

Acronis Cyber Cloud

Integration with Autotask PSA

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Introduction

This document describes how to integrate Acronis Cyber Cloud with Autotask Professional Service Automation (PSA).

The integration allows you to do the following:

- Provisioning of the Acronis Cyber Cloud services to new and existing Autotask accounts by using the Autotask console.
- Automatic billing of customers on a prepaid basis in the Autotask console.
- Automatic creation of tickets for backup, recovery, or quota-related issues in Autotask.

Prerequisites

You must have active accounts in Acronis Cyber Cloud and Autotask.

Only customer tenants that are **not in Self-service mode** or don't have Support Access disabled, can be managed by the integration.

Setting up integration

To set up integration between Acronis Cyber Cloud and Autotask

1. [Configure Autotask.](#)
2. [Set up integration by specifying login data on the Acronis Cyber Cloud site.](#)

Configuring Autotask

Features are available as part of either Standard or Advanced Protection packs. Advanced Protection extends the Standard version with further protection capabilities that can be added only on top of it and are charged additionally. Advanced Protection can be assigned only to a workload that already has Standard Protection assigned.

Before setting up integration, do the following

1. Log in to the Autotask console.
2. Go to **Admin > Features & Settings > Products & Services**, and then select **Services**.
3. Add new services for the following offering items available as workloads in the Standard Protection pack of Acronis Cyber Cloud:

- Workstations
- Servers
- Virtual machines
- Web hosting servers
- Microsoft 365 seats
 - Microsoft 365 Mailboxes
 - Microsoft OneDrive
- Microsoft 365 seats (unlimited Acronis Hosted cloud storage included)
- Mailboxes
- OneDrive
- Microsoft Hosted Exchange
- Google Workspace seats
- Google Workspace seats (unlimited Acronis Hosted cloud storage included)
- G Suite seats
 - Gmail (incl. Calendar, Contacts)
 - Google Drive
- Google Workspace Team Drive
- Mobile devices
- Websites

Advanced packs support multiple offering items.

You can edit the auto-mapped service names either by creating new ones or by selecting from a list of already existing names. When you define a new service name, it will be automatically

created on the Autotask side.

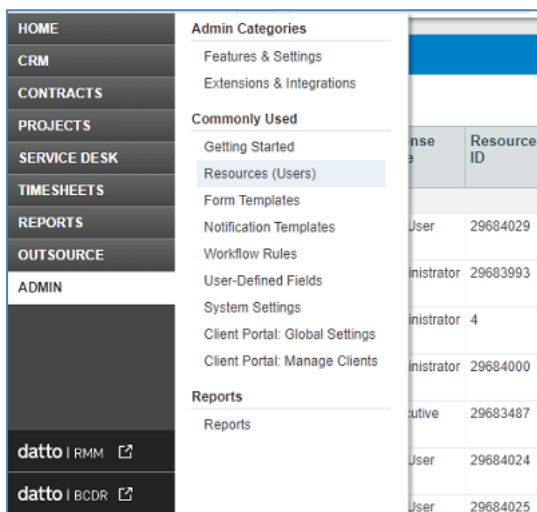
4. [Optional] Select **Service Bundles**, and create service bundles.

Setting up integration with Autotask

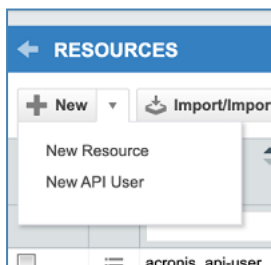
Acronis uses Autotask API credentials for authentication.

To create your Autotask API user:

1. Log in to Autotask.
2. Navigate to the **Admin** section, then go to the **Resources (Users)** page.



3. Select **New API User** from the **New** button drop-down menu.



4. The **Add API User** window will open next. Populate the **First Name**, **Last Name** and **Email**

Address contact fields with the necessary user details.

ADD API USER

Save & Close Cancel

GENERAL

First Name *
Last Name *
Email Address *
☒ Active
☐ Locked

Security Level *
Date Format
MM/dd/yyyy
Time Format
hh:mm tt
Number Format
X,XXX.XX

GENERAL

Generate Key Generate Secret

Username (Key) *
Password (Secret) *

API TRACKING IDENTIFIER

API version 1.6 & later require the user of an API tracking identifier. Once assigned, this cannot be changed.

☒ Integration Vendor
☐ Custom (Internal Integration)
☐ None

Integration Vendor *

5. Select **API User (system)** from the **Security Level** drop-down menu.
6. In the **General** section, click on **Generate Key** and **Generate Secret**.
7. Select **Integration Vendor** in the **API Tracking Identifier** section.

