Acronis

Acronis Cyber Protect Cloud APS 2.6

Integration with CloudBlue Commerce platform

Integration Guide

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About this guide

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

Acronis Cyber Cloud is a proven, comprehensive, both local and cloud backup as well as recovery service for service providers. Acronis Cyber Cloud backs up data from any source, stores it locally or in the cloud, and lets you recover to any destination and system.

The application is provided as an Application Packaging Standard (APS) package.

Audience

This document is intended for service providers who want to enable the Acronis Cyber Cloud service for their customers via APS integration.

Terms and abbreviations

This document uses the following terms and abbreviations:

- **Application Packaging Standard (APS)**
  An open standard intended to help service providers provide software as a service (SaaS) applications to customers.
- **CloudBlue Commerce platform**
   A service automation solution that allows cloud providers to efficiently provision, manage and sell services through a single platform. CloudBlue Commerce combines two functional blocks – operations support system (Operations) and business support system (Billing).
- **Acronis Cyber Cloud**
  Acronis Cloud Platform, based on which Acronis Cloud products are provided.

What's new in Acronis Cyber Cloud APS 2.6 release

For information on new features in this release, check the latest Release notes.

Application overview

The application enables service providers to ensure backup service to customers, who then provide it to their users.

The service provider charges each customer based on one or more counters, such as the amount of backup storage, the number of servers, websites, Microsoft 365 seats and many others.

Services

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

- **Cyber Protection service**:
  - **Acronis Cyber Protect Cloud** (per workload/per gigabyte)
    Provides an advanced licensing model; unites backup and next-generation, AI-based antimalware, antivirus and endpoint protection management. The new licensing introduces baseline product and advanced packs:
    - **Baseline product** – Acronis Cyber Protect Cloud offers a full protection with an adequate feature set of all Acronis Cyber Cloud Services.
    - **Advanced packs** – extends the Baseline product with additional cyber protection capabilities.
  - **Cyber Protect Edition** (legacy, per Workload model)
    Provides a flexible way to combine both basic and advanced features for cyber protection, remote monitoring and management, backup and disaster recovery to satisfy the needs of environments of any size and requirements for RTO (Recovery Time Objective).
  - **Cyber Backup Edition** (legacy, per GB model)
    Provides basic backup and recovery functionality, along with basic cyber protection, mainly designed for small environments.
  - **Cyber Backup – Standard Edition** (legacy)
    Provides basic backup and recovery, along with basic cyber protection functionality, mainly designed for small environments.
  - **Cyber Backup – Advanced Edition** (legacy)
    Provides advanced backup and recovery, along with basic cyber protection, mainly designed for big environments.
  - **Cyber Backup – Disaster Recovery Edition** (legacy)
    Provides advanced backup and recovery as well as disaster recovery, along with basic cyber protection functionality. It is mainly designed for big environments and companies that have high requirements for the Recovery Time Objective.
  - **Cyber Protect – Standard Edition** (legacy)
    Provides basic backup and recovery, along with advanced cyber protection functionality, mainly designed for small environments.
  - **Cyber Protect – Advanced Edition** (legacy)
    Provides advanced backup and recovery, along with advanced cyber protection functionality, mainly designed for big environments.

- ◦ **Cyber Protect – Disaster Recovery Edition** (legacy)
  Provides advanced backup and recovery as well as disaster recovery, along with advanced cyber protection functionality. It is mainly designed for big environments and companies that have high requirements for the Recovery Time Objective.
- **Files Sync & Share service**
  Provides file-sharing capabilities, enabling users to store, synchronize and share encrypted content in the cloud and across their devices.
- **Notary service**
  Enables users to notarize and verify files by using the Blockchain technology as well as to sign files electronically.
- **Omnivoice**
  Empower your clients' business communications with an integrated virtual phone system with cyber protection.

Resources

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

- **Acronis Cyber Cloud**
  The main resource of Acronis Cyber Cloud application.
- **Service Profile**
  These are the service settings. In the service profile, the service provider can define different settings, such as account type, which should be created based on profile (partner or customer), a storage that should be assigned to a customer, default notifications and other.
- **Reseller Branding**
  Gives resellers access to management console, ability to configure branding, register own cloud storage and assign it to service plans in CloudBlue Commerce.
- **Backup Users**
  The number of the customer's users who can use the backup service.
- **Backup Tenant**
  A group in Acronis Cyber Cloud that will be created for a subscription during service provisioning.
- **Cloud Storage**
  The total amount of Cloud storage available in a subscription.
- **Local Storage**
  The total amount of local backup storage available in a subscription.
- **Provider's Hosted Storage**
  The total amount of service provider's storage, consumed by customers.
- **Reseller's Hosted Storage**
  Allows partners to register their own storage. Counts the total amount of partner's own storage, consumed by their customers.
- **Google Hosted Storage**
  The total amount of Google hosted storage available in a subscription.

- **Microsoft Azure Hosted Storage**

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

- **Servers**

  The total number of servers that customer's users can back up. A server is a machine running a Windows Server or Linux operating system.

- **Workstations**

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

- **Web Hosting Servers**

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

- **Virtual Machines**

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

- **Mobile Devices**

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

- **Websites**

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

- **Microsoft 365 Seats**

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

- **Microsoft Mailboxes**

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

- **Microsoft OneDrive**

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

- **Microsoft SharePoint Online**

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

- **Microsoft Teams**

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

- **G Suite Seats**

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

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

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

- **Google Drive**

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

- **G Suite Shared Drive**

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

- **Disaster Recovery Storage**

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

- **Disaster Recovery Storage Acronis Hosted**

  The amount of Acronis hosted storage used for Disaster Recovery.

- **Disaster Recovery Storage Partner Hosted**

  Allows to add partner's storage for Disaster Recovery. The amount of storage used by Partner-owned Disaster Recovery infrastructure will be recorded to the usage.

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

- **Disaster Recovery - Cloud Servers**
  The total number of primary and recovery servers that customer's users can back up. Primary and recovery servers are cloud virtual machines.

- **Disaster Recovery - Internet Access**
  Gives customer's users the ability to enable the Internet access from primary and recovery servers.

- **Disaster Recovery - Public IP Addresses**
  The total number of public IP addresses that can be assigned to primary and recovery servers, available to customer's users.

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

- **Files Cloud Storage Acronis Hosted**
  The amount of Acronis hosted storage consumed by user's files.

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

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

- **Notary Storage**
  The total amount of dedicated storage consumed by notarized and eSigned files.

- **Notarizations (Ethereum)**
  The total number of files notarized by using the Ethereum blockchain.

- **eSignatures (Ethereum)**
  The total number of files signed with notarization by using the Ethereum blockchain.

- **Document templates**
  Allows management of document templates and signing documents by using Ethereum blockchain.

- **Files Cloud Notarizations (Ethereum)**
  The total number of files notarized by using the Ethereum blockchain hosted in Acronis Files Cloud.

