

Acronis



Acronis Cyber Cloud APS 20.11

Integration with CloudBlue
Commerce platform

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1 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.

2 Audience

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

3 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).

4 What's new in Acronis Cyber Cloud APS 20.11 release

With this update, the Acronis APS package brings support of additional Acronis Cyber Cloud services, editions and offering items.

1. Support of Acronis Cyber Cloud platform 20.08 and 20.09
 - a. New editions:
 - i. Cyber Protect (billing mode - Per Workload), including:
 - Cyber Protect - Essentials
 - Cyber Protect - Standard
 - Cyber Protect - Advanced
 - Cyber Backup - Standard
 - Disaster Recovery add-on
 - ii. Cyber Backup (billing mode - Per GB), including the only Cyber Backup – Standard
 - At the same time, the existing editions become Legacy (e.g. Cyber Backup – Standard, Advanced, Disaster Recovery; Cyber Protect - Standard, Advanced, Disaster Recovery). You need to consider switching customers from legacy to new editions in the nearest time.
 - b. Changes in the existing offering items:
 - i. "Microsoft SharePoint Online" is no longer a feature but a counter, which supports limits and usage.
 - c. New counter:
 - i. "CB Local Storage" – an additional counter, which should be used for Partners' and Resellers' branding subscriptions to calculate usage in new Cyber Backup edition.
2. Support of additional services for Partner-type subscriptions (support of customers' subscriptions will be implemented in future updates):
 - a. Files Cloud
 - b. Notary
3. The "Service provider" account type is renamed to "Partner" in service profiles in order to better correspond to naming conventions in Acronis Cyber Cloud.
4. Application page in CCPv1 was reworked to no longer contain information about resource usage/limits on subscription. Customers can get this information using the standard CCPv1 page in Home > All Resource Usage.
5. Update in the list of default service templates automatically created in CloudBlue Commerce during the initial installation:
 - a. "Acronis Cyber Protect Cloud" – a Customer template for new Cyber Protect edition
 - b. "Acronis Cyber Backup Cloud" – a Customer template for new Cyber Backup edition
 - c. "Acronis Cyber Cloud" – a Partner template for new Cyber Protect and Cyber Backup editions
 - d. "Acronis Cyber Cloud for Reseller Branding" – reseller branding template for new Cyber Protect and Cyber Backup editions

5 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.

5.1 Services

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

- **Cyber Protection service:**

- **Cyber Protect Edition** (new, 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** (new, 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.

* In the existing releases, both services are available only to the partner subscription type.

5.2 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.

5.3 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.
2. When logging in to CloudBlue Commerce, a customer should select this language on the Login screen.
3. The required language can be set as the default one for this customer in CloudBlue Commerce (optional).

6 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**.
 - Creating an application instance. During this step, the first application instance is created in **Provider Control Panel > Services > Applications > Acronis Cyber Cloud application**.
 - 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.

6.1 System requirements

- Odin Automation 8.3 or higher
- Acronis Cyber Cloud 20.09 or higher
- APS package versions: 2.2-2104 and 2.2-2324
- 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 5.6 or higher: php-pdo, php-xml, php-xmllrpc, 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>.

6.2 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.

6.3 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. 12).

