

Acronis

acronis.com

Acronis Cyber Cloud

Integration with ServiceNow

REVISION: WEDNESDAY,
MARCH 26, 2025

Table of contents

| | |
|---|-----------|
| Introduction | 3 |
| Glossary | 4 |
| Prerequisites | 5 |
| Integration setup overview | 6 |
| App installation | 6 |
| API configuration | 9 |
| Add, edit and delete partner tenants | 11 |
| Add a new partner tenant | 11 |
| Edit existing tenants | 11 |
| Remove a tenant | 12 |
| Customer provisioning configuration | 13 |
| See all tenants and apply mapping | 16 |
| Customer mapping | 16 |
| Customer details | 17 |
| See all unmapped tenants | 19 |
| Acronis alerts | 20 |
| Alerts overview | 20 |
| Alert details | 20 |
| Acronis alert rules | 22 |
| Acronis Cyber Protect Core Dashboard | 26 |
| See all Acronis storage locations in use | 27 |
| See all Acronis products | 28 |
| Acronis Audit log | 29 |
| Enable localizations | 30 |

Introduction

This document describes how to enable and configure the integration of Acronis Cyber Cloud with ServiceNow via the Acronis Cyber Protect Cloud – Services App.

The integration supports the following scenarios:

- Streamlined two-way customer management between ServiceNow and Acronis
- Provisioning of offering items for customers from ServiceNow to Acronis
- Access to real-time alerts from Acronis within ServiceNow
- Dashboards with real-time, aggregated, security-related data

All this functionality is available from within ServiceNow without having to go to the Acronis Cyber Protect web interface.

Glossary

MSP - a Managed Service Provider, who uses both the ServiceNow Services integration App and Acronis Cyber Protect

Customer - a client of the MSP

Partner tenant - the Acronis Cyber Cloud account for an MSP

Customer tenant - the Acronis Cyber Cloud account for a customer

Prerequisites

To use this integration, you should have:

- At least a single:
 - ServiceNow instance
 - partner tenant
 - user
- An Acronis Cyber Protect Cloud – Services application, installed from the ServiceNow store
- You must have a fully configured Acronis Cyber Cloud partner tenant account.
- The user account that you use to activate and configure the integration must be a Company Administrator.
- You must not have disabled support access.

Note

For more information, see [the Management Portal Partner Administrator guide](#).

- [Optional] One or more customer tenants.

Note

Only customer tenants that are provisioned as **Managed by service provider** will appear as active for mapping.

Management mode ⓘ

☒ **Managed by service provider**

- ✓ Manage protection for the customer
- ✓ Access backups and other resources

☐ **Managed by customer**

- ✗ Manage protection for the customer
- ✗ Access backups and other resources

- [Optional] One or more protection plans.

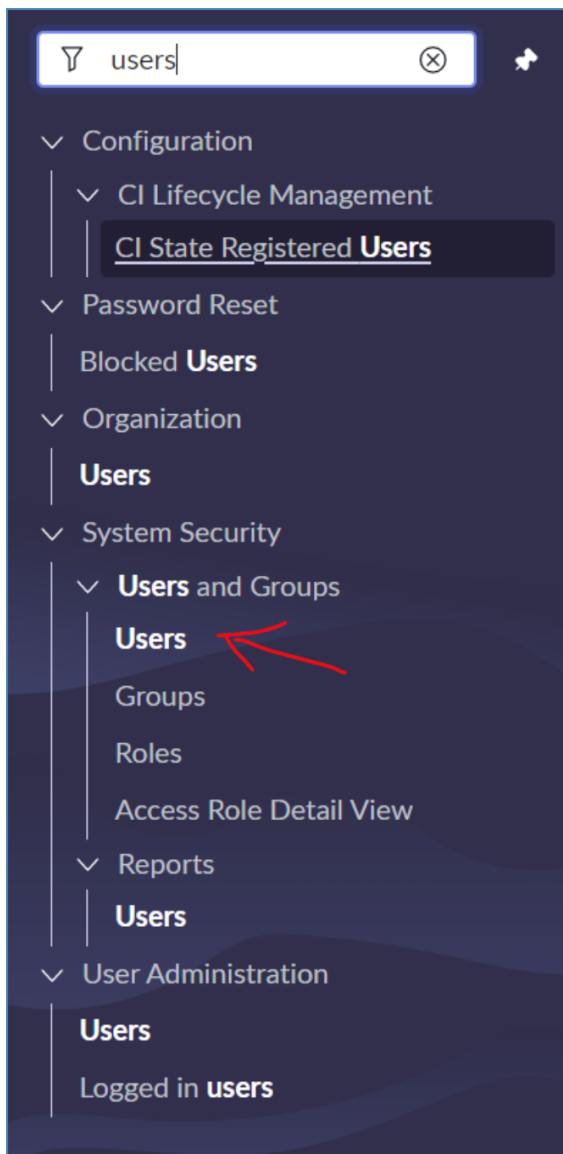
Integration setup overview

The setup of this integration consists of the following steps:

1. Installation of the "Acronis Cyber Protect Cloud – Services" app on a ServiceNow instance
2. API client creation and credentials configuration
3. Configuration of customer provisioning.

App installation

1. Go to the ServiceNow store at: https://store.servicenow.com/sn_appstore_store.do#!/store/application/064130ba87e9bc10ee72b9d7cebb3595/
2. Download the application and install it. In a few minutes it should appear in your ServiceNow instance.
3. Enable the Acronis **admin** role for your user, which will allow you to make configurations of the integration. For this purpose:
 - a. In the **Search** field, type "users".
 - b. Go to **System Security > Users and Groups > Users**.



4. In the **User ID** column, browse the list of available users to find the one where you want to apply the Acronis **admin** role.

| Users | | | | | | |
|------------------------------------|---------------|----------------------|---------------------------|--------|---------------------|---------------------|
| Name | | | | | | |
| Search | | | | | | |
| All > Name >= system administrator | | | | | | |
| <input type="checkbox"/> | User ID | Name | Email | Active | Created | Updated |
| <input type="checkbox"/> | Search | Search | Search | Search | Search | Search |
| <input type="checkbox"/> | admin | System Administrator | admin@example.com | true | 2007-07-03 11:48:47 | 2023-05-09 02:22:10 |
| <input type="checkbox"/> | tamara.declue | Tamara Declue | tamara.declue@example.com | true | 2012-02-17 19:04:51 | 2023-05-08 19:39:33 |
| <input type="checkbox"/> | tami.trybus | Tami Trybus | tami.trybus@example.com | true | 2012-02-17 19:04:51 | 2023-05-08 19:39:33 |

5. Go to the **Roles** tab and click **Edit** in the upper-right corner.

View linked accounts
View Subscriptions
Reset a password
Change password

Entitled Custom Tables Roles (29) Groups (1) Delegates Subscriptions

Role Search

User = System Administrator

| Role | State | Inherited | Inheritance Count |
|---------------------|--------|-----------|-------------------|
| user_criteria_admin | Active | true | 3 |
| evam_admin | Active | true | 1 |

- Search for the **x_aigh_acronis_ten.acronis_admin** role and add it for this user.
- Then wait for a while and refresh the page. Click on the globe icon at the top right.