- **Files Cloud eSignatures (Ethereum)**
  The total number of files signed with notarization by using the Ethereum blockchain hosted in Acronis Files Cloud.

- **Omnivoice Users (Acronis)**
  Allows configuring the number of users that can access the service.

- **Omnivoice 300 minutes packages (Acronis)**
  Allows to make and receive calls on your business phone number.

- **Omnivoice 100 SMS package (Acronis)**
  Makes possible to send and receive texts on your business phone number.

- **Advanced Backup pack**

  Advanced Backup enables:

  - Backup of Microsoft SQL in cluster
  - Backup of Microsoft Exchange in cluster
  - Backup of Oracle DB
  - Backup of SAP HANA
  - Continuous Data Protection
  - Data Protection Map

- **Advanced Management pack**

  Advanced Management enables the management and monitoring of Cyber Protection capabilities for a broad type of workloads to satisfy environment requirements of any size:

  - Vulnerability assessment with integrated patch management
  - Fail-safe patching
  - Asset management and software inventory
  - Drive health monitoring

- **Advanced Security pack**

  Advanced Security enables:

  - Antivirus and antimalware protection: local signature-based file detection
  - URL filtering
  - Forensic backup
  - Centralized backup scanning for malware
  - Safe recovery
  - Corporate whitelist
  - Smart protection plans

    Note

    It is not possible to enable the **Advanced Security** and **Advanced Security + EDR** packs both at the same time.

- **Advanced Disaster Recovery pack**

  Advanced Disaster Recovery enables:

  - Test failover in an isolated network environment
  - Production failover
  - Site-to-site VPN connection
  - Primary servers provisioning
  - Point-in-time recovery

- **Advanced E-mail Security pack**

  Enables real-time protection for your Microsoft 365 Gmail mailboxes: antimalware, antispam, URL scan in emails, DMARC analysis, antiphishing, impersonation protection, attachments scan, content disarm and reconstruction, graph of trust.

- **Advanced Data Loss Prevention pack**
  Prevents the leakage of sensitive information by inspecting the content of data transferred through local and network channels, applying pre-defined data classifications, and fine-tuning the organization-specific data flow policy in the enforcement mode.
  Advanced Data Loss Prevention is applicable to:
  - Workstations
  - Servers
  - Virtual machines

Supported languages

The following list of languages is supported by Public APS package:

- Dutch
- French
- German
- Italian
- Japanese
- Korean
- Polish
- Portuguese - Brazil
- Portuguese - Portugal
- Russian
- Spanish
- Turkish

In order to get a translated application page in CloudBlue Commerce, the following should be done:

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

APS package deployment procedure

To make the backup service available to your customers, the following steps should be performed:

1. Allow the APS endpoint to connect to Operations public API host.

2. Configuring the endpoint. This step prepares the infrastructure to work with the Acronis Cyber Cloud application.

3. Installing the package. During this phase, the following actions are performed automatically:
   - Importing the package into CloudBlue Commerce. This step makes the APS package available in **Provider Control Panel > Services > Applications > Import Package**.
   - Creating an application instance. During this step, the first application instance is created in **Provider Control Panel > Services > Applications > Acronis Cyber Cloud application > Add Instance**.
   - Creating resource types. This step defines a list of resources that will be provided by the service, such as Cloud Storage, Microsoft 365 seats, Websites and many others.
   - Creating a service template. This step creates 4 service templates in CloudBlue Commerce and includes the resources provided by the service (only during initial installation).
   - Configuring an APS instance.

System requirements

- CloudBlue Commerce 21.4 or higher
- Acronis Cyber Cloud 22.07 or higher
- APS package versions: 2.4
- APS Endpoint
  - CentOS 7.x or RHEL 7.x
  - PHP runtime: 8.0-121 or higher for Odin Automation 8.x and CloudBlue Commerce 20.x
  - redis 3.2 or higher
  - HTTPd 2.4 or higher with submodule mod_ssl
  - python 2.7
  - PHP 8.0: php-pdo, php-xml, php-xmlrpc, php-soap, php-mbstring, php-posix and php-pdo_sqlite

Note
If you have Acronis Backup Cloud APS installed version lower than 2.2-2104 or Odin Automation version earlier than 7.4, refer to the following knowledge base article:
https://kb.acronis.com/content/62463.

Allowing endpoint to connect CloudBlue Commerce API

To work with the application programming interface (API) of the Acronis Cyber Cloud, the APS package uses a machine called an APS endpoint, also known as a provisioning host. Before

deploying the APS package, you must allow the endpoint to connect CloudBlue Commerce API.

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

2. Navigate to **System > Settings > Public API > Allowed Networks** and add the endpoint host to the list.

Configuring the endpoint

The endpoint must be a machine running an RPM-based Linux distribution (such as CentOS) that has the Apache web server and PHP installed in accordance with the "System requirements" (p. 13).

Configure PHP

For example:

```
# rpm -Uvh https://mirror.webtatic.com/yum/el7/epel-release.rpm
```

```
# rpm -Uvh https://mirror.webtatic.com/yum/el7/webtatic-release.rpm
```

```
# yum install php56w php56w-mbstring php56w-pdo php56w-posix php56w-soap php56w-xml php56w-xmlrpc mod_ssl redis
```

Configure APS PHP runtime

APS PHP runtime can be installed in the following way:

```
# rpm -Uvh aps-php-runtime-8.0-121.el7.noarch.rpm
```

Note
Contact the CloudBlue support to receive the latest version of the APS PHP runtime, compatible with your CloudBlue Commerce platform.

If you'd like to configure the automatic log files archiving for logs older than 1 day, create a daily cronjob on APS endpoint:

```
# cat /etc/cron.daily/backupservice_log_archiving <<FILE
```

```
#!/bin/sh
```

```
/bin/find /var/www/html/backupservice/log -type f -not -name "*.gz" -not -name '.*' -mtime +1 | /bin/xargs -r /bin/gzip -f
```

```
FILE
```

Note
The following procedures involve restart of the endpoint's web server. Internet connection may be required for downloading additional Linux packages.

PHP 8.x support

It is possible to upgrade PHP to version 8.x using the below instructions:

1. Install the **yum-utils** package using the following command:

   ```
   # yum install yum-utils -y
   ```

2. Install and configure EPEL:

   ```
   # yum install epel-release -y
   # yum install http://rpms.remirepo.net/enterprise/remi-release-7.rpm -y
   # yum-config-manager --enable remi-php80
   ```

3. Install PHP:

   ```
   # yum update -y
   # yum install -y php php-xmlrpc php-xml php-soap php-posix php-pdo_sqlite php-pdo php-mbstring mod_ssl redis
   ```

4. Verify PHP version:

   ```
   # php --version
   ```

Installing the package

Follow the instructions below to get the package installed on APS endpoint.