6.3.1 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
```

6.3.2 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.

6.4 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**.

6.5 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.

6.5.1 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. 20).

6.5.2 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	<ul style="list-style-type: none"> - Customer tenant is created in the Cloud - Admin user is created - Customer should use CCP to manage by users, quotas, notifications, etc. 	<ul style="list-style-type: none"> - Service template should include a service profile of a Customer type - Service template can include only 1 Cyber Protection edition <p>If customer needs another edition, he should proceed with a plan switch.</p>
Partner	Customer Reseller	<ul style="list-style-type: none"> - Partner tenant is created in the Cloud - Admin user is created - Partner can use CCPv1 to manage their admin users - Partner should use Cloud 	<ul style="list-style-type: none"> - 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

		Management Portal to manage by customers and other settings	
Reseller Branding	Reseller	<ul style="list-style-type: none"> - 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 - Partner should use Cloud Management Portal to configure branding settings, register own storage, etc. 	<ul style="list-style-type: none"> - 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

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.

7 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 OSA 7.4: to 7.4-113 or higher
 - For OSA 8.x: to 8.0-121 or higher

Note

Contact the CloudBlue Technical Support to request the latest version.

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.

8 Configure product offers

8.1 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	ASP type	Applicable to
Acronis Cyber Cloud (Acronis)	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 (Acronis)	Application Counter (KB)	LocalStorageUsage	Customers, Partners, Reseller Branding

Resource types for **Cyber Protect Edition (New, Per Workload model)**:

Resource type name	Resource class	APS Type	Applicable to
CP Cloud Storage (Acronis)	Application	CPStorageUsage	Customers,

	Counter (KB)		Partners, Reseller Branding
CP Provider's Hosted Storage (Acronis)	Application Counter (KB)	CPAcronisHostedStorage	Partners, Reseller Branding
CP Reseller's Hosted Storage (Acronis)	Application Counter (KB)	CPServiceProviderHostedStorage	Partners, Reseller Branding
CP Google Hosted Storage (Acronis)	Application Counter (KB)	CPGoogleHostedStorage	Partners, Reseller Branding
CP Microsoft Azure Hosted Storage (Acronis)	Application Counter (KB)	CPAzureHostedStorage	Partners, Reseller Branding
CP PROTECT ESS Servers (Acronis)	Application Counter (unit)	CPPEssServerCount	Customers, Partners, Reseller Branding
CP PROTECT ESS Virtual machines (Acronis)	Application Counter (unit)	CPPEssVmCount	Customers, Partners, Reseller Branding
CP PROTECT ESS Workstations (Acronis)	Application Counter (unit)	CPPEssWorkstationCount	Customers, Partners, Reseller Branding
CP PROTECT STD Servers (Acronis)	Application Counter (unit)	CPPStdServerCount	Customers, Partners, Reseller Branding
CP PROTECT STD Virtual machines (Acronis)	Application Counter (unit)	CPPStdVmCount	Customers, Partners, Reseller Branding
CP PROTECT STD Web hosting servers (Acronis)	Application Counter (unit)	CPPStdWebHostingServerCount	Customers, Partners, Reseller Branding
CP PROTECT STD	Application	CPPStdWorkstationCount	Customers,

Workstations (Acronis)	Counter (unit)		Partners, Reseller Branding
CP PROTECT ADV Servers (Acronis)	Application Counter (unit)	CPPAdvServerCount	Customers, Partners, Reseller Branding
CP PROTECT ADV Virtual machines (Acronis)	Application Counter (unit)	CPPAdvVmCount	Customers, Partners, Reseller Branding
CP PROTECT ADV Web hosting servers (Acronis)	Application Counter (unit)	CPPAdvWebHostingServerCount	Customers, Partners, Reseller Branding
CP PROTECT ADV Workstations (Acronis)	Application Counter (unit)	CPPAdvWorkstationCount	Customers, Partners, Reseller Branding
CP BACKUP STD G Suite seats (Acronis)	Application Counter (unit)	CPBStdGsuiteSeatsCount	Customers, Partners, Reseller Branding
CP BACKUP STD G Suite Shared Drive (Acronis)	Application Counter (unit)	CPBStdGsuiteGoogleTeamDrive	Customers, Partners, Reseller Branding
CP BACKUP STD Gmail (incl. Calendar, Contacts) (Acronis)	Application Counter (unit)	CPBStdGsuiteGoogleMail	Customers, Partners, Reseller Branding
CP BACKUP STD Google Drive (Acronis)	Application Counter (unit)	CPBStdGsuiteGoogleDrive	Customers, Partners, Reseller Branding
CP BACKUP STD Microsoft 365 seats (Acronis)	Application Counter (unit)	CPBStdO365SeatsCount	Customers, Partners, Reseller Branding
CP BACKUP STD Microsoft Mailboxes (Acronis)	Application Counter (unit)	CPBStdO365Mailboxes	Customers,

			Partners, Reseller Branding
CP BACKUP STD Microsoft OneDrive (Acronis)	Application Counter (unit)	CPBStdO365OneDrive	Customers, Partners, Reseller Branding
CP BACKUP STD Microsoft SharePoint Online (Acronis)	Application Counter (unit)	CPBStdO365SharePointSitesCount	Customers, Partners, Reseller Branding
CP BACKUP STD Microsoft Teams (Acronis)	Application Counter (unit)	CPBStdO365TeamsCount	Customers, Partners, Reseller Branding
CP BACKUP STD Mobile Devices (Acronis)	Application Counter (unit)	CPBStdMobileDeviceCount	Customers, Partners, Reseller Branding
CP BACKUP STD Servers (Acronis)	Application Counter (unit)	CPBStdServerCount	Customers, Partners, Reseller Branding
