restart
```

5. Perform plugin configuration.

Note
The naming structure is obligatory: `acronisbackup_NUMBER = NUMBER`. Entering it in a different way will result in an error.

Create cPanel features manually

1. Log on to the host as a root user
2. Run the following command:

```
vim /usr/local/cpanel/whostmgr/addonfeatures/acronisbackup_1
```

   where **acronisbackup_1** is a file name for the feature.

3. Add content as shown in the below example:

   `acronisbackup_1`: Acronis Backup 1 Days Retention

   The second part is a human readable name of the feature that the cPanel admin will see in the Feature manager.

4. Open

```
/usr/local/cpanel/base/3rdparty/acronisbackup/srv/config.ini
```

5. Add `enable_retention_service_plans = 1`
6. Restart python service:

```
/usr/local/cpanel/base/3rdparty/acronisbackup/scripts/acronis-backup-srv.sh restart
```

To create a feature without limitations

Note
All available recovery points will be visible for users who have access to the feature.

1. Run the following command:

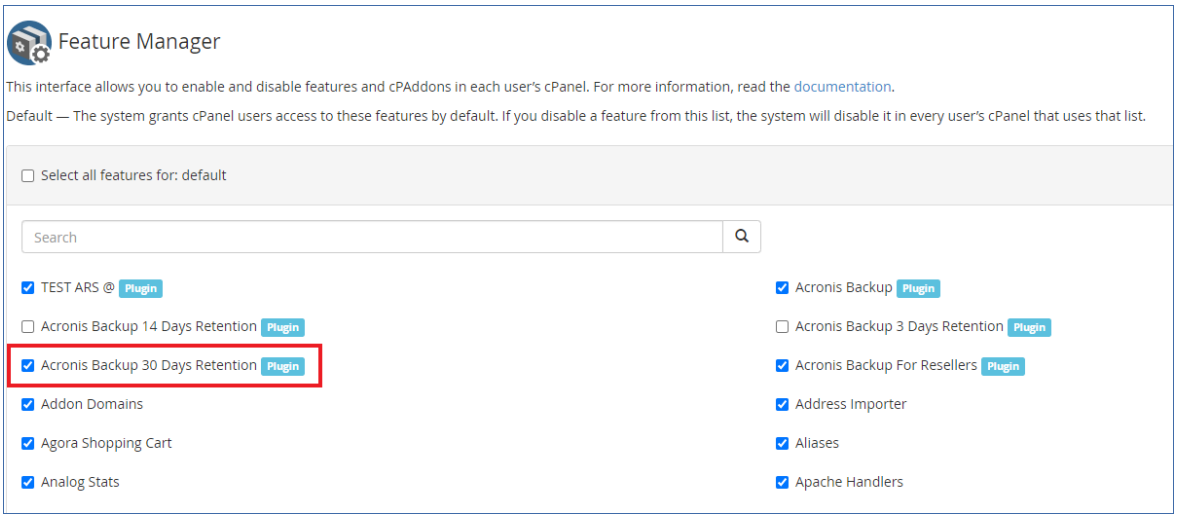
```
vim /usr/local/cpanel/whostmgr/addonfeatures/acronisbackup_0
```

2. Add content per the following example:

   `acronisbackup_0: Acronis Backup Unlimited`

To assign created features to cPanel accounts

1. In the cPanel UI, click **Feature Manager**.
2. Select a feature list and click **Edit**.
3. Select a check box with the required feature name (for example - *Acronis Backup 30 Days Retention*).



4. Click **Save**.

Note

If you uninstall the plugin, all features will be removed automatically.

Enabling self-service for cPanel Resellers

1. Click **Feature Manager**.
2. Select a feature list and click **Edit**.
3. Select the **Acronis Backup For Resellers** check box.
4. Click **Save**.

As a result, cPanel Resellers with the selected feature list assigned, will be able to browse, download and recover all the objects belonging to cPanel accounts under them.

Note
By default this option is not enabled. After plugin upgrade to version 1.6, cPanel Resellers will not be able to access its functionality until the corresponding feature is enabled for the required feature lists.

Features for different service levels, described in "Enabling self-service for cPanel Resellers" (p. 22) can be also assigned to cPanel Reseller accounts.

Note
Features assigned to cPanel Reseller accounts don't affect the service levels of its cPanel accounts. Only features assigned to cPanel accounts directly affect their service level.

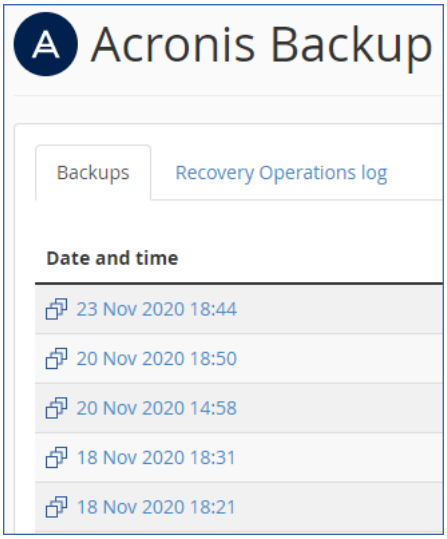
Recovery in the cPanel UI

Accounts with the Acronis cPanel & WHM privilege enabled can browse backups in WHM interface and download or recover domains, files, folders, databases, mailboxes, mail filters and forwarders, as well as entire accounts.

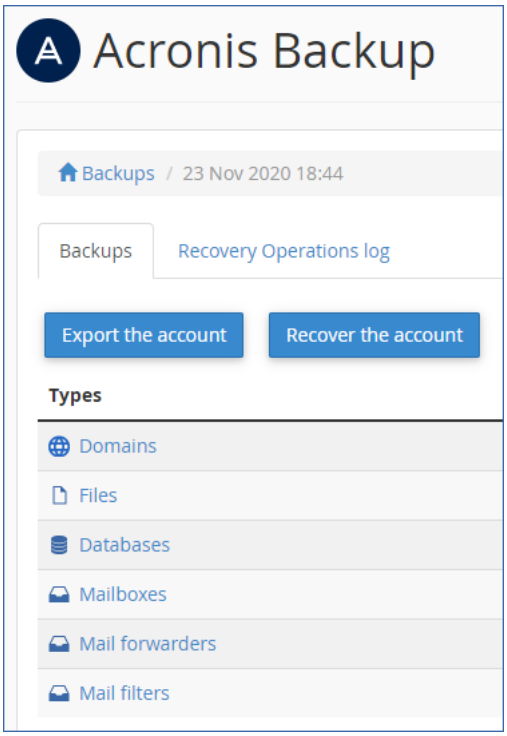
Note
Custom DNS records, associated with the hosting service domains, are not retained after account recovery.

Downloading domains

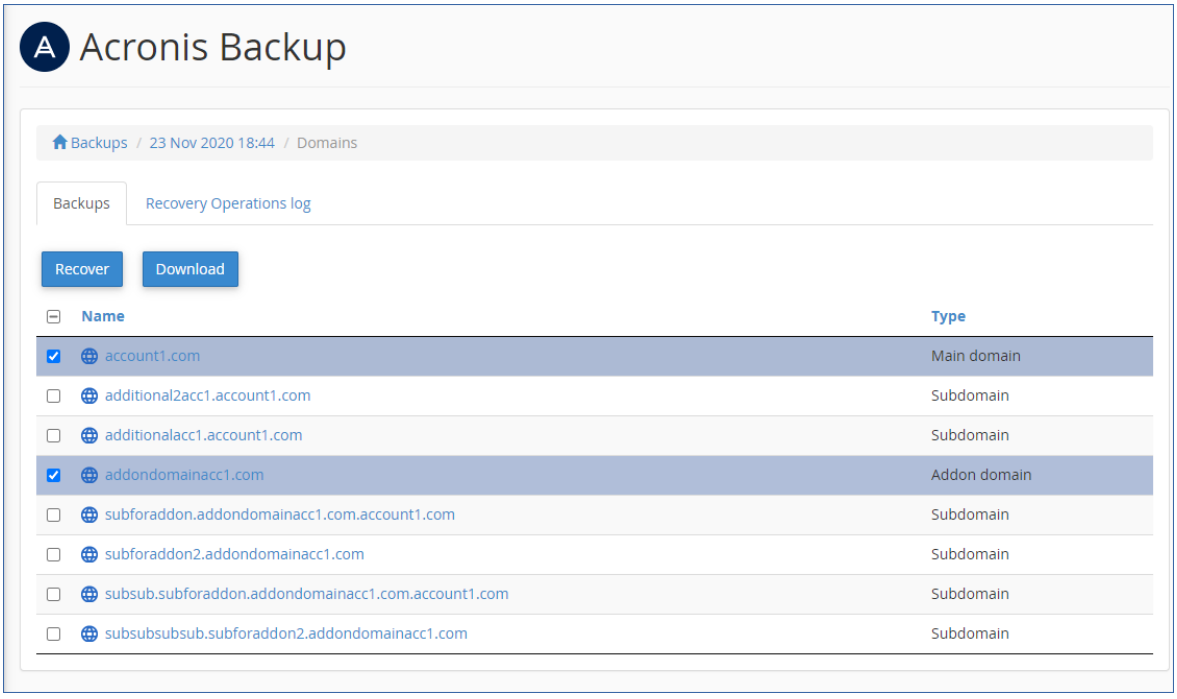
1. Click **Acronis Backup**.
