

Acronis Cyber Protect Cloud

Integration with CloudBlue Connect 1.6

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Introduction

This document describes the installation and configuration procedures of Acronis Cyber Protect Cloud with the CloudBlue Commerce platform through CloudBlue Connect.

It is intended for service providers who want to enable the Acronis Cyber Protect Cloud service to their customers via a CloudBlue Connect integration.

Glossary

This document uses the following terms and abbreviations:

- **CloudBlue Connect**

A catalog and channel management platform that supports omni-product (any type of product) distribution – from technology good and perpetual license software to software as a service (SaaS), infrastructure as a service (IaaS) and anything else as a service (XaaS).

- **Application Packaging Standard (APS)**

An open standard, intended to help service providers to provide software as a service (SaaS) application 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 Protect Cloud**

Acronis Cloud Platform, based on which the Acronis cloud products are provided.

- **Customer**

Same like Customer in CloudBlue Commerce platform - a person or a company that purchased a service.

- **Marketo**

A marketing automation software responsible for trial accounts and services provisioning

- **Partner**

Same like Reseller in CloudBlue Commerce platform - a mediator between a provider and customers. The reseller can add and manage their own reseller and customer accounts. These accounts form a hierarchy of accounts that is subordinate to the “top” reseller account. CloudBlue Commerce supports a multi-level reseller scheme. The sales channel can include several levels of resellers. For example, resellers who purchase services from a provider are Level 1 (L1). They can have their own sub-resellers (L2) and so on.

- **Product**

A collection of items and parameters.

In Operations Automation it's represented by:

- Application instance
- Service template, associated with this instance

Multiple plans can be created for a service template, with different limits and prices. Customer accounts can subscribe to one or several plans.

- **Offering Item**

An offering item is basically a set of services and service features in the Acronis Cloud. In the CloudBlue Commerce platform, the resource types represent offering items and are part of a Service Template(s).

- **Resource Type**

A resource, specified by a vendor and based on some resource class. Each resource can be assigned with 0 and "unlimited" values. The resource type enables simultaneous auto-provisioning of multiple resources so that a user does not have to select each individual resource for every service provisioning instance. When we mention the term "resources", we mean certain services a customer may use, e.g.: Mailboxes, Servers, G Suite Seats.

- **Service Template**

A group of resource types with provisioning rules and limits for each resource type. Service Templates enable CloudBlue Commerce to automatically provide resources and services to millions of customer accounts. Without a service template, each individual resource would have to be provided manually to the customer account.

- **Service Plan**

A commercial offer of a set of resources. When customers buy service plans, they reserve rights to use a certain amount of hosting resources at a pre-defined rate over a specified period of time, usually starting from the day of purchase. Purchasing the service plan is equivalent to subscribing to the services, listed in the plan.

- **Subscription**

In Operations, a subscription is a group of resource types with usage information, based on a single service template. In Billing, a subscription is a group of resource types of a service plan.

- **Listing Request**

It is a request to a provider to review and publish a product. For each Provider's Marketplace, the listing request is created by a vendor.

- **Cloud Distributor (CD)**

The distributor of Acronis Cloud services, who signs Acronis distribution agreement and re-sells those products to its resellers, but doesn't provide services to end customers.

- **Cloud Partner (CP)**

An Acronis partner, who directly or indirectly (through Cloud Distributor) signs Acronis licensing agreement and provides services based on Acronis Cloud products to end customers or to its resellers.

What's new

See what's new in the Acronis Cyber Protect Cloud integration with CloudBlue Connect.

Integration overview

Connect Products overview

- **Acronis Cyber Protect Cloud — Resellers** is intended for distributors and provides support of various scenarios, such as tiered pricing, minimum commitments and pay-as-you-go billing model. It provides full subscription life-cycle management, trial and production modes as well as services' termination. Support of Dynamic Items capability of CloudBlue Connect introduces the following:
 - Simplified initial product configuration and maintenance, due to a dynamically configured set of resources: https://connect.cloudblue.com/community/modules/usage_module/
 - Support for Price Rated usage reporting schema of CloudBlue Connect
- **Acronis Cyber Protect Cloud — End Customer** is a platform that enables service providers to deliver cyber protection in an easy, efficient and secure way. A single solution allows you and your customers to gain access to hybrid cloud backup, disaster recovery, ransomware protection, file sync and share, and other services — all managed from the same console.

Features

- Create new partner-type tenants (suitable for service providers and resellers, Reseller Connect Product). Partner tenants can manage their own customers from the Acronis Management console, configure their own brand for the Cyber protection services and use their own storage to keep customers' data.
- Create new customer-type tenants (suitable for end customers, End Customer Connect Product) and provision services for them. Customers can manage the purchased services using the Acronis Cloud console.
- Manage created tenants via subscription and account management features in the CloudBlue Commerce platform: suspend and unsuspend, terminate along with all their content.
- Configure flexible set of offerings using resources rates in Service Plans.
- Upgrade/downgrade the provisioned subscription by purchasing additional offering items or switching to another Service Plan.
- Get the current usage metrics and invoice, and bill the customers, based on service consumption.

Services

The Acronis integration for CloudBlue Connect supports the following services and editions of Acronis Cyber Protect Cloud:

- **Cyber Protect:**
 - All-in-one cyber protection solution that integrates advanced data protection, file sync and share, file notarization and eSigning, as well as physical data shipping functionality.
 - **Protection**
 - Provides standard level of cyber protection, monitoring and management functionality, such

as: image and file backup, antivirus and antimalware protection (without local signature-based detection), vulnerability assessment, centralized management of protection plans, hardware inventory, remote assistance, dashboards, reports and device control. The standard protection can be extended with the following advanced protection packs:

- **Advanced Backup**

Enables backup of Microsoft SQL in a cluster, Microsoft Exchange in a cluster, Oracle Database, SAP HANA, continuous data protection (CDP) and data protection map. See [more information](#).

- **Advanced Management**

Enables vulnerability assessment with integrated patch management, fail-safe patching, asset management with software inventory, disk health monitoring, remote desktop connection and file transfer. See [more information](#).

- **Advanced Security**

Enables enhanced antivirus and antimalware protection (with local signature-based detection), URL filtering, forensic backup, centralized backup scanning for malware, safe recovery, corporate allowlist, smart protection plans integrated with alerts from Cyber Protection Operations Center (CPOC), endpoint firewall management, #CyberFit Score Compliance scorecard & Advanced configuration assessment. See [more information](#).

- **Advanced Email Security**

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

- **Advanced Disaster Recovery**

Makes disaster recovery painless and increases efficiency with orchestration, runbooks and automatic failover.

- **Advanced Data Loss Prevention**

Advanced Data Loss Prevention (DLP) is a solution that integrates a set of information security technologies to detect and prevent unauthorized use and transmission of sensitive data from endpoint computers by enforcing organization-specific data use policies. See [more information](#).

- **Advanced Security + EDR**

Enables antivirus and antimalware protection (local signature-based file detection), URL filtering, forensic backup, centralized backup scanning for malware, safe recovery, corporate allowlist, smart protection plans integrated with alerts from Cyber Protection Operations Center (CPOC), Endpoint Detection and Response (event correlation component, capable of identifying advanced threats or attacks in progress). Applicable to the following types of workloads: workstations, servers, virtual machines and web hosting servers. See [more information](#).

- **Files Sync & Share service**

Provides file-sharing capabilities, enabling users to store, synchronize and share encrypted content on the cloud and across their devices.

- **Advanced File Sync & Share**

Extends the integrated secure file sharing capabilities of Acronis Cyber Protect Cloud with

fully remote notarization, verification and online signing.

- **Notary service**

Enables users to notarize and verify files by using the Blockchain technology and sign files electronically.

- **Omnivoice**

Empower your clients' business communications with an integrated virtual phone system with cyber protection.

- **Cyber Infrastructure SPLA**

Enables service providers to use a Service Provider License Agreement (SPLA) for Acronis Cyber Infrastructure, instead of a license key.

Supported languages

Localization is handled by the native functionality of CloudBlue Connect:

<https://connect.cloudblue.com/community/modules/localization/>

Integration deployment procedure

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

- CloudBlue Commerce Platform configuration
 - [Abstract types](#)
 - [Proxy configuration](#)
 - [Kubernetes cluster](#)
 - [Extensions installation](#)
- Listing requests creation
 - Additional configuration for the backend (*performed by Acronis Professional Services team*)
 - Additional configuration of the Connect Portal (*performed by Acronis Professional Services team*)
- Service Template/Service Plans creation

System requirements

- Acronis Cyber Protect Cloud platform versions: 23.01 or later
- CloudBlue Commerce platform versions: 21.7 or higher
- CloudBlue Connect version: [v25](#)

New product onboarding

Marketplace creation

1. In CloudBlue Connect, go to **Navigation > Marketplaces**.
2. Click **+ CREATE MARKETPLACE** to add new marketplace and specify the following details:
 - a. **Name**
 - b. **Countries**
 - c. **Locales**
 - d. **Currency**
 - e. **Description**
3. Click **NEXT**.
4. On the **Hubs settings** page, configure the following parameters for your marketplace:
 - a. **Hubs**
 - b. **Tier Account External ID**
5. Click **NEXT**.
6. On the **Price List attributes** page, configure the attributes required for your marketplace.
7. Click **CREATE**. A new marketplace will be created. The **Summary** page contains the details required for the marketplace.

Note

In order to start selling through the new marketplace, the Vendor should ENROLL the Distribution agreement.

New Listing creation

To start selling the products through a new marketplace, you should ask the Professional Services team to create Listing requests. This process consists of the following steps:

1. In the CloudBlue Connect Vendor portal, go to **Navigation > Listings**.
2. On the **Listings** page, use the **MANAGE LISTINGS** wizard to add the **Products** required for the new marketplace.

Extensions and products update

Extensions upgrade

1. In CloudBlue Commerce, go to **Operations > System > Connect**.
2. Click **Update** under the **CloudBlue Connect** extension tile.