API TRACKING IDENTIFIER

☒ Integration Vendor
☐ Custom (Internal Integration)
☐ None

Integration Vendor *

Acronis - Acronis Cyber Cloud

Then from the drop-down menu, choose **Acronis - Acronis Cyber Cloud**.

Note

Verify that you have properly selected an integration vendor. Otherwise, the integration may not work.

8. Click **Save** and **Close**.

Note

Autotask API users can be assigned to one or more Lines of Business. This is done in order to control their access to contracts, belonging to a specific Line of Business unit.

We recommend not assigning Lines of Business to API users, created for the Acronis integration.

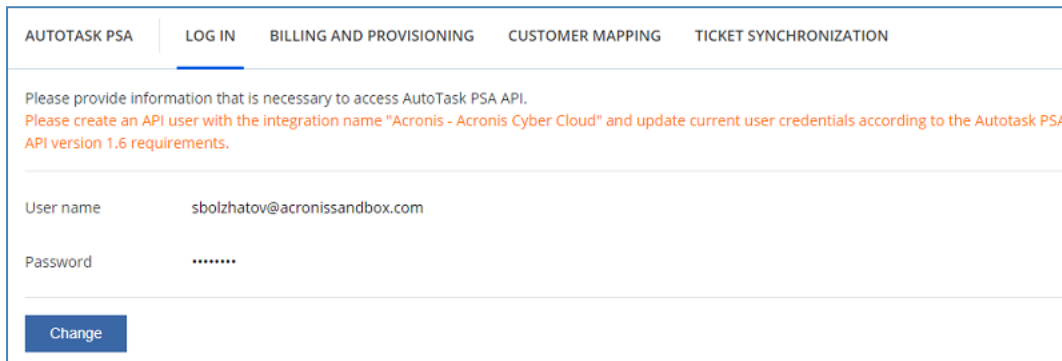
This will guarantee that the Autotask API user has access to all contracts and prevent the occurrence of mapping issues.

For more information on how to create an API user, refer to the [Autotask documentation](#).

Upgrading integration credentials

If you have the integration set up with a regular Autotask user instead of an API user, you will see the following error message, displayed on the **Integrations** page in your Acronis account:

"Please create an API user with the integration name "Acronis - Acronis Cyber Cloud" and update current user credentials, according to the Autotask PSA API version 1.6 requirements."



The screenshot shows a web interface with a navigation bar at the top containing the following tabs: AUTOTASK PSA, LOG IN, BILLING AND PROVISIONING, CUSTOMER MAPPING, and TICKET SYNCHRONIZATION. The 'LOG IN' tab is currently selected. Below the navigation bar, a message states: 'Please provide information that is necessary to access AutoTask PSA API. Please create an API user with the integration name "Acronis - Acronis Cyber Cloud" and update current user credentials according to the Autotask PSA API version 1.6 requirements.' Below this message is a login form with two fields: 'User name' with the value 'sbozhatov@acronissandbox.com' and 'Password' with masked characters '.....'. At the bottom of the form is a blue button labeled 'Change'.

Follow these instructions to upgrade your Autotask user to an API user:

<https://kb.acronis.com/content/64074>

Configure usage reporting

For **range offering items**, you can configure usage reporting *period* in the following way:

1. Click the pencil icon in the **Usage reporting** section top-right corner.
2. In the window that opens next, select reporting period from the **Report effective usage of range offering items for** drop-down list. The following choices are available:
 - **current calendar month** - usage will be reported for the present month on a daily basis
 - **previous calendar month** - usage will be reported for the past month on a daily basis
 - **custom billing month** - default option. You should also specify a date in the range from 1 (default selection) to 28 from the **New billing month starts on the following day of the month** drop-down.

In this case, the integration will report the effective usage only once per month - on the day selected from the list. The reporting period will be 1 month back before the configured day.

Enabling the integration

After you have created your API user in Autotask, you can start configuring the integration in Acronis:

1. Log in to the Acronis Management portal.
2. Go to **Integrations > Autotask PSA**.
See [more information](#) about enabling and managing integrations.
3. Provide your Autotask API **Key** and **Secret**.
4. Click **Save**.

As a result, you should have configured the integration between Acronis Cyber Cloud and Autotask PSA.

The following three major sections will become visible and accessible:

Integration Settings

Provides all configuration options for the integration:

- Enable/disable ticket creation feature
- Configure the way customer tenants are provisioned in Acronis
- Configure the synchronization between Acronis alerts and Autotask PSA tickets

Customer Mapping

Provides functionality to map Autotask PSA customers to new or existing Acronis customer tenants.