2. Open the **Backups** tab.



3. Select a recovery point.
   The corresponding backup is then mounted to the cPanel server. This process may take up a few minutes.



4. Click **Domains**.
5. Select the domains to download.



6. Click **Download**.

As a result, a .zip archive with the selected domains content is prepared and placed into your home folder.

Recovering domains to the original location

1. Click **Acronis Backup**.
2. Open the **Backups** tab.
3. Select a recovery point.
4. Click **Domains**.
5. Select the domains to recover.
6. Click **Recover**.

As a result, the selected domains are recovered to their original location. All existing files are overwritten.

If a domain no longer exists, it is recreated automatically.

Downloading files

1. Click **Acronis cPanel & WHM**.
2. Open the **Backups** tab.
3. Select a recovery point.

   After you select the recovery point, the corresponding backup is mounted to the cPanel server. The process may take up to a few minutes.
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 archive will be prepared and placed into your home folder. Once the archive is ready, download it by using the link in the notification bar or in the **Operation Log**, or by using the **File Manager**.

Recovering files to the original location

1. Click **Acronis cPanel & WHM**.
2. Open the **Backups** tab.
3. Select a recovery point.

   After you select the recovery point, the corresponding backup is mounted to the cPanel 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 cPanel server are replaced with their copies from the backup.

Downloading database dumps

1. Click **Acronis cPanel & WHM**.
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 archive with SQL dumps is prepared and placed into your home folder.

Recovering databases to the original location

1. Click **Acronis cPanel & WHM**.
2. Open the **Backups** tab.
3. Select a recovery point.
4. Click **Databases**.
5. Select databases to recover.
6. Make sure that the **Add suffix to the recovered database name** check box is cleared.
7. [Optional] Select to restore database users.
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.

Recovering databases as new ones

1. Click **Acronis cPanel & WHM**.
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.
8. Click **Recover**.

As a result, new databases with the “%original_name%%suffix%” name is created in cPanel. The existing databases are not affected.

Downloading mailboxes

1. Click **Acronis cPanel & WHM**.
2. Open the **Backups** tab.
3. Select a recovery point.
4. Click **Mailboxes**.
5. Select the mailboxes to download.
6. Click **Download**.

As a result, a .zip archive with the mailboxes content will be prepared and placed into your home folder.

Recovering mailboxes to the original location

1. Click **Acronis cPanel & WHM**.
2. Open the **Backups** tab.
3. Select a recovery point.
4. Click **Mailboxes**.
5. Select the mailboxes to recover.
6. Click **Recover** and confirm.

As a result, the selected mailboxes are recovered to the original location. If the selected mailbox no longer exists on the server, it is recreated automatically.