Favorites History Workspaces : Acronis Configuration - Acronis Configuration Search

To modify the configurations, change your scope to Acronis Cyber Protect Cloud - Services.

Application settings

This page is used to configure the behaviour of the automatic provisioning of Acronis tenants.

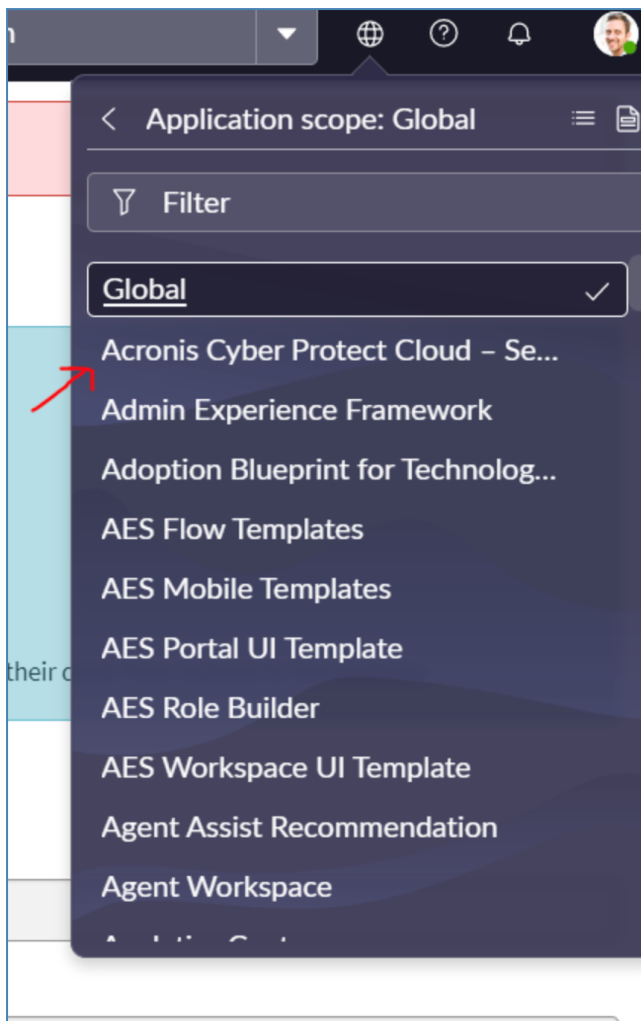
1. Log in to the [Acronis Management portal](#).
2. Go to Settings > API clients > Create API client.
3. Enter a name for the API client.
4. Click Next.
5. Copy the provided Client ID, Client Secret and Data Center URL into the corresponding form fields on this screen.
6. Click Submit to establish a connection to Acronis. If successful, the Acronis partner tenant name will appear at the bottom of this page.
7. (Optional) When the connection has been already established, click Sync Acronis Data Now to import all your existing customer tenants and their data, from Acronis to ServiceNow.

- Change the **Application Scope** from **Global** to **Acronis Cyber Protect Cloud - Services**.

rch

Application scope: Global

Update set: Default [Global]



API configuration

1. Log in to the Acronis Management portal.
2. Go to **Settings > API clients > Create API client**.
3. Enter a name for the API client.

Create API client

Name

Name

The API client will have the same privileges as your account has

Step 1 of 2

Cancel

Next

4. Click **Next**.

Create API client

×

Copy and save the client ID, secret, and data center URL. There is no way to retrieve secret information if you lose it.

Client ID:

249bf771-8f4b-4377-b0bc-2678f73e5ce2

Secret:

2cfd9f0eee0b4abe985d8fe046e2626e

Data center URL:

https://us5-cloud.acronis.com

Copy

Step 2 of 2

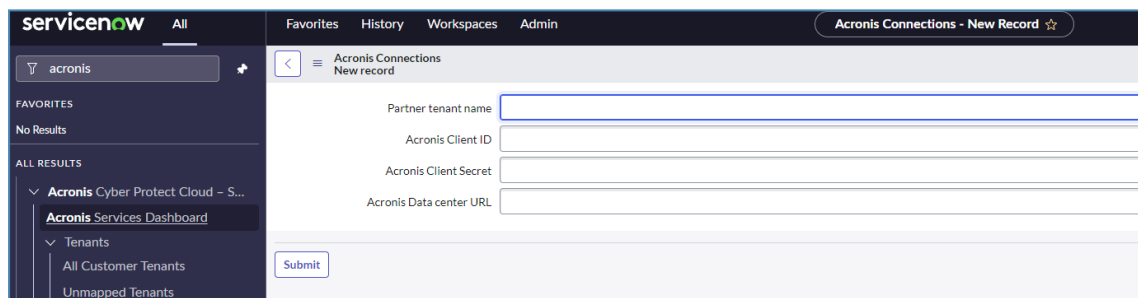
Done

Add, edit and delete partner tenants

It is now possible to map multiple partner tenants to a single ServiceNow instance. This will enable MSPs, spread across multiple datacenters and partner accounts in Acronis, to control their customers easier, from one and the same ServiceNow account.

Add a new partner tenant

1. In **ServiceNow**, go to **Acronis Cyber Protect Cloud – Services App > Configuration > Acronis Connections**.
2. Click the **New** button.
3. On the next page, a set of credential fields appear, where you should provide the following information:
 - a. **Partner tenant name**
 - b. **Acronis Data center URL**
 - c. **Acronis Client ID**
 - d. **Acronis Client Secret**



4. Click **Submit**.

The integration will then store the API credentials and add this new tenant to the list of already mapped partner tenants.

| Acronis Connections | | |
|---------------------------------|-----------------------------------|--|
| Partner tenant name | | |
| Search | | |
| Actions on selected rows... New | | |
| Partner tenant name | Acronis Data center URL | Automatic Customer Provisioning status |
| Beta-Cloud | https://mc-beta-cloud.acronis.com | Inactive |
| EU2-Cloud | https://eu2-cloud.acronis.com | Active |
| US2-Cloud | https://us-cloud.acronis.com | Inactive |

The connection will be tested and its status can be either **Active** or **Error**.

If the connection is active, the integration will start synchronizing the mapped tenant.

Edit existing tenants

To modify the settings of an already configured partner tenant, linked to a ServiceNow account:

1. Go to the **Acronis Connections** screen.
2. Select the tenant you want to edit from the list.

3. On the [page that opens next](#), provide different data.
4. Click **Update** to keep your changes for the updated tenant profile.

Remove a tenant

To remove a linked partner tenant from a ServiceNow account:

1. In **ServiceNow**, go to **Acronis Cyber Protect Cloud – Services App > Configuration > Acronis Connections**.
2. Select a mapped partner tenant from the list.
3. On the next page, scroll down to the bottom and click **Delete**.
4. A pop-up opens, prompting you to confirm your decision.
5. As a result, the tenant will be permanently removed.

The tenant deleted in the above manner, will not appear in the lists of linked partner tenants anymore. It will also no longer be synced with the Acronis tenant. Any other information, associated with it (like data and objects, created for the linked partner), will remain unchanged and stored within ServiceNow.

If you have deleted the very last tenant mapped within this integration, the integration itself will become unmapped. It will list no mapped tenants and will not sync to the Acronis datacenter.