Ticket Creation

Provides functionality that configures which alerts raised in Acronis should have tickets created in Autotask PSA.

Note

Migration of the Autotask account to a different server is not supported. To do so, you have to first disable the integration and then enable it again from scratch.

Integration scenarios

Provisioning (automatic or manual)

Automatic provisioning means that when you create a customer in Autotask, a corresponding tenant will be automatically created in Acronis Cyber Cloud and Acronis services will be provisioned for it.

Manual provisioning means that a corresponding tenant will not be automatically created in Acronis Cyber Cloud. You may need manual provisioning when you already have customer accounts in Autotask and Acronis Cyber Cloud, and you want to map them manually.

To set up provisioning

1. [Configure service mapping](#).
2. [Create a contract](#).
3. Depending on the type of provisioning:
 - Automatic: [configure the provisioning settings](#).
 - Manual: [configure the customer mapping](#).

Billing (Prepaid or Pay-as-you-go)

Prepaid billing implies setting quotas to Acronis Cyber Cloud offering items based on the values defined in contracts in Autotask.

Pay-as-you-go (PAYG) billing means charging a customer for the actual resource usage at a defined rate. If the PAYG billing is defined, resource usage is synchronized between the Acronis Cyber Cloud and Autotask at regular intervals.

The integration creates a new **Acronis PAYG** user-defined field for the Autotask contracts, used to determine whether the contract is of PAYG or Prepaid type. You will be prompted to set this field when creating new contracts. By default, Prepaid billing type is used.

Note

Contracts cannot have both PAYG and Prepaid additions.

Note

The total amount of consumed storage, reported for billing to Autotask, consists of two types: paid and free of charge.

Reporting storage usage

Consumption of public cloud storages can be accounted for in several ways, depending on whether there is class1/class2 division, geo-redundancy option, quota set, etc.

In each of the below-described scenarios, selecting any of the available options will automatically enable the backup storage. Deselecting all of them will respectively disable it. You can also select any combination of these options.

As a result, the reporting of storage usage from Acronis to the PSA contract is assured on a regular basis.

When billing and provisioning sub-partner tenants, usage reporting is aggregate.

All customer tenants that belong to such sub-partners can be mapped to Autotask customers separately.

Scenario 1 (quota, class 1/class 2)

- **Quota and Total usage** - select this option to report the total amount of free and billed storage used
- **Class 1 (free) usage reporting** - report free-of-charge type of usage only
- **Class 2 (billed) usage reporting** - report the billed usage alone

<input type="checkbox"/> Offering items	PSA Product	Provisioning
<input checked="" type="checkbox"/> Backup storage		<input type="checkbox"/> Free
<input checked="" type="checkbox"/> Quota and Total usage	Acronis pw base storage XYZ	
<input checked="" type="checkbox"/> Class 1 (free) usage reporting	Acronis pw base storage XYZ free	
<input checked="" type="checkbox"/> Class 2 (billed) usage reporting	Acronis pw base storage XYZ billed	

Scenario 2 (geo-redundancy)

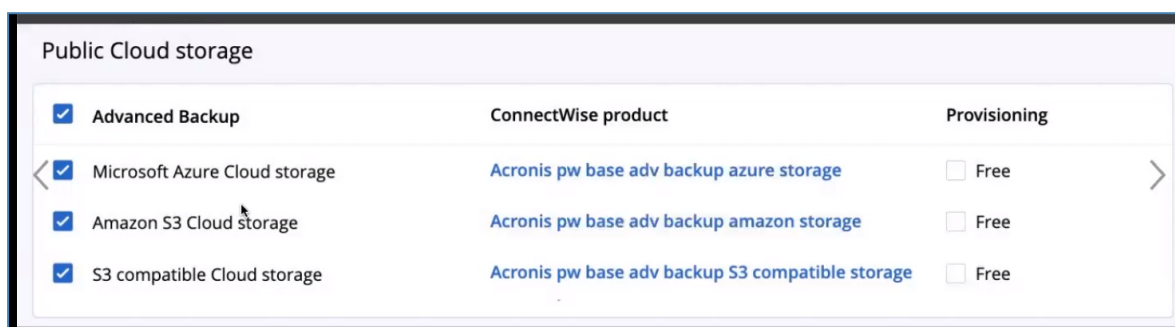
<input type="checkbox"/> Offering items	PSA Product	Provisioning
<input checked="" type="checkbox"/> Backup Storage: XYZ-1		<input type="checkbox"/> Free
<input checked="" type="checkbox"/> Quota and Total usage	Acronis pw base storage XYZ-1	
<input checked="" type="checkbox"/> Geo-redundancy	Acronis pw base storage gr XYZ-1	
<input checked="" type="checkbox"/> Class 1 (free) usage reporting	Acronis pw base storage XYZ-1 free	
<input checked="" type="checkbox"/> Class 2 (billed) usage reporting	Acronis pw base storage XYZ-1 billed	
<input checked="" type="checkbox"/> Geo-redundancy	Acronis pw base storage gr XYZ-1 billed	

