Acronis Cyber Cloud

Integration with Tigerpaw

Integration Guide

REVISED: 11/23/2021
1 Introduction

This document describes how to enable and configure the integration of Acronis Cyber Cloud with Tigerpaw One.

Once setup, the integration enables the following actions:

- Linking Tigerpaw One customers to Acronis customer tenants
- Linking Tigerpaw One price book items (PBIs) to Acronis offering items
- Provisioning/deprovisioning of Acronis offering items, based on Tigerpaw One agreements
- Configuring offering items, based on additional charges configuration of the Tigerpaw One agreement (supported modes: prepaid, pay-as-you-go and prepaid with overage)
- Reporting offering items usage to Tigerpaw One agreements
- Getting service orders in Tigerpaw One, based on alerts from Acronis
- Configuring automatic service order resolution and reopening in Tigerpaw One
- Configuring automatic alert clearing in Acronis
- Automatic provisioning/deprovisioning of Acronis customer tenants
2 Prerequisites and supported systems

To use this integration, you should have:

- A setup and configured Tigerpaw One instance
- An account in Tigerpaw One
- A setup Acronis Cyber Cloud partner account

The Acronis account should have at least a single customer tenant, created along with an admin user.

The Acronis integration can work with:

- Tigerpaw One 19.1.04 or higher
- Acronis Cyber Cloud 21.10 or higher
3 Setting up the integration

Before setting up an integration on Acronis side, you need to have a Tigerpaw One user account. During this setup, the Acronis integration will ask you to provide API credentials.

This particular Acronis integration uses RMM (ASMX) and REST APIs of Tigerpaw One, so you must specify both sets of connection parameters on the setup screen.

Find more details about how to setup the integration at: https://kb.acronis.com/content/69631

3.1 Setting up integration with Tigerpaw One

1. Log in to the Acronis Cyber Cloud Management portal.
2. Go to Settings > Integration > Tigerpaw One.
3. Provide Tigerpaw One API details as explained in the previous section.
4. Click Save.

As a result, you should have configured the integration between Acronis Cyber Cloud and Tigerpaw One.

After the integration is setup successfully, the following major sections will become visible and accessible:

Integration Settings
Provides all configuration options for the integration:
- Enable/disable the product mapping feature
- Enable/disable the ticket creation feature
- Configure the way customer tenants are provisioned/deprovisioned in Acronis
- Configure the offering item quota and usage synchronization parameters
- Configure the synchronization between Acronis alerts and Tigerpaw One service orders

Product Mapping
Provides functionality to map Acronis offering items to Tigerpaw One new or existing PBIs.

Account Mapping
Provides functionality to map Tigerpaw One customers to new or existing Acronis customer tenants.

Ticket Creation
Provides functionality that configures which alerts, raised in Acronis, to have corresponding service orders, created in Tigerpaw One.
4 Configuring the integration

4.1 Mapping Tigerpaw One customers

The Account Mapping tab displays the mapping between the Tigerpaw One accounts and the Acronis customer tenants. It lists all the accounts that can be currently found in Tigerpaw One. For every such account, the table displays:

- Tigerpaw One account name, status and type
- Mapping status
- Name of the Acronis customer tenant for those accounts that are currently linked

The mapping status can have one of the following values:

- **Not mapped** indicates that the current Tigerpaw One account is not linked to Acronis.
- **Mapped** indicates that the current Tigerpaw One account is linked to the Acronis customer tenant, displayed in the next column.
- **Mapping error** means that an error occurred with the existing or while trying to apply a new mapping. For more details, click on the information icon right next to the status. Mapping errors will be cleared automatically on the next list reload, when the reason for the failure has been already addressed.

Use the **Search** box to quickly find Tigerpaw One accounts by their name or part of it. The **Filter** button can be used also to sort and refine the content of the mapping list.

There are two ways to map Tigerpaw One accounts to Acronis customer tenants:

- Map the Tigerpaw One account to existing Acronis customer tenants, already created under the current partner account. Each Acronis customer tenant can be mapped only to a single Tigerpaw One account.
- If an Acronis customer tenant, suitable for mapping to a Tigerpaw One account, is missing, then you can create a new one and map it automatically.

Mapped customers can be always unlinked. Tigerpaw One service orders, already created for the unlinked account, will not be affected.
4.1.1 Map to existing Acronis customer tenants

To link a Tigerpaw One account to an existing Acronis customer tenant, do the following:

1. Go to the **Account Mapping** tab.
2. Locate and select the row with the Tigerpaw One customer you want to link.
3. Click the **Map to existing customer** button in the action bar.

4. In the window that opens next, select the Acronis customer tenant you want to link.

5. Click **Map**.

The mapping will be applied and its status changed to **Mapped**. The **Acronis customer** column will display the name of the linked Acronis customer tenant.
4.1.2 Provision new Acronis customer tenants

To link a Tigerpaw One customer to a new Acronis customer tenant:

1. Go to the Account Mapping tab.
2. Locate and select the row with the Tigerpaw One customer you want to link.
3. Click the Map to new customer tenant button in the action bar.

The integration will display a mapping in progress message with a loading indicator. A request to create a new customer tenant will be issued to the Acronis Cyber Cloud platform. When this operation is completed, the list will be refreshed to show the current mapping status as well as the linked customer tenant.

There are different options to create new Acronis customer tenants, explained in the next chapter.

4.1.3 Configuration options for provisioning new Acronis customer tenants

To configure the way administrator accounts of Acronis customer tenants are created:

1. Go to the Integration settings tab > Customer Provisioning section to change options.
2. The following choices are available:
   a. New customer tenant mode can have one of two possible values:
      i. Production (default)
      ii. Trial
   b. Create accounts based on can have one of two possible values:
      i. Company primary contact (default)
      ii. Company name
   c. Activation email is visible only when accounts are created based on the company name (option b.ii above).
   d. Two-factor authentication is disabled by default.

Depending on the combination of the above options, when a new customer tenant is created in Acronis, the associated administrator account (login) can be created in any of the below-listed different ways:

1. If the Create accounts based on option is set to Company primary contact, then the created account will have details, extracted from the primary contact of the mapped Tigerpaw One customer as follows:
   a. User login is set to the contact first+last name of the Tigerpaw One account
   b. User email is set to the contact email of the Tigerpaw One account
   c. First name is set to the contact first name of the Tigerpaw One account
   d. Last name is set to the contact last name of the Tigerpaw One account
2. If the Create accounts based on option is set to Company name, then the created account will have the following details:
a. User login is set to the company name
b. User email is set to the Activation email value
c. First and last name are left empty
   The account password will be defined by the user after responding to the activation email sent by Acronis.
3