1. Log in to the endpoint as the root user.

2. Place the .rpm file of the APS package to the machine.

3. Specify Operations Public API host:
   ```
   # export POA_HOST=<Domain name or IP>
   ```
   For example:
   ```
   # export POA_HOST=acronis.apsdemo.org
   ```

4. Install the .rpm package of the APS application:
   ```
   # rpm -Uvh <RPM NAME>
   ```
   For example:
   ```
   # rpm -Uvh acronis-backup-cloud-2.2-XXX.x86_64.rpm
   ```

If the installation fails because of package dependencies, install the required packages using the **yum install** system utility.

Once the Acronis Cyber Cloud package is installed, the following elements become available in the Provider Control Panel:

- Acronis Cyber Cloud applications in the **Services > Applications**.
- Application instance in **Services > Applications > Acronis Cyber Cloud**.

- A list of Acronis Cyber Cloud resources in the **Products > Resources**.
- Two default resource templates are created in **Products > Service Templates**.

APS configuration file

When the application is installed on the endpoint, a config.php configuration file is created, with default parameter values stored at the following location:

/var/www/html/backupservice/app/

```php
<?php
/**
* @Copyright ¬© 2002-2020 Acronis International GmbH. All rights reserved
*/
defined('DS') || define('DS', DIRECTORY_SEPARATOR);

define('DIR_ROOT', realpath(__DIR__ . DS . '..') . DS);
define('DIR_APP', __DIR__ . DS);
define('DIR_LIB', DIR_ROOT . 'vendor' . DS);
define('DIR_TMP', DIR_ROOT . 'tmp' . DS);
define('DIR_BIN', DIR_ROOT . 'bin' . DS);
define('DIR_SQL', DIR_ROOT . 'sql' . DS);
define('DIR_IMAGES', DIR_TMP . 'images' . DS);
define('DIR_COOKIES', DIR_TMP . 'cookies' . DS);
define('DIR_CONFIG', DIR_ROOT . 'config' . DS);

define('APP_CONFIG_FILE', DIR_CONFIG . 'application.yaml');
define('TRY_OPEN_API_PROTOCOL_REVERSE', true);

// log file directory
define('LOG_PATH', DIR_ROOT . 'log');

define ('MSP_API_URI', '/api/1');
define ('AMS_API_URI', '/api');

define('DEVELOPMENT_MODE', defined('RUN_FROM_TESTS'));
define('SHOW_TRACE', false);

// Session files directory
define('SESSION_SAVE_PATH', DIR_TMP . 'session' . DS);

define('VERSION_FILE_NAME' , 'Vers.ion');

// Script endpoint.sh adds the constant OPEN_API_URI during the package installation

define('OPEN_API_PROTOCOL', 'http');
define('OPEN_API_URI', 'OA_BACKNET_API');
define('PACKAGE_TYPE', 'premium');
define('OA_URL', 'http://OA_BACKNET_API:8440/RPC2');
define('ENDPOINT_URL', 'https://END_POINT_BACKNET_IP:10443/backupservice');
define('ADDITIONAL_FILE_PATH', '/usr/local/share/acronis-backup-cloud.premium/');
```

Note

The OPEN_API_PROTOCOL parameter is used to automatically switch OA API from **https** to **http** in case of connection problems. Disable this mechanism by setting the value of the TRY_OPEN_API_ PROTOCOL_REVERSE parameter to 'false'.

Configuring APS application instance

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

Adding a Datacenter

1. Log in to the **Provider Control Panel**.

2. Navigate to **Services > Applications > Acronis Cyber Cloud**.

3. Open the **Acronis Cyber Cloud** instance.

4. Click **New** under the **Datacenters** tab to configure a connection to Acronis Cyber Cloud. Specify the following required connection details:
   - **Name**: a name of the connection that will be displayed in the list of data centers
   - **URL**: Acronis Cyber Cloud URL, e.g. https://cloud.acronis.com
   - **Login**: Partner's login to Acronis Cyber Cloud
   - **Password**: Partner's password

5. Click **Save**.

Once the package is configured, proceed with the service plan configuration, described in "Configure product offers" (p. 22).

Configure Service Profiles

A service profile is a set of options for the service provisioning and management. Each service profile is represented as a resource, which must be included in a service template.

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

Types of Acronis APS subscriptions

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

- Customer
- Partner
- Reseller Branding

Type of Acronis APS subscription	CloudBlue account that can buy a subscription	Purpose	Service template/plan recommendations
Customer	Customer	- Customer tenant is created in the Cloud - Admin user is created - Customer should use CCP to manage by users, quotas, notifications, etc.	- Service template should include a service profile of a Customer type - Service template can include only 1 Cyber Protection edition If customer needs another edition, he should proceed with a plan switch.
Partner	Customer Reseller	- Partner tenant is created in the Cloud - Admin user is created - Partner can use CCPv1 to manage their admin users - Partner should use Cloud Management Portal to manage by customers and other settings	- Service template should include a service profile of a Partner type - Service template can include many Cyber Protection editions, ideally – all available with unlimited quotas
Reseller Branding	Reseller	- Partner tenant is created in the Cloud - Read-only admin user is created in the Cloud with two extra privileges - ability to register storage and ability to setup branding. - Partner can use CCPv1 to manage admin users and assign own storage to service plans - Partner should use CloudBlue Commerce for selling Acronis service to their customers	- Service template should include a special "Reseller Branding" resource (service profiles are not supported for such types of subscriptions) - Service template can include many Cyber Protection editions, ideally – all available with unlimited quotas

		- Partner should use Cloud Management Portal to configure branding settings, register own storage, etc.	

Creating a service profile

Use the instructions below to create a service profile.

1. Log in to **Provider Control Panel**.
2. Navigate to **Services > Applications > Acronis Cyber Cloud**.
3. Open the **Acronis Cyber Cloud** instance.
4. Switch to the **Service profiles** tab.
5. Open the existing profile or create a new one by clicking **New**.
6. Configure the following properties of your profile:

   - **Profile name**: specify profile name
   - **Account type**: depending on your choice, the profile will be used to provision either Partner or Customer type tenants in the Acronis Cyber Cloud.

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

     - **Datacenter**: select a data center to create a Partner type profile.
     - **Storage**: select a storage to create a Customer type profile. It will be assigned to customers during provisioning. You can choose only 1 storage per profile.
   - **Notifications**: enable the required notifications
     - **Management Portal** - Quota overuse and Scheduled usage reports
     - **Cyber Protection** - Failure, Warning, Success and Daily recap about active alerts
   - **Manage user quotas**: if enabled, customers will be able to manage resource quotas on service users.
   - **Do not allow to set user quotas exceeding subscription limits**: enables hard user quotas so that these values can't be set above subscription limits.

APS package upgrade procedure

To get the latest version of Acronis Cyber Cloud application installed on the CloudBlue Commerce platform, follow the upgrade procedure below:

1. Complete the update pre-check steps according to https://kb.acronis.com/content/61575.

2. Upgrade APS PHP runtime
   - For CloudBlue Commerce 7.4: to 7.4-113 or higher
   - For CloudBlue Commerce 8.x, 20.4, 20.5: to 8.0-121 or higher

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Note

Contact the CloudBlue Technical Support to request the latest version.