Customer provisioning configuration

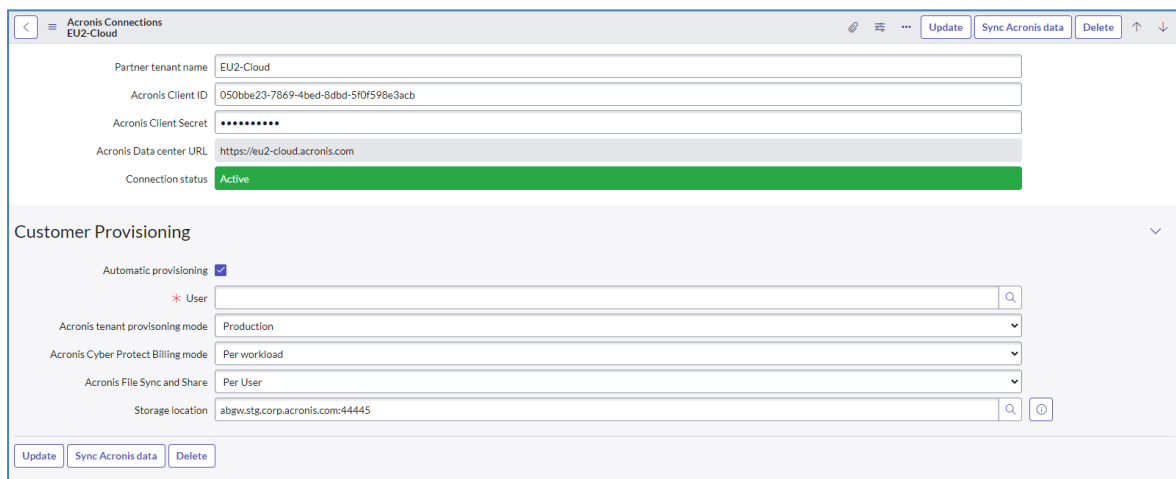
The **Customer provisioning** page is used to configure the behaviour of the Acronis tenants' automatic provisioning.

Every new company record in ServiceNow will automatically provision a new Acronis tenant with the same name in Acronis Cloud, following the rules defined on this page.

Note

There is no limit on the number of partner connections possible.

1. In **ServiceNow**, go to **Acronis Cyber Protect Cloud – Services App > Configuration > Acronis Connections**.
2. Select a mapped partner tenant from the list.
3. Next, an extended version of the [New Partner tenant page](#) appears. Scroll down to the **Customer provisioning** section where you can modify the following options:



The screenshot shows the 'Acronis Connections EU2-Cloud' configuration page. The top section contains fields for 'Partner tenant name' (EU2-Cloud), 'Acronis Client ID' (050bbe23-7869-4bed-8dbd-5f0f598e3acb), 'Acronis Client Secret' (masked), and 'Acronis Data center URL' (https://eu2-cloud.acronis.com). The 'Connection status' is 'Active'. Below this is the 'Customer Provisioning' section, which is expanded. It includes a checked 'Automatic provisioning' checkbox, a 'User' field with a search icon, and three dropdown menus: 'Acronis tenant provisioning mode' (Production), 'Acronis Cyber Protect Billing mode' (Per workload), and 'Acronis File Sync and Share' (Per User). The 'Storage location' field contains 'abgw.stg.corp.acronis.com:44445'. At the bottom are 'Update', 'Sync Acronis data', and 'Delete' buttons.

4. **Automatic provisioning** - mark this checkbox so that every new company record in ServiceNow will automatically provision a new Acronis tenant with the same name. Automatic provisioning can be enabled for one partner tenant per ServiceNow instance.
5. If **Automatic customer provisioning** is enabled, the **User** field will appear, where you can select only users that are registered with their emails (because they need to receive the confirmation there).
6. **Acronis tenant provisioning mode** - select an Acronis Cyber Cloud provisioning mode for the customer tenants under this partner tenant. The possible choices are **Trial** (30 days, recommended option) and **Production**.
7. Use the **Acronis Cyber Protect billing mode** drop-down to configure a billing mode:
 - **Per gigabyte** - the billing is based on the cloud storage used.
 - **Per workload** - the billing is based on the number of protected workloads, while the cloud storage is charged separately.

Note

If a partner has both per workload and per GB products enabled, the integration will provision only the products under the selected edition.

Note

If you change an offering item in Acronis, it will be automatically synchronized in ServiceNow. Synchronization goes from Acronis to ServiceNow.

8. Use the **Acronis File Sync and Share** drop-down to configure a billing mode for the Acronis Cyber Files Cloud solution:

- **Per user** - the billing is based on the number of users.
- **Per gigabyte** - the billing is based on the cloud storage used.

9. Use the **Storage location** drop-down to configure a storage and management repository location for your customers' backups.

As soon as a partner tenant is connected, the integration preselects a default storage for this partner tenant. You will see it filled in in advance in the **Storage location** field. This storage will be set as the default one for all newly provisioned customers from the ServiceNow interface. You can change this by clicking on **Acronis Cyber Protect - Services > Configuration > Acronis Connections > Partner Connection**. Only backup storages will be visible in this list.

10. Finally, click **Submit**.

After the ServiceNow company creation (if configured according to [Configuration of customer provisioning](#)), the integration will automatically create a tenant in Acronis Cyber Cloud. For this purpose, it will need to provision that tenant with products. The integration uses a minimum set of products, required to create an Acronis tenant.

To check which products will be provisioned by default, do the following:

1. In **ServiceNow**, go to **Services > Acronis products**.
2. Next, a form will open to display all Acronis Cyber Cloud products at your disposal.

When a customer is provisioned under a specific partner tenant, this includes the selected edition and the storage from these settings.

You can permanently remove the configuration by clicking the **Delete mapping** button. This will erase the current setup between the partner tenant and the ServiceNow instance, however, it will not affect any other settings in the customer tenants.

It is also possible to enable automatic synchronization after tenant update in ServiceNow. For this purpose, use the **Sync Acronis data** button below the **Customer provisioning** section or at the top-right of the page.

Automatic provisioning allows the integration to see what offering items are available for the particular partner tenant and based on that to provision offering items for the customer tenant.

Although automatic provisioning can be enabled for a single connection only, there is still an option to manually create and provision tenants for other partners too, by adding the corresponding records on the **All customer tenants** page.