CP BACKUP STD Virtual machines (Acronis)	Application Counter (unit)	CPBStdVmCount	Customers, Partners, Reseller Branding
CP BACKUP STD Web hosting servers (Acronis)	Application Counter (unit)	CPBStdWebHostingServerCount	Customers, Partners, Reseller Branding
CP BACKUP STD Websites (Acronis)	Application Counter (unit)	CPBStdWebsiteCount	Customers, Partners, Reseller Branding
CP BACKUP STD Workstations (Acronis)	Application Counter (unit)	CPBStdWorkstationCount	Customers, Partners, Reseller Branding
CP Disaster Recovery Storage (Acronis)	Application Counter (KB)	CPDrStorageUsage	Customers,

			Partners, Reseller Branding
CP Disaster Recovery Storage Acronis Hosted (Acronis)	Application Counter (KB)	CPDRAcronisHostedStorage	Partners, Reseller Branding
CP Disaster Recovery Storage Partner Hosted (Acronis)	Application Counter (KB)	CPDRPartnerHostedStorage	Partners, Reseller Branding
CP Disaster Recovery Cloud Servers (Acronis)	Application Counter (unit)	CPCloudServersCount	Customers, Partners, Reseller Branding
CP Disaster Recovery Compute Points (Acronis)	Application Counter (unit-hours)	CPComputePointsCount	Customers, Partners, Reseller Branding
CP Disaster Recovery Internet access (Acronis)	Application Counter (unit)	CPInternetAccess	Customers, Partners, Reseller Branding
CP Disaster Recovery Public IP addresses (Acronis)	Application Counter (unit)	CPPublicIPsCount	Customers, Partners, Reseller Branding

Resource types for **Cyber Backup Edition (New, Per Gigabyte model)**:

Resource type name	APS Type	Resource class	Applicable to
CB Local Storage (Acronis)	Application Counter (KB)	CBLocalStorageUsage	Partners, Reseller Branding
CB Cloud Storage (Acronis)	Application Counter (KB)	CBStorageUsage	Customer, Partners, Reseller Branding
CB Provider's Hosted Storage (Acronis)	Application Counter (KB)	CBAcronisHostedStorage	Partners, Reseller Branding
CB Reseller's Hosted Storage (Acronis)	Application Counter (KB)	CBServiceProviderHostedStorage	Partners, Reseller Branding

CB Google Hosted Storage (Acronis)	Application Counter (KB)	CBGoogleHostedStorage	Partners, Reseller Branding
CB Microsoft Azure Hosted Storage (Acronis)	Application Counter (KB)	CBAzureHostedStorage	Customers, Partners, Reseller Branding
CB BACKUP STD G Suite seats (Acronis)	Application Counter (unit)	CBBStdGsuiteSeatsCount	Customers, Partners, Reseller Branding
CB BACKUP STD G Suite Shared Drive (Acronis)	Application Counter (unit)	CBBStdGsuiteGoogleTeamDrive	Customers, Partners, Reseller Branding
CB BACKUP STD Gmail (incl. Calendar, Contacts) (Acronis)	Application Counter (unit)	CBBStdGsuiteGoogleMail	Customers, Partners, Reseller Branding
CB BACKUP STD Google Drive (Acronis)	Application Counter (unit)	CBBStdGsuiteGoogleDrive	Customers, Partners, Reseller Branding
CB BACKUP STD Microsoft 365 seats (Acronis)	Application Counter (unit)	CBBStdO365SeatsCount	Customers, Partners, Reseller Branding
CB BACKUP STD Microsoft Mailboxes (Acronis)	Application Counter (unit)	CBBStdO365Mailboxes	Customers, Partners, Reseller Branding
CB BACKUP STD Microsoft OneDrive (Acronis)	Application Counter (unit)	CBBStdO365OneDrive	Customers, Partners, Reseller Branding
CB BACKUP STD Microsoft SharePoint Online (Acronis)	Application Counter (unit)	CBBStdO365SharePointSitesCount	Customers, Partners, Reseller Branding
CB BACKUP STD Microsoft Teams (Acronis)	Application Counter (unit)	CBBStdO365TeamsCount	Customers, Partners, Reseller Branding
CB BACKUP STD Mobile Devices (Acronis)	Application Counter (unit)	CBBStdMobileDeviceCount	Customers, Partners, Reseller Branding
CB BACKUP STD Servers (Acronis)	Application Counter (unit)	CBBStdServerCount	Customers, Partners, Reseller Branding
CB BACKUP STD Virtual	Application	CBBStdVmCount	Customers,

machines (Acronis)	Counter (unit)		Partners, Reseller Branding
CB BACKUP STD Web hosting servers (Acronis)	Application Counter (unit)	CBBStdWebHostingServerCount	Customers, Partners, Reseller Branding
CB BACKUP STD Websites (Acronis)	Application Counter (unit)	CBBStdWebsiteCount	Customers, Partners, Reseller Branding
CB BACKUP STD Workstations (Acronis)	Application Counter (unit)	CBBStdWorkstationCount	Customers, Partners, Reseller Branding

Resource types for **Cyber Backup – Standard Edition (Legacy)**:

Resource type name	Resource class	APS Type	Applicable to
Cloud Storage (Acronis)	Application Counter (KB)	StorageUsage	Customers, Partners, Reseller Branding
Provider's Hosted Storage (Acronis)	Application Counter (KB)	ServiceProviderHostedStorage	Partners, Reseller Branding
Reseller's Hosted Storage (Acronis)	Application Counter (KB)	AcronisHostedStorage	Partners, Reseller Branding
Google Hosted Storage (Acronis)	Application Counter (KB)	GoogleHostedStorage	Partners, Reseller Branding
Microsoft Azure Hosted Storage (Acronis)	Application Counter (KB)	AzureHostedStorage	Partners, Reseller Branding
Protected Servers (Acronis)	Application Counter (unit)	ServerCount	Customers, Partners, Reseller Branding
Protected Virtual Machines (Acronis)	Application Counter (unit)	VmCount	Customers, Partners, Reseller Branding
Protected Workstations (Acronis)	Application Counter (unit)	WorkstationCount	Customers, Partners, Reseller Branding
Protected Mobile Devices (Acronis)	Application Counter (unit)	MobileDeviceCount	Customers, Partners, Reseller Branding

Protected Microsoft 365 Seats (Acronis)	Application Counter (unit)	MailboxCount	Customers, Partners, Reseller Branding
Protected Websites (Acronis)	Application Counter (unit)	WebsiteCount	Customers, Partners, Reseller Branding
Protected Web Hosting Servers (Acronis)	Application Counter (unit)	WebHostingServerCount	Customers, Partners, Reseller Branding
Microsoft 365 Mailboxes (Acronis)	Application Counter (unit)	O365Mailboxes	Customers, Partners, Reseller Branding