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3. Upgrade the APS package:
   a. Download the latest version of the package (20.11) from the following location:
      https://kb.acronis.com/content/65155
   b. Log in to the APS endpoint as the root user.
   c. Place the .rpm file of the APS package on the machine.
   d. Specify host to connect to the Operations Public API:
      `# export POA_HOST=<Domain name or IP>`

      For example:

      `# export POA_HOST=acronis.apsdemo.org`
   e. Install the .rpm file shipped with the package:
      `# rpm -Uvh <RPM NAME>`

      For example:

      `# rpm -Uvh acronis-backup-cloud-2.2-XXX.x86_64.rpm`

      If the installation fails because of broken or corrupted dependencies, install the required packages using the `yum install` command.

Note

Application instance upgrade will be started automatically once you upgrade the package on the endpoint. If the instance upgrade fails for some reason and the upgrade procedure cannot be restarted, follow the instructions from https://kb.acronis.com/content/62659 to downgrade the package.

Once the .rpm package is upgraded, you will notice the following changes in the Provider Control panel of CloudBlue Commerce:

- New resource types for new editions will be added to **Services > Applications > Acronis Cyber Cloud > Resource types**.
- New service templates will be created in **Products > Service Templates**.

Note

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

Estimated time (seconds) = Number of subscriptions * Number of users * 10

For example: 1000 (subscriptions) * 3 (users) * 10 (sec/res) = 30000 seconds (~8.3 hours)

Any provisioning order for the Acronis Cyber Cloud service, submitted during this period, will fail.

Configure product offers

Creating resource types

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

You can observe the created resources in **CloudBlue Commerce > Services > Applications > Acronis Cyber Cloud application > Resource types**.

If for some reasons it was not done during the deployment, you can create the resources manually.

For that purpose, follow the instructions below:

1. Log in to the **Provider Control Panel** of CloudBlue Commerce.
2. Navigate to **Services > Applications > Acronis Cyber Cloud**.
3. Switch to the **Resource Types** tab and click **Create**.

All resource types supported by the application are listed below.

Common resource types:

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

Resource types for **Acronis Cyber Protect Cloud** (per workload/per gigabyte):

Resource type name	Resource class	APS type	Applicable to	Grouping
Cyber Protect Cloud - Google Hosted Storage (Per GB)	Application Counter (KB)	PgBaseGoogleHostedStorage	Partners, Reseller Branding	Standard Protection (Partner)
Cyber Protect Cloud - Azure Hosted Storage (Per GB)	Application Counter (KB)	PgBaseAzureHostedStorage	Partners, Reseller Branding	Standard Protection (Partner)
Cyber Protect Cloud - Acronis Hosted Storage (Per GB)	Application Counter (KB)	PgBaseAcronisHostedStorage	Partners, Reseller Branding	Standard Protection (Partner)
Cyber Protect Cloud - Google Hosted Storage (Per Workload)	Application Counter (KB)	PwBaseGoogleHostedStorage	Partners, Reseller Branding	Standard Protection (Partner)
Cyber Protect Cloud - Azure Hosted Storage (Per Workload)	Application Counter (KB)	PwBaseAzureHostedStorage	Partners, Reseller Branding	Standard Protection (Partner)
Cyber Protect Cloud - Acronis Hosted Storage (Per Workload)	Application Counter (KB)	PwBaseAcronisHostedStorage	Partners, Reseller Branding	Standard Protection (Partner)
Cyber Protect Cloud - Disaster Recovery Service	Application Counter (KB)	PgBaseAdvDrProviderHostedStorage	Partners, Reseller Branding	Standard Protection (Partner)

Provider Hosted (Per GB)				
Cyber Protect Cloud - Disaster recovery storage (Per GB)	Application Counter (KB)	PgBaseAdvDrStorageUsage	Partners, Reseller Branding	Standard Protection (Partner)
Cyber Protect Cloud - Disaster Recovery Service Provider Hosted (Per Workload)	Application Counter (KB)	PwBaseAdvDrProviderHostedStorage	Partners, Reseller Branding	Standard Protection (Partner)
Cyber Protect Cloud - Service Provider hosted storage (Per GB)	Application Counter (KB)	PgBaseProviderHostedStorage	Partners, Reseller Branding	Standard Protection (Partner)
Cyber Protect Cloud - Service Provider hosted storage (Per Workload)	Application Counter (KB)	PwBaseProviderHostedStorage	Partners, Reseller Branding	Standard Protection (Partner)
Cyber Protect Cloud - Disaster recovery storage (Per Workload)	Application Counter (KB)	PwBaseAdvDrStorageUsage	Partners, Reseller Branding	Standard Protection (Partner)
Cyber Protect Cloud - Backup storage (Per GB)	Application Counter (KB)	PgBaseStorageUsage	Partners, Reseller Branding	Standard Protection (Partner)

Cyber Protect Cloud - Backup storage (Per Workload)	Application Counter (KB)	PwBaseStorageUsage	Partners, Reseller Branding	Standard Protection (Partner)
Cyber Protect Cloud - Workstations (included features) (Per GB)	Application Counter (unit)	PgBaseSecondaryWorkstationsCount	Customers, Partners, Reseller Branding	Standard Protection
Cyber Protect Cloud - Workstations (Per GB)	Application Counter (unit)	PgBaseWorkstationsCount	Customers, Partners, Reseller Branding	Standard Protection
Cyber Protect Cloud - Websites (Per GB)	Application Counter (unit)	PgBaseWebsitesCount	Customers, Partners, Reseller Branding	Standard Protection
Cyber Protect Cloud - Web hosting servers (included features) (Per GB)	Application Counter (unit)	PgBaseSecondaryWebHostingServersCount	Customers, Partners, Reseller Branding	Standard Protection
Cyber Protect Cloud - Web hosting servers (Per GB)	Application Counter (unit)	PgBaseWebHostingServersCount	Customers, Partners, Reseller Branding	Standard Protection
Cyber Protect Cloud - Virtual machines (included features) (Per GB)	Application Counter (unit)	PgBaseSecondaryVmsCount	Customers, Partners, Reseller Branding	Standard Protection
Cyber Protect Cloud - Virtual machines (Per GB)	Application Counter (unit)	PgBaseVmsCount	Customers, Partners, Reseller Branding	Standard Protection
Cyber Protect	Application	PgBaseSecondaryServersCount	Customers,	Standard