Products upgrade

1. In CloudBlue Commerce, go to **Operations > System > Connect**.
2. In the **Products** list, use the **Manage** option to select the required one.
3. Click **Upgrade** or **Upgrade including End of Sales items** to trigger the product update process.
4. Verify that all operations are executed successfully. For troubleshooting, navigate to **Operations > Tasks**.

Note

New resources will be created automatically.

Configure product offers

The following steps will guide you through the deployment and configuration process of the Connect products.

Creating resource types

During the installation, CloudBlue Connect automatically creates a set of resources:

- **Acronis Cyber Protect Cloud – Resellers**

CONNECT: Item name	Description	MPN
Acronis Cyber Cloud Protect – No Commitment	Commitment 0 (PAYG, No Commitment)	tier_level@-1
Acronis Cyber Cloud Protect - Tier 1	Commitment 1	tier_level@1
Acronis Cyber Cloud Protect - Tier 2	Commitment 2	tier_level@2
Acronis Cyber Cloud Protect - Tier 3	Commitment 3	tier_level@3
Acronis Cyber Cloud Protect - Tier 4	Commitment 4	tier_level@4
Acronis Cyber Cloud Protect - Tier 5	Commitment 5	tier_level@5
Acronis Cyber Cloud Protect – Promo Tier	Promo Tier (\$99, etc.)	tier_level@6
Acronis Cyber Cloud Protect – 30 Days Trial	Trial Item	tier_level@0
Additional Datacenter 1 – Additional Datacenter 5	Optional items are required to configure additional datacenter in the product, all requests will be executed toward the specified datacenter.	extra_dc_1 - extra_dc_5

- **Acronis Cyber Protect Cloud – End Customer**

The End Customer Connect product consists of the following two types of items:

- **Reservation items** are individual resources or units (such as a license or offering items) that customers purchase or subscribe to.
- In contrast, pay-as-you-go items (PAYG) represent entities that are used by Vendors to implement the pay-as-you-go system. This system, as its name suggests, is based on the consumption or usage of a specified product rather than on a flat rate for items or on a period of time.

Reservation items

CONNECT: Item name	Description	MPN	Resource Category
Acronis Cyber Protect Cloud - Acronis Hosted Storage (per GB)	Acronis Cyber Protect Cloud - Acronis Hosted Storage (per GB)	ACP-PG-CS-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Google Hosted Storage (per GB)	Acronis Cyber Protect Cloud - Google Hosted Storage (per GB)	ACP-PG-GL-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Azure Hosted Storage (per GB)	Acronis Cyber Protect Cloud - Azure Hosted Storage (per GB)	ACP-PG-AZR-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Hybrid Storage (per GB)	Acronis Cyber Protect Cloud - Hybrid Storage (per GB)	ACP-PG-HS-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Total Cloud Storage (per GB)	Acronis Cyber Protect Cloud - Total Cloud Storage (per GB)	ACP-PG-LS-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Files Cloud - Storage (per GB)	Acronis Cyber Protect Cloud - Files Cloud - Storage (per GB)	ACP-PG-FC-CS-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Files Cloud - Service Provider Hosted Storage (per GB)	Acronis Cyber Protect Cloud - Files Cloud - Service Provider Hosted Storage (per GB)	ACP-PG-FC-HS-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Files Cloud Users (Per GB)	Acronis Cyber Protect Cloud - Files Cloud Users (Per GB)	ACP-PG-FC-USR-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Disaster Recovery (Base) (Per GB)	Acronis Cyber Protect Cloud - Disaster Recovery (Base) (Per GB)	ACP-PG-DR-RSV	Acronis Cyber Protect Cloud
Advanced Disaster Recovery - Disaster Recovery Service Provider Hosted Storage (Per GB)	Acronis Cyber Protect Cloud - Disaster Recovery Service Provider Hosted Storage (Per GB)	ACP-PG-DR-SP-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Cloud servers (Per GB)	Acronis Cyber Protect Cloud - Cloud servers (Per GB)	ACP-PG-DR-SRV-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Compute points (Per GB)	Acronis Cyber Protect Cloud - Compute points (Per GB)	ACP-PG-DR-COMP-RSV	Acronis Cyber Protect Cloud
Advanced Disaster Recovery - Disaster Recovery Acronis Hosted Storage (Per GB)	Advanced Disaster Recovery - Disaster Recovery Acronis Hosted Storage (Per GB)	ACP-PG-DR-CS-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud -	Acronis Cyber Protect Cloud -	ACP-PG-DR-	Acronis Cyber Protect

CONNECT: Item name	Description	MPN	Resource Category
Internet access (Per GB)	Internet access (Per GB)	INT-RSV	Cloud
Acronis Cyber Protect Cloud - Public IP addresses (Per GB)	Acronis Cyber Protect Cloud - Public IP addresses (Per GB)	ACP-PG-DR-IPS-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Workstations (Per GB)	Acronis Cyber Protect Cloud - Workstations (Per GB)	ACP-PG-WST-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Websites (Per GB)	Acronis Cyber Protect Cloud - Websites (Per GB)	ACP-PG-WEB-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Web hosting servers (Per GB)	Acronis Cyber Protect Cloud - Web hosting servers (Per GB)	ACP-PG-WHS-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Virtual machines (Per GB)	Acronis Cyber Protect Cloud - Virtual machines (Per GB)	ACP-PG-VM-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Servers (Per GB)	Acronis Cyber Protect Cloud - Servers (Per GB)	ACP-PG-SRV-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - OneDrive (Per GB)	Acronis Cyber Protect Cloud - OneDrive (Per GB)	ACP-PG-ONED-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Mobile devices (Per GB)	Acronis Cyber Protect Cloud - Mobile devices (Per GB)	ACP-PG-MOB-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Microsoft Teams (Per GB)	Acronis Cyber Protect Cloud - Microsoft Teams (Per GB)	ACP-PG-MOB-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Microsoft SharePoint Online sites (Per GB)	Acronis Cyber Protect Cloud - Microsoft SharePoint Online sites (Per GB)	ACP-PG-MOB-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Microsoft Hosted Exchange mailboxes (Per GB)	Acronis Cyber Protect Cloud - Microsoft Hosted Exchange mailboxes (Per GB)	ACP-PG-MS-EX-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Microsoft 365 seats (Per GB)	Acronis Cyber Protect Cloud - Microsoft 365 seats (Per GB)	ACP-PG-O365-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Mailboxes (Per GB)	Acronis Cyber Protect Cloud - Mailboxes (Per GB)	ACP-PG-O365-MB-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Google Workspace Shared Drive (Per GB)	Acronis Cyber Protect Cloud - Google Workspace Shared Drive (Per GB)	ACP-PG-GWS-SD-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Google Workspace seats (Per GB)	Acronis Cyber Protect Cloud - Google Workspace seats (Per GB)	ACP-PG-GWS-RSV	Acronis Cyber Protect Cloud

CONNECT: Item name	Description	MPN	Resource Category
Acronis Cyber Protect Cloud - Google Drive (Per GB)	Acronis Cyber Protect Cloud - Google Drive (Per GB)	ACP-PG-GDR-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Gmail (incl. Calendar, Contacts) (Per GB)	Acronis Cyber Protect Cloud - Gmail (incl. Calendar, Contacts) (Per GB)	ACP-PG-GMB-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Servers (Per Workload)	Acronis Cyber Protect Cloud - Servers (Per Workload)	ACP-PW-SRV-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Virtual machines (Per Workload)	Acronis Cyber Protect Cloud - Virtual machines (Per Workload)	ACP-PW-VM-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Workstations (Per Workload)	Acronis Cyber Protect Cloud - Workstations (Per Workload)	ACP-PW-WST-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Web Hosting servers (Per Workload)	Acronis Cyber Protect Cloud - Web Hosting servers (Per Workload)	ACP-PW-WHS-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Microsoft 365 seats (Per Workload)	Acronis Cyber Protect Cloud - Microsoft 365 seats (Per Workload)	ACP-PW-O365-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Microsoft Hosted Exchange (Per Workload)	Acronis Cyber Protect Cloud - Microsoft Hosted Exchange (Per Workload)	ACP-PW-MS-EX-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Google Workspace (Per Workload)	Acronis Cyber Protect Cloud - Google Workspace (Per Workload)	ACP-PW-GWS-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Mobile (Per Workload)	Acronis Cyber Protect Cloud - Mobile (Per Workload)	ACP-PW-MOB-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Websites (Per Workload)	Acronis Cyber Protect Cloud - Websites (Per Workload)	ACP-PW-WEB-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Acronis Hosted Storage (Per Workload)	Acronis Cyber Protect Cloud - Acronis Hosted Storage (Per Workload)	ACP-PW-CS-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Google Hosted Storage (Per Workload)	Acronis Cyber Protect Cloud - Google Hosted Storage (Per Workload)	ACP-PW-GL-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Azure Hosted Storage (Per Workload)	Acronis Cyber Protect Cloud - Azure Hosted Storage (Per Workload)	ACP-PW-AZR-RSV	Acronis Cyber Protect Cloud

CONNECT: Item name	Description	MPN	Resource Category
Acronis Cyber Protect Cloud - Files Cloud - Users (Per Workload)	Acronis Cyber Protect Cloud - Files Cloud - Users (Per Workload)	ACP-PW-FC-USR-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Files Cloud - Service Provider Hosted Storage (per Workload)	Acronis Cyber Protect Cloud - Files Cloud - Service Provider Hosted Storage (per Workload)	ACP-PW-FC-HS-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Files Cloud - Storage (Per Workload)	Acronis Cyber Protect Cloud - Files Cloud - Storage (Per Workload)	ACP-PW-FC-CS-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Notary Cloud - eSignature (file)	Acronis Cyber Notary Cloud - eSignature (file)	ACP-PW-NT-ESIG-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Notary Cloud - Notarization (not)	Acronis Cyber Notary Cloud - Notarization (not)	ACP-PW-NT-NOT-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Notary Cloud - Acronis Hosted Storage (Per Workload)	Acronis Cyber Notary Cloud - Acronis Hosted Storage (Per Workload)	ACP-PW-NT-CS-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Disaster Recovery (Base) (Per Workload)	Acronis Cyber Protect Cloud - Disaster Recovery (Base) (Per Workload)	ACP-PW-DR-RSV	Acronis Cyber Protect Cloud
Advanced Disaster Recovery - Disaster Recovery Service Provider Hosted Storage (Per Workload)	Acronis Cyber Protect Cloud - Disaster Recovery Service Provider Hosted Storage (Per Workload)	ACP-PW-DR-SP-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Cloud servers (Per Workload)	Acronis Cyber Protect Cloud - Cloud servers (Per Workload)	ACP-PW-DR-SRV-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Compute points (Per Workload)	Acronis Cyber Protect Cloud - Compute points (Per Workload)	ACP-PW-DR-COMP-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Internet access (Per Workload)	Acronis Cyber Protect Cloud - Internet access (Per Workload)	ACP-PW-DR-INT-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Public IP addresses (Per Workload)	Acronis Cyber Protect Cloud - Public IP addresses (Per Workload)	ACP-PW-DR-IPS-RSV	Acronis Cyber Protect Cloud
Advanced Disaster Recovery - Disaster Recovery Acronis Hosted Storage (Per Workload)	Advanced Disaster Recovery - Disaster Recovery Acronis Hosted Storage (Per Workload)	ACP-PW-DR-CS-RSV	Acronis Cyber Protect Cloud