The screenshot shows the 'Acronis tenant' form in ServiceNow. The form has the following fields and buttons:

- Acronis customer:** AWS
- ServiceNow company:** AWS
- Partner:** EU2-Cloud
- User:** Alfonso Grigien
- Buttons:** Update, Create tenant in Acronis, Delete tenant in ServiceNow

Below the form is a table titled 'Acronis Products m2m Customers' with a search bar and a list of offering items:

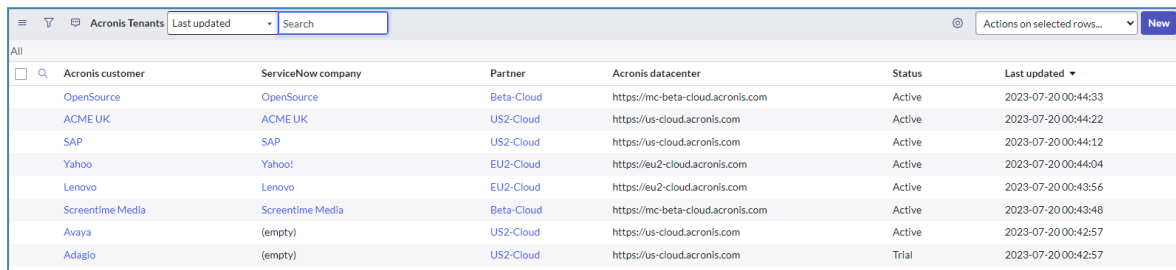
| Offering item |
|----------------------------------|
| Servers |
| Local backup |
| Google Drive |
| Advanced Backup - Workstations |
| Self-service for customer |
| Mailboxes |
| Users |
| eSignatures (Ethereum) |
| Backup storage |
| Gmail (incl. Calendar, Contacts) |
| Notarizations |
| From the cloud |

Note

This version of ServiceNow does not provision File Sync and Share storage and Disaster Recovery items and storage.

See all tenants and apply mapping

1. In **ServiceNow**, go to **Tenants > All customer tenants**.
2. On the left, find listed all your customers, available in Acronis Cloud.



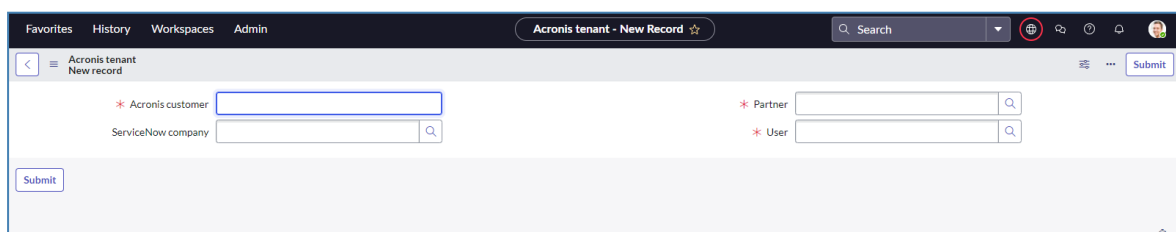
| Acronis customer | ServiceNow company | Partner | Acronis datacenter | Status | Last updated |
|------------------|--------------------|------------|-----------------------------------|--------|---------------------|
| OpenSource | OpenSource | Beta-Cloud | https://mc-beta-cloud.acronis.com | Active | 2023-07-20 00:44:33 |
| ACME UK | ACME UK | US2-Cloud | https://us-cloud.acronis.com | Active | 2023-07-20 00:44:22 |
| SAP | SAP | US2-Cloud | https://us-cloud.acronis.com | Active | 2023-07-20 00:44:12 |
| Yahoo! | Yahoo! | EU2-Cloud | https://eu2-cloud.acronis.com | Active | 2023-07-20 00:44:04 |
| Lenovo | Lenovo | EU2-Cloud | https://eu2-cloud.acronis.com | Active | 2023-07-20 00:43:56 |
| Screentime Media | Screentime Media | Beta-Cloud | https://mc-beta-cloud.acronis.com | Active | 2023-07-20 00:43:48 |
| Avaya | (empty) | US2-Cloud | https://us-cloud.acronis.com | Active | 2023-07-20 00:42:57 |
| Adagio | (empty) | US2-Cloud | https://us-cloud.acronis.com | Trial | 2023-07-20 00:42:57 |

3. To the right, in the **ServiceNow company** column, find the entities, corresponding to Acronis customers. The **All Tenants** view shows the current mapping between the Acronis customer and the ServiceNow company.
4. The information available in this table is presented in the following columns:
 - **Acronis customer** - name of Acronis customer
 - **Partner** - name of partner tenant
 - **Acronis datacenter** - in dc url format, for example: "eu2-cloud"
 - **Enabled** - true or false
 - **Status** - Active or Trial
 - **Acronis customer ID** - unique customer identifier
 - **Acronis parent ID** - unique parent identifier
 - **ServiceNow company** - shows name of a company if mapped or "empty" label if currently not mapped
 - **Account type** - Customer or Partner
 - **Last updated** - date when mapping was last edited

It is also possible to rearrange the layout by adding and removing these columns.

Customer mapping

1. Click the **New** button on top of the **All Tenants** view, to open the following page:



Acronis tenant - New Record

Acronis customer

ServiceNow company

Partner

User

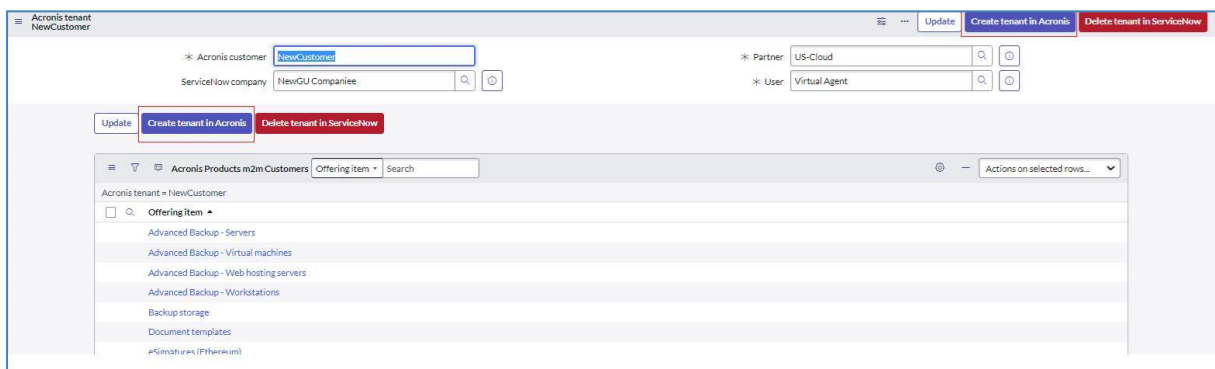
Submit

Here you can create customers as part of the Acronis Cloud and map them to a new or existing ServiceNow company.

2. Populate the following fields:

- **Acronis customer** - tenant name in Acronis
 - a. To map to an existing customer, start typing its name to display a list with all possible options to choose from.
 - b. To map to a new customer, specify a name of your choice that will be used for the mapping.
 - c. If you leave this field empty, the integration will create a new Acronis customer using the ServiceNow customer name.
- **ServiceNow company** - name of company
- **Partner** - the partner tenant in Acronis where the customer should be created
- **User** - a user from ServiceNow, whose email address will be used to log in to the newly created customer (only users registered with valid email addresses can be selected here).

3. Click **Submit** to create a new record. You will be able to see the new entry in the list. Click on this entry to display the **Create tenant in Acronis** button.



Already existing or imported customers are mapped from the **Customer details** section.

Customer details

Click on any Acronis customer name from the **All Tenants** view to open the **Customer details** page where data and mapping can be edited.