Cloud - Servers (included features) (Per GB)	Counter (unit)		Partners, Reseller Branding	Protection
Cyber Protect Cloud - Servers (Per GB)	Application Counter (unit)	PgBaseServersCount	Customers, Partners, Reseller Branding	Standard Protection
Cyber Protect Cloud – OneDrive (Per GB)	Application Counter (unit)	PgBaseM365Onedrive	Customers, Partners, Reseller Branding	Standard Protection
Cyber Protect Cloud - Mobile devices (Per GB)	Application Counter (unit)	PgBaseMobilesCount	Customers, Partners, Reseller Branding	Standard Protection
Cyber Protect Cloud - Microsoft Teams (Per GB)	Application Counter (unit)	PgBaseM365TeamsCount	Customers, Partners, Reseller Branding	Standard Protection
Cyber Protect Cloud - Microsoft SharePoint Online sites (Per GB)	Application Counter (unit)	PgBaseM365SharepointSitesCount	Customers, Partners, Reseller Branding	Standard Protection
Cyber Protect Cloud - Microsoft Hosted Exchange mailboxes (Per GB)	Application Counter (unit)	PgBaseHostedExchangeCount	Customers, Partners, Reseller Branding	Standard Protection
Cyber Protect Cloud - Microsoft 365 seats (Per GB)	Application Counter (unit)	PgBaseM365SeatsCount	Customers, Partners, Reseller Branding	Standard Protection
Cyber Protect	Application	PgBaseM365Mailboxes	Customers,	Standard

Cloud - Mailboxes (Per GB) Application Counter (unit)	Counter (unit)		Partners, Reseller Branding	Protection
Cyber Protect Cloud - Google Workspace Shared Drive (Per GB)	Application Counter (unit)	PgBaseGoogleTeamDrive	Customers, Partners, Reseller Branding	Standard Protection
Cyber Protect Cloud - Google Workspace seats (Per GB)	Application Counter (unit)	PgBaseGworkspaceSeatsCount	Customers, Partners, Reseller Branding	Standard Protection
Cyber Protect Cloud - Google Drive (Per GB)	Application Counter (unit)	PgBaseGoogleDrive	Customers, Partners, Reseller Branding	Standard Protection
Cyber Protect Cloud - Gmail (incl. Calendar, Contacts) (Per GB)	Application Counter (unit)	PgBaseGoogleMail	Customers, Partners, Reseller Branding	Standard Protection
Cyber Protect Cloud - Cloud servers (Per Workload)	Application Counter (unit)	PwBaseAdvDrCloudServersCount	Customers, Partners, Reseller Branding	Standard Protection
Cyber Protect Cloud - Workstations (included features) (Per Workload)	Application Counter (unit)	PwBaseSecondaryWorkstationsCount	Customers, Partners, Reseller Branding	Standard Protection
Cyber Protect Cloud - Workstations (Per Workload)	Application Counter (unit)	PwBaseWorkstationsCount	Customers, Partners, Reseller Branding	Standard Protection

Cyber Protect Cloud - Websites (Per Workload)	Application Counter (unit)	PwBaseWebsitesCount	Customers, Partners, Reseller Branding	Standard Protection
Cyber Protect Cloud - Web hosting servers (included features) (Per Workload)	Application Counter (unit)	PwBaseSecondaryWebHostingServersCount	Customers, Partners, Reseller Branding	Standard Protection
Cyber Protect Cloud - Web hosting servers (Per Workload)	Application Counter (unit)	PwBaseWebHostingServersCount	Customers, Partners, Reseller Branding	Standard Protection
Cyber Protect Cloud - Virtual machines (included features) (Per Workload)	Application Counter (unit)	PwBaseSecondaryVmsCount	Customers, Partners, Reseller Branding	Standard Protection
Cyber Protect Cloud - Virtual machines (Per Workload)	Application Counter (unit)	PwBaseVmsCount	Customers, Partners, Reseller Branding	Standard Protection
Cyber Protect Cloud - Servers (included features) (Per Workload)	Application Counter (unit)	PwBaseSecondaryServersCount	Customers, Partners, Reseller Branding	Standard Protection
Cyber Protect Cloud - Servers (Per Workload)	Application Counter (unit)	PwBaseServersCount	Customers, Partners, Reseller Branding	Standard Protection
Cyber Protect Cloud - Compute points (Per Workload)	Application Counter (unit)	PwBaseAdvDrComputePoints	Customers, Partners, Reseller Branding	Standard Protection
Cyber Protect	Application	PwBaseM365Onedrive	Customers,	Standard

Cloud - OneDrive (Per Workload)	Counter (unit)		Partners, Reseller Branding	Protection
Cyber Protect Cloud - Mobile devices (Per Workload)	Application Counter (unit)	PwBaseMobilesCount	Customers, Partners, Reseller Branding	Standard Protection
Cyber Protect Cloud - Microsoft Teams (Per Workload)	Application Counter (unit)	PwBaseM365TeamsCount	Customers, Partners, Reseller Branding	Standard Protection
Cyber Protect Cloud - Microsoft SharePoint Online sites (Per Workload)	Application Counter (unit)	PwBaseM365SharepointSitesCount	Customers, Partners, Reseller Branding	Standard Protection
Cyber Protect Cloud - Microsoft Hosted Exchange mailboxes (Per Workload)	Application Counter (unit)	PwBaseHostedExchangeCount	Customers, Partners, Reseller Branding	Standard Protection
Cyber Protect Cloud - Microsoft 365 seats (Per Workload)	Application Counter (unit)	PwBaseM365SeatsCount	Customers, Partners, Reseller Branding	Standard Protection
Cyber Protect Cloud - Mailboxes (Per Workload)	Application Counter (unit)	PwBaseM365Mailboxes	Customers, Partners, Reseller Branding	Standard Protection
Cyber Protect Cloud - Google Workspace	Application Counter (unit)	PwBaseGoogleTeamDrive	Customers, Partners, Reseller Branding	Standard Protection

Shared Drive (Per Workload)				
Cyber Protect Cloud - Google Workspace seats (Per Workload)	Application Counter (unit)	PwBaseGworkspaceSeatsCount	Customers, Partners, Reseller Branding	Standard Protection
Cyber Protect Cloud - Google Drive (Per Workload)	Application Counter (unit)	PwBaseGoogleDrive	Customers, Partners, Reseller Branding	Standard Protection
Cyber Protect Cloud - Gmail (incl. Calendar, Contacts) (Per Workload)	Application Counter (unit)	PwBaseGoogleMail	Customers, Partners, Reseller Branding	Standard Protection
Cyber Protect Cloud - Disaster Recovery (Base) (Per GB)	Application Counter (unit)	PgBaseDrBase	Customers, Partners, Reseller Branding	Standard Protection
Cyber Protect Cloud - Cloud servers (Per GB)	Application Counter (unit)	PgBaseAdvDrCloudServersCount	Customers, Partners, Reseller Branding	Standard Protection
Cyber Protect Cloud - Compute points (Per GB)	Application Counter (unit)	PgBaseAdvDrComputePoints	Customers, Partners, Reseller Branding	Standard Protection
Cyber Protect Cloud - Internet access (Per GB)	Application Counter (unit)	PgBaseAdvDrInternetAccess	Customers, Partners, Reseller Branding	Standard Protection
Cyber Protect Cloud - Public	Application Counter	PgBaseAdvDrPublicIpsCount	Customers, Partners,	Standard Protection