Note
When recovering a maildir mailbox, you can choose to either keep or delete emails created after the backup. For mdbox mailboxes, it is only possible to overwrite the entire mailbox, and all emails created after the backup will be lost as a result of the operation.

Downloading mail filters

1. Click **Acronis cPanel & WHM**.
2. Open the **Backups** tab.
3. Select a recovery point.
4. Click **Mail filters**.
5. Select the mail filters to download.
6. Click **Download**.

Recovering mail filters to the original location

1. Click **Acronis cPanel & WHM**.
2. Open the **Backups** tab.
3. Select a recovery point.
4. Click **Mail filters**.
5. Select the mail filters to recover.
6. Click **Recover** and confirm.

Downloading mail forwarders

1. Click **Acronis cPanel & WHM**.
2. Open the **Backups** tab.
3. Select a recovery point.
4. Click **Mail forwarders**.
5. Select the mail forwarders to download.
6. Click **Download**.

Recovering mail forwarders to the original location

1. Click **Acronis cPanel & WHM**.
2. Open the **Backups** tab.
3. Select a recovery point.
4. Click **Mail forwarders**.
5. Select the mail forwarders to recover.
6. Click **Recover** and confirm.

Exporting the entire account

1. Click **Acronis cPanel & WHM**.
2. Open the **Backups** tab.
3. Select a recovery point.
4. Click **Export the account**.
5. [Optional] Select **Skip export of databases** and **Skip export of home directory** check boxes.
6. Check the results in the **Operation log** tab. If the account was exported successfully, you can download the archive.

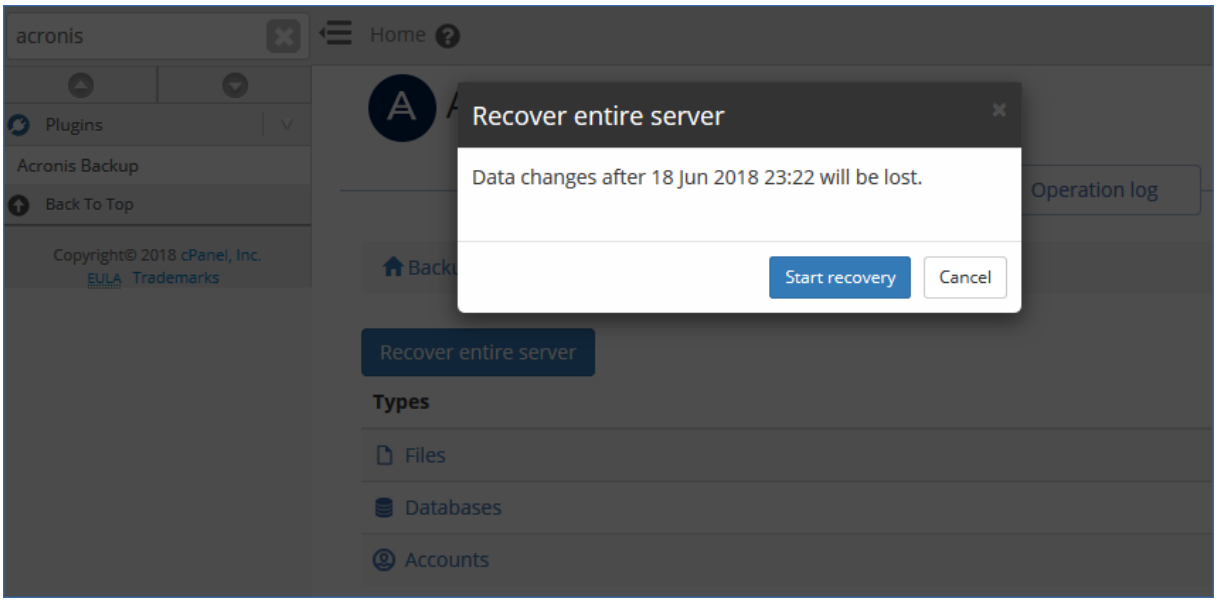
Recovering from the WHM interface

The recovery is similar to what is described in Recovery in the cPanel UI. The differences are as follows:

- When you request to download .zip archive, the archive is placed in the `/root/backup_cloud/`folder.
  To change the archive location:
  - Open /usr/local/cpanel/base/3rdparty/acronisbackup/srv/config.ini
  - In section [app], add downloads_path = /root/new_path_to_archives/
  - Restart the Python service: /usr/local/cpanel/base/3rdparty/acronisbackup/scripts/acronis-backup-srv.sh restart
- These archives are stored for seven days by default.
  To change the retention period:
  - Open /usr/local/cpanel/base/3rdparty/acronisbackup/srv/config.ini
  - In section [app], add downloads_retention_days = 1
  - Restart the Python service: /usr/local/cpanel/base/3rdparty/acronisbackup/scripts/acronis-backup-srv.sh restart
- When you recover a user database as a new one, it is created under the user the original database belongs to.
- You can recover the entire server.
- You can recover or download accounts. When recovering individual accounts, you can configure several recovery options.
- cPanel Resellers can access their own files as well as files of cPanel accounts belonging to them. They cannot recover the entire server or change any settings, which require root privileges on the server.