Microsoft 365 OneDrive (Acronis)	Application Counter (unit)	O365OneDrive	Customers, Partners, Reseller Branding
Microsoft 365 SharePoint Sites (Acronis)	Application Counter (unit)	O365SharePointSitesCount	Customers, Partners, Reseller Branding
Microsoft 365 Teams (Acronis)	Application Counter (unit)	O365TeamsCount	Customers, Partners, Reseller Branding
G Suite Seats (Acronis)	Application Counter (unit)	GsuiteGoogleTeamDrive	Customers, Partners, Reseller Branding
GMail (incl. Calendar, Contacts) (Acronis)	Application Counter (unit)	GsuiteGoogleMail	Customers, Partners, Reseller Branding
Google Drive (Acronis)	Application Counter (unit)	GsuiteGoogleDrive	Customers, Partners, Reseller Branding
G Suite Shared Drive (Acronis)	Application Counter (unit)	GsuiteGoogleTeamDrive	Customers, Partners, Reseller Branding
Disaster Recovery Storage (Acronis)	Application Counter (KB)	DrStorageUsage	Customers, Partners, Reseller Branding
Disaster Recovery Storage Acronis Hosted (Acronis)	Application Counter (KB)	DRAcronisHostedStorage	Partners, Reseller Branding
Disaster Recovery Storage	Application	DRPartnerHostedStorage	Partners, Reseller

Partner Hosted (Acronis)	Counter (KB)		Branding
Compute Points (Acronis)	Application Counter (unit-hours)	ComputePointsCount	Customers, Partners, Reseller Branding
Cloud Servers (Acronis)	Application Counter (unit)	CloudServersCount	Customers, Partners, Reseller Branding
Internet Access (Acronis)	Application Counter (unit)	InternetAccess	Customers, Partners, Reseller Branding
Public IP Addresses (Acronis)	Application Counter (unit)	PublicIPsCount	Customers, Partners, Reseller Branding

Resource types for **Cyber Backup – Advanced Edition (Legacy)**:

Resource type name	Resource class	APS Type	Applicable to
ADV Cloud Storage (Acronis)	Application Counter (KB)	AdvStorageUsage	Customers, Partners, Reseller Branding
ADV Provider's Hosted Storage (Acronis)	Application Counter (KB)	AdvServiceProviderHostedStorage	Partners, Reseller Branding
ADV Reseller's Hosted Storage (Acronis)	Application Counter (KB)	AdvAcronisHostedStorage	Partners, Reseller Branding
ADV Google Hosted Storage (Acronis)	Application Counter (KB)	AdvGoogleHostedStorage	Partners, Reseller Branding
ADV Microsoft Azure Hosted Storage (Acronis)	Application Counter (KB)	AdvAzureHostedStorage	Partners, Reseller Branding
ADV Protected Servers (Acronis)	Application Counter (unit)	AdvServerCount	Customers, Partners, Reseller Branding
ADV Protected Virtual Machines (Acronis)	Application Counter (unit)	AdvVmCount	Customers, Partners, Reseller Branding
ADV Protected Workstations (Acronis)	Application Counter (unit)	AdvWorkstationCount	Customers, Partners, Reseller Branding

ADV Protected Mobile Devices (Acronis)	Application Counter (unit)	AdvMobileDeviceCount	Customers, Partners, Reseller Branding
ADV Protected Microsoft 365 Seats (Acronis)	Application Counter (unit)	AdvO365SeatsCount	Customers, Partners, Reseller Branding
ADV Protected Websites (Acronis)	Application Counter (unit)	AdvWebsiteCount	Customers, Partners, Reseller Branding
ADV Protected Web Hosting Servers (Acronis)	Application Counter (unit)	AdvWebHostingServerCount	Customers, Partners, Reseller Branding
ADV Microsoft 365 Mailboxes (Acronis)	Application Counter (unit)	AdvO365Mailboxes	Customers, Partners, Reseller Branding
ADV Microsoft 365 OneDrive (Acronis)	Application Counter (unit)	AdvO365OneDrive	Customers, Partners, Reseller Branding
ADV Microsoft 365 SharePoint Sites (Acronis)	Application Counter (unit)	AdvO365SharePointSitesCount	Customers, Partners, Reseller Branding
ADV Microsoft 365 Teams (Acronis)	Application Counter (unit)	AdvO365TeamsCount	Customers, Partners, Reseller Branding
ADV G Suite Seats (Acronis)	Application Counter (unit)	AdvGsuiteGoogleTeamDrive	Customers, Partners, Reseller Branding
ADV GMail (incl. Calendar, Contacts) (Acronis)	Application Counter (unit)	AdvGsuiteGoogleMail	Customers, Partners, Reseller Branding
ADV Google Drive (Acronis)	Application Counter (unit)	AdvGsuiteGoogleDrive	Customers, Partners, Reseller Branding
ADV G Suite Shared Drive (Acronis)	Application Counter (unit)	AdvGsuiteGoogleTeamDrive	Customers, Partners, Reseller Branding

Resource types for **Cyber Backup – Disaster Recovery Edition (Legacy)**:

Resource type name	Resource class	APS Type	Applicable to
DRE Cloud Storage (Acronis)	Application Counter (KB)	DreStorageUsage	Customers, Partners, Reseller Branding
DRE Provider's Hosted Storage (Acronis)	Application Counter (KB)	DreServiceProviderHostedStorage	Partners, Reseller Branding
DRE Reseller's Hosted Storage (Acronis)	Application Counter (KB)	DreAcronisHostedStorage	Partners, Reseller Branding
DRE Google Hosted Storage (Acronis)	Application Counter (KB)	DreGoogleHostedStorage	Partners, Reseller Branding
DRE Microsoft Azure Hosted Storage (Acronis)	Application Counter (KB)	DreAzureHostedStorage	Partners, Reseller Branding
DRE Protected Servers (Acronis)	Application Counter (unit)	DreServerCount	Customers, Partners, Reseller Branding
DRE Protected Virtual Machines (Acronis)	Application Counter (unit)	DreVmCount	Customers, Partners, Reseller Branding
DRE Protected Workstations (Acronis)	Application Counter (unit)	DreWorkstationCount	Customers, Partners, Reseller Branding
DRE Protected Mobile Devices (Acronis)	Application Counter (unit)	DreMobileDeviceCount	Customers, Partners, Reseller Branding
DRE Protected Microsoft 365 Seats (Acronis)	Application Counter (unit)	DreO365SeatsCount	Customers, Partners, Reseller Branding
DRE Protected Websites (Acronis)	Application Counter (unit)	DreWebsiteCount	Customers, Partners, Reseller Branding