CONNECT: Item name	Description	MPN	Resource Category
Acronis Cyber Protect Cloud - Total Cloud Storage (Per Workload)	Acronis Cyber Protect Cloud - Total Cloud Storage (Per Workload)	ACP-PW-LS-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - OneDrive (Per Workload)	Acronis Cyber Protect Cloud - OneDrive (Per Workload)	ACP-PW-ONED-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Microsoft Teams (Per Workload)	Acronis Cyber Protect Cloud - Microsoft Teams (Per Workload)	ACP-PW-TEAMS-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Microsoft SharePoint Online sites (Per Workload)	Acronis Cyber Protect Cloud - Microsoft SharePoint Online sites (Per Workload)	ACP-PW-SHP-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Mailboxes (Per Workload)	Acronis Cyber Protect Cloud - Mailboxes (Per Workload)	ACP-PW-O365-MB-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Google Workspace Shared Drive (Per Workload)	Acronis Cyber Protect Cloud - Google Workspace Shared Drive (Per Workload)	ACP-PW-GWS-SD-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Google Drive (Per Workload)	Acronis Cyber Protect Cloud - Google Drive (Per Workload)	ACP-PW-GDR-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Gmail (incl. Calendar, Contacts) (Per Workload)	Acronis Cyber Protect Cloud - Gmail (incl. Calendar, Contacts) (Per Workload)	ACP-PW-GMB-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Network Attached Storages (per GB)	Acronis Cyber Protect Cloud - Network Attached Storages (per GB)	ACP-PG-NAS-RSV	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Network Attached Storages (per Workload)	Acronis Cyber Protect Cloud - Network Attached Storages (per Workload)	ACP-PW-NAS-RSV	Acronis Cyber Protect Cloud
Advanced Pack - Advanced Backup - Servers (Per Workload)	Advanced Pack - Advanced Backup - Servers (Per Workload)	ACP-PW-ADV-BC-SRV-RSV	Acronis Cyber Protect Cloud - Advanced Backup
Advanced Pack - Advanced Backup - Virtual machines (Per Workload)	Advanced Pack - Advanced Backup - Virtual machines (Per Workload)	ACP-PW-ADV-BC-VM-RSV	Acronis Cyber Protect Cloud - Advanced Backup
Advanced Pack - Advanced Backup - Workstations (Per Workload)	Advanced Pack - Advanced Backup - Workstations (Per Workload)	ACP-PW-ADV-BC-WST-RSV	Acronis Cyber Protect Cloud - Advanced Backup
Advanced Pack - Advanced	Advanced Pack - Advanced	ACP-PW-ADV-	Acronis Cyber Protect

CONNECT: Item name	Description	MPN	Resource Category
Backup - Web Hosting servers (Per Workload)	Backup - Web Hosting servers (Per Workload)	BC-WHS-RSV	Cloud - Advanced Backup
Advanced Pack - Advanced Backup - Servers (per GB)	Advanced Pack - Advanced Backup - Servers (per GB)	ACP-PG-ADV-BC-SRV-RSV	Acronis Cyber Protect Cloud - Advanced Backup
Advanced Pack - Advanced Backup - Virtual machines (per GB)	Advanced Pack - Advanced Backup - Virtual machines (per GB)	ACP-PG-ADV-BC-VM-RSV	Acronis Cyber Protect Cloud - Advanced Backup
Advanced Pack - Advanced Backup - Workstations (per GB)	Advanced Pack - Advanced Backup - Workstations (per GB)	ACP-PG-ADV-BC-WST-RSV	Acronis Cyber Protect Cloud - Advanced Backup
Advanced Pack - Advanced Backup - Web Hosting servers (per GB)	Advanced Pack - Advanced Backup - Web Hosting servers (per GB)	ACP-PG-ADV-BC-WHS-RSV	Acronis Cyber Protect Cloud - Advanced Backup
Advanced Pack - Advanced Backup - Network Attached Storages (per GB)	Advanced Pack - Advanced Backup - Network Attached Storages (per GB)	ACP-PG-ADV-BC-NAS-RSV	Acronis Cyber Protect Cloud - Advanced Backup
Advanced Pack - Advanced Backup - Network Attached Storages (per Workload)	Advanced Pack - Advanced Backup - Network Attached Storages (per Workload)	ACP-PW-ADV-BC-NAS-RSV	Acronis Cyber Protect Cloud - Advanced Backup
Advanced Pack - Advanced Management (Per Workload)	Advanced Pack - Advanced Management (Per Workload)	ACP-PW-ADV-MGMT-RSV	Acronis Cyber Protect Cloud - Advanced Management
Advanced Pack - Advanced Management (Per GB)	Advanced Pack - Advanced Management (Per GB)	ACP-PG-ADV-MGMT-RSV	Acronis Cyber Protect Cloud - Advanced Management
Advanced Pack - Advanced Security (Per Workload)	Advanced Pack - Advanced Security (Per Workload)	ACP-PW-ADV-SEC-RSV	Acronis Cyber Protect Cloud - Advanced Security
Advanced Pack - Advanced Security (Per GB)	Advanced Pack - Advanced Security (Per GB)	ACP-PG-ADV-SEC-RSV	Acronis Cyber Protect Cloud - Advanced Security
Advanced Pack - Files Cloud - eSignatures (Per GB)	Advanced Pack - Files Cloud - eSignatures (Per GB)	ACP-PG-ADV-FC-ESIG-RSV	Acronis Cyber Protect Cloud - Advanced Files Cloud
Advanced Pack - Files Cloud - eSignatures (Per Workload)	Advanced Pack - Files Cloud - eSignatures (Per Workload)	ACP-PW-ADV-FC-ESIG-RSV	Acronis Cyber Protect Cloud - Advanced Files Cloud

CONNECT: Item name	Description	MPN	Resource Category
Advanced Pack - Files Cloud - Notarizations (Per GB)	Advanced Pack - Files Cloud - Notarizations (Per GB)	ACP-PG-ADV-FC-NOT-RSV	Acronis Cyber Protect Cloud - Advanced Files Cloud
Advanced Pack - Files Cloud - Notarizations (Per Workload)	Advanced Pack - Files Cloud - Notarizations (Per Workload)	ACP-PW-ADV-FC-NOT-RSV	Acronis Cyber Protect Cloud - Advanced Files Cloud
Omnivoice (virtual phone system) – Seat	Omnivoice (virtual phone system) – Seat	VPS-SEATS-RSV	Omnivoice
Omnivoice (virtual phone system) – 300 minutes	Omnivoice (virtual phone system) – 300 minutes	VPS-300m-RSV	Omnivoice
Omnivoice (virtual phone system) – 100 SMS	Omnivoice (virtual phone system) – 100 SMS	VPS-100SMS-RSV	Omnivoice
Protected mailboxes (Perception Point) (per Workload)	Protected mailboxes (Perception Point) (per Workload)	ACP-PW-ADV-AES-PP-RSV	Acronis Cyber Protect Cloud - Advanced E-mail Security
Protected mailboxes (Perception Point) (per GB)	Protected mailboxes (Perception Point) (per GB)	ACP-PG-ADV-AES-PP-RSV	Acronis Cyber Protect Cloud - Advanced E-mail Security
Advanced Pack - Advanced Data Loss Prevention (per GB)	Advanced Pack - Advanced Data Loss Prevention (per GB)	ACP-PG-ADV-DLP-RSV	Advanced Data Loss Prevention
Advanced Pack - Advanced Data Loss Prevention (per Workload)	Advanced Pack - Advanced Data Loss Prevention (per Workload)	ACP-PW-ADV-DLP-RSV	Advanced Data Loss Prevention

PAYG items

CONNECT: Item name	Description	MPN	Resource Category
Acronis Cyber Protect Cloud - Acronis Hosted Storage (per GB) PAYG	Acronis Cyber Protect Cloud - Acronis Hosted Storage (per GB) PAYG	ACP-PG-CS-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Google Hosted Storage (per GB) PAYG	Acronis Cyber Protect Cloud - Google Hosted Storage (per GB) PAYG	ACP-PG-GL-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Azure Hosted Storage (per GB)	Acronis Cyber Protect Cloud - Azure Hosted Storage (per GB)	ACP-PG-AZR-PAYG	Acronis Cyber Protect Cloud