If any of these storages have respective geo-replications, their consumption will be accounted for as well. The total consumption will be equal to the standard plus the geo-redundant storage usage.

Scenario 3

The following types of external public cloud storages may be available and configured to be selected on customer level:

- **Microsoft Azure**
- **Amazon S3**
- **S3 compatible**



The following 2-way sync rules apply:

- Enabling one or more public cloud storages of the same vendor enables a single product in the PSA contract.
- Disabling all public cloud storages of the same vendor disables one corresponding product in the PSA contract.
- Acronis Cloud storage can be configured separately. The provisioning and 2-way sync logic doesn't change.
- **Free** provisioning option is not required for the product mapping, due to the absence of Acronis offering items provisioning at all.

Examples:

Initial PSA contract	Public storage configuration for the customer in Acronis	PSA contract updated	Comment
<ul style="list-style-type: none"> • Microsoft Azure • Amazon S3 • S3 compatible 	Backup storage: <ul style="list-style-type: none"> • Microsoft Azure 1 • ... • Microsoft Azure n where n=1, 2, etc.	<ul style="list-style-type: none"> • Microsoft Azure • Amazon S3 • S3 compatible 	For several storages of the same type (vendor), a single product is enabled in the PSA contract.
	Backup storage: <ul style="list-style-type: none"> • Microsoft Azure 1 • ... • Microsoft Azure n where n=1, 2, etc.	<ul style="list-style-type: none"> • Microsoft Azure • Amazon S3 • S3 compatible 	For each type (vendor), a corresponding product is enabled in the PSA contract.

Initial PSA contract	Public storage configuration for the customer in Acronis	PSA contract updated	Comment
	<ul style="list-style-type: none"> Amazon S3 1 ... Amazon S3 m where m=1, 2, etc.		
<ul style="list-style-type: none"> Microsoft Azure Amazon S3 S3 compatible 	Backup storage: <ul style="list-style-type: none"> Amazon S3 1 ... Amazon S3 m where m=1, 2, etc.	<ul style="list-style-type: none"> Microsoft Azure Amazon S3 S3 compatible 	If no storages of the type (vendor), the corresponding product has to be disabled in the PSA contract.
<ul style="list-style-type: none"> Acronis Cloud storage Microsoft Azure Amazon S3 S3 compatible 	Backup storage: <ul style="list-style-type: none"> Acronis Cloud storage Backup storage: <ul style="list-style-type: none"> Microsoft Azure 1 ... Microsoft Azure n where n=1, 2, etc.	<ul style="list-style-type: none"> Acronis Cloud storage Microsoft Azure Amazon S3 S3 compatible 	Acronis storage can be used in parallel.
	Backup storage: <ul style="list-style-type: none"> Backup storage: <ul style="list-style-type: none"> Microsoft Azure 1 ... Microsoft Azure n where n=1, 2, etc.	<ul style="list-style-type: none"> Acronis Cloud storage Microsoft Azure Amazon S3 S3 compatible 	If Acronis storage is disabled, it has to be removed from the PSA contract.

To set up billing

1. [Configure the service mapping.](#)
2. [Create a contract.](#)
3. [Configure the customer mapping.](#)

Sample scenarios

Find some illustrations below of how these options can be used in practice.