Reverting a running cPanel server to a previous state

1. Click **Plugins** > **Acronis cPanel & WHM**.
2. Open the **Backups** tab.
3. Select a recovery point.
4. Click **Recover entire server** and confirm.



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 Acronis web console.

If the cPanel UI is not available as a result of the server failure, recover the server by using the Acronis web console or Acronis bootable media.

Options for recovering individual accounts via cPanel UI

When you are recovering individual accounts from cPanel UI, you can configure the following recovery options:

- **Overwrite the existing account**

  Use this option when another account with the same name exists. The existing account will be overwritten.
- **Change the user name**

  Use this option to change the name of the recovered account. The maximum account name length is 16 alphanumeric characters.
- **Assign a dedicated IP address**

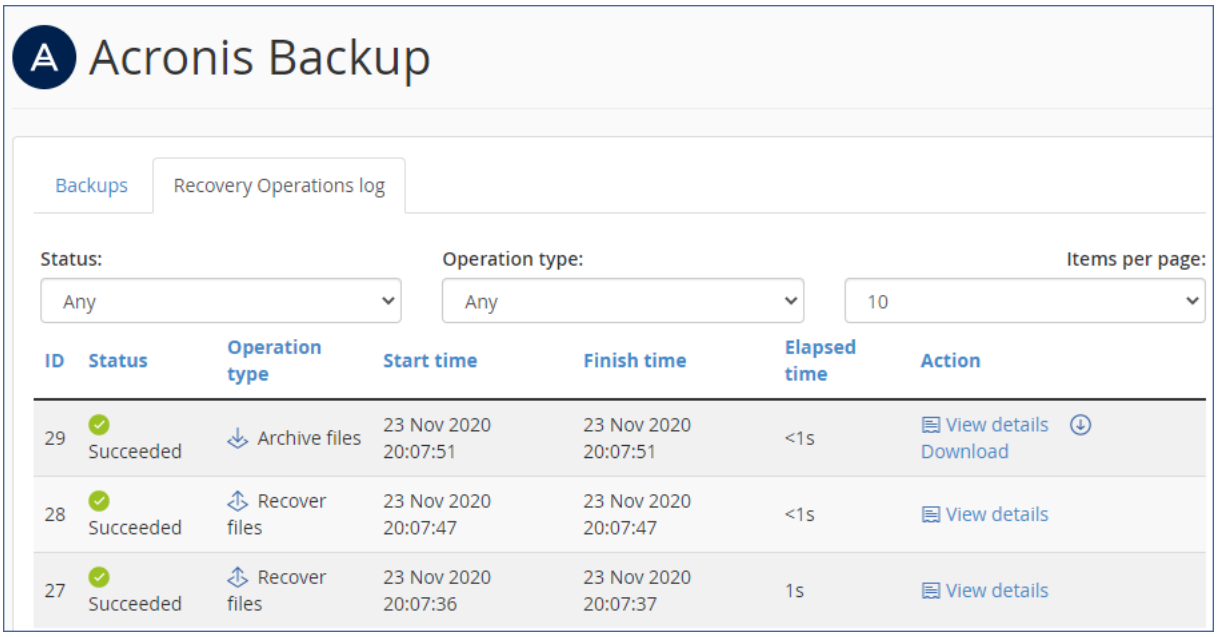
  Use this option to assign a spare dedicated IP address for the recovered account. You can configure the list of IPs in the **IP functions** section of cPanel.
- **Skip recovery of databases**

  Use this option to skip the recovery of databases.
- **Skip recovery of home directory**

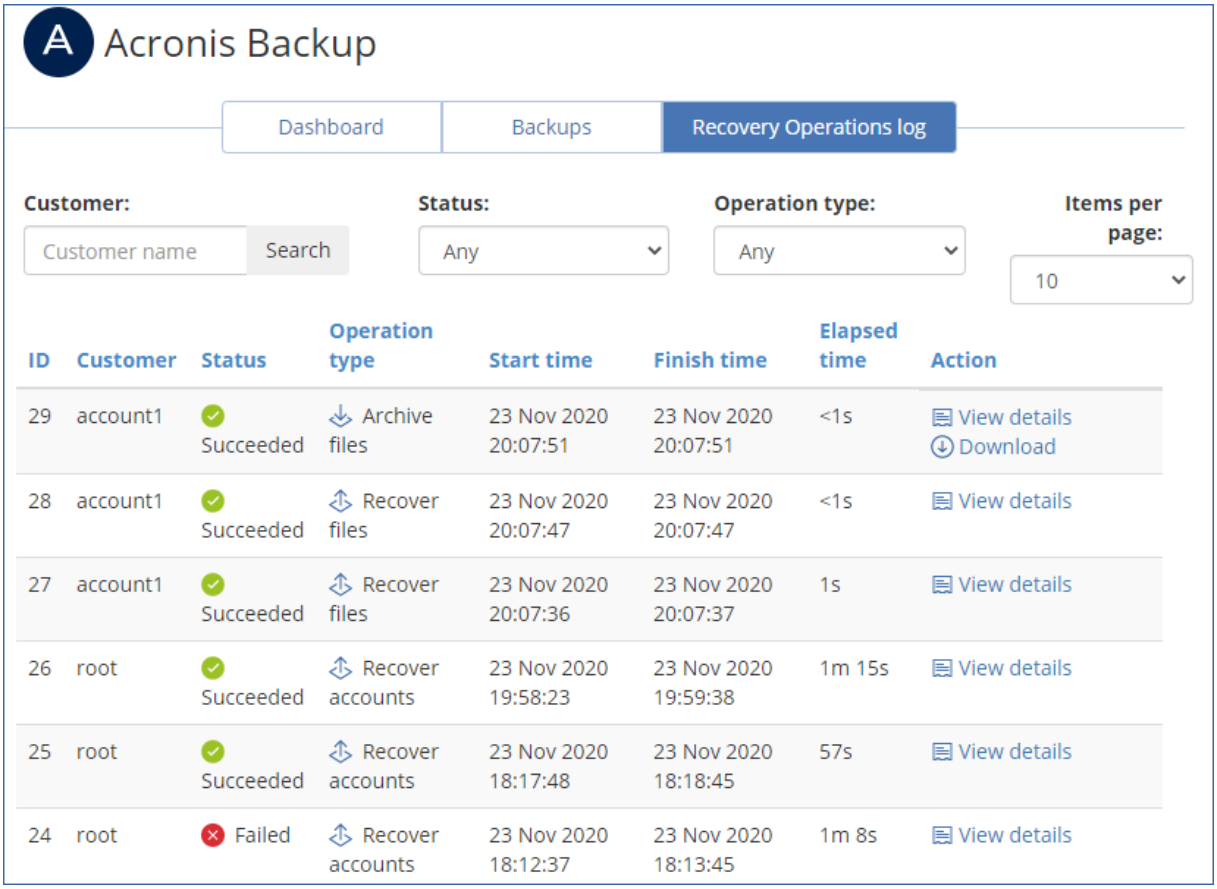
  Use this option to skip the recovery of files in the user home directory.

Tracking recovery progress

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



In the WHM UI, you can see the same information across all customers.



ID	Customer	Status	Operation type	Start time	Finish time	Elapsed time	Action
29	account1	Succeeded	Archive files	23 Nov 2020 20:07:51	23 Nov 2020 20:07:51	<1s	View details Download
28	account1	Succeeded	Recover files	23 Nov 2020 20:07:47	23 Nov 2020 20:07:47	<1s	View details
27	account1	Succeeded	Recover files	23 Nov 2020 20:07:36	23 Nov 2020 20:07:37	1s	View details
26	root	Succeeded	Recover accounts	23 Nov 2020 19:58:23	23 Nov 2020 19:59:38	1m 15s	View details
25	root	Succeeded	Recover accounts	23 Nov 2020 18:17:48	23 Nov 2020 18:18:45	57s	View details
24	root	Failed	Recover accounts	23 Nov 2020 18:12:37	23 Nov 2020 18:13:45	1m 8s	View details

For detailed information about a failed operation, click **View details**. From there you can send the failure report so that the plugin vendor can improve the plugin in future versions. Please note that this option is not a call to support, if you need an assistance to solve the issue, please contact your service provider.

Recovery operations performed from the cPanel & WHM interfaces do not appear in the Acronis web console.

Updating the plugin

Note
Although it is technically possible to downgrade the package version using standard system utilities, this scenario is not supported officially. A successful downgrade requires tracking and resolving critical changes, such as updating the internal database, not just replacing package files.

To update the Acronis Backup plugin for cPanel & WHM
Run the following commands in the terminal on the cPanel server:

- **RPM format**