CONNECT: Item name	Description	MPN	Resource Category
PAYG	PAYG		
Acronis Cyber Protect Cloud - Hybrid Storage (per GB) PAYG	Acronis Cyber Protect Cloud - Hybrid Storage (per GB) PAYG	ACP-PG-HS-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Total Cloud Storage (per GB) PAYG	Acronis Cyber Protect Cloud - Total Cloud Storage (per GB) PAYG	ACP-PG-LS-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Files Cloud - Storage (per GB) PAYG	Acronis Cyber Protect Cloud - Files Cloud - Storage (per GB) PAYG	ACP-PG-FC-CS-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Files Cloud - Service Provider Hosted Storage (per GB) PAYG	Acronis Cyber Protect Cloud - Files Cloud - Service Provider Hosted Storage (per GB) PAYG	ACP-PG-FC-HS-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Files Cloud Users (Per GB) PAYG	Acronis Cyber Protect Cloud - Files Cloud Users (Per GB) PAYG	ACP-PG-FC-USR-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Disaster Recovery (Base) (Per GB) PAYG	Acronis Cyber Protect Cloud - Disaster Recovery (Base) (Per GB) PAYG	ACP-PG-DR-PAYG	Acronis Cyber Protect Cloud
Advanced Disaster Recovery - Disaster Recovery Service Provider Hosted Storage (Per GB) PAYG	Advanced Disaster Recovery - Disaster Recovery Service Provider Hosted Storage (Per GB) PAYG	ACP-PG-DR-SP-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Cloud servers (Per GB) PAYG	Acronis Cyber Protect Cloud - Cloud servers (Per GB) PAYG	ACP-PG-DR-SRV-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Compute points (Per GB) PAYG	Acronis Cyber Protect Cloud - Compute points (Per GB) PAYG	ACP-PG-DR-COMP-PAYG	Acronis Cyber Protect Cloud
Advanced Disaster Recovery - Disaster Recovery Acronis Hosted Storage (Per GB) PAYG	Advanced Disaster Recovery - Disaster Recovery Acronis Hosted Storage (Per GB) PAYG	ACP-PG-DR-CS-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Internet access (Per GB) PAYG	Acronis Cyber Protect Cloud - Internet access (Per GB) PAYG	ACP-PG-DR-INT-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Public IP addresses (Per GB) PAYG	Acronis Cyber Protect Cloud - Public IP addresses (Per GB) PAYG	ACP-PG-DR-IPS-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Workstations (Per GB) PAYG	Acronis Cyber Protect Cloud - Workstations (Per GB) PAYG	ACP-PG-WST-PAYG	Acronis Cyber Protect Cloud

CONNECT: Item name	Description	MPN	Resource Category
Acronis Cyber Protect Cloud - Websites (Per GB) PAYG	Acronis Cyber Protect Cloud - Websites (Per GB) PAYG	ACP-PG-WEB-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Web hosting servers (Per GB) PAYG	Acronis Cyber Protect Cloud - Web hosting servers (Per GB) PAYG	ACP-PG-WHS-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Virtual machines (Per GB) PAYG	Acronis Cyber Protect Cloud - Virtual machines (Per GB) PAYG	ACP-PG-VM-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Servers (Per GB) PAYG	Acronis Cyber Protect Cloud - Servers (Per GB) PAYG	ACP-PG-SRV-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - OneDrive (Per GB) PAYG	Acronis Cyber Protect Cloud - OneDrive (Per GB) PAYG	ACP-PG-ONED-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Mobile devices (Per GB) PAYG	Acronis Cyber Protect Cloud - Mobile devices (Per GB) PAYG	ACP-PG-MOB-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Microsoft Teams (Per GB) PAYG	Acronis Cyber Protect Cloud - Microsoft Teams (Per GB) PAYG	ACP-PG-TEAMS-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Microsoft SharePoint Online sites (Per GB) PAYG	Acronis Cyber Protect Cloud - Microsoft SharePoint Online sites (Per GB) PAYG	ACP-PG-SHP-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Microsoft Hosted Exchange mailboxes (Per GB) PAYG	Acronis Cyber Protect Cloud - Microsoft Hosted Exchange mailboxes (Per GB) PAYG	ACP-PG-MS-EX-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Microsoft 365 seats (Per GB) PAYG	Acronis Cyber Protect Cloud - Microsoft 365 seats (Per GB) PAYG	ACP-PG-O365-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Mailboxes (Per GB) PAYG	Acronis Cyber Protect Cloud - Mailboxes (Per GB) PAYG	ACP-PG-O365-MB-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Google Workspace Shared Drive (Per GB) PAYG	Acronis Cyber Protect Cloud - Google Workspace Shared Drive (Per GB) PAYG	ACP-PG-GWS-SD-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Google Workspace seats (Per GB) PAYG	Acronis Cyber Protect Cloud - Google Workspace seats (Per GB) PAYG	ACP-PG-GWS-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Google Drive (Per GB) PAYG	Acronis Cyber Protect Cloud - Google Drive (Per GB) PAYG	ACP-PG-GDR-PAYG	Acronis Cyber Protect Cloud

CONNECT: Item name	Description	MPN	Resource Category
Acronis Cyber Protect Cloud - Gmail (incl. Calendar, Contacts) (Per GB) PAYG	Acronis Cyber Protect Cloud - Gmail (incl. Calendar, Contacts) (Per GB) PAYG	ACP-PG-GMB-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Servers (Per Workload) PAYG	Acronis Cyber Protect Cloud - Servers (Per Workload) PAYG	ACP-PW-SRV-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Virtual machines (Per Workload) PAYG	Acronis Cyber Protect Cloud - Virtual machines (Per Workload) PAYG	ACP-PW-VM-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Workstations (Per Workload) PAYG	Acronis Cyber Protect Cloud - Workstations (Per Workload) PAYG	ACP-PW-WST-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Web Hosting servers (Per Workload) PAYG	Acronis Cyber Protect Cloud - Web Hosting servers (Per Workload) PAYG	ACP-PW-WHS-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Web Hosting servers (Per Workload) PAYG	Acronis Cyber Protect Cloud - Web Hosting servers (Per Workload) PAYG	ACP-PW-WHS-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Microsoft 365 seats (Per Workload) PAYG	Acronis Cyber Protect Cloud - Microsoft 365 seats (Per Workload) PAYG	ACP-PW-O365-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Microsoft Hosted Exchange (Per Workload) PAYG	Acronis Cyber Protect Cloud - Microsoft Hosted Exchange (Per Workload) PAYG	ACP-PW-MS-EX-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Google Workspace (Per Workload) PAYG	Acronis Cyber Protect Cloud - Google Workspace (Per Workload) PAYG	ACP-PW-GWS-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Mobile (Per Workload) PAYG	Acronis Cyber Protect Cloud - Mobile (Per Workload) PAYG	ACP-PW-MOB-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Websites (Per Workload) PAYG	Acronis Cyber Protect Cloud - Websites (Per Workload) PAYG	ACP-PW-WEB-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Acronis Hosted Storage (Per Workload) PAYG	Acronis Cyber Protect Cloud - Acronis Hosted Storage (Per Workload) PAYG	ACP-PW-CS-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Google Hosted Storage (Per Workload) PAYG	Acronis Cyber Protect Cloud - Google Hosted Storage (Per Workload) PAYG	ACP-PW-GL-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud -	Acronis Cyber Protect Cloud -	ACP-PW-AZR-	Acronis Cyber Protect

CONNECT: Item name	Description	MPN	Resource Category
Azure Hosted Storage (Per Workload) PAYG	Azure Hosted Storage (Per Workload) PAYG	PAYG	Cloud
Acronis Cyber Protect Cloud - Files Cloud - Users (Per Workload) PAYG	Acronis Cyber Protect Cloud - Files Cloud - Users (Per Workload) PAYG	ACP-PW-FC-USR-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Files Cloud - Service Provider Hosted Storage (per Workload) PAYG	Acronis Cyber Protect Cloud - Files Cloud - Service Provider Hosted Storage (per Workload) PAYG	ACP-PW-FC-HS-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Files Cloud - Storage (Per Workload) PAYG	Acronis Cyber Protect Cloud - Files Cloud - Storage (Per Workload) PAYG	ACP-PW-FC-CS-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Notary Cloud - eSignature (per file)	Acronis Cyber Notary Cloud - eSignature (per file)	ACP-PW-NT-ESIG-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Notary Cloud - Notarization (per notarization)	Acronis Cyber Notary Cloud - Notarization (per notarization)	ACP-PW-NT-NOT-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Notary Cloud - Acronis Hosted Storage (per Workload)	Acronis Cyber Notary Cloud - Acronis Hosted Storage (per Workload)	ACP-PW-NT-CS-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Disaster Recovery (Base) (Per Workload) PAYG	Acronis Cyber Protect Cloud - Disaster Recovery (Base) (Per Workload) PAYG	ACP-PW-DR-PAYG	Acronis Cyber Protect Cloud
Advanced Disaster Recovery - Disaster Recovery Service Provider Hosted Storage (Per Workload) PAYG	Advanced Disaster Recovery - Disaster Recovery Service Provider Hosted Storage (Per Workload) PAYG	ACP-PW-DR-SP-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Cloud servers (Per Workload) PAYG	Acronis Cyber Protect Cloud - Cloud servers (Per Workload) PAYG	ACP-PW-DR-SRV-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Compute points (Per Workload) PAYG	Acronis Cyber Protect Cloud - Compute points (Per Workload) PAYG	ACP-PW-DR-COMP-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Internet access (Per Workload) PAYG	Acronis Cyber Protect Cloud - Internet access (Per Workload) PAYG	ACP-PW-DR-INT-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Public IP addresses (Per Workload) PAYG	Acronis Cyber Protect Cloud - Public IP addresses (Per Workload) PAYG	ACP-PW-DR-IPS-PAYG	Acronis Cyber Protect Cloud