IP addresses (Per GB)	(unit)		Reseller Branding	
Cyber Protect Cloud - Disaster Recovery (Base) (Per Workload)	Application Counter (unit)	PwBaseDrBase	Customers, Partners, Reseller Branding	Standard Protection
Cyber Protect Cloud - Internet access (Per Workload)	Application Counter (unit)	PwBaseAdvDrInternetAccess	Customers, Partners, Reseller Branding	Standard Protection
Cyber Protect Cloud - Public IP addresses (Per Workload)	Application Counter (unit)	PwBaseAdvDrPublicIpsCount	Customers, Partners, Reseller Branding	Standard Protection
Advanced Pack - Advanced Backup - Servers (Per GB)	Application Counter (unit)	PgPackAdvBackupServersCount	Customers, Partners, Reseller Branding	Advanced Backup
Advanced Pack - Advanced Backup - Servers (Per Workload)	Application Counter (unit)	PwPackAdvBackupServersCount	Customers, Partners, Reseller Branding	Advanced Backup
Advanced Pack - Advanced Backup - Virtual machines (Per GB)	Application Counter (unit)	PgPackAdvBackupVmsCount	Customers, Partners, Reseller Branding	Advanced Backup
Advanced Pack - Advanced Backup - Virtual	Application Counter (unit)	PwPackAdvBackupVmsCount	Customers, Partners, Reseller Branding	Advanced Backup

machines (Per Workload)				
Advanced Pack - Advanced Backup - Web hosting servers (Per GB)	Application Counter (unit)	PgPackAdvBackupWebHostingServersCount	Customers, Partners, Reseller Branding	Advanced Backup
Advanced Pack - Advanced Backup - Web hosting servers (Per Workload)	Application Counter (unit)	PwPackAdvBackupWebHostingServersCount	Customers, Partners, Reseller Branding	Advanced Backup
Advanced Pack - Advanced Backup - Workstations (Per GB)	Application Counter (unit)	PgPackAdvBackupWorkstationsCount	Customers, Partners, Reseller Branding	Advanced Backup
Advanced Pack - Advanced Backup - Workstations (Per Workload)	Application Counter (unit)	PwPackAdvBackupWorkstationsCount	Customers, Partners, Reseller Branding	Advanced Backup
Advanced Pack - Disaster Recovery Storage Acronis Hosted (Per GB)	Application Counter (KB)	PgBaseAdvDrAcronisHostedStorage	Partners, Reseller Branding	Advanced Disaster Recovery
Advanced Pack - Disaster Recovery Storage Acronis	Application Counter (KB)	PwBaseAdvDrAcronisHostedStorage	Partners, Reseller Branding	Advanced Disaster Recovery

Hosted (Per Workload)					
Advanced Pack - Advanced Management (Per GB)	Application Counter (unit)	PgPackAdvManagementCount		Customers, Partners, Reseller Branding	Advanced Management
Advanced Pack - Advanced Management (Per Workload)	Application Counter (unit)	PwPackAdvManagementCount		Customers, Partners, Reseller Branding	Advanced Management
Advanced Pack - Advanced Security (Per GB)	Application Counter (unit)	PgPackAdvSecurityCount		Customers, Partners, Reseller Branding	Advanced Security
Advanced Pack - Advanced Security (Per Workload)	Application Counter (unit)	PwPackAdvSecurityCount		Customers, Partners, Reseller Branding	Advanced Security
Notary - eSignatures (Ethereum)	Application Counter (unit-hours)	EsignaturesCount		Customers, Partners, Reseller Branding	Notary
Notary - eSignatures (Zero-Trust Consortium)	Application Counter (unit-hours)	EsignaturesZTCCount		Customers, Partners, Reseller Branding	Notary
Notary - Notarizations (Ethereum)	Application Counter (unit-hours)	NotarizationsCount		Customers, Partners, Reseller Branding	Notary
Notary - Notarizations (Zero-Trust Consortium)	Application Counter (unit-hours)	NotarizationsZTCCount		Customers, Partners, Reseller Branding	Notary
Notary - Notary	Application Counter	NotaryUsage		Customers, Partners,	Notary

storage	(KB)		Reseller Branding	
Notary - Document Templates	Application Counter (unit)	DocumentTemplatesCountItem	Customers, Partners, Reseller Branding	Notary
Physical Data Shipping - From the cloud	Application Counter (unit-hours)	DrivesShippedFromCloudCountItemH	Customers, Partners, Reseller Branding	Physical Data Shipping
Physical Data Shipping - To the cloud	Application Counter (unit-hours)	DrivesShippedToCloudCountItemH	Customers, Partners, Reseller Branding	Physical Data Shipping
Advanced Pack - Advanced Email Security Protected mailboxes (Perception Point) (per Workload)	Application Counter (unit)	PwPackAdvEmailSecurity	Customers, Partners, Reseller Branding	Advanced E-mail Security
Advanced Pack - Advanced Email Security Protected mailboxes (Perception Point) (per GB)	Application Counter (unit)	PgPackAdvEmailSecurity	Customers, Partners, Reseller Branding	Advanced E-mail Security
Advanced Pack - Advanced Data Loss Prevention (per Workload)	Application Counter (unit)	PwPackAdvDlp	Customers, Partners, Reseller Branding	Advanced Data Loss Prevention
Advanced Pack - Advanced	Application Counter (unit)	PgPackAdvDlp	Customers, Partners, Reseller	Advanced Data Loss Prevention

				Branding	
Data Loss Prevention (per GB)					

Resource types for **Omnivoice**

Resource type name	Resource class	APS Type	Applicable to
Omnivoice Users (Acronis)	Application Counter (unit)	OmnivoiceSeats	Customers, Partners, Reseller Branding
Omnivoice 300 minutes packages (Acronis)	Application Counter (unit-hours)	OmnivoiceMinutePackagesItemH	Customers, Partners, Reseller Branding
Omnivoice 100 SMS package (Acronis)	Application Counter (unit-hours)	OmnivoiceSmsPackagesItemH	Customers, Partners, Reseller Branding

Resource types for **Acronis Files Cloud**:

Resource type name	Resource class	APS Type	Applicable to
Cyber Protect Cloud - Service Provider hosted Files Cloud storage (Per GB)	Application Counter (KB)	PgBaseFcProviderHostedStorage	Partners, Reseller Branding
Cyber Protect Cloud - Files Cloud Users (Per GB)	Application Counter (KB)	PgBaseFcSeatsCount	Customers, Partners, Reseller Branding
Cyber Protect Cloud - Files Cloud storage (Per GB)	Application Counter (KB)	PgBaseFcStorageUsage	Customers, Partners, Reseller Branding
Cyber Protect Cloud - Files Cloud Acronis Hosted storage (Per GB)	Application Counter (unit)	PgBaseFcAcronisHostedStorage	Partners, Reseller Branding