PREPAID Class 2 (billed) usage

PSA Product	Type	Quantity
Acronis pw base storage XYZ billed	Prepaid	100 GB

↓ Combined with below mapping

Location: XYZ

Offering items	PSA Product	Provisioning
<input checked="" type="checkbox"/> Backup Storage		<input type="checkbox"/> Free
<input type="checkbox"/> Quota, Overage and Total usage	Acronis pw base storage XYZ	
<input type="checkbox"/> Class 1 (free) usage reporting	Acronis pw base storage XYZ free	
<input checked="" type="checkbox"/> Class 2 (billed) usage reporting	Acronis pw base storage XYZ billed	

↓ After first integration sync

Cloud resources

Location: XYZ

Backup storage

Backup storage (Fake_Acronis_Storage)



Backup storage

0 GB / Unlimited GB

PAYG Class 2 (billed) usage

PSA Product	Type	Quantity
Acronis pw base storage XYZ billed	PAYG	0 GB


↓ Combined with below mapping

Location: XYZ


Offering items	PSA Product	Provisioning
<input checked="" type="checkbox"/> Backup Storage		<input type="checkbox"/> Free
<input type="checkbox"/> Quota, Overage and Total usage	Acronis pw base storage XYZ	
<input type="checkbox"/> Class 1 (free) usage reporting	Acronis pw base storage XYZ free	
<input checked="" type="checkbox"/> Class 2 (billed) usage reporting	Acronis pw base storage XYZ billed	

↓ After first integration sync

Cloud resources

Location: XYZ		^
Backup storage		
Backup storage (Fake_Acronis_Storage)		
	Backup storage	0 GB / Unlimited GB

↓ After some usage from customer say we have 60 GB total usage, 50 of which is class 2

Location: XYZ		^
Backup storage		
Backup storage (Fake_Acronis_Storage)		
	Backup storage	60 GB / Unlimited GB

↓ After next integration sync

PAYG Class 1 and Class 2 usage

PSA Product	Type	Quantity
Acronis pw base storage XYZ free	PAYG	0 GB
Acronis pw base storage XYZ billed	PAYG	0 GB

↓ Combined with below mapping

Location: XYZ

Offering items	PSA Product	Provisioning
<input checked="" type="checkbox"/> Backup Storage		<input type="checkbox"/> Free
<input type="checkbox"/> Quota, Overage and Total usage	Acronis pw base storage XYZ	
<input checked="" type="checkbox"/> Class 1 (free) usage reporting	Acronis pw base storage XYZ free	
<input checked="" type="checkbox"/> Class 2 (billed) usage reporting	Acronis pw base storage XYZ billed	

↓ After first integration sync

Cloud resources

Location: XYZ

Backup storage

Backup storage (Fake_Acronis_Storage)

 Backup storage 0 GB / Unlimited GB

↓ After some usage from customer say we have 60 GB total usage, 50 of which is class2 and 10 of which is class1

Location: XYZ

Backup storage

Backup storage (Fake_Acronis_Storage)

 Backup storage 60 GB / Unlimited GB

↓ After next integration sync

PSA Product	Type	Quantity
Acronis pw base storage XYZ free	PAYG	10 GB
Acronis pw base storage XYZ billed	PAYG	50 GB

Ticket synchronization

Ticket synchronization translates all Acronis Cyber Cloud alerts into Autotask tickets (including alerts, configured in the [Monitoring plans](#) of the Advanced Management pack). You can configure creating and auto-closing rules as well as assign the priority, status and other tickets' parameters.

To set up automatic ticket synchronization

1. [Configure alert mapping.](#)
2. [Configure customer mapping.](#)

Configuring integration

Configuring the provisioning settings

To configure the provisioning settings

1. Go to the **Integration settings** tab.
2. In the **Credentials** section, set username and password.
3. In the section below, use the switch buttons to turn on and off the billing, two-way sync and ticket creation features.
If you enable two-way sync, you have to specify also **Allocation code** (this field uses dynamic values) and **Period type** (select from a list of available values: **Monthly**, **Quarterly**, **Semi-Annual** or **Yearly**). These are default settings for new services.
4. Scroll down to **Customer Provisioning** and change the configuration settings.
 - In **Create accounts based on**, make a selection from the drop-down list: **Company name** or **Company primary contact**. For the first, you have to fill in **Activation email** as well.
 - For automatic tenant creation of customers for Autotask accounts with assigned offering items, enable the **Automatically create customers** option.
For manual creation of these, disable it.
 - To enable the two-factor authentication for all new customers, select the corresponding check box.
When turned on, customers are provisioned with active two-factor authentication and all their users have it enabled as well.

Autotask integration settings	
Credentials	
Username	cgzw7yxx7zyoa22@ACRONISSANDBOX.COM
Password	*****
Features	
Billing	<input checked="" type="checkbox"/>
Two-way sync	<input checked="" type="checkbox"/>
Ticket creation	<input checked="" type="checkbox"/>
Customer provisioning	
Create accounts based on	Company primary contact
Automatically create customers	Enabled
Two-factor authentication	Disabled
Customer deprovisioning	
Set offering item quotas to zero	Enabled
Disable the customer	Disabled
Delete the customer	Disabled

5.