CONNECT: Item name	Description	MPN	Resource Category
Advanced Disaster Recovery - Disaster Recovery Acronis Hosted Storage (Per Workload) PAYG	Advanced Disaster Recovery - Disaster Recovery Acronis Hosted Storage (Per Workload) PAYG	ACP-PW-DR-CS-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Total Cloud Storage (Per Workload) PAYG	Acronis Cyber Protect Cloud - Total Cloud Storage (Per Workload) PAYG	ACP-PW-LS-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - OneDrive (Per Workload) PAYG	Acronis Cyber Protect Cloud - OneDrive (Per Workload) PAYG	ACP-PW-ONED-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Microsoft Teams (Per Workload) PAYG	Acronis Cyber Protect Cloud - Microsoft Teams (Per Workload) PAYG	ACP-PW-TEAMS-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Microsoft SharePoint Online sites (Per Workload) PAYG	Acronis Cyber Protect Cloud - Microsoft SharePoint Online sites (Per Workload) PAYG	ACP-PW-SHP-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Mailboxes (Per Workload) PAYG	Acronis Cyber Protect Cloud - Mailboxes (Per Workload) PAYG	ACP-PW-O365-MB-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Google Workspace Shared Drive (Per Workload) PAYG	Acronis Cyber Protect Cloud - Google Workspace Shared Drive (Per Workload) PAYG	ACP-PW-GWS-SD-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Google Drive (Per Workload) PAYG	Acronis Cyber Protect Cloud - Google Drive (Per Workload) PAYG	ACP-PW-GDR-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Gmail (incl. Calendar, Contacts) (Per Workload) PAYG	Acronis Cyber Protect Cloud - Gmail (incl. Calendar, Contacts) (Per Workload) PAYG	ACP-PW-GMB-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Network Attached Storages (per GB) PAYG	Acronis Cyber Protect Cloud - Network Attached Storages (per GB) PAYG	ACP-PG-NAS-PAYG	Acronis Cyber Protect Cloud
Acronis Cyber Protect Cloud - Network Attached Storages (per Workload) PAYG	Acronis Cyber Protect Cloud - Network Attached Storages (per Workload) PAYG	ACP-PW-NAS-PAYG	Acronis Cyber Protect Cloud
Advanced Pack - Advanced Backup - Servers (Per Workload) PAYG	Advanced Pack - Advanced Backup - Servers (Per Workload) PAYG	ACP-PW-ADV-BC-SRV-PAYG	Acronis Cyber Protect Cloud - Advanced Backup
Advanced Pack - Advanced	Advanced Pack - Advanced	ACP-PW-ADV-	Acronis Cyber Protect

CONNECT: Item name	Description	MPN	Resource Category
Backup - Virtual machines (Per Workload) PAYG	Backup - Virtual machines (Per Workload) PAYG	BC-VM-PAYG	Cloud - Advanced Backup
Advanced Pack - Advanced Backup - Workstations (Per Workload) PAYG	Advanced Pack - Advanced Backup - Workstations (Per Workload) PAYG	ACP-PW-ADV-BC-WST-PAYG	Acronis Cyber Protect Cloud - Advanced Backup
Advanced Pack - Advanced Backup - Web Hosting servers (Per Workload) PAYG	Advanced Pack - Advanced Backup - Web Hosting servers (Per Workload) PAYG	ACP-PW-ADV-BC-WST-PAYG	Acronis Cyber Protect Cloud - Advanced Backup
Advanced Pack - Advanced Backup - Web Hosting servers (Per Workload) PAYG	Advanced Pack - Advanced Backup - Web Hosting servers (Per Workload) PAYG	ACP-PW-ADV-BC-WHS-PAYG	Acronis Cyber Protect Cloud - Advanced Backup
Advanced Pack - Advanced Backup - Servers (per GB) PAYG	Advanced Pack - Advanced Backup - Servers (per GB) PAYG	ACP-PG-ADV-BC-SRV-PAYG	Acronis Cyber Protect Cloud - Advanced Backup
Advanced Pack - Advanced Backup - Virtual machines (per GB) PAYG	Advanced Pack - Advanced Backup - Virtual machines (per GB) PAYG	ACP-PG-ADV-BC-VM-PAYG	Acronis Cyber Protect Cloud - Advanced Backup
Advanced Pack - Advanced Backup - Workstations (per GB) PAYG	Advanced Pack - Advanced Backup - Workstations (per GB) PAYG	ACP-PG-ADV-BC-WST-PAYG	Acronis Cyber Protect Cloud - Advanced Backup
Advanced Pack - Advanced Backup - Web Hosting servers (per GB) PAYG	Advanced Pack - Advanced Backup - Web Hosting servers (per GB) PAYG	ACP-PG-ADV-BC-WHS-PAYG	Acronis Cyber Protect Cloud - Advanced Backup
Advanced Pack - Advanced Backup - Network Attached Storages (per GB) PAYG	Advanced Pack - Advanced Backup - Network Attached Storages (per GB) PAYG	ACP-PG-ADV-BC-NAS-PAYG	Acronis Cyber Protect Cloud - Advanced Backup
Advanced Pack - Advanced Backup - Network Attached Storages (per Workload) PAYG	Advanced Pack - Advanced Backup - Network Attached Storages (per GB) PAYG	ACP-PW-ADV-BC-NAS-PAYG	Acronis Cyber Protect Cloud - Advanced Backup
Advanced Pack - Advanced Management (Per Workload) PAYG	Advanced Pack - Advanced Management (Per Workload) PAYG	ACP-PW-ADV-MGMT-PAYG	Acronis Cyber Protect Cloud - Advanced Management
Advanced Pack - Advanced Management (Per GB) PAYG	Advanced Pack - Advanced Management (Per GB) PAYG	ACP-PG-ADV-MGMT-PAYG	Acronis Cyber Protect Cloud - Advanced Management
Advanced Pack - Advanced Security (Per Workload) PAYG	Advanced Pack - Advanced Security (Per Workload) PAYG	ACP-PW-ADV-SEC-PAYG	Acronis Cyber Protect Cloud - Advanced Security

CONNECT: Item name	Description	MPN	Resource Category
Advanced Pack - Advanced Security (Per GB) PAYG	Advanced Pack - Advanced Security (Per GB) PAYG	ACP-PG-ADV-SEC-PAYG	Acronis Cyber Protect Cloud - Advanced Security
Advanced Pack - Files Cloud - eSignatures (Per GB) PAYG	Advanced Pack - Files Cloud - eSignatures (Per GB) PAYG	ACP-PG-ADV-FC-ESIG-PAYG	Acronis Cyber Protect Cloud - Advanced Files Cloud
Advanced Pack - Files Cloud - eSignatures (Per Workload) PAYG	Advanced Pack - Files Cloud - eSignatures (Per Workload) PAYG	ACP-PW-ADV-FC-ESIG-PAYG	Acronis Cyber Protect Cloud - Advanced Files Cloud
Advanced Pack - Files Cloud - Notarizations (Per GB) PAYG	Advanced Pack - Files Cloud - Notarizations (Per GB) PAYG	ACP-PG-ADV-FC-NOT-PAYG	Acronis Cyber Protect Cloud - Advanced Files Cloud
Advanced Pack - Files Cloud - Notarizations (Per Workload) PAYG	Advanced Pack - Files Cloud - Notarizations (Per Workload) PAYG	ACP-PW-ADV-FC-NOT-PAYG	Acronis Cyber Protect Cloud - Advanced Files Cloud
Omnivoice (virtual phone system) – Seat PAYG	Omnivoice (virtual phone system) – Seat PAYG	VPS-SEATS-PAYG	Omnivoice
Omnivoice (virtual phone system) – 300 minutes PAYG	Omnivoice (virtual phone system) – 300 minutes PAYG	VPS-300m-PAYG	Omnivoice
Omnivoice (virtual phone system) – 100 SMS PAYG	Omnivoice (virtual phone system) – 100 SMS PAYG	VPS-100SMS-PAYG	Omnivoice
Protected mailboxes (Perception Point) (per Workload) PAYG	Protected mailboxes (Perception Point) (per Workload) PAYG	ACP-PW-ADV-AES-PP-PAYG	Acronis Cyber Protect Cloud - Advanced E-mail Security
Protected mailboxes (Perception Point) (per GB) PAYG	Protected mailboxes (Perception Point) (per GB) PAYG	ACP-PG-ADV-AES-PP-PAYG	Acronis Cyber Protect Cloud - Advanced E-mail Security
Advanced Pack - Advanced Data Loss Prevention (per GB) PAYG	Advanced Pack - Advanced Data Loss Prevention (per GB) PAYG	ACP-PG-ADV-DLP-PAYG	Advanced Data Loss Prevention
Advanced Pack - Advanced Data Loss Prevention (per Workload) PAYG	Advanced Pack - Advanced Data Loss Prevention (per Workload) PAYG	ACP-PW-ADV-DLP-PAYG	Advanced Data Loss Prevention

Creating service templates

Default service templates

During the installation, CloudBlue Connect automatically creates a set of service templates:

- Acronis Cyber Protect Cloud – End Customer
 - “Acronis Cyber Protect Cloud – End Customer” for new Acronis Cyber Protect Cloud edition, including Reservation and PAYG items.
- Acronis Cyber Protect Cloud - Resellers
 - “Acronis Cyber Protect Cloud – Resellers” with tiered resources only.

Adding a new service template

To create a new service template, follow the below steps:

1. In CloudBlue Commerce, go to **Operations > Products > Service Templates**.
2. Click **Add New Service Template**.
3. Specify the general parameters:
 - a. Fill in the form with suitable **Name** and **Description** values. Use a name that will make the search for this template easy in the future. The description entered may represent features and peculiarities, specific for the service template or explaining its purpose. This information is visible to you only and will not be displayed to any of your customers. For e.g., Acronis Cyber Protect Cloud - Tier 1.
 - b. Select the **Autoprovisioning** checkbox.
 - c. Select the **Account-Wide Services** checkbox.

Find below some recommendations for service templates, depending on their subscription type.

The service template for **Reservation** offering should contain the following resources:

1. Acronis Cyber Protect Cloud - End Customer app instance
 - Limit = 1
2. Acronis Cyber Protect Cloud - End Customer tenant
 - Limit = 1
3. All Reservation Resources (**-RSV**)
 - Limit = 0
4. Collect resources usage after subscription cancellation (days) = 0

Note

Local storage resource is unique and should be used from the previous edition.

Service Template for **PAYG** offering should contain the following resources:

1. Acronis Cyber Protect Cloud - End Customer app instance
 - Limit = 1
2. Acronis Cyber Protect Cloud - End Customer tenant
 - Limit = 1
3. All PAYG Resources (**-PAYG**)
 - Limit = 0
4. Collect resources usage after subscription cancellation (days) = 65

Note

Local storage resource is unique and should be used from the previous edition.

Creating service plans

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:
 - a. **Name** - enter a name for the new service plan.
 - b. **Service Template** - select the ID of the service template.
 - c. **Description** - specify a short plan description that will be shown to your users.
 - d. **Extended Description** - specify a more detailed plan description that will be displayed to your users.
 - e. **Billing Terms and Advanced Properties** - list the desired properties of the plan.
5. Click **Next**.
6. Define the subscription periods that you want to offer as well as the prices and fees for those periods.
7. Click **Next**.
8. To specify one or more resource rates (also called 'plan rates'), such as the included and maximum amounts of storage available under that plan, click **Setup Plan Rates**. For more details, see the examples provided further in this section.
9. Review the settings and click **Finish**.

Note

If these are your first steps with the Acronis Cyber Cloud APS application, you are recommended to start with the Cyber Protect (new) edition.

Service plan examples

Acronis Cyber Protect Cloud - Resellers examples

To provide partners with the possibility to purchase a **Trial** subscription and then switch to **Production**, follow the steps below:

- Configure **Trial Service Plan** with subscription period as follows:

Duration	Unit	Trial	Setup Fee	Renewal Fee	Active
30	Day(s)	Yes	\$0.00	\$0.00	Yes

- The resource rates configuration can be:

Resource type name	Show in CP	Inc. Amount	Max Amount
Acronis Cyber Cloud Protect - Tier 1	Yes	1	1
Acronis Cyber Cloud Protect - 30 Days Trial	Yes	1	1

Note

You can use any tiered resource in the trial service plan configuration. It is required only for technical validation.

Subscribing to this plan, a partner will get a trial tenant with access to the all-available Acronis services for 30 days.

- Configure **Production Service Plan** with subscription period as following:

Duration	Unit	Trial	Setup Fee	Renewal Fee	Active
1	Year(s)	No	\$0.00	\$0.00	Yes

- The resource rates configuration can be:

Resource type name	Show in CP	Inc. Amount	Max Amount
Acronis Cyber Cloud Protect - Tier 1	Yes	1	1

Note

Use separate service plans for different tiers.

Subscribing to this plan, a partner will get a production tenant with the commitment, defined in accordance with the tiered resource.

- Configure **Allowed Upgrades/Downgrades** for **Trial Service Plan**:
 - a. Open **Products > Service Plans**. Click the **Trial Service Plan**.
 - b. Switch to the **Upgrades** tab.
 - c. Click **Add New Allowed Upgrade/Downgrade**. Select the **Production Service Plan(s)**.
 - d. Click **Add Selected Plan(s)**.

Acronis Cyber Protect Cloud - End Customer examples

Example 1:

Suppose that you want to offer to Customers a Trial Acronis subscription.

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 period in the following way:

Duration	Unit	Trial	Setup Fee	Renewal Fee	Currency	Active
30	Day(s)	Yes	\$0.00	\$0.00	USD	Yes

The resource rates configuration can be as follows:

Resource type name	Measurable	Show in CP	Inc. Amount	Max Amount	Recurring Fee
Acronis Cyber Cloud 30 days Trial period	No	No	1	1	NA
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.

Example 2:

Suppose that you want to offer to customers an annual PAY AS YOU GO Acronis Cyber Protect Cloud subscription.

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.

Duration	Unit	Trial	Setup Fee	Renewal Fee	Active
1	Year(s)	No	\$0.00	\$0.00	Yes

The resource rates configuration can be like this:

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	\$\$

An example of a PAYG Service Plan:

Acronis Cyber Protect Cloud - per Workload - PAYG	Resource type name	Inc. Amount	Max Amount
	Acronis Cyber Protect Cloud - Servers (Per Workload) PAYG	0	Unlim
	Acronis Cyber Protect Cloud - Virtual machines (Per Workload) PAYG	0	Unlim
	Acronis Cyber Protect Cloud - Workstations (Per Workload) PAYG	0	Unlim
	Acronis Cyber Protect Cloud - Web Hosting servers (Per Workload) PAYG	0	Unlim
	Acronis Cyber Protect Cloud - Microsoft 365 seats (Per Workload) PAYG	0	Unlim
	Acronis Cyber Protect Cloud - Microsoft Hosted Exchange (Per Workload) PAYG	0	Unlim
	Acronis Cyber Protect Cloud - Google Workspace (Per Workload) PAYG	0	Unlim
	Acronis Cyber Protect Cloud - Mobile (Per Workload) PAYG	0	Unlim
	Acronis Cyber Protect Cloud - Websites (Per Workload) PAYG	0	Unlim
	Acronis Cyber Protect Cloud - Acronis Hosted Storage (Per Workload) PAYG	0	Unlim
	Acronis Cyber Protect Cloud - Files Cloud - Users (Per Workload) PAYG	0	Unlim
	Acronis Cyber Protect Cloud - Files Cloud - Service Provider Hosted Storage (per Workload) PAYG	0	Unlim
	Acronis Cyber Protect Cloud - Files Cloud - Storage (Per Workload) PAYG	0	Unlim
	Acronis Cyber Notary Cloud - eSignature (per file)	0	Unlim
	Acronis Cyber Notary Cloud - Notarization (per notarization)	0	Unlim
	Acronis Cyber Notary Cloud - Acronis Hosted Storage (Per Workload)	0	Unlim

Acronis Cyber Protect Cloud - per Workload - PAYG	Resource type name	Inc. Amount	Max Amount
	Acronis Cyber Protect Cloud - Disaster Recovery (Base) (Per Workload) PAYG	0	Unlim
	Acronis Cyber Protect Cloud - Disaster Recovery Service Provider Hosted Storage (Per Workload) PAYG	0	Unlim
	Acronis Cyber Protect Cloud - Cloud servers (Per Workload) PAYG	0	Unlim
	Acronis Cyber Protect Cloud - Compute points (Per Workload) PAYG	0	Unlim
	Acronis Cyber Protect Cloud - Internet access (Per Workload) PAYG	0	Unlim
	Acronis Cyber Protect Cloud - Public IP addresses (Per Workload) PAYG	0	Unlim
	Advanced Disaster Recovery - Disaster Recovery Acronis Hosted Storage (Per Workload) PAYG	0	Unlim
	Acronis Cyber Protect Cloud - Service Provider Hosted Storage (Per Workload) PAYG	0	Unlim
	Acronis Cyber Protect Cloud - OneDrive (Per Workload) PAYG	0	Unlim
	Acronis Cyber Protect Cloud - Microsoft Teams (Per Workload) PAYG	0	Unlim
	Acronis Cyber Protect Cloud - Microsoft SharePoint Online sites (Per Workload) PAYG	0	Unlim
	Acronis Cyber Protect Cloud - Mailboxes (Per Workload) PAYG	0	Unlim
	Acronis Cyber Protect Cloud - Google Workspace Shared Drive (Per Workload) PAYG	0	Unlim
	Acronis Cyber Protect Cloud - Google Drive (Per Workload) PAYG	0	Unlim
	Acronis Cyber Protect Cloud - Gmail (incl. Calendar, Contacts) (Per Workload)	0	Unlim

Acronis Cyber Protect Cloud - per Workload - PAYG	Resource type name	Inc. Amount	Max Amount
	PAYG		
	Advanced Pack - Advanced Backup - Servers (Per Workload) PAYG	0	Unlim
	Advanced Pack - Advanced Backup - Virtual machines (Per Workload) PAYG	0	Unlim
	Advanced Pack - Advanced Backup - Workstations (Per Workload) PAYG	0	Unlim
	Advanced Pack - Advanced Backup - Web Hosting servers (Per Workload) PAYG	0	Unlim
	Advanced Pack - Advanced Management (Per Workload) PAYG	0	Unlim
	Advanced Pack - Advanced Security (Per Workload) PAYG	0	Unlim
	Advanced Pack - Files Cloud - eSignatures (Per Workload) PAYG	0	Unlim
	Advanced Pack - Files Cloud - Notarizations (Per Workload) PAYG	0	Unlim
	Omnivoice (virtual phone system) – Seat PAYG	0	Unlim
	Omnivoice (virtual phone system) – 300 minutes PAYG	0	Unlim
	Omnivoice (virtual phone system) – 100 SMS PAYG	0	Unlim
	Protected mailboxes (Perception Point) (per Workload) PAYG	0	Unlim

Note

For more detailed instructions, refer to the official [CloudBlue Commerce documentation](#).

Migration

Overview

- Migration/import into CloudBlue Connect is implemented in the following ways:
 - Manual migration via special parameters in the CloudBlue Commerce UI so that it can be used to migrate tenants one by one.
 - Automated approach via scripts, run on the Management node or the separate host that will have access to the OSS and BSS APIs.
- The migration process can be handled by the partner or the Acronis Professional Services team can be involved to carry out all the migration steps, including:
 - Preparation
 - Migration dry run
 - After migration checks
- Business use cases, covered by the migration process:
 - Migration from [Acronis Cyber Protect Cloud APS](#) to CloudBlue Connect products
 - Import of the existing Acronis tenants into CloudBlue Commerce

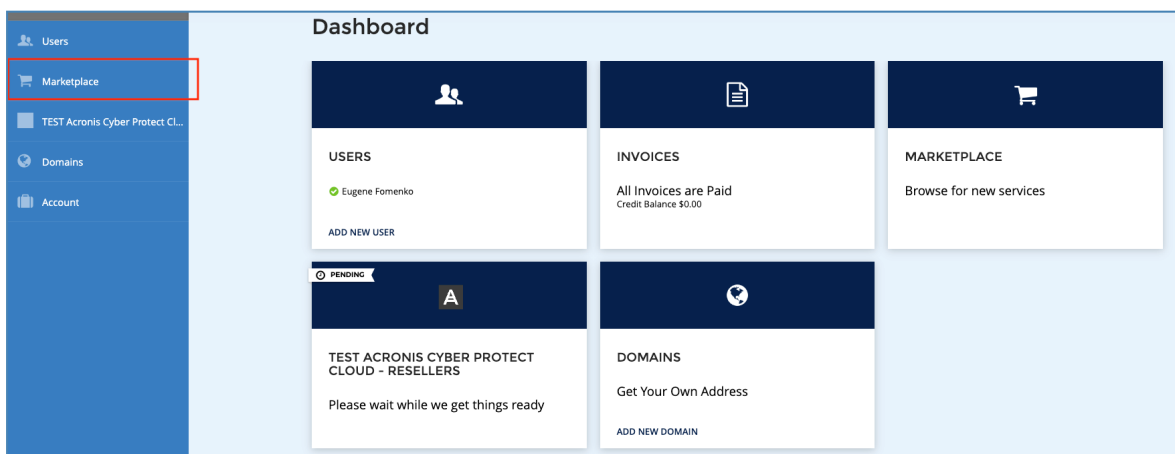
Usage

Migration is implemented using two additional parameters:

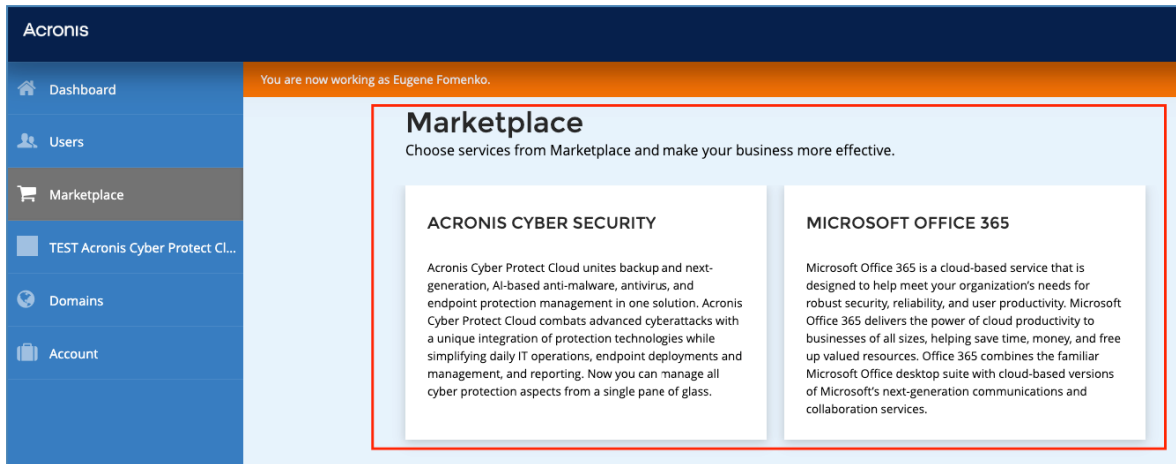
- Migration Login - a unique user login, taken from Acronis Cyber Cloud
- Migration type:
 - **aps** - a value used for the migration from the legacy APS to CloudBlue Connect integration
 - **trial** - a value used for the various migration types to the Reseller Connect integration

To import/migrate the customer/partner, do the following:

1. Log in to the **Control Panel (UX1)**.
2. Click the **Marketplace** link in the navigation pane on the left.



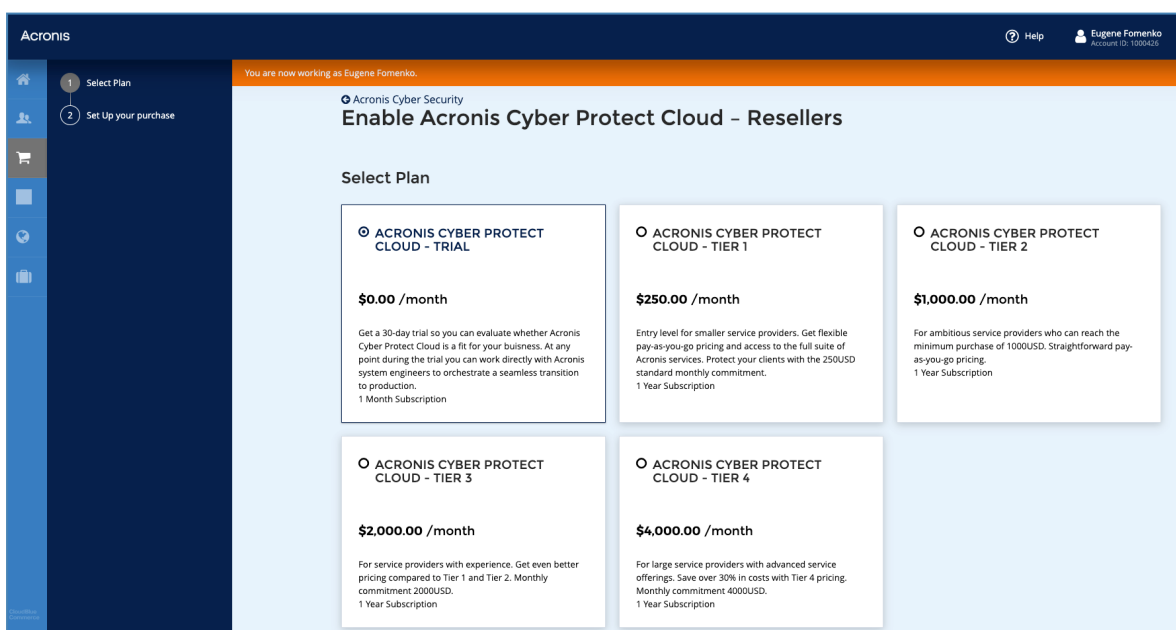
3. Search for the required **Category**.



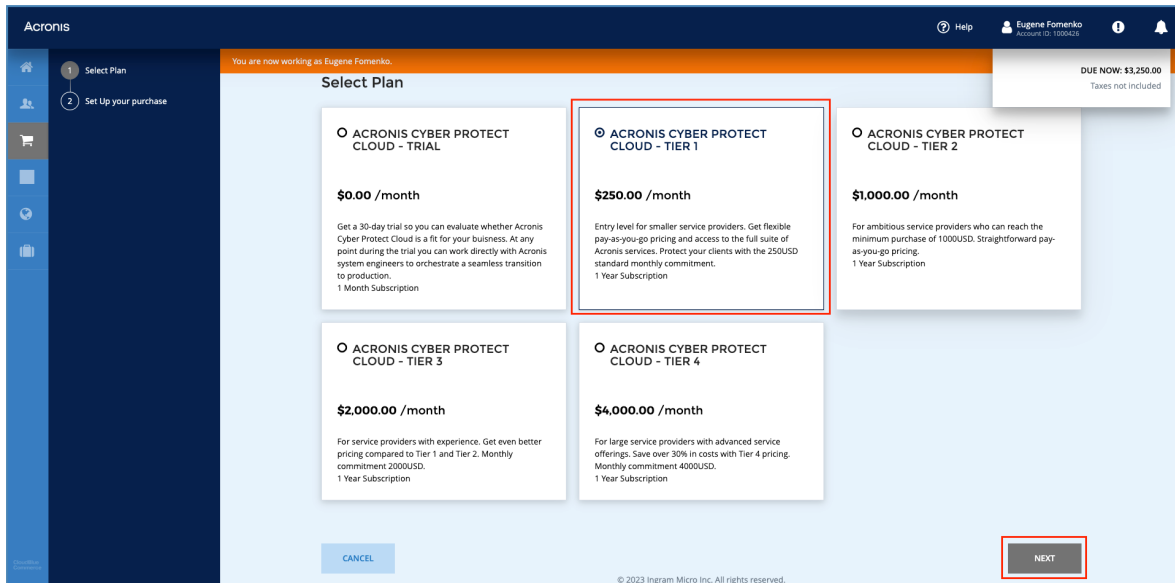
4. Click the title with the required **Product**.



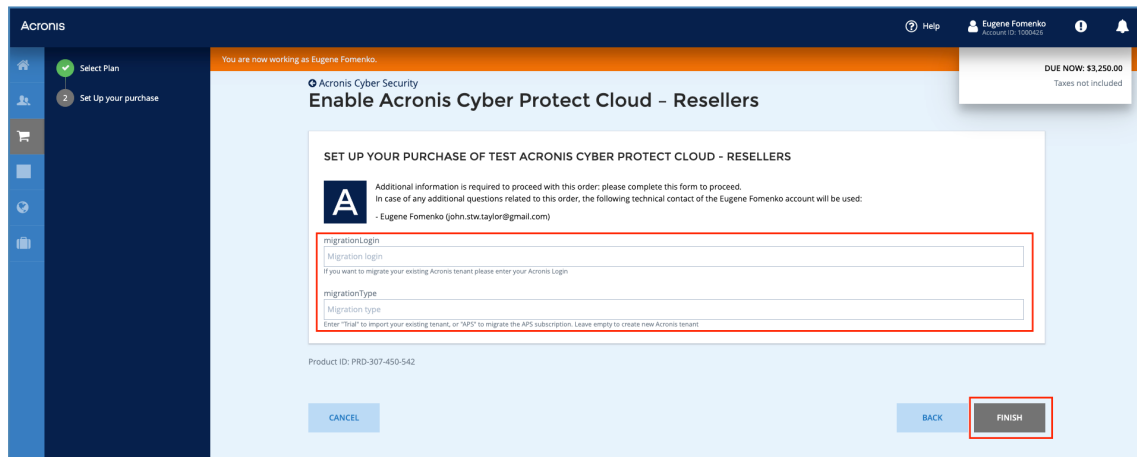
5. Let's purchase Reseller Connect Product.



- Under **Select Plan**, choose the required **Service Plan**, then click **Next**.



- Proceed to the next step and specify the below details:
 - Migration Login**
 - Migration Type**



- Click **Finish**.
- Verify that the order is placed and proceed with the payment.

Limitations

The Import tool can work only with tenants that fulfill the following conditions:

- The specified login is verified to be correct and the partner tenant has been already moved to appropriate location.
- The tenant Management mode is set to **Managed by Service Provider**; **Self-service** mode is not supported.

Product-specific features

Acronis Cyber Protect Cloud – Resellers

Dynamic Items support

The product is implemented as a **pay-as-you-go** system with the following settings enabled:

1. **Dynamic Items** - defines the Product reports' dynamic items in the Usage File, i.e. the ones that were not predeclared in the Product Definition.
2. **Price Rated Reporting Schema** - billing based on the item-level Tier-0 (End-customer) price information. Other prices are calculated by Distributors or Reseller systems.

Offerings' provisioning is controlled by two **Configuration/Product** parameters: **Editions List** and **Services List**:

1. **Editions List** - the list of the Acronis Cyber Protect editions that will be provisioned during the purchase, for example, `pck_per_gigabyte`, `pck_per_workload`.
2. **Services List** - the list of the Acronis Cyber Protect services, which do not belong to any other services, for example, **Omnivoice** services.

Currency Exchange Rate support

The **Currency Exchange Rate** feature automatically updates the initial usage file by converting all prices into your preferred currency, defined in the Marketplace **Configuration**.

To enable this feature:

1. Log in to CloudBlue Connect.
2. Open **Products** in the **Navigation** menu.
3. Select **Acronis Cyber Protect Cloud – Resellers**.
4. On the **Product profile** page, go to the **Configuration** section and apply the **FILTER**:
 - a. **PARAMETER**: Current Exchange Rate
 - b. **MARKETPLACE**: Required marketplace **name** or **ID**, for example, **Acronis Marketplace EUR** or **MP-53766**
5. Click **Edit value** and define the required exchange rate, keeping in mind that the source billing report contains USD prices.
6. Click **SAVE**.

Acronis Multiple DCs support

It is possible to configure the single Marketplace to use Multiple Acronis DCs for the tenants' provisioning (up to 5 different datacenters). This functionality is implemented using the following items:

Items	SKUs
Additional Datacenter 1	extra_dc_1
Additional Datacenter 2	extra_dc_2
Additional Datacenter 3	extra_dc_3
Additional Datacenter 4	extra_dc_4
Additional Datacenter 5	extra_dc_5

To set up this feature, follow the below instructions:

1. Ask the Acronis Professional Services team to configure the items in the CloudBlue Connect back end.
2. To include a new resource into a service plan:
 - a. Identify the service template of this service plan:
 - i. Switch to **Billing**.
 - ii. Go to **Products > Service Plans**.
 - iii. Click the required service plan in the list.
 - iv. Under **General** settings, go to the **Service Template** field.
 - b. To add a resource to your service template of the service plan:
 - i. Switch to **Operations**.
 - ii. Go to **Products > Service Templates** and find the service template from the previous step.
 - iii. If the service template current status is active, click **Deactivate** to turn it off.
 - iv. Navigate to **Resources** tab > **Limits**.
 - v. Click **Add resources**.
 - vi. Choose the required **Additional Datacenter** resource and click **Submit**.
 - vii. Set **0** limit to the resource, included into the service template and click **Submit**.
 - c. To add a new resource rate in the service plan:
 - i. Switch to **Billing**.
 - ii. Go to **Products > Service Plans**.
 - iii. Select the service plan you want to add the resource rate to by clicking on the respective link in the **Name** column.
 - iv. Switch to the **Resource Rates** tab. The list of resource rates set (if any) should be displayed on the screen.

- v. Click **Add New Resource Rate**. The respective wizard starts.
- vi. Choose the **Additional Datacenter** resource by selecting its corresponding checkbox.
- vii. Specify the **resource category** for the resource rate you are going to add, then click **Next**.
- viii. Define the limits:
 - A. **Included Units** – 1
 - B. **Max Units** – 1
 - C. **Min Units** – 1
- ix. Click **Finish** to complete the wizard.

Acronis Cyber Protect Cloud - End Customer

Acronis Multiple DCs support

It is possible to enable an additional datacenter for the marketplace (up to 2 different datacenters) so that all requests will be executed on the datacenter different from the default one. This functionality is implemented using the following items:

Items	SKUs
Acronis Cyber Protect Cloud Data Center 1	SP-MAIN-DC-1
Acronis Cyber Protect Cloud Data Center 2	SP-MAIN-DC-2

To set up this feature, follow the below instructions:

1. Ask the Acronis Professional Services team to configure the items in the CloudBlue Connect back end.
2. To include a new resource into a service plan:
 - a. Identify the service template of this service plan:
 - i. Switch to **Billing**.
 - ii. Go to **Products > Service Plans**.
 - iii. Click the required service plan in the list.
 - iv. Under **General** settings, go to the **Service Template** field.
 - b. To add a resource to your service template of the service plan:
 - i. Switch to **Operations**.
 - ii. Go to **Products > Service Templates** and find the service template from the previous step.
 - iii. If the service template current status is active, click **Deactivate** to turn it off.
 - iv. Navigate to **Resources** tab > **Limits**.
 - v. Click **Add resources**.

- vi. Choose the required **Additional Datacenter** resource and click **Submit**.
- vii. Set **0** limit to the resource, included into the service template and click **Submit**.
- c. To add a new resource rate in the service plan:
 - i. Switch to **Billing**.
 - ii. Go to **Products > Service Plans**.
 - iii. Select the service plan you want to add the resource rate to by clicking on the respective link in the **Name** column.
 - iv. Switch to the **Resource Rates** tab. The list of resource rates set (if any) should be displayed on the screen.
 - v. Click **Add New Resource Rate**. The respective wizard starts.
 - vi. Choose the **Additional Datacenter** resource by selecting its corresponding checkbox.
 - vii. Specify the **resource category** for the resource rate you are going to add, then click **Next**.
 - viii. Define the limits:
 - A. **Included Units** – 1
 - B. **Max Units** – 1
 - C. **Min Units** – 1
 - ix. Click **Finish** to complete the wizard.

Troubleshooting

Get support

In case you have some questions or need help with the troubleshooting, follow the instructions to contact support:

1. Log in to **CloudBlue Connect**.
2. Open the **Help** menu in the navigation bar.
3. Click **Get Support** to launch a new case creation wizard.
4. On Step 1, use the provided list to select your required partner to reach out to corresponding support agents.
 - **CloudBlue** - select this option whenever you have technical issues with the CloudBlue Connect portal or with the CloudBlue Commerce integration.
 - **Ingram Micro Cloud** - select when you have business-related cases or processing issues.
 - **Acronis Cyber Protect Cloud Solutions** - select if you have any issues with the Acronis products.
5. Click **NEXT**.
6. On Step 2, provide the necessary case details:
 - **Subject** - enter case name
 - **Priority** - select a priority from the list (**Low**, **Medium**, **High** or **Urgent**), depending on the business impact
 - **Type** - choose a **Business** or **Technical** issue type
 - **Description** - provide a comprehensive case description
 - **Product** - optionally, select a product for your case
 - **Attachments** - optionally, upload additional files, such as screenshots or logs
 - **CC** - optionally, add "carbon copy" recipients
7. Click **CREATE**.

Known issues

This section lists known issues for the CloudBlue Connect integration and some recommendations on how to solve them.

	Error / REJECTION NOTE	Details
1	Reason: cannot process fulfillment request PR-4912-6102-6737-001 of type 'purchase': it is not possible to disable the following offering items as usages are being updated at the moment and their value might be more than zero: "local_storage".	The reason for this failure is the fact that Connect tried to disable the local storage for the tenant while it still had some usage.
2	Reason: cannot process fulfillment request PR-4748-2982-5870-001 of type 'purchase': tier level is not specified.	Misconfiguration in CloudBlue Commerce, the main resource was missing in the Service Plan. However, the product functionality requires any item from the tiered group to be present in order for it to work properly.
3	Reason: cannot process fulfillment request PR-6515-9031-4366-001 of type 'purchase': required parameters are missing. Parameter(s): &providerAzureStorage. Please contact your vendor.	The request fails when a storage, for which there is no configured ID, is used in the request (for example: Azure when the infra ID is not added for the providerAzureStorage parameter). You should contact the Acronis Support team or the Professional Services team to update this parameter in the Vendor Portal.
4	Reason: cannot process fulfillment request PR-6149-5989-2299-001 of type 'purchase': no infra ID for "files_cloud" tag. please check service configuration.	The request fails when the infra for the required service is not defined in the configuration file. You should contact the Acronis Support team or the Professional Services team to update the configuration file.
5	Reason: cannot process fulfillment request PR-8589-8250-5205-001 of type 'purchase': can't find a user with provided login "hybridmailbackup". check that login is correct and partner tenant has been already moved to appropriate location.	Migration parameters were specified incorrectly during order placement.
6	Reason: cannot process fulfillment request PR-7837-2517-9646-001 of type 'purchase': offering item "document_templates" is not available.	The required offering item is missing in the DC or on the Partner level.
7	Reason: cannot process fulfillment request	The request fails when a datacenter parameter is not

	Error / REJECTION NOTE	Details
	PR-8967-5086-4062-001 of type 'purchase': cannot find "datacenter" in request parameters.	defined in the product for the required Marketplace. You should contact the Acronis Support team or the Professional Services team to update this parameter in the Vendor Portal.
8	Reason: cannot process fulfillment request PR-3293-5397-7179-001 of type 'purchase': separate Service Templates need to be created for PAYG and Limited Quota service plans.	Misconfiguration of the Service Plans in the CloudBlue Commerce platform. The Acronis product does not support provisioning of two different billing modes within a single Service Template/Service Plan. It is necessary to have separate Service Templates for the RESERVATION and PAYG items.
9	Reason: cannot process fulfillment request PR-3527-6292-1023-001 of type 'purchase': provisioning of the multiple tiered subscriptions for single account is not allowed.	This behavior is by design. Partner cannot be subscribed to multiple tiered subscriptions.
10	Reason: cannot process fulfillment request PR-8359-5500-4511-001 of type 'purchase': item "DEPRECATED - Acronis Cyber Protect Cloud - Files Cloud - Storage (Per Workload) PAYG" with MPN "OLD-ACP-PW-FC-CS-PAYG" wasn't found in configuration file.	Misconfiguration of the Service Plans in the CloudBlue Commerce platform.
11	Usage upload is failing with the following error: "Cannot map a resource by its MPN: SCVAMSENS"	Misconfiguration of the CloudBlue Commerce platform. It is necessary to verify that: <ol style="list-style-type: none"> 1. The collect usage checkbox is enabled for the resource: Operations > Applications > Acronis application > Resource > Activation parameters "Use this resource to collect usage for products with a variable set of usage-based items." 2. Dynamic items for Rating engine are enabled in UX1.