Cyber Protect Cloud - Service Provider Hosted Files Cloud storage	Application Counter (unit)	PgBaseFcProviderHostedStorage	Partners, Reseller Branding
Cyber Protect Cloud - Files Cloud Users	Application Counter (unit)	PuBaseFcSeatsCount	Customers, Partners, Reseller Branding
Cyber Protect Cloud - Files Cloud storage	Application Counter (unit)	PuBaseFcStorageUsage	Customers, Partners, Reseller Branding
Cyber Protect Cloud - Files Cloud Acronis Hosted storage	Application Counter (unit)	PuBaseFcAcronisHostedStorage	Partners, Reseller Branding
Cyber Protect Cloud - eSignatures (Zero-Trust Consortium)	Application Counter (unit)	FCEsignaturesZTC	Customers, Partners, Reseller Branding
Cyber Protect Cloud - Notarizations (Zero-Trust Consortium)	Application Counter (unit)	FCNotarizationsZTC	Customers, Partners, Reseller Branding
FSS Advanced Pack - eSignatures (Per GB)	Application Counter (unit)	PgPackAdvFcEsignaturesCount	Customers, Partners, Reseller Branding
FSS Advanced Pack - eSignatures (Per Workload)	Application Counter (unit)	PuPackAdvFcEsignaturesCount	Customers, Partners, Reseller Branding
FSS Advanced Pack - Notarizations (Per GB)	Application Counter (unit)	PgPackAdvFcNotarizationsCount	Customers, Partners, Reseller Branding
FSS Advanced Pack - Notarizations (Per Workload)	Application Counter (unit)	PuPackAdvFcNotarizationsCount	Customers, Partners, Reseller Branding
(Legacy) Files Cloud Notarizations (Zero-Trust Consortium)	Application Counter (unit)	FCNotarizationsZTC	Customers, Partners,

			Reseller Branding
(Legacy) Files Cloud eSignatures (Zero-Trust Consortium)	Application Counter (unit)	FCEsignaturesZTC	Customers, Partners, Reseller Branding
(Legacy) Files Cloud Notarizations (Ethereum)	Application Counter (unit)	FCNotarizationsEhtereum	Customers, Partners, Reseller Branding
(Legacy) Files Cloud eSignatures (Ethereum)	Application Counter (unit)	FCEsignaturesEhtereum	Customers, Partners, Reseller Branding

Note

Files Cloud Storage is not enabled by default. This can be done from the Profile.

Creating service templates

Default service templates

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

- Customer templates
  - "Acronis Cyber Protect Cloud - Advanced Licensing (Per GB)" for new Acronis Cyber Protect Cloud Per GB edition
  - "Acronis Cyber Protect Cloud - Advanced Licensing (Per Workload)" for new Acronis Cyber Protect Cloud Per Workload edition
- Partner template
  - "Acronis Cyber Protect Cloud - Advanced Licensing (Partner)" with new Acronis Cyber Protect Cloud (per Workload/per Gigabyte)
- Reseller Branding template
  - "Acronis Cyber Protect Cloud - Advanced Licensing for Reseller Branding" with new Acronis Cyber Protect Cloud (per Workload/per Gigabyte)

Note

For Customer's and Partner's service templates, you will need to create a Service profile and include it into the templates respectively. Please refer to the "Configure Service Profiles" (p. 17) chapter.

Acronis Cyber Protect Cloud - Advanced Licensing (Per GB) template for Customers:

Resource type name	Limit
Acronis Cyber Cloud	1
Default Customer Profile (Acronis) **Note** You can use the default customer profile or create a new one in application settings.	1
Backup Users (Acronis)	Unlimited
Backup Tenant (Acronis)	1
Local Storage	Unlimited
Standard Protection group (Per GB) * resources	Unlimited
Advanced Backup group (Per GB) * resources	Unlimited
Advanced Management group (Per GB) * resources	Unlimited
Advanced Security group (Per GB) * resources	Unlimited
Advanced E-mail Security group (Per GB) * resources	Unlimited
Advanced Pack - Advanced Data Loss Prevention (per GB) * resources	Unlimited
Notary * resources	Unlimited
Physical Data Shipping * resources	Unlimited
Omnivoice * resources	Unlimited
Files Cloud (Per GB) * resources	Unlimited
Advanced Pack Files Cloud (Per GB) * resources	Unlimited

Acronis Cyber Protect Cloud - Advanced Licensing (Per Workload) template for Customers:

Resource type name	Limit
Acronis Cyber Cloud	1
Default Customer Profile (Acronis) **Note** You can use the default customer profile or create a new one in application settings.	1
Backup Tenant (Acronis)	1
Backup Users (Acronis)	Unlimited
Local Storage	Unlimited
Standard Protection group (Per Workload) * resources	Unlimited
Advanced Backup group (Per Workload) * resources	Unlimited
Advanced Management group (Per Workload) * resources	Unlimited
Advanced Security group (Per Workload) * resources	Unlimited
Advanced E-mail Security group (Per Workload) * resources	Unlimited
Advanced Pack - Advanced Data Loss Prevention (per Workload) * resources	Unlimited
Notary * resources	Unlimited
Physical Data Shipping * resources	Unlimited
Omnivoice * resources	Unlimited
Files Cloud (Per Workload) * resources	Unlimited
Advanced Pack Files Cloud (Per Workload) * resources	Unlimited

Acronis Cyber Protect Cloud - Advanced Licensing (Partner) template for Partners:

Resource type name	Limit
Acronis Cyber Cloud	1
Default Advanced Licensing Partner Profile (Acronis) **Note** You can use the default partner profile or create a new one in application settings.	1
Backup Tenant (Acronis)	1
Backup Users (Acronis)	Unlimited
Local Storage	Unlimited
Standard Protection group * resources	Unlimited
Standard Protection (Partner) group * resources	Unlimited
Advanced Backup group * resources	Unlimited
Advanced Disaster Recovery group * resources	Unlimited
Advanced Management group * resources	Unlimited
Advanced Security group * resources	Unlimited
Advanced E-mail Security group * resources	Unlimited
Advanced Pack - Advanced Data Loss Prevention * resources	Unlimited
Notary * resources	Unlimited
Physical Data Shipping * resources	Unlimited
Omnivoice * resources	Unlimited
Files Cloud * resources	Unlimited
Advanced Pack Files Cloud * resources	Unlimited

Acronis Cyber Protect Cloud - Advanced Licensing for Reseller Branding template:

Resource type name	Limit
Acronis Cyber Cloud	1
Reseller Branding (Acronis)	1
Backup Tenant (Acronis)	1
Backup Users (Acronis)	Unlimited
Local Storage	Unlimited
Standard Protection group * resources	Unlimited
Standard Protection (Partner) group * resources	Unlimited
Advanced Backup group * resources	Unlimited
Advanced Disaster Recovery group * resources	Unlimited
Advanced Management group * resources	Unlimited
Advanced Security group * resources	Unlimited
Advanced E-mail Security group * resources	Unlimited
Advanced Pack - Advanced Data Loss Prevention * resources	Unlimited
Notary * resources	Unlimited
Physical Data Shipping * resources	Unlimited
Omnivoice * resources	Unlimited
Files Cloud * resources	Unlimited
Advanced Pack Files Cloud * resources	Unlimited

Adding a new service template

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

1. Log in to the **Provider Control Panel** of CloudBlue Commerce.
2. Navigate to **Services > Service Templates**.
3. Click **Add New Service Template**.
   - **Name**: Acronis Cyber Protect Cloud
   - **Autoprovisioning**: enable
   - **Account-Wide Services**: enable
   - **Backup Profile**: select the existing service profile

Configure resources in accordance with the list, suggested in "Creating resource types" (p. 22). In general, a service template should include common application resource as well as resources for the required edition(s) (pay attention to the "Applicable to" column).