DRE Protected Web Hosting Servers (Acronis)	Application Counter (unit)	DreWebHostingServerCount	Customers, Partners, Reseller Branding
DRE Microsoft 365 Mailboxes (Acronis)	Application Counter (unit)	DreO365Mailboxes	Customers, Partners, Reseller Branding

DRE Microsoft 365 OneDrive (Acronis)	Application Counter (unit)	DreO365OneDrive	Customers, Partners, Reseller Branding
DRE Microsoft 365 SharePoint Sites (Acronis)	Application Counter (unit)	DreO365SharePointSitesCount	Customers, Partners, Reseller Branding
DRE Microsoft 365 Teams (Acronis)	Application Counter (unit)	DreO365TeamsCount	Customers, Partners, Reseller Branding
DRE G Suite Seats (Acronis)	Application Counter (unit)	DreGsuiteGoogleTeamDrive	Customers, Partners, Reseller Branding
DRE GMail (incl. Calendar, Contacts) (Acronis)	Application Counter (unit)	DreGsuiteGoogleMail	Customers, Partners, Reseller Branding
DRE Google Drive (Acronis)	Application Counter (unit)	DreGsuiteGoogleDrive	Customers, Partners, Reseller Branding
DRE G Suite Shared Drive (Acronis)	Application Counter (unit)	DreGsuiteGoogleTeamDrive	Customers, Partners, Reseller Branding
DRE Disaster Recovery Storage (Acronis)	Application Counter (KB)	DreDrStorageUsage	Customers, Partners, Reseller Branding
DRE Disaster Recovery Storage Acronis Hosted (Acronis)	Application Counter (KB)	DreDRAcronisHostedStorage	Partners, Reseller Branding
DRE Disaster Recovery Storage Partner Hosted (Acronis)	Application Counter (KB)	DreDRPartnerHostedStorage	Partners, Reseller Branding
DRE Compute Points (Acronis)	Application Counter (unit-hours)	DreComputePointsCount	Customers, Partners, Reseller Branding
DRE Cloud Servers (Acronis)	Application Counter (unit)	DreCloudServersCount	Customers, Partners, Reseller Branding
DRE Internet Access (Acronis)	Application Counter (unit)	DreInternetAccess	Customers, Partners, Reseller Branding

DRE Public IP Addresses (Acronis)	Application Counter (unit)	DrePublicIPsCount	Customers, Partners, Reseller Branding
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Resource types for **Cyber Protect – Standard Edition (Legacy)**:

Resource type name	Resource class	APS Type	Applicable to
PROTECT STD Cloud Storage (Acronis)	Application Counter (KB)	PStorageUsage	Customers, Partners, Reseller Branding
PROTECT STD Provider's Hosted Storage (Acronis)	Application Counter (KB)	PServiceProviderHostedStorage	Partners, Reseller Branding
PROTECT STD Reseller's Hosted Storage (Acronis)	Application Counter (KB)	PAcronisHostedStorage	Partners, Reseller Branding
PROTECT STD Google Hosted Storage (Acronis)	Application Counter (KB)	PGoogleHostedStorage	Partners, Reseller Branding
PROTECT STD Microsoft Azure Hosted Storage (Acronis)	Application Counter (KB)	PAzureHostedStorage	Partners, Reseller Branding
PROTECT STD Protected Servers (Acronis)	Application Counter (unit)	PServerCount	Customers, Partners, Reseller Branding
PROTECT STD Protected Virtual Machines (Acronis)	Application Counter (unit)	PVmCount	Customers, Partners, Reseller Branding
PROTECT STD Protected Workstations (Acronis)	Application Counter (unit)	PWorkstationCount	Customers, Partners, Reseller Branding
PROTECT STD Protected Mobile Devices (Acronis)	Application Counter (unit)	PMobileDeviceCount	Customers, Partners, Reseller Branding
PROTECT STD Protected Microsoft 365 Seats (Acronis)	Application Counter (unit)	PO365SeatsCount	Customers, Partners, Reseller Branding
PROTECT STD Protected Websites (Acronis)	Application Counter (unit)	PWebsiteCount	Customers, Partners, Reseller Branding
PROTECT STD Protected Web	Application	PWebHostingServerCount	Customers,

Hosting Servers (Acronis)	Counter (unit)		Partners, Reseller Branding
PROTECT STD Microsoft 365 Mailboxes (Acronis)	Application Counter (unit)	PO365Mailboxes	Customers, Partners, Reseller Branding
PROTECT STD Microsoft 365 OneDrive (Acronis)	Application Counter (unit)	PO365OneDrive	Customers, Partners, Reseller Branding
PROTECT STD Microsoft 365 SharePoint Sites (Acronis)	Application Counter (unit)	PO365SharePointSitesCount	Customers, Partners, Reseller Branding
PROTECT STD Microsoft 365 Teams (Acronis)	Application Counter (unit)	PO365TeamsCount	Customers, Partners, Reseller Branding
PROTECT STD G Suite Seats (Acronis)	Application Counter (unit)	PGsuiteGoogleTeamDrive	Customers, Partners, Reseller Branding
PROTECT STD Calendar, Contacts (Acronis)	Application Counter (unit)	PGsuiteGoogleMail	Customers, Partners, Reseller Branding
PROTECT STD Google Drive (Acronis)	Application Counter (unit)	PGsuiteGoogleDrive	Customers, Partners, Reseller Branding
PROTECT STD G Suite Shared Drive (Acronis)	Application Counter (unit)	PGsuiteGoogleTeamDrive	Customers, Partners, Reseller Branding

Resource types for **Cyber Protect – Advanced Edition (Legacy)**:

Resource type name	Resource class	APS Type	Applicable to
PROTECT ADV Cloud Storage (Acronis)	Application Counter (KB)	PAdvStorageUsage	Customers, Partners, Reseller Branding
PROTECT ADV Provider's Hosted Storage (Acronis)	Application Counter (KB)	PAdvServiceProviderHostedStorage	Partners, Reseller Branding
PROTECT ADV Reseller's Hosted Storage (Acronis)	Application Counter (KB)	PAdvAcronisHostedStorage	Partners, Reseller Branding

PROTECT ADV Google Hosted Storage (Acronis)	Application Counter (KB)	PAdvGoogleHostedStorage	Partners, Reseller Branding
PROTECT ADV Microsoft Azure Hosted Storage (Acronis)	Application Counter (KB)	PAdvAzureHostedStorage	Partners, Reseller Branding
PROTECT ADV Protected Servers (Acronis)	Application Counter (unit)	PAdvServerCount	Customers, Partners, Reseller Branding
PROTECT ADV Protected Virtual Machines (Acronis)	Application Counter (unit)	PAdvVmCount	Customers, Partners, Reseller Branding