Scroll down further to **Customer deprovisioning**, where you can set the following:

- **Set offering item quotas to zero** - this option is turned off by default; you can enable/disable it by selecting or deselecting the checkbox. When enabled, all offering item quotas for this customer tenant will be zeroed if the company doesn't have active additions.
- **Disable the customer** - use the checkbox to enable and disable; if enabled, use the + and - buttons to set number of days after which the account will be disabled if it doesn't have any active services.
- **Delete the customer** - check or uncheck the box to enable and disable; then if enabled, use the + and - buttons to set number of days after which the account will be deleted if it doesn't have any active services.

6. At the bottom of the page you will see the following options in the **Tickets** section:

- **Ticket re-opening** - after marking the check box, using the + and - buttons, set number of days after which new tickets will be created for alerts with initial tickets closed. Otherwise, the initial ticket will be re-opened on every occurrence of the alert.
- **Ticket auto-closing** - to automatically close tickets that originated from alerts with certain status, select this check box and then select the status from the drop-down menu.
 - **Source** - select the source for all tickets that will be created based on customer alerts
 - Set the **Note Type** and **Note Publish** values for all tickets that will be created based on customer alerts.
- **Provision customer tenants as** - from the drop-down list, select either **Production** (default) or **Trial**. Customers are automatically switched to production mode after a full month trial.

Note

Customers in trial mode have full access to all integration functionalities, but only for a limited period of time (the duration of the trial).

The synchronization between Acronis Cyber Cloud and Autotask may take up to 15 minutes.

See also [Setting up two-factor authentication](#).

Configuring the service mapping

To configure service mapping

1. Open the **Billing** tab. You will see a list of offering items (services), divided into groups.

AUTOTASK PSA

INTEGRATION SETTINGS

BILLING

CUSTOMER MAPPING

TICKET SYNCHRONIZATION

Service Mapping

Select the corresponding AutoTask service for each of the offering items.

▼ Cyber Protection

Per workload

Standard Protection

Standard Protection	Autotask services	Provisioning
Workstations	Select service	<input type="checkbox"/> Free
Workstations (included features)	Select service	
Servers	Select service	<input type="checkbox"/> Free
Servers (included features)	Select service	
Virtual machines	Select service	<input type="checkbox"/> Free
Virtual machines (included features)	Select service	
Web hosting servers	Select service	<input type="checkbox"/> Free
Web hosting servers (included features)	Select service	
Mobile devices	Select service	<input type="checkbox"/> Free
Microsoft 365 seats	Select service	<input type="checkbox"/> Free
Microsoft 365 shared seats	Select service	
Mailboxes	Select service	<input type="checkbox"/> Free
OneDrive	Select service	<input type="checkbox"/> Free
Microsoft 365 SharePoint Online	Select service	<input type="checkbox"/> Free
Microsoft 365 Teams	Select service	<input type="checkbox"/> Free
Google Workspace seats	Select service	<input type="checkbox"/> Free
Gmail (incl. Calendar, Contacts)	Select service	<input type="checkbox"/> Free
Google Drive	Select service	<input type="checkbox"/> Free
Google Workspace Shared Drive	Select service	<input type="checkbox"/> Free

Apply

2. For each Cyber Cloud service, you can set up mapping between data sources and Autotask services. For this purpose, click **Select service** on the corresponding row.
3. In the window that opens next, either create a new service or select an existing one.
4. (Optional) In the **Provisioning** column, mark the **Enable** checkbox for services that you want mapped but free of charge.
5. Click **Apply**.

For more details, refer to the [Acronis Cyber Cloud Partner's Guide](#).

If a service is not selected, the offering item quota will be set depending on the **Provisioning** option. If the **Free** option is not selected, the quota will be set to zero (as long as this option is enabled, see [more details](#)). If the **Free** option is selected, the quota will be set to unlimited.