You can also click on a customer name, for which currently there is no mapping (the **ServiceNow company** column says "**empty**"). Then the following will be displayed:

Acronis tenant management interface showing fields for Acronis customer (Adagio), ServiceNow company, Acronis datacenter (https://us-cloud.acronis.com), and Partner (US2-Cloud). Buttons include Update, Sync tenant from Acronis, Disable tenant in Acronis, Switch to Production mode, Update tenant in Acronis, and Delete tenant in ServiceNow. A list of offering items is displayed below.

| Offering Item |
|---------------------------|
| Backup storage |
| Microsoft 365 seats |
| Workloads |
| Local backup |
| Advanced Backup - Servers |
| From the cloud |
| Google Drive |
| Compute points (Advanced) |
| Mailboxes |
| Document templates |
| eSignatures (Ethereum) |

The datacenter and partner fields are already populated and cannot be modified but you can change the **Acronis customer** selection. Its name can be edited here and also there is an **Update tenant in Acronis** option that will change this name on Acronis side.

You can use the **Disable tenant in Acronis** button to deactivate an Acronis tenant. The **Delete tenant in ServiceNow** button will only delete this record, not the tenant in Acronis.

The mapping of the ServiceNow company can be changed.

There is a list of offering items available for the customer. Only **Trial** customers can also use a **Switch to Production mode** button.

1. In ServiceNow, go to **Tenants > Unmapped Tenants**.
2. This page contains all your customers, available in Acronis Cloud that are not mapped to their corresponding ServiceNow company.

3. In order to map Acronis customer to ServiceNow company, click on the name of the preferred Acronis customer.
4. The form that opens next allows you to select a ServiceNow company and map it to the particular Acronis customer.

19

Acronis alerts

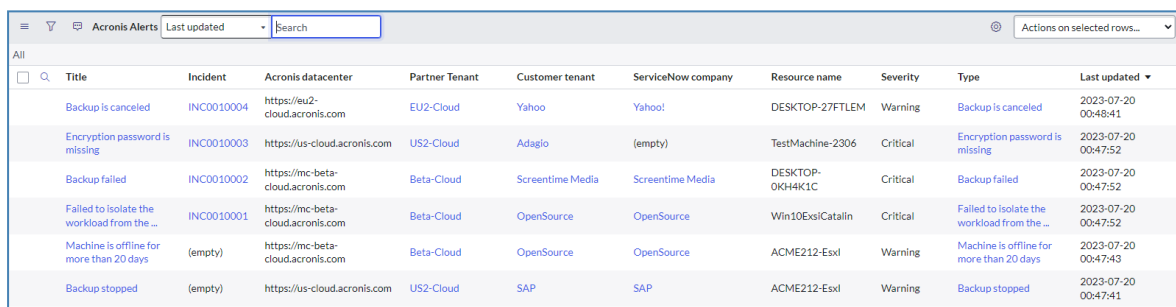
Alerts overview

The **Acronis Cyber Protect Cloud – Services** application allows access to Acronis alerts from within ServiceNow.

At certain time intervals, the App syncs automatically into ServiceNow, all new alerts for all managed devices in your Acronis account.

This provides you with complete visibility over any potential security-related issues in the ServiceNow instance.

1. In **ServiceNow**, go to **Alert management > All alerts**.
2. A page opens to show all Acronis-related alerts across all managed devices that you have in Acronis Cloud.



| Acronis Alerts | | | | | | | | | | |
|-----------------------------|---|------------|-----------------------------------|----------------|------------------|--------------------|------------------|----------|---|---------------------|
| Last updated | | | | | | | | | | Search |
| Actions on selected rows... | | | | | | | | | | |
| All | Title | Incident | Acronis datacenter | Partner Tenant | Customer tenant | ServiceNow company | Resource name | Severity | Type | Last updated |
| <input type="checkbox"/> | Backup is canceled | INC0010004 | https://eu2-cloud.acronis.com | EU2-Cloud | Yahoo! | Yahoo! | DESKTOP-27FTLEM | Warning | Backup is canceled | 2023-07-20 00:48:41 |
| <input type="checkbox"/> | Encryption password is missing | INC0010003 | https://us-cloud.acronis.com | US2-Cloud | Adagio | (empty) | TestMachine-2306 | Critical | Encryption password is missing | 2023-07-20 00:47:52 |
| <input type="checkbox"/> | Backup failed | INC0010002 | https://mc-beta-cloud.acronis.com | Beta-Cloud | Screentime Media | Screentime Media | DESKTOP-OKH4K1C | Critical | Backup failed | 2023-07-20 00:47:52 |
| <input type="checkbox"/> | Failed to isolate the workload from the ... | INC0010001 | https://mc-beta-cloud.acronis.com | Beta-Cloud | OpenSource | OpenSource | Win10ExsiCatalin | Critical | Failed to isolate the workload from the ... | 2023-07-20 00:47:52 |
| <input type="checkbox"/> | Machine is offline for more than 20 days | (empty) | https://mc-beta-cloud.acronis.com | Beta-Cloud | OpenSource | OpenSource | ACME212-Exsl | Warning | Machine is offline for more than 20 days | 2023-07-20 00:47:43 |
| <input type="checkbox"/> | Backup stopped | (empty) | https://us-cloud.acronis.com | US2-Cloud | SAP | SAP | ACME212-Exsl | Warning | Backup stopped | 2023-07-20 00:47:41 |

This overview layout allows you to review the list of currently reported alerts and click on individual ones to [see more details](#). You can also select one or more alerts and perform some actions with them from the **Actions** menu.

Alerts can be filtered by certain criteria (make a selection from the **Search** drop-down) or you can search for a particular alert by its ID (enter it in the field next to the **Search** drop-down).

Some of the column headers are clickable - for example, **Last updated**. Clicking it will sort the content of this column in ascending or descending order by date. It is also possible to rearrange the table by adding and removing columns.

The same alert can be imported again with updated timestamp, if the corresponding issue reproduces.

Alert details

Click on any of the alerts on the [Overview page](#) to display the **Alert details** view with the following information presented about each individual alert:

[illegible]

- **ID** - unique alert identifier
 - **ServiceNow company** - name of the ServiceNow company that the customer tenant is mapped to
 - **Customer tenant** - name of the customer tenant
 - **Partner tenant** - name of the partner tenant
 - **Acronis datacenter** - datacenter name, in its url format, for example: "eu2-cloud"
 - **Type** - type of the alert, in a human-readable format (for example, "**Backup failed**")
 - **Severity** - severity level of the alert, for example: "**Warning**"
 - **Title** - heading of the alert (very briefly describing the problem)
 - **Description** - main text of the alert message
 - **Resource ID** - unique resource identifier
 - **Resource name** - name of the resource
 - **Alert created at** - the date, on which this alert was created
 - **Created** - the date, on which the record was imported into ServiceNow
 - **Created by** - who created the alert
 - **Incident** - unique incident identifier, if an incident was created in ServiceNow, based on this alert.
- If there is no **Incident ID** on this page for a particular alert, you can manually select an alert rule and trigger an Incident creation using this rule.

Acronis alert rules

The **Acronis Cyber Protect Cloud – Services** application gives flexibility and full control over the Acronis alerts delivered into ServiceNow.

The usage of alert rules allows you to configure what kind of alert to be created in ServiceNow. Multiple rules can be created to handle alerts based on certain unique business processes.