PROTECT ADV Protected Workstations (Acronis)	Application Counter (unit)	PAdvWorkstationCount	Customers, Partners, Reseller Branding
PROTECT ADV Protected Mobile Devices (Acronis)	Application Counter (unit)	PAdvMobileDeviceCount	Customers, Partners, Reseller Branding
PROTECT ADV Protected Microsoft 365 Seats (Acronis)	Application Counter (unit)	PAdvO365SeatsCount	Customers, Partners, Reseller Branding
PROTECT ADV Protected Websites (Acronis)	Application Counter (unit)	PAdvWebsiteCount	Customers, Partners, Reseller Branding
PROTECT ADV Protected Web Hosting Servers (Acronis)	Application Counter (unit)	PAdvWebHostingServerCount	Customers, Partners, Reseller Branding
PROTECT ADV Microsoft 365 Mailboxes (Acronis)	Application Counter (unit)	PAdvO365Mailboxes	Customers, Partners, Reseller Branding
PROTECT ADV Microsoft 365 OneDrive (Acronis)	Application Counter (unit)	PAdvO365OneDrive	Customers, Partners, Reseller Branding
PROTECT ADV Microsoft 365 SharePoint Sites (Acronis)	Application Counter (unit)	PAdvO365SharePointSitesCount	Customers, Partners, Reseller Branding
PROTECT ADV Microsoft 365 Teams (Acronis)	Application Counter (unit)	PAdvO365TeamsCount	Customers, Partners, Reseller Branding
PROTECT ADV G Suite Seats (Acronis)	Application Counter (unit)	PAdvGsuiteGoogleTeamDrive	Customers, Partners, Reseller

			Branding
PROTECT ADV GMail (incl. Calendar, Contacts) (Acronis)	Application Counter (unit)	PAdvGsuiteGoogleMail	Customers, Partners, Reseller Branding
PROTECT ADV Google Drive (Acronis)	Application Counter (unit)	PAdvGsuiteGoogleDrive	Customers, Partners, Reseller Branding
PROTECT ADV G Suite Shared Drive (Acronis)	Application Counter (unit)	PAdvGsuiteGoogleTeamDrive	Customers, Partners, Reseller Branding

Resource types for **Cyber Protect - Disaster Recovery Edition (Legacy)**:

Resource type name	Resource class	APS Type	Applicable to
PROTECT DRE Cloud Storage (Acronis)	Application Counter (KB)	PDreStorageUsage	Customers, Partners, Reseller Branding
PROTECT DRE Provider's Hosted Storage (Acronis)	Application Counter (KB)	PDreServiceProviderHostedStorage	Partners, Reseller Branding
PROTECT DRE Reseller's Hosted Storage (Acronis)	Application Counter (KB)	PDreAcronisHostedStorage	Partners, Reseller Branding
PROTECT DRE Google Hosted Storage (Acronis)	Application Counter (KB)	PDreGoogleHostedStorage	Partners, Reseller Branding
PROTECT DRE Microsoft Azure Hosted Storage (Acronis)	Application Counter (KB)	PDreAzureHostedStorage	Partners, Reseller Branding
PROTECT DRE Protected Servers (Acronis)	Application Counter (unit)	PDreServerCount	Customers, Partners, Reseller Branding
PROTECT DRE Protected Virtual Machines (Acronis)	Application Counter (unit)	PDreVmCount	Customers, Partners, Reseller Branding

PROTECT DRE Protected Workstations (Acronis)	Application Counter (unit)	PDreWorkstationCount	Customers, Partners, Reseller Branding
PROTECT DRE Protected Mobile Devices (Acronis)	Application Counter (unit)	PDreMobileDeviceCount	Customers, Partners, Reseller Branding
PROTECT DRE Protected Microsoft 365 Seats (Acronis)	Application Counter (unit)	PDreO365SeatsCount	Customers, Partners, Reseller Branding
PROTECT DRE Protected Websites (Acronis)	Application Counter (unit)	PDreWebsiteCount	Customers, Partners, Reseller Branding
PROTECT DRE Protected Web Hosting Servers (Acronis)	Application Counter (unit)	PDreWebHostingServerCount	Customers, Partners, Reseller Branding
PROTECT DRE Microsoft 365 Mailboxes (Acronis)	Application Counter (unit)	PDreO365Mailboxes	Customers, Partners, Reseller Branding
PROTECT DRE Microsoft 365 OneDrive (Acronis)	Application Counter (unit)	PDreO365OneDrive	Customers, Partners, Reseller Branding
PROTECT DRE Microsoft 365 SharePoint Sites (Acronis)	Application Counter (unit)	PDreO365SharePointSitesCount	Customers, Partners, Reseller Branding
PROTECT DRE Microsoft 365 Teams (Acronis)	Application Counter (unit)	PDreO365TeamsCount	Customers, Partners, Reseller Branding
PROTECT DRE G Suite Seats (Acronis)	Application Counter (unit)	PDreGsuiteGoogleTeamDrive	Customers, Partners, Reseller Branding

PROTECT DRE GMail (incl. Calendar, Contacts) (Acronis)	Application Counter (unit)	PDreGsuiteGoogleMail	Customers, Partners, Reseller Branding
PROTECT DRE Google Drive (Acronis)	Application Counter (unit)	PDreGsuiteGoogleDrive	Customers, Partners, Reseller Branding
PROTECT DRE G Suite Shared Drive (Acronis)	Application Counter (unit)	PDreGsuiteGoogleTeamDrive	Customers, Partners, Reseller Branding
PROTECT DRE Disaster Recovery Storage (Acronis)	Application Counter (KB)	PDreDrStorageUsage	Customers, Partners, Reseller Branding
PROTECT DRE Disaster Recovery Storage Acronis Hosted (Acronis)	Application Counter (KB)	PDreDRAcronisHostedStorage	Partners, Reseller Branding
PROTECT DRE Disaster Recovery Storage Partner Hosted (Acronis)	Application Counter (KB)	PDreDRPartnerHostedStorage	Partners, Reseller Branding
PROTECT DRE Compute Points (Acronis)	Application Counter (unit-hours)	PDreComputePointsCount	Customers, Partners, Reseller Branding
PROTECT DRE Cloud Servers (Acronis)	Application Counter (unit)	PDreCloudServersCount	Customers, Partners, Reseller Branding
PROTECT DRE Internet Access (Acronis)	Application Counter (unit)	PDreInternetAccess	Customers, Partners, Reseller Branding
PROTECT DRE Public IP Addresses (Acronis)	Application Counter (unit)	PDrePublicIpsCount	Customers, Partners, Reseller Branding

Resource types for **Acronis Files Cloud** (can be used for Partner subscriptions only):

Resource type name	Resource class	APS Type	Applicable to
Files Cloud Storage (Acronis)	Application Counter (KB)	FilesStorageUsage	Partners