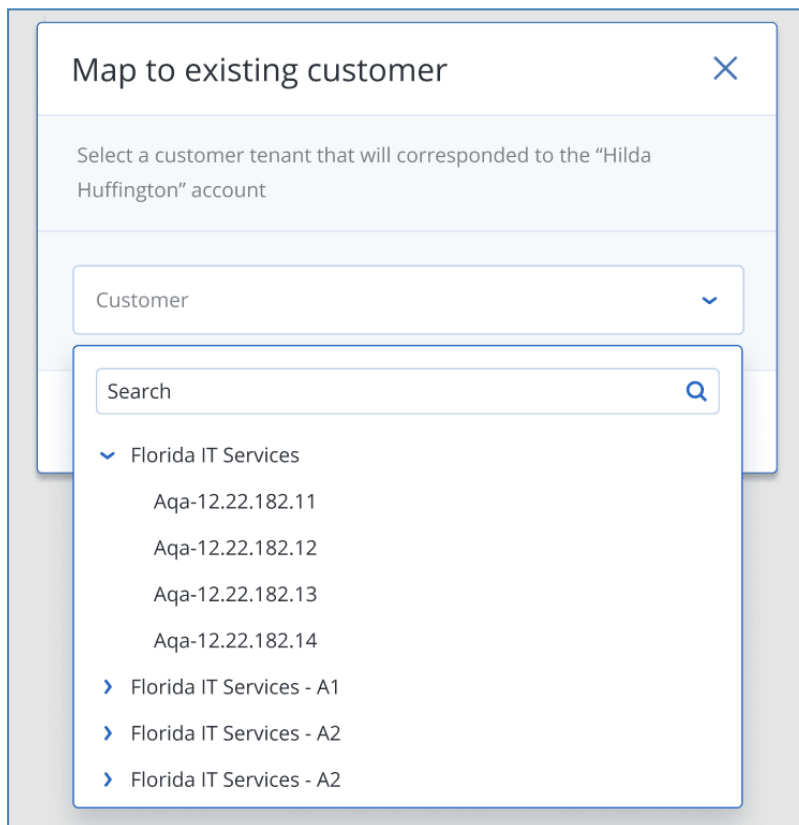
If a service is not included in a contract, the offering item quota will be set the same way as above.

If no services linked to cloud storages are included in a contract, the default storage will be assigned to a customer during provisioning. If you have several storages, you can choose which one is considered default.

Configuring the customer mapping

To map an Autotask account to an existing customer within Acronis Cyber Cloud

1. Switch to the **Customer mapping** tab.
2. Select an Autotask account. To filter the list of accounts shown, use the **Search** bar or the two drop-down menus. The **accounts** menu lets you show only mapped, unmapped or all available accounts. The **types** drop-down menu allows filtering for a specific account type.
3. Click **Map to existing customer tenant** on the right panel.
4. In the window that opens next, select an Acronis customer tenant. Use the **Search** option to filter the list of already existing customers and easily navigate to the preferred one.



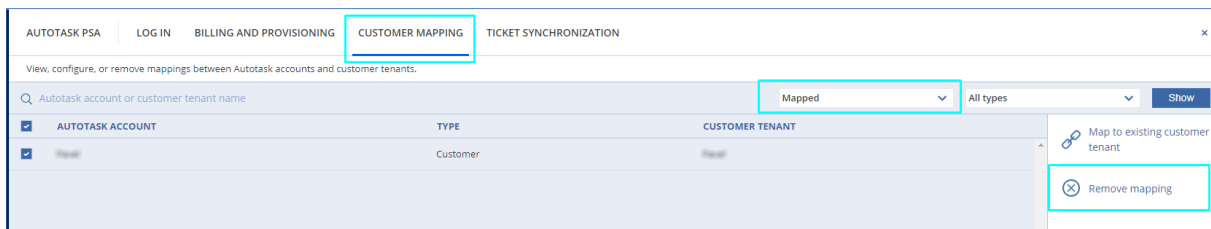
5. Click **Apply mapping**.

To map an Autotask account to a new customer within Acronis Cyber Cloud

1. On the **Customer mapping** tab, select an Autotask account that has the **Not mapped** value in the **Customer tenant** column.
2. Click **Map to new customer tenant** on the right panel, and then click **Apply**.

To remove the customer mapping

1. Select a mapped Autotask account.
2. Click **Remove mapping** on the right panel.
3. Confirm the removal by clicking **Remove**, and then click **Apply**.