```
yum update acronis-backup-cpanel
```

- **DEB format**

```
sudo apt update
sudo apt upgrade acronis-backup-cpanel
```

Installing and updating the protection agent

The plugin requires the protection agent to be installed to perform backup and recovery operations.

In the mainstream scenario, the protection agent will be installed and registered as part of the plugin configuration procedure. However, you have the option to manually install and register the protection agent or automate the procedure via the command-line interface.

For detailed instructions on alternative protection agent installation options, see

- Installing protection agents in Linux
- Unattended installation or uninstallation in Linux

The protection agent can be updated either manually or automatically, depending on your preferences. It may have flexible configurations such as release channels and maintenance windows. For more details on updating and configuring the protection agent, see Updating agents.

Deployment in Virtuozzo Hybrid Server environment

The integration supports backup and recovery of cPanel servers that reside on Virtuozzo Hybrid Server. If you are planning to deploy in this way, there are some specifics:

1. Install the protection agent on the Virtuozzo Hybrid Server host, not inside the container itself.
2. If you have a Virtuozzo cluster, you must install the protection agent on each host, registered on the cluster.
3. To ensure proper integration, install the plugin within each container that has the cPanel control panel installed, following the standard plugin installation procedure.

4. You can install the agent before or after installing the plugin, but you cannot do this from the plugin.
5. As an additional security measure, you must provide your Acronis account credentials in the plugin or by using the `create_agent_client.py` script, explained further in this document.
6. If you plan to protect all or multiple containers with a single protection plan, you must create the plan in the Cyber Protect console or using RESTful API and assign this protection plan to each container. The plugin is only capable of creating individual protection plans.

Note
The plugin does not support two-factor authentication (2FA). If you have 2FA enabled, you can register the agent and the plugin using a service account or an API Client. Alternatively, you can register the plugin using the `create_agent_client.py` script.

Installing the protection agent on a Virtuozzo Hybrid Server host

To install the protection agent in unattended mode, see Unattended installation or uninstallation in Linux.

1. Log in to the host machine as a system administrator or root user.
2. Download the protection agent installation file to the host machine. See Downloading protection agents.
3. Navigate to the installation file directory, make the file executable, and then run it.

   ```
   chmod +x ./Backup_Agent_for_Linux_x86_64.bin
   ./Backup_Agent_for_Linux_x86_64.bin --register-with-credentials
   ```

   If two-factor authentication (2FA) is enabled for your account, use the following command instead:

   ```
   ./Backup_Agent_for_Linux_x86_64.bin --token=%generated_token%
   ```

   To obtain a registration token, use the instructions from Installing the protection agent using a registration token.
4. Specify the credentials of the account, to which the machine should be assigned.

   Note
   Make sure to use the credentials of an account that belongs to a customer group, such as Customer administrator, Unit administrator or Protection User. Avoid using partner administrator credentials.

5. Select the checkboxes for the components to install:
   - Agent for Linux
   - Agent for Virtuozzo
6. Complete the installation procedure.

Configuring the protection agent on a Virtuozzo Hybrid Server host

After you install the protection agent on a Virtuozzo Hybrid Server host, make sure to update the `/etc/Acronis/BackupAndRecovery.config` file as described here. Otherwise, the plugin will not be able to connect to the agent.

- Set **EnableWebcp** to **Yes** to allow the agent to communicate with the plugin.
- [Optional] Set **EnableBackupForAll** to **Yes** if you want to allow cPanel administrators to enable and disable backup of a container from the plugin dashboard. Otherwise, the **Backup** toggle on the dashboard will be deactivated.
- [Optional] Set **RunBackupForAll** to **Yes** to allow cPanel administrators to run backups of a container on demand from the plugin dashboard. Otherwise, the **Backup now** button on the dashboard will be deactivated.

