# Table of contents

Introduction ................................................................. 3  
Glossary ........................................................................ 4  
Prerequisites .................................................................... 5  
Integration setup overview ............................................. 6  
  App installation ............................................................. 6  
  API configuration .......................................................... 6  
  Configuration of customer provisioning ............................ 8  
See all tenants and apply mapping ..................................... 10  
See all unmapped tenants ................................................ 12  
Acronis alerts ................................................................. 13  
Acronis alert rules .......................................................... 14  
Acronis Cyber Protect Core Dashboard ............................. 16  
See all Acronis storage locations in use ............................ 17  
See all Acronis products .................................................. 18  
Acronis Audit log ............................................................ 19  
Enable localizations ......................................................... 20
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
- An Acronis Cyber Protect Cloud – Services application, installed from the ServiceNow Store
- An Acronis Cyber Cloud account with at least one:
  - customer tenant and one user, setup with Acronis administration permissions
  - protection plan, configured to be used as the default plan
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. Log in to the ServiceNow instance where you want to install the app.
2. Navigate to System Applications > All Available Applications > All.
4. Click Install. The app will be automatically installed on your instance.

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

<table>
<thead>
<tr>
<th>Name</th>
</tr>
</thead>
</table>

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

Step 1 of 2
4. Click **Next**.

5. Copy the provided **Client ID**, **Client Secret** and **Data center URL** into the corresponding form fields on the **Application settings** screen in ServiceNow.

Manually sync data of Acronis Customer tenants:
This will synchronize customer id, name, status, account type and partner id from Acronis.
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.

**Configuration of customer provisioning**

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.

1. "**Enable automatic addition of Acronis customer tenants after ServiceNow company creation**" - If this property is enabled, every new company record in ServiceNow will automatically provision a new Acronis tenant with the same name.

2. "**Automatically synchronize tenants in Acronis after their ServiceNow updates**" - When enabled, every change done on a ServiceNow tenant will be automatically reflected in Acronis Cloud.

3. Using the "**Acronis Cyber Protect Cloud license**" drop-down, you can configure a "**Per GB**" or "**Per Workload**" billing mode.
   - **Per gigabyte** - the billing is based on the cloud and local storage consumption.
   - **Per workload** - the billing is based on the number of protected workloads, while the cloud storage is charged separately.

4. Using the "**Acronis File Sync and Share**" drop-down, you can configure a "**Per User**" or "**Per Gigabyte**" 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.

5. Using the "Default storage location" drop-down, you can configure a storage and management repository location for your customers' backups.
See all tenants and apply mapping

1. In ServiceNow, go to Tenants > All tenants.
2. To the left of the form, find all your customers, available in Acronis Cloud.

3. To the right of the form, in the ServiceNow company column, find the entities, corresponding to Acronis customers. The All Tenants form shows the current mapping between the Acronis customer and the ServiceNow company.

4. Click on any Acronis customer name to open the Acronis tenant form where data and mapping can be edited.

5. Click on the New button on top of the All Tenants form, to open the New Acronis tenant page.
6. On this page, you can create customers as part of the Acronis Cloud and map them to the existing ServiceNow company.
See all unmapped tenants

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.
**Acronis alerts**

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

Every 24 hours, 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.

If an alert is cleared in Acronis, then the integration automatically closes the same alert in ServiceNow.

1. In ServiceNow, go to **Alert management > Acronis alerts**.
2. A page opens to show all Acronis-related alerts across all managed devices that you have in Acronis Cloud.
**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 form that opens next lists all currently existing rules used to handle alerts coming from Acronis and to transform them into ServiceNow alerts.

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

5. 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.
6. The **Status** checkbox allows you to either activate or disable the rule.
7. The task template determines 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.

![Task template](image)

8. The Uses a Script checkbox in the Acronis alert rule form, allows you to create a more complex logic for alerts' handling through custom scripts. If enabled, the script logic will override whatever rules are defined in the Task template in case of overlap.

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):

```javascript
(function(/*GlideRecord*/ alertRecord, /*GlideRecord*/ targetRecord) {

    targetRecord.short_description = alertRecord.type + " for " + alertRecord.resource_name;

})(alertRecord, targetRecord);
```

9. The Order field in the Acronis alert rule form defines the priority order in which a rule will be triggered on an incoming alert.
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.
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.
See all Acronis products

After the ServiceNow company creation (if configured according to "Configuration of customer provisioning" (p. 8)), 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.
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.
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:

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