Files Cloud Storage Acronis Hosted (Acronis)	Application Counter (KB)	FCAcronisHostedStorage	Partners
Files Cloud Storage Partner Hosted (Acronis)	Application Counter (KB)	FCPartnerHostedStorage	Partners
Files Cloud Users (Acronis)	Application Counter (unit)	FilesUsersCount	Partners

Resource types for **Acronis Notary Cloud** (can be used for Partner subscriptions only):

Resource type name	Resource class	APS Type	Applicable to
Notary Storage (Acronis)	Application Counter (KB)	NotaryUsage	Partners
Notarizations (Ethereum) (Acronis)	Application Counter (unit-hours)	NotarizationsCount	Partners
eSignatures (Ethereum) (Acronis)	Application Counter (unit-hours)	EsignaturesCount	Partners

8.2 Creating service templates

8.2.1 Default service templates

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

- Customer templates
 - "Acronis Cyber Protect Cloud" for new Cyber Protect edition
 - "Acronis Cyber Backup Cloud" for new Cyber Backup edition
- Partner template
 - "Acronis Cyber Cloud" with new Cyber Protect and Cyber Backup editions
- Reseller Branding template
 - "Acronis Cyber Cloud for Reseller Branding" with new Cyber Protect and Cyber Backup editions

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. 15) chapter.

Acronis Cyber Protect Cloud template for Customers:

Resource type name	Limit
Acronis Cyber Cloud (Acronis)	1
Default Customer Profile (Acronis)	1
Note You can use the default customer profile or create a new one in application settings.	
Backup Users (Acronis)	Unlimited
Backup Tenant (Acronis)	1
Local Storage (Acronis)	Unlimited
CP Cloud Storage (Acronis)	Unlimited
CP PROTECT ESS * resources	Unlimited
CP PROTECT STD * resources	Unlimited
CP PROTECT ADV * resources	Unlimited
CP BACKUP STD * resources	Unlimited
CP Disaster Recovery Storage (Acronis)	Unlimited
CP Disaster Recovery * resources	Unlimited

Acronis Cyber Backup Cloud template for Customers:

Resource type name	Limit
Acronis Cyber Cloud (Acronis)	1
Default Customer Profile (Acronis)	1
Note You can use the default customer profile or create a new one in application settings.	
Backup Tenant (Acronis)	1
Backup Users (Acronis)	Unlimited
Local Storage (Acronis)	Unlimited
CB Cloud Storage (Acronis)	Unlimited
CB BACKUP STD * resources	Unlimited

Acronis Cyber Cloud template for Partners:

Resource type name	Limit
Acronis Cyber Cloud (Acronis)	1
Default Partner Profile (Acronis)	1
Note You can use the default partner profile or create a new one in application settings.	
Backup Tenant (Acronis)	1
Backup Users (Acronis)	Unlimited
Local Storage (Acronis)	Unlimited
CP Cloud Storage (Acronis)	Unlimited
CP Provider's Hosted Storage (Acronis)	Unlimited
CP Reseller's Hosted Storage (Acronis)	Unlimited
CP Google Hosted Storage (Acronis)	Unlimited
CP Microsoft Azure Hosted Storage (Acronis)	Unlimited
CP PROTECT ESS * resources	Unlimited
CP PROTECT STD * resources	Unlimited
CP PROTECT ADV * resources	Unlimited
CP BACKUP STD * resources	Unlimited
CP Disaster Recovery Storage (Acronis)	Unlimited
CP Disaster Recovery Storage Acronis Hosted (Acronis)	Unlimited
CP Disaster Recovery Storage Partner Hosted (Acronis)	Unlimited
CP Disaster Recovery * resources	Unlimited
CB Local Storage (Acronis)	Unlimited
CB Cloud Storage (Acronis)	Unlimited
CB Provider's Hosted Storage (Acronis)	Unlimited
CB Reseller's Hosted Storage (Acronis)	Unlimited
CB Google Hosted Storage (Acronis)	Unlimited
CB Microsoft Azure Hosted Storage (Acronis)	Unlimited
CB BACKUP STD * resources	Unlimited

Acronis Cyber Cloud for Reseller Branding template:

Resource type name	Limit
Acronis Cyber Cloud (Acronis)	1
Reseller Branding (Acronis)	1
Backup Tenant (Acronis)	1
Backup Users (Acronis)	Unlimited
Local Storage (Acronis)	Unlimited
CP Cloud Storage (Acronis)	Unlimited
CP Provider's Hosted Storage (Acronis)	Unlimited
CP Reseller's Hosted Storage (Acronis)	Unlimited
CP Google Hosted Storage (Acronis)	Unlimited
CP Microsoft Azure Hosted Storage (Acronis)	Unlimited
CP PROTECT ESS * resources	Unlimited
CP PROTECT STD * resources	Unlimited
CP PROTECT ADV * resources	Unlimited
CP BACKUP STD * resources	Unlimited
CP Disaster Recovery Storage (Acronis)	Unlimited
CP Disaster Recovery Storage Acronis Hosted (Acronis)	Unlimited
CP Disaster Recovery Storage Partner Hosted (Acronis)	Unlimited
CP Disaster Recovery * resources	Unlimited
CB Local Storage (Acronis)	Unlimited
CB Cloud Storage (Acronis)	Unlimited
CB Provider's Hosted Storage (Acronis)	Unlimited
CB Reseller's Hosted Storage (Acronis)	Unlimited
CB Google Hosted Storage (Acronis)	Unlimited
CB Microsoft Azure Hosted Storage (Acronis)	Unlimited
CB BACKUP STD * resources	Unlimited

8.2.2 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 Backup – Standard
 - **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. 20). 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 Cyber Protect or new Cyber Backup 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.

8.3 Creating service plans

8.3.1 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.

8.3.2 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.

8.3.3 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 Cyber Protect edition with the following limitations:

- Cyber Backup – Standard licenses will be enabled by default with some resource limits.
- Cyber Protect – Essential, Standard, Advanced licenses and Disaster Recovery service can be purchased additionally.

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	\$299.00	\$299.00	USD	Yes

The resource rates configuration can be for example:

Resource type name	Measurable	Show in CP	Inc. Amount	Max Amount	Recurring Fee
Local Storage	No	Yes	250	Unlim	\$\$
CP Cloud Storage	No	Yes	250	Unlim	\$\$