1. In **ServiceNow**, go to **Alert management > Acronis alert rules**.
2. The page that opens next lists all currently existing rules used to manage alerts coming from Acronis and to transform them into ServiceNow alerts.

| Rule name | Active | Order | Task template | Uses a Script | Updated |
|--------------------|--------|-------|------------------------|---------------|---------------------|
| Acronis Alert rule | true | 100 | Acronis Alert Template | false | 2023-07-20 00:39:47 |

3. Click on the **New** button on top of the **Acronis alert rules** tab to open the **New Acronis alert rule** page.
4. Here you can add new custom rules about how ServiceNow should create alerts, based on those coming from Acronis.

5. In the **Rule name** field, provide a meaningful name for the new rule.
6. Use the **Conditions** drop-down to configure multiple conditions, which when met, will trigger the Alert rule and the corresponding alerts will be created in ServiceNow. Complex rules, based on filter conditions as well as "AND" and "OR" clauses can be created.

The following fields are available:

| FIELD NAME | TYPE | ALLOWED OPERATIONS | FIELD NAME | TYPE | ALLOWED OPERATIONS |
|---------------------------|------|--|-----------------------|------|--|
| Acronis datacenter | Text | <ul style="list-style-type: none"> Starts with Ends with Contains Does not contain | Partner Tenant | List | <ul style="list-style-type: none"> Starts with Ends with Contains Does not contain |

| FIELD NAME | TYPE | ALLOWED OPERATIONS | FIELD NAME | TYPE | ALLOWED OPERATIONS |
|------------------------|------|--|----------------------|------|---|
| | | | | | |
| Created | Date | <ul style="list-style-type: none"> • On • Not on • Before | Resource ID | Text | <ul style="list-style-type: none"> • Starts with • Ends with • Contains • Does not contain |
| Created by | Text | <ul style="list-style-type: none"> • Starts with • Ends with • Contains • Does not contain | Resource name | Text | <ul style="list-style-type: none"> • Starts with • Ends with • Contains • Does not contain |
| Customer Tenant | List | <ul style="list-style-type: none"> • Starts with • Ends with • Contains • Does not contain | Severity | List | Drop-down menu with: <ul style="list-style-type: none"> • None • Warning • Critical • Error |
| ID | Text | <ul style="list-style-type: none"> • Starts with • Ends with • Contains • Does not contain | Tags | Text | Either: <ul style="list-style-type: none"> • Starts with • Ends with • Contains • Does not contain Or a drop-down menu with a list of available tags. |
| Last updated | Date | <ul style="list-style-type: none"> • On • Not on • Before | Type | List | Drop-down menu with alphabetically sorted list of Acronis alert types. Search field at the top of the list. |
| Updated by | Text | <ul style="list-style-type: none"> • Starts with • Ends with • Contains • Does not contain | | | |

7. In the **Order** field, set rule sort order value to define the priority order, in which a rule will be triggered upon an incoming alert. Execution goes from low to high.
8. Make sure to select the **Active** checkbox in order to activate an alert rule.

- Set task template to determine how the alert will be created in ServiceNow and what its content will be.

To have a closer look at a particular task template, click on the **Task template** name in the **Acronis alert rules** column.

The screenshot shows the 'Acronis Alert Template' configuration page. The form is titled 'Template Acronis Alert Template'. It includes the following fields and controls:

- Name:** Acronis Alert Template
- Table:** Incident [Incident]
- Active:** ☒
- Application:** Acronis Cyber Protect Cloud - Services
- Domain:** global
- User:** System Administrator
- Groups:** (empty)
- Global:** ☐
- Short description:** (empty text area)
- Template:**
 - State:** New
 - Severity:** 1 - High
 - Urgency:** 1 - High
 - Impact:** 1 - High
 - choose field --**: -- value --

At the bottom of the form, there are buttons for **Clear**, **Delete**, **Schedule**, and **Update**. On the right side, there are four red 'X' buttons.

- Make selections from the following drop-down lists to include ServiceNow parameters to incidents, associated with each rule:

| PARAMETER | POSSIBLE VALUES |
|---------------------|---|
| CATEGORY | List of available categories |
| SUB-CATEGORY | List of available categories |
| STATE | <ul style="list-style-type: none"> New In progress On hold Resolved Closed Canceled |
| IMPACT | <ul style="list-style-type: none"> 1 - High 2 - Medium 3 - Low |
| URGENCY | <ul style="list-style-type: none"> 1 - High 2 - Medium 3 - Low |
| PRIORITY | <ul style="list-style-type: none"> 1 - High 2 - Medium 3 - Low |

- Select the **Uses a Script** checkbox to create a more complex logic for alerts' handling through custom scripts. Optionally, the script can overlap the Task template settings and the ticket content (with different short and full ticket descriptions). Acronis can create tickets even if the

Uses a script checkbox is disabled for a given rule.

The below example of a custom script populates targetRecord with the value from alertRecord (targetRecord is the new record in the table, provided by the task template):

```
(function(/*GlideRecord*/ alertRecord, /*GlideRecord*/ targetRecord) {  
  
    targetRecord.short_description = alertRecord.type + " for " + alertRecord.resource_  
    name;  
  
})(alertRecord, targetRecord);
```

12. Click **Submit** to keep your changes.

There is an ongoing API verifications communication every 10 minutes or on demand.

The alert import will consider only alerts that are unique or have updated timestamps (in case the alert was reproduced again).

After their creation, rules are used to create incidents in the following way:

| Incident field | Alert field |
|-------------------|-------------|
| Short description | Alert title |
| Description | Alert body |

- Alert **titles** become incidents **short descriptions**
- Alert **bodies** become incident **descriptions**

Acronis Cyber Protect Core Dashboard

In ServiceNow, go to the Acronis Services Dashboard. Six different widgets will be displayed with graphical representation of important Acronis-related data:

1. Total count of Acronis customer tenants by status
2. Number of mapped customers in Acronis
3. Number of unmapped customers in Acronis
4. Total number of Acronis alerts by severity
5. Top 8 Acronis alerts by type
6. Total count of Acronis alerts

Note

The data on dashboards 4, 5 and 6 can be filtered using the **"Total number of Acronis alerts raised during the selected period"** drop-down, located under the **"Total count of Acronis customer tenants by status"** widget.

| Total number of Acronis alerts raised during the selected period |
|--|
| All |
| <input type="text"/> |
| All |
| Today |
| Last month |
| Last 3 months |
| Last 6 months |
| Last 9 months |
| Last 12 months |
| Last 7 days |

See all Acronis storage locations in use

Acronis Cyber Cloud stores customers' data in various locations worldwide. In order to see which locations are currently in active use by the integration, do the following:

1. In ServiceNow, go to **Services > Acronis storage locations**.
2. A read-only form opens next to show all locations where your customers' Acronis backups are currently stored.