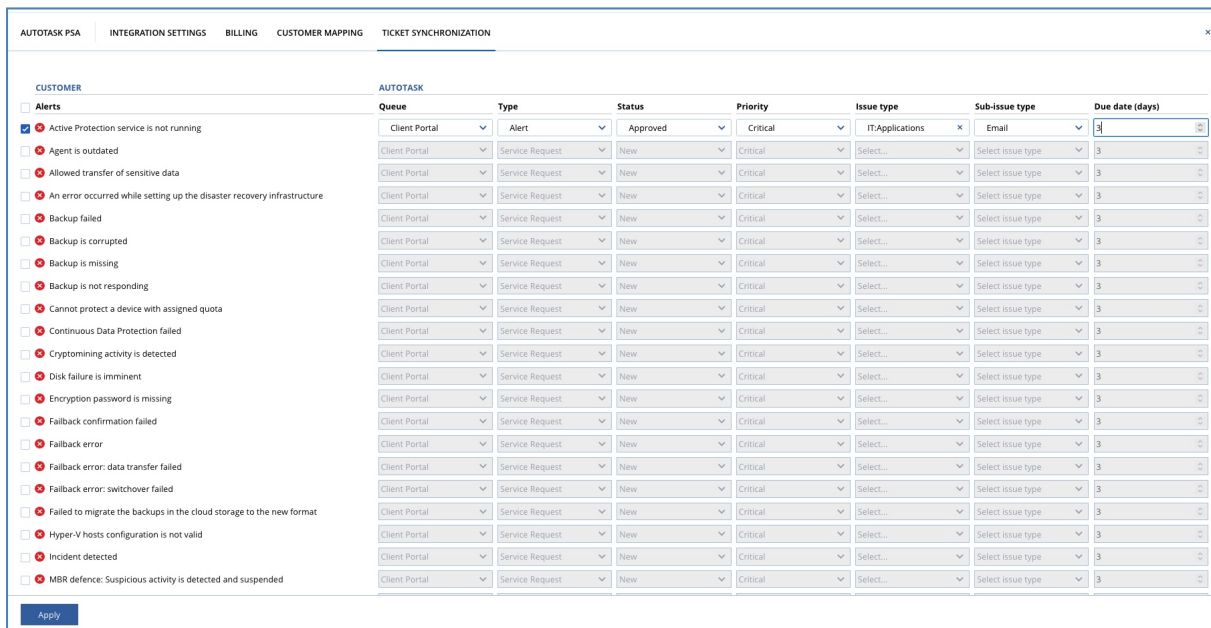


The synchronization between Acronis Cyber Cloud and Autotask may take up to 15 minutes.

Configuring the alert mapping

To configure the alert mapping

1. Switch to the **Ticket synchronization** tab.
2. Mark the check boxes of the alerts, which parameters you want to configure.
3. On each alert row, make the corresponding selections in the drop-down lists.
4. Click **Apply**.

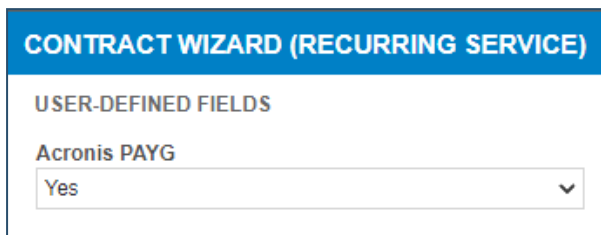


Creating a contract

To create a contract

1. Log in to the Autotask console.
2. Go to **New > Recurring Service**.
3. Set **Contract Name**, **Account Name**, **Start Date**, **End Date**, and any other contract parameters.

4. Click **Next** to go to the **User-Defined Fields** tab and set the **Acronis PAYG** option to either Yes or No, depending on the type of billing you want this contract to have.



The screenshot shows a web interface titled "CONTRACT WIZARD (RECURRING SERVICE)". Below the title is a section labeled "USER-DEFINED FIELDS". Inside this section, there is a label "Acronis PAYG" followed by a dropdown menu. The dropdown menu is currently set to "Yes" and has a small downward arrow on the right side.

It is also possible to edit this setting for an already created contract.

5. Click **Next**.
6. Add services and/or service bundles with the Acronis Cyber Cloud services. Set the number of units for each bundle or service.
7. Complete the wizard steps.

If the account is not mapped to a customer within Acronis Cyber Cloud and auto-provisioning is enabled on the **Integration settings** tab, a new customer will be created for this account.

If the account is not mapped to a customer within Acronis Cyber Cloud and auto-provisioning is disabled, map this account manually on the **Customer mapping** tab.

If the account is already mapped to a customer within Acronis Cyber Cloud, the quotas for this customer will be updated or the usage - reported into this contract, depending on the PAYG setting.

The synchronization between Acronis Cyber Cloud and Autotask may take up to 15 minutes.

Viewing tickets that originated from customer alerts

To view tickets that originated from customer alerts

1. Open the Autotask console.
2. Go to **Dashboard > Service Manager**.

You can check the specific contract under which the ticket was generated. The contract name is included in the ticket, on the condition that:

- [The Autotask account is mapped to a customer within Acronis Cyber Cloud](#)
- [Billing and provisioning](#) is enabled and Cyber Protection services are mapped
- [Ticket synchronization is enabled](#)

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