```
<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>
```

Installing and configuring the plugin

Use the standard installation and configuration flows to set up plugins on the per-container basis:

- Installing and updating the Acronis Backup plugin for cPanel & WHM
- Configuring the plugin through the dashboard

If you want to automate the registration of the plugin inside a container, you can use the create_agent_client.py script. This script will generate an agent client in the specified or all containers (if you do not specify the list explicitly) and register it in the Cyber Protect service.

Note
The cPanel control panel and the plugin must be installed in the containers for the operation to complete.

The script has the following syntax:

```
create_agent_client.py (--username=LOGIN|--client-id=API_CLIENT) (--password-
file=PASSWORD_FILE|--secret-file=API_SECRET) [--container-id=CT1,CT2,CT3]
```

`--username=LOGIN`	Username for authentication with Acronis Cyber

	Protect Cloud. Only one of these is required: `--username` or `--client-id`.
`--username=LOGIN`	Username for authentication with Acronis Cyber Protect Cloud. Only one of these is required: `--username` or `--client-id`.
`--client-id=API_CLIENT`	Client ID for authentication with Acronis Cyber Protect Cloud. Only one of these is required: `--username` or `--client-id`.
`--password-file=PASSWORD_FILE`	File that contains the password. Only one of these is required: `-password-file` or `-secret-file`.
`--secret-file=API_SECRET`	File that contains the Client Secret. Only one of these is required: `--password-file` or `{{ --secret-file}}`.
`--container-id=CT1,CT2,CT3`	[Optional] ID of the container to process. Multiple container IDs can be provided, separated by commas. If not defined, all containers will be processed.

The `create_agent_client.py` script supports two-factor authentication (2FA) in the interactive mode. Make sure to specify the same credentials that were used to install the protection agent.

Uninstalling the plugin

To uninstall the Acronis Backup plugin for cPanel & cPanel.

1. Log in to the cPanel server as a system administrator or root user.
2. Open the terminal on the server.
3. Execute the following command in the terminal:

Format	Command
RPM	`yum remove acronis-backup-cpanel`
DEB	`sudo apt remove acronis-backup-cpanel`

Removing the plugin will also uninstall the backup agent from the cPanel server. However, because the `--no-purge` key is used to call the protection agent uninstaller, the association between the server, its protection plan, and the backup chain will be preserved.

As a result, if you need to re-install the agent later, the server will be further protected with the same protection plan, and the backup chain will remain consistent.

To uninstall the protection agent without removing the plugin

- Uninstalling agents
- Unattended installation or uninstallation in Linux

Appendix

Installing the backup agent by using a registration token

1. To obtain a registration token, log in to the Acronis backup console with your credentials. Then go to **Devices** and click **Add**.
2. Scroll down to the **Registration token** section and click **GENERATE**.
3. Set up token lifetime if necessary, click **GENERATE TOKEN**, then click **COPY**.
4. Log on to the host as the root user.
5. Run the installation file, insert the registration token value generated earlier:

   ```
   ./Backup_Agent_for_Linux_x86_64.bin --token=%generated token%
   ```

6. Select the respective check boxes for the agents that you want to install. The following agents are available:
   - Agent for Linux
7. Complete the installation procedure.
8. Troubleshooting information is provided in the following file:

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

Unattended plugin configuration

1. Log on to the host as the root user.
2. If you haven't installed the plugin yet, run the following command:

   ```
   sh <(curl -L https://download.acronis.com/ci/cpanel/stable/install_acronis_cpanel.sh
   || wget -O - https://download.acronis.com/ci/cpanel/stable/install_acronis_cpanel.sh)
   ```

   Otherwise, just skip this step.
3. Modify the following file:

   ```
   /usr/local/cpanel/base/3rdparty/acronisbackup/python/lib/python3.8/site-
   packages/acronis_backup_ srv/bash_scripts/configurator.ini
   ```

Parameter name	Required	Value
`acronis_cyber_cloud_url`	OPTIONAL	Acronis Cyber Cloud DC address, used together with Client ID and Client secret. You don't need to provide it in case you are using tenant login and password. Example: `acronis_cyber_cloud_url` = https://eu2-cloud.acronis.com
agentless_setup	YES	1 = agentless, 0 = agent-based

		Determines the protection mode to use. Learn more here: "Configuring the plugin" (p. 10).
acronis_cyber_cloud_login	YES	Tenant login name
acronis_cyber_cloud_password	YES	Tenant password
acronis_cyber_cloud_client_id	OPTIONAL	Your API client ID
acronis_cyber_cloud_client_secret	OPTIONAL	Your API client secret
encryption_password	NO	This password will be used to create an encrypted backup plan for your machine. If empty – regular backup plan will be created, encryption will not be enabled.
encryption_type	NO	This parameter will be used to create an encrypted backup plan for your machine. Available values are: aes256 aes192 aes128
enable_backup	YES	1 – assign and enable backup plan, 0 – do not assign backup plan
run_backup	YES	1 - run backup, 0 – do not run backup
retention_number_of_backups	OPTIONAL	Integer. Specify number of backups to keep.
retention_days	OPTIONAL	Integer. Specify how long to keep backups created by the backup plan.
retention_weeks	OPTIONAL	Integer. Specify how long to keep backups created by the backup plan.
retention_months	OPTIONAL	Integer. Specify how long to keep backups created by the backup plan.
backup_start_hours	OPTIONAL	Integer. Specify when the backup will be started.
backup_start_minutes	OPTIONAL	Integer. Specify when the backup will be started. If left empty, will be automatically set to 00.
backup_start_delay_window	OPTIONAL	String value containing single pair of integer and suffix "m" or "h", e.g. 30m or 5h
reattempts	OPTIONAL	Integer. Specify number of times to re-execute the backup task in case of failure.
reattempt_period	OPTIONAL	String value. Specify time period between individual reattempts, indicated by a single pair of integer

		values and 'h' or 'm' suffix, e.g. 43m or 3h.
`alert_period`	OPTIONAL	Integer. Specify number of days without a single successful backup, after which the "No successful backups for a specified number of consecutive days" alert will be triggered.

Note
Two-factor authentication (2FA) must be disabled while using the unattended configuration script.

4. If you would like to enable different service levels for cPanel accounts, open the following file:

```
/usr/local/cpanel/base/3rdparty/acronisbackup/srv/config.ini
```

a. Add `enable_retention_service_plans = 1`

Otherwise just skip this step and follow the instructions under the next "Run a script for unattended configuration: " (p. 40).

Note
If this option is enabled (`enable_retention_service_plans = 1`), but no features are created or set, recovery points will not be shown to any cPanel accounts on this server.

b. Under the [`retention_service_plans`] section, add features as shown below:

```
acronisbackup_1 = 1
acronisbackup_14 = 14
acronisbackup_30 = 30
```

Note
You can specify a desired number of days here, but note that the naming structure is obligatory: `acronisbackup_NUMBER = NUMBER`. Entering it in a different way will result in an error.

c. Restart python service:

```
/usr/local/cpanel/base/3rdparty/acronisbackup/scripts/acronis-backup-srv.sh restart
```

Note
If you want to add new features after the plugin has been installed and configured, refer to the instructions provided in the "Setting up different service levels for cPanel accounts" (p. 19) section.

5. Run a script for unattended configuration:

```
/usr/local/cpanel/base/3rdparty/acronisbackup/python/lib/python3.8/site-
packages/acronis_backup_ srv/bash_scripts/configurator.sh
```


If your configuration file is located in another folder, use the following parameter:

```
-c / --config
```

to pass it to the script below:

```
> ./configurator.sh -c=/DIR/configurator.ini
> ./configurator.sh --config=/DIR/configurator.ini
```

The following scenarios are supported:

- If the backup agent is not installed, the script will:
  - Install the backup agent
  - Register the backup agent in Acronis Cyber Cloud
  - Apply encrypted or not backup plan (depending on the options, specified in the `configurator.ini` file) to the machine
  - Run the first backup (if `run_backup=1`)
- If the backup agent is installed, but not yet registered in Acronis Cyber Cloud, the script will:
  - Register the backup agent in Acronis Cyber Cloud and update it to the latest version, if necessary
  - Apply encrypted or not backup plan (depending on the options, specified in the `configurator.ini`file) to the machine
  - Run the first backup (if `run_backup=1`)
- If the backup agent is already both installed and registered in Acronis Cyber Cloud, the script will:
  - Apply standard backup plan to the machine. Encrypted backup plan can be created and applied only in case there were no suitable plans, applied to this machine before.
  - Run the first backup (if `run_backup=1`)

Advanced plugin configuration

Specifying a custom MySQL location

In case you have configured custom location for MySQL data on the server, use the `data_folder_path` parameter under the `[mysql]` section in `/usr/local/cpanel/base/3rdparty/acronisbackup/srv/config.ini` to specify it:

```
[mysql]
data_folder_path = %path%
```

Customizing database freeze before the snapshot

A few configuration options are available for freezing MySQL, prior to taking a snapshot. These options are added to the following configuration file:

```
/var/lib/Acronis/AgentCommData/capture-data-config.sh
```

You can configure the below-listed parameters:

1. `MYSQL_FREEZE`
   - 0 - don't lock mysql tables before backup.
   - 1 - lock mysql tables before backup.

   If `MYSQL_FREEZE` is set to 1, databases will be switched to Read Only mode, while taking a snapshot to perform a backup in a consistent state. If this option is turned off, databases won't be locked during the backup and some data can be lost.
2. `MYSQL_FREEZE_TIMEOUT`
   - Specified in seconds.
3. `MYSQL_FREEZE_SNAPSHOT_TIMEOUT`
   - Specified in seconds.
4. `MYSQL_FREEZE_ONLY_MYISAM`
   - 0 - lock all tables before backup.
   - 1 - lock only MyISAM tables before backup.

Forcing unmount of idle recovery points

Every time users access a recovery point inside a backup archive, this point gets mounted to the system. Then recovery points may fail to unmount automatically due to specifics of how the cPanel & WHM internal tools interact with the mount points.

On a system where a lot of users access recovery points frequently, such issue may cause significant resource consumption.

You can configure the plugin to forcibly unmount idle recovery points at certain intervals of time.

1. Locate and open the following file:

   ```
   /usr/local/cpanel/base/3rdparty/acronisbackup/srv/config.ini
   ```
2. Navigate to the `[app]` section.
3. Add the below parameter:

   ```
   [app]
   ...
   clean_idle_devices=true
   ```
4. For the changes to take effect, restart the python service with the following command:

   ```
   /usr/local/cpanel/base/3rdparty/acronisbackup/scripts/acronis-backup-srv.sh restart
   ```

This setting will instruct the plugin to scan mount points every 5 minutes and forcibly unmount the recovery points that haven't been addressed for the past 30 minutes.

Additionally, you can fine-tune the setting to change the check interval to more than 5 minutes (which must be a multiple of 5 minutes, e.g., 5, 10, 15 minutes, etc.) as well as the idle time before unmounting.

All values are defined in seconds.

```
[app]
...
clean_idle_devices = true
clean_idle_devices_interval = 600
purge_mounts_idle_timeout = 3600
```

Specifying a custom TMP directory

The plugin needs temporary storage space on the local drive to accomplish recovery operations. By default, the temporary directory is a folder inside the plugin's installation directory.

You can define a custom location for the temporary directory by modifying the value of the `tmp_path` parameter in the `/usr/local/cpanel/base/3rdparty/acronisbackup/srv/config.ini` file.

In addition to that, you can change the default location for the backup archive mount points by modifying the value of `mms_mountpoint_path` in the `/usr/local/cpanel/base/3rdparty/acronisbackup/srv/config.ini` file.

Note
For the sake of unification, the values above override the values of the `ACRONIS_MOUNT_DIR and ACRONIS_MOUNT_TMP_DIR` parameters in the `/usr/lib/Acronis/system_libs/config` file. The change applies automatically upon the restart of the plugin service.

Important
If you have enabled a jailed shell environment for users to connect to a server via SSH, make sure that they do **not** have read and write access to the temporary directory.

Forcing unmount of idle recovery points

Every time users access a recovery point inside a backup archive, this point gets mounted to the system. Then recovery points may fail to unmount automatically due to specifics of how the cPanel & WHM internal tools interact with the mount points.

On a system where a lot of users access recovery points frequently, such issue may cause significant resource consumption.

You can configure the plugin to forcibly unmount idle recovery points at certain intervals of time.

1. Locate and open the following file:

   ```
   /usr/local/cpanel/base/3rdparty/acronisbackup/srv/config.ini
   ```

2. Navigate to the `[app]` section.
3. Add the below parameter:

```
[app]
...
clean_idle_devices=true
```

4. For the changes to take effect, restart the python service with the following command:

```
/usr/local/cpanel/base/3rdparty/acronisbackup/scripts/acronis-backup-srv.sh restart
```

This setting will instruct the plugin to scan mount points every 5 minutes and forcibly unmount the recovery points that haven't been addressed for the past 30 minutes.

Additionally, you can fine-tune the setting to change the check interval to more than 5 minutes (which must be a multiple of 5 minutes, e.g., 5, 10, 15 minutes, etc.) as well as the idle time before unmounting.

All values are defined in seconds.

```
[app]
...
clean_idle_devices = true
clean_idle_devices_interval = 600
purge_mounts_idle_timeout = 3600
```

Hiding the **Recover entire account** button

The **Recover the entire account** button appears on top of the **Backups** tab in the cPanel UI, before users can see all other available (and more granular) recovery options. Therefore, they might unintentionally trigger the recovery of the entire account instead of just one device or app, or a domain. This could cause data loss or a considerable amount of work to restore the previous configuration for the entire account.

Important
The recovery of an entire account is not recommended unless it is absolutely necessary.

To prevent users from unintentionally triggering such recovery operations, you can configure the application to hide the **Recover the entire account** button.

To hide the Recover the entire account button

1. Log on to the cPanel & WHM host as the root user.
2. Open the following file for editing.
   `/usr/local/cpanel/base/3rdparty/acronisbackup/config.php`
3. Set the value of the `SHOW_THE_ENTIRE_ACCOUNT` key to "`false`" and save the file.

Hiding the **Recover entire server** button

The **Recover the entire server** button appears on top of the **Backups** tab in the WHM console, before users can see all other available (and more granular) recovery options. Therefore, they might trigger unintentionally the recovery of the entire server instead of just one device or app, or a domain. This could cause data loss or a considerable amount of work to restore the previous configuration for the entire server.

Important
The recovery of an entire server is not recommended unless it is absolutely necessary.

To prevent users from unintentionally triggering such recovery operations, you can configure the application to hide the **Recover the entire server** button.

To hide the Recover the entire server button

1. Log on to the cPanel & WHM host as the root user.
2. Open the following file for editing.
   `/usr/local/cpanel/base/3rdparty/acronisbackup/config.php`
3. Set the value of the `SHOW_THE_ENTIRE_SERVER` key to "`false`" and save the file.

Index