Filtering or grouping by partner tenant is possible in order to look for storage locations for each individual partner connection.

| Acronis storage locations | | | | | |
|---------------------------|---|------------------|--------------------------------------|-----------------------------|-----------|
| Last updated | | Search | | Actions on selected rows... | |
| All | | | | | |
| <input type="checkbox"/> | Location name | Default location | ID | Last updated | Partner |
| <input type="checkbox"/> | London, England, UK - ew2-ags01.google.a... | false | d96feb5c-156b-4362-bd30-f355212c54cb | 2023-07-20 01:21:45 | US2-Cloud |
| <input type="checkbox"/> | London, England, UK - ew2-ags01.google.a... | false | d96feb5c-156b-4362-bd30-f355212c54cb | 2023-07-20 00:51:44 | US2-Cloud |
| <input type="checkbox"/> | abgw.stg.corp.acronis.com:44445 | true | 7f3f740c-7554-4f96-b67b-0eee47cd03d5 | 2023-07-20 00:44:49 | EU2-Cloud |
| <input type="checkbox"/> | North Europe, Ireland - ne1-aas01.azure... | false | 3a8be685-1342-44bc-95d8-d68f57ac37a7 | 2023-07-20 00:43:35 | EU2-Cloud |
| <input type="checkbox"/> | abgw-fra2-arp1-r01.acronis.com:443 | false | 276ee581-514f-4922-9ebf-61e53aacad5a | 2023-07-20 00:43:35 | EU2-Cloud |
| <input type="checkbox"/> | London, England, UK - ew2-ags01.google.a... | false | ea40d6c7-4a68-4368-af6c-7f31042aaaa0 | 2023-07-20 00:43:35 | EU2-Cloud |
| <input type="checkbox"/> | Montréal, Québec, Canada - nn1-ags01.goo... | false | b4004348-2fe9-4152-8a56-13b54c76a177 | 2023-07-20 00:42:55 | US2-Cloud |

See all Acronis products

After the ServiceNow company creation (if configured according to "Integration setup overview" (p. 6)), the integration will automatically create a tenant in Acronis Cyber Cloud. For this purpose, it will need to provision that tenant with products. A minimum set of products, required to create an Acronis tenant, is used in the integration.

To check which products will be provisioned by default, do the following:

1. In ServiceNow, go to **Services > Acronis products**.
2. A form opens next to show all Acronis Cloud products at your disposal.

Filtering or grouping by partner tenant is possible in order to look for products for each individual partner connection.

| Acronis Products | | | | | | | | | | |
|--------------------------|--------------------------------------|--------------------------------|--------|---------|--------------------------------------|--------------------------------------|------------------|--------------------|---------------------|------------|
| Last updated | | Search | | | | | | | | |
| All | | | | | | | | | | |
| <input type="checkbox"/> | Display name | Product name | Active | Default | Application ID | Storage location ID | Edition | Usage name | Last updated | Partner |
| <input type="checkbox"/> | Compute points (Advanced) | pg_base_adv_dr_compute_points | true | false | 6e6d758d-8e74-3ae3-ac84-50eb0dff12eb | 3ba2f03b-fdfb-401a-b1b0-38f5ced5655a | pck_per_gigabyte | compute_points | 2023-07-20 01:21:44 | Beta-Cloud |
| <input type="checkbox"/> | Cloud storage | pg_base_fc_storage | true | false | dfe85a5f-a464-32ab-81fd-99bcc6a070f | fde507e9-275b-414d-a0e4-3440f33bc881 | fss_per_gigabyte | fc_storage | 2023-07-20 01:21:44 | EU2-Cloud |
| <input type="checkbox"/> | Backup storage | pg_base_storage | true | false | 6e6d758d-8e74-3ae3-ac84-50eb0dff12eb | c877495b-7910-4e59-b69d-f835d1e0f762 | pck_per_gigabyte | storage | 2023-07-20 01:21:44 | Beta-Cloud |
| <input type="checkbox"/> | Disaster Recovery (Standard) | pw_base_dr_base | true | false | 6e6d758d-8e74-3ae3-ac84-50eb0dff12eb | 3ba2f03b-fdfb-401a-b1b0-38f5ced5655a | pck_per_workload | dr_base | 2023-07-20 01:21:44 | Beta-Cloud |
| <input type="checkbox"/> | Backup storage | pw_base_storage | true | false | 6e6d758d-8e74-3ae3-ac84-50eb0dff12eb | c877495b-7910-4e59-b69d-f835d1e0f762 | pck_per_workload | storage | 2023-07-20 01:21:44 | Beta-Cloud |
| <input type="checkbox"/> | Internet access (Advanced) | pw_base_adv_dr_internet_access | true | false | 6e6d758d-8e74-3ae3-ac84-50eb0dff12eb | 3ba2f03b-fdfb-401a-b1b0-38f5ced5655a | pck_per_workload | dr_internet_access | 2023-07-20 01:21:44 | Beta-Cloud |
| <input type="checkbox"/> | Disaster recovery storage (Advanced) | pg_base_adv_dr_storage | true | false | 6e6d758d-8e74-3ae3-ac84-50eb0dff12eb | 3ba2f03b-fdfb-401a-b1b0-38f5ced5655a | pck_per_gigabyte | dr_storage | 2023-07-20 01:21:44 | EU2-Cloud |
| <input type="checkbox"/> | Disaster recovery storage (Advanced) | pw_base_adv_dr_storage | true | false | 6e6d758d-8e74-3ae3-ac84-50eb0dff12eb | 3ba2f03b-fdfb-401a-b1b0-38f5ced5655a | pck_per_workload | dr_storage | 2023-07-20 01:21:44 | Beta-Cloud |
| <input type="checkbox"/> | Compute points (Advanced) | pw_base_adv_dr_compute_points | true | false | 6e6d758d-8e74-3ae3-ac84-50eb0dff12eb | 3ba2f03b-fdfb-401a-b1b0-38f5ced5655a | pck_per_workload | compute_points | 2023-07-20 01:21:44 | EU2-Cloud |

Acronis Audit log

Acronis Cyber Protect Cloud – Services writes logs to record administrative activities, configuration changes, data entries as well as other changes in the app.

Audit logs provide high-level transparent information about "who did what, where, and when?" within the integration with Acronis. Audit logs also help to reduce vulnerabilities and external data misuse.

1. In ServiceNow, go to **Configuration > Acronis audit log**.
2. A form opens next to show all events and actions that happened within the App, with details like who triggered the event, when it was captured, etc.

Acronis Audit Logs

Event captured on

Search

Actions on selected rows...