Recommendations for service templates, depending on the subscription type:

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

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

Creating service plans

Configure units of measure

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

1. Log in to the **Provider Control Panel** of CloudBlue Commerce and switch to **Billing**.
2. Navigate to **Products > Resources** and open the **Cloud Storage (Acronis)** resource.
3. Click **Change Unit of Measure**.
4. Change **Unit of Measure** from **KB** to **GB** and click **Save**.

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

Adding a new service plan

Follow the steps below to create a service plan:

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

3. Select **Generic Service Plan**, and then click **Next**.
4. Under **General**, provide the following details:
   - **Name**: enter the name of the service plan.
   - **Service Template**: select the ID of the service template.
   - **Description**: specify a short plan description that will be shown to your users.
   - **Extended Description**: specify a detailed plan description to be presented to your users.
   - **Billing Terms and Advanced Properties**: specify desired properties of the plan and click **Next**.
5. Specify the subscription periods you want to offer as well as the prices and fees for those periods, then click **Next**.
6. To specify one or more resource rates (also called 'plan rates'), such as the included and maximum amounts of storage available under the plan, click **Setup Plan Rates**. For details, see the examples further in this section. Review the settings, then click **Finish**.

Note

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

Service plan examples

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

The service plan will contain a new Acronis Cyber Protect Cloud Per GB edition with the following assumptions:

- **Baseline product** – Standard protection can be enabled by defining limits for the required resources.
- **Advanced packs** – Additional cyber protection capabilities are not included into this Service Plan example.

In this case, set up the subscription periods as follows:

Duration	Unit	Trial	Setup Fee	Renewal Fee	Currency	Active
30	Day(s)	Yes	$0.00	$0.00	USD	Yes
1	Year (s)	No	$$	$$	USD	Yes

The resource rates configuration can be for example:

Resource type name	Measurable	Show in CP	Inc. Amount	Max Amount	Recurring Fee
Acronis Cyber Protect Cloud - Acronis Hosted Storage (per GB)	No	Yes	250	Unlim	$$
Local Storage	No	Yes	250	Unlim	$$
Standard Protection group (Per GB) * resources	No	Yes	N	Unlim	$$

Subscribing to this plan, a customer will get 250 GB of Cloud Storage and 250 GB of Acronis Hosted Storage. Defining limits for the Standard Protection group (Per GB) * resources will provide the customer with access to the standard protection plan.

Case 2: Suppose that you want to offer to Customers an annual pay-as-you-go Acronis Cyber Protect Cloud subscription with 30 days Trial.
The service plan will contain a new Acronis Cyber Protect Cloud Per Workload edition with all available resources. Customers will be charged for the actual usage on a monthly basis.

The resource rates configuration can be as follows:

Resource type name	Measurable	Show in CP	Inc. Amount	Max Amount	Recurring Fee
Local Storage	Yes	No	0	Unlim	$$
Standard Protection group (Per Workload) * resources	Yes	No	0	Unlim	$$
Advanced Backup group (Per Workload) * resources	Yes	No	0	Unlim	$$
Advanced Management group (Per Workload) * resources	Yes	No	0	Unlim	$$
Advanced Security group (Per Workload) * resources	Yes	No	0	Unlim	$$
Notary * resources	Yes	No	0	Unlim	$$

Physical Data Shipping * resources	Yes	No	0	Unlim	$$

Case 3: You need to prepare a plan offer for selling new Acronis Cyber Protect Cloud to Partners. It will be a 'pay-as-you-go' plan, with all resources set to Unlimited. Partners will be charged for the actual usage on a monthly basis.

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

Resource type name	Measurable	Show in CP	Inc. Amount	Max Amount	Recurring Fee
Standard Protection (Partner) group * resources	Yes	No	0	Unlim	$$
Standard Protection group * resources	Yes	No	0	Unlim	$$
Advanced Backup group * resources	Yes	No	0	Unlim	$$
Advanced Disaster Recovery group * resources	Yes	No	0	Unlim	$$
Advanced Management group * resources	Yes	No	0	Unlim	$$
Advanced Security group * resources	Yes	No	0	Unlim	$$
Notary * resources	Yes	No	0	Unlim	$$
Physical Data Shipping * resources)	Yes	No	0	Unlim	$$

Creating composite resources

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

Some examples of composite resources:

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

Composite resources can be created in the following way:

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

Plan upgrade/downgrade

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

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

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

Supported switches between Acronis Cyber Cloud editions

Pay attention to supported switches between editions, listed in the tables below.
In all the cases, target editions should contain at least the same number of resources.
Otherwise, resources without counterpart for switching in the target plan, will be un-provisioned from the subscription or attempts to switch may fail.

Recommendations for switching from legacy to new editions:

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

Supported switches from legacy editions to new licensing base with advanced pack combinations:

	Legacy editions	Standard Protection	NEW COMPONENTS		
			Advanced Backup Pack	Advanced Management Pack	Advanced Security Pack
1	Cyber Backup – Standard	✔			
2	Cyber Backup – Advanced	✔	✔	✔	
3	Cyber Backup – Disaster Recovery	✔	✔	✔	
4	Cyber Protect – Standard	✔		✔	✔
5	Cyber Protect – Advanced	✔	✔	✔	✔
6	Cyber Protect – Disaster Recovery	✔	✔	✔	✔
7	Cyber Protect (Per workload)	✔	✔	✔	✔
8	Cyber Backup (Per gigabyte)	✔			

Supported switches from Legacy to Cyber Protect/Backup (legacy) editions:

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

Supported switches between Cyber Protect/Backup (legacy) editions:

Source edition	Target edition
Cyber Backup (legacy, per GB model)	Cyber Protect (legacy, per Workload model)
Cyber Protect (legacy, per Workload model)	Cyber Backup (legacy, per GB model)

Supported switches between legacy editions:

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

Warning!

Downgrade/Switch from legacy editions to new licensing is not supported.

Enabling plan upgrade/downgrade

To setup an upgrade or downgrade option for your service plan, you need to specify a target plan in the following way:

1. Log in to the **Provider Control Panel** of CloudBlue Commerce and switch to **Billing**.
2. Navigate to **Products > Service Plans > [your service plan]**.
3. Switch to the **Upgrades** tab and click **Add New Allowed Upgrade/Downgrade**.
4. Select a target plan and click **Add Selected Plan(s)**.

Repeat steps 2-3 for each plan upgrade/downgrade option that should be supported by the system.