CP BACKUP STD G Suite seats	No	Yes	5	Unlim	\$\$
CP BACKUP STD Microsoft 365 seats	No	Yes	5	Unlim	\$\$
CP BACKUP STD Microsoft Teams	No	Yes	5	Unlim	\$\$
CP BACKUP STD Mobile Devices	No	Yes	5	Unlim	\$\$
CP BACKUP STD Servers	No	Yes	2	Unlim	\$\$
CP BACKUP STD Virtual machines	No	Yes	2	Unlim	\$\$
CP BACKUP STD Web hosting servers	No	Yes	2	Unlim	\$\$
CP BACKUP STD Websites	No	Yes	2	Unlim	\$\$
CP BACKUP STD Workstations	No	Yes	2	Unlim	\$\$
CP PROTECT ESS Servers	No	Yes	0	Unlim	\$\$
CP PROTECT ESS Virtual machines	No	Yes	0	Unlim	\$\$
CP PROTECT ESS Workstations	No	Yes	0	Unlim	\$\$
CP PROTECT STD Servers	No	Yes	0	Unlim	\$\$
CP PROTECT STD Virtual machines	No	Yes	0	Unlim	\$\$
CP PROTECT STD Web hosting servers	No	Yes	0	Unlim	\$\$
CP PROTECT STD Workstations	No	Yes	0	Unlim	\$\$
CP PROTECT ADV Servers	No	Yes	0	Unlim	\$\$
CP PROTECT ADV Virtual machines	No	Yes	0	Unlim	\$\$
CP PROTECT ADV Web hosting servers	No	Yes	0	Unlim	\$\$
CP PROTECT ADV Workstations	No	Yes	0	Unlim	\$\$
CP Disaster Recovery Storage	No	Yes	0	Unlim	\$\$
CP Disaster Recovery Cloud Servers	No	Yes	0	Unlim	\$\$
CP Disaster Recovery Compute Points	No	Yes	0	Unlim	\$\$
CP Disaster Recovery Public IP addresses	No	Yes	0	Unlim	\$\$

Subscribing to this plan, customers will get 250GB of Cloud Storage, 250GB of Local Storage and a certain number of Backup – Standard licenses. They will be able to buy additional items for all other

resources, if required. Disaster Recovery can be purchased as an additional service to the existing subscription as well.

Case 2: Suppose that you want to offer Customers an annual 'pay as you go' Cyber Protection subscription with a 30 days Trial.

The service plan will contain a new Cyber Protect 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	\$\$
CP Cloud Storage	Yes	No	0	Unlim	\$\$
CP BACKUP STD G Suite seats	Yes	No	0	Unlim	\$\$
CP BACKUP STD Microsoft 365 seats	Yes	No	0	Unlim	\$\$
CP BACKUP STD Microsoft Teams	Yes	No	0	Unlim	\$\$
CP BACKUP STD Mobile Devices	Yes	No	0	Unlim	\$\$
CP BACKUP STD Servers	Yes	No	0	Unlim	\$\$
CP BACKUP STD Virtual machines	Yes	No	0	Unlim	\$\$
CP BACKUP STD Web hosting servers	Yes	No	0	Unlim	\$\$
CP BACKUP STD Websites	Yes	No	0	Unlim	\$\$
CP BACKUP STD Workstations	Yes	No	0	Unlim	\$\$
CP PROTECT ESS Servers	Yes	No	0	Unlim	\$\$
CP PROTECT ESS Virtual machines	Yes	No	0	Unlim	\$\$
CP PROTECT ESS Workstations	Yes	No	0	Unlim	\$\$
CP PROTECT STD Servers	Yes	No	0	Unlim	\$\$
CP PROTECT STD Virtual machines	Yes	No	0	Unlim	\$\$
CP PROTECT STD Web hosting servers	Yes	No	0	Unlim	\$\$
CP PROTECT STD Workstations	Yes	No	0	Unlim	\$\$
CP PROTECT ADV Servers	Yes	No	0	Unlim	\$\$
CP PROTECT ADV Virtual machines	Yes	No	0	Unlim	\$\$

CP PROTECT ADV Web hosting servers	Yes	No	0	Unlim	\$\$
CP PROTECT ADV Workstations	Yes	No	0	Unlim	\$\$
CP Disaster Recovery Storage	Yes	No	0	Unlim	\$\$
CP Disaster Recovery Cloud Servers	Yes	No	0	Unlim	\$\$
CP Disaster Recovery Compute Points	Yes	No	0	Unlim	\$\$
CP Disaster Recovery Public IP addresses	Yes	No	0	Unlim	\$\$

Case 3: You need to prepare a plan offer for selling new Cyber Protect and Cyber Backup editions 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
CP Provider's Hosted Storage (Acronis)	Yes	No	0	Unlim	\$\$
CP Reseller's Hosted Storage (Acronis)	Yes	No	0	Unlim	\$\$
CP Google Hosted Storage (Acronis)	Yes	No	0	Unlim	\$\$
CP Microsoft Azure Hosted Storage (Acronis)	Yes	No	0	Unlim	\$\$
CP PROTECT ESS Servers (Acronis)	Yes	No	0	Unlim	\$\$
CP PROTECT ESS Virtual machines (Acronis)	Yes	No	0	Unlim	\$\$
CP PROTECT ESS Workstations (Acronis)	Yes	No	0	Unlim	\$\$
CP PROTECT STD Servers (Acronis)	Yes	No	0	Unlim	\$\$
CP PROTECT STD Virtual machines (Acronis)	Yes	No	0	Unlim	\$\$
CP PROTECT STD Web hosting servers (Acronis)	Yes	No	0	Unlim	\$\$
CP PROTECT STD Workstations (Acronis)	Yes	No	0	Unlim	\$\$
CP PROTECT ADV Servers (Acronis)	Yes	No	0	Unlim	\$\$

CP PROTECT ADV Virtual machines (Acronis)	Yes	No	0	Unlim	\$\$
CP PROTECT ADV Web hosting servers (Acronis)	Yes	No	0	Unlim	\$\$
CP PROTECT ADV Workstations (Acronis)	Yes	No	0	Unlim	\$\$
CP BACKUP STD G Suite seats (Acronis)	Yes	No	0	Unlim	\$\$
CP BACKUP STD Microsoft 365 seats (Acronis)	Yes	No	0	Unlim	\$\$
CP BACKUP STD Microsoft Teams (Acronis)	Yes	No	0	Unlim	\$\$
CP BACKUP STD Mobile Devices (Acronis)	Yes	No	0	Unlim	\$\$
CP BACKUP STD Servers (Acronis)	Yes	No	0	Unlim	\$\$
CP BACKUP STD Virtual machines (Acronis)	Yes	No	0	Unlim	\$\$
CP BACKUP STD Web hosting servers (Acronis)	Yes	No	0	Unlim	\$\$
CP BACKUP STD Websites (Acronis)	Yes	No	0	Unlim	\$\$
CP BACKUP STD Workstations (Acronis)	Yes	No	0	Unlim	\$\$
CP Disaster Recovery Storage Acronis Hosted (Acronis)	Yes	No	0	Unlim	\$\$
CP Disaster Recovery Storage Partner Hosted (Acronis)	Yes	No	0	Unlim	\$\$
CP Disaster Recovery Compute Points (Acronis)	Yes	No	0	Unlim	\$\$
CP Disaster Recovery Public IP addresses (Acronis)	Yes	No	0	Unlim	\$\$
CB Local Storage (Acronis)	Yes	No	0	Unlim	\$\$
CB Provider's Hosted Storage (Acronis)	Yes	No	0	Unlim	\$\$
CB Reseller's Hosted Storage (Acronis)	Yes	No	0	Unlim	\$\$
CB Google Hosted Storage (Acronis)	Yes	No	0	Unlim	\$\$
CB Microsoft Azure Hosted Storage (Acronis)	Yes	No	0	Unlim	\$\$

8.3.4 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 (Acronis)” 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**.

8.4 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.

8.4.1 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 to new editions:

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

Supported switches between new editions:

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

(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

8.4.2 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.