New

All

| Event captured on | Triggered by | Event captured | Document ID | Object changed | Value set (if applicable) |
|---------------------|--------------|---|---|---------------------------------|---------------------------------|
| 2023-07-20 07:42:57 | admin | Acronis tenant created successfully. | Acronis tenant: Avaya | Avaya | |
| 2023-07-20 07:42:58 | admin | Acronis tenant created successfully. | Acronis tenant: ACME UK | ACME UK | |
| 2023-07-20 07:42:59 | admin | Acronis tenant created successfully. | Acronis tenant: SAP | SAP | |
| 2023-07-20 07:42:59 | admin | Connection created successfully | Acronis Connections: US2-Cloud | US2-Cloud | Connection created successfully |
| 2023-07-20 07:42:57 | admin | Acronis tenant created successfully. | Acronis tenant: Adagio | Adagio | |
| 2023-07-20 07:44:12 | admin | Tenant form: ServiceNow Company Added Ma... | Acronis tenant: SAP | SAP | SAP |
| 2023-07-20 07:43:56 | admin | Acronis tenant created successfully. | Acronis tenant: Lenovo | Lenovo | |
| 2023-07-20 07:43:48 | admin | Tenant form: ServiceNow Company Added Ma... | Acronis tenant: Screentime Media | Screentime Media | Screentime Media |
| 2023-07-20 07:44:04 | admin | Tenant form: ServiceNow Company Added Ma... | Acronis tenant: Yahoo | Yahoo | Yahoo! |
| 2023-07-20 07:43:38 | admin | Connection created successfully | Acronis Connections: EU2-Cloud | EU2-Cloud | Connection created successfully |
| 2023-07-20 07:42:19 | admin | Acronis tenant created successfully. | Acronis tenant: Screentime Media | Screentime Media | |
| 2023-07-20 07:43:38 | admin | Acronis tenant created successfully. | Acronis tenant: Yahoo | Yahoo | |
| 2023-07-20 07:43:56 | admin | Tenant form: ServiceNow Company Added Ma... | Acronis tenant: Lenovo | Lenovo | Lenovo |
| 2023-07-20 07:44:49 | admin | Customer provisioning property updated | Acronis storage location: abgw.stg.corp.acronis.com:44445 | abgw.stg.corp.acronis.com:44445 | true |
| 2023-07-20 07:39:47 | admin | Alert Rule created | Acronis alert rule: Acronis Alert rule | Acronis Alert rule | |
| 2023-07-20 07:44:49 | admin | Connection created successfully | Acronis Connections: EU2-Cloud | EU2-Cloud | Connection created successfully |
| 2023-07-20 07:44:33 | admin | Tenant form: ServiceNow Company Added Ma... | Acronis tenant: OpenSource | OpenSource | OpenSource |
| 2023-07-20 07:42:18 | admin | Acronis tenant created successfully. | Acronis tenant: OpenSource | OpenSource | |
| 2023-07-20 07:44:22 | admin | Tenant form: ServiceNow Company Added Ma... | Acronis tenant: ACME UK | ACME UK | ACME UK |
| 2023-07-20 07:42:19 | admin | Connection created successfully | Acronis Connections: Beta-Cloud | Beta-Cloud | Connection created successfully |

Enable localizations

1. Click [this link](#) to download the available localization packages.
2. Extract all files from the downloaded archive.
3. In ServiceNow, change the **Application scope** to **Acronis Cyber Protect Cloud – Services**.
4. In the navigation bar, type **Load Data** and go to the respective module under **System Import Sets**.
5. From the **Import set table** radio buttons, select **Existing table**.
6. From the **Import set table** drop-down, select **Sys Documentation [u_sys_documentation]**.
7. Select **File** from the **Source of the import** radio buttons.
8. Click **Choose File** and select the respective sys_documentation excel file from the packages downloaded in step 1.

See an illustration below with file selected for German (DE) language:

The screenshot shows the 'Load Data' form in ServiceNow. The left sidebar shows the navigation menu with 'System Import Sets' and 'Load Data'. The main form area has the following fields:

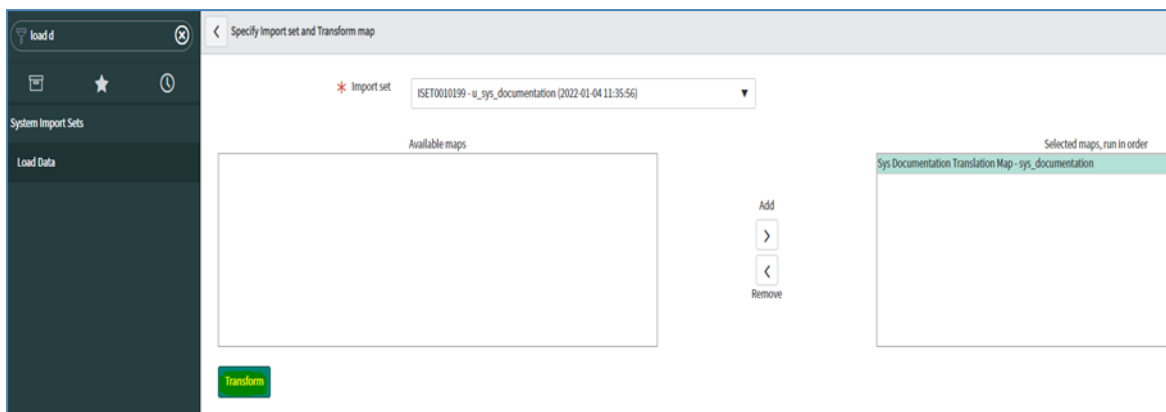
- Import set table:** Radio buttons for 'Create table' and 'Existing table' (selected). A dropdown menu shows 'Sys Documentation [u_sys_documentation]'.
- Source of the import:** Radio buttons for 'File' (selected) and 'Data source'.
- File:** A 'Choose File' button and the filename 'DE_sys_documentation.xlsx'.
- Sheet number:** A text input field with the value '1'.
- Header row:** A text input field with the value '1'.
- Submit:** A green button at the bottom right.

9. Do not change the Sheet number and Header row values. Click **Submit**.
10. On the next page, click **Run transform**.

The screenshot shows the 'Progress' page in ServiceNow. The left sidebar shows the navigation menu with 'System Import Sets' and 'Load Data'. The main form area has the following sections:

- Progress:** A green bar indicating the process is complete. The details are:
 - Name:** ImportProcessor
 - State:** Complete
 - Completion code:** Success
 - Message:** Processed: 53, inserts 52, updates 0, errors 0, empty and ignored 1, ignored errors 0 (0:00:00.126)
- Next steps...** A list of links and descriptions:
 - [Import sets](#): Go to the import sets for this data load
 - [Loaded data](#): Go to the newly imported data inside the staging table: u_sys_documentation
 - [Create transform map](#): Create a transform map for the newly staged data
 - [Run Transform](#): Transform a loaded import set using an existing transform map (highlighted)
 - [Import log](#): View the import log

11. On the page that follows, click **Transform**.



12. Repeat steps 4-9 for each language you want to import. There are four Excel files in total for each language:

- sys_choice.xlsx
- sys_documentation.xlsx
- sys_translated_text.xlsx
- sys_ui_message.xlsx

Important

The translation of the report titles on the Acronis Services Dashboard will not work unless the title field record is updated in the sys_dictionary form. The **Type** field has to be updated from **String** to **Translated text**. Please, consult your ServiceNow Administrator before making this change as there might be policies prohibiting the update of OOB fields. However, this change is necessary in order to have the report titles updated.

Follow the detailed instructions below:

1. Type `sys_dictionary.list` in the ServiceNow navigation bar and open the form.
2. Search for:
 - a. '**sys_report**' in the **Table** field
 - b. '**title**' in the **Column name** field
3. Open the record.
4. Update the **Type** from **String** to **Translated Text** and save the record again.

Dictionary Entry

Title

A dictionary entry manages how ServiceNow stores data in tables and fields (columns). For new dictionary entries, select a **Table** and the record, and make the field a Display Value for reference fields so it appears on records that reference this table. [More Info](#)

| | | |
|----------------|---------------------|-----------------------------------|
| * Table | Report [sys_report] | |
| * Type | Translated Text | <div><div></div><div></div></div> |
| * Column label | Title | |
| * Column name | title | |
| Max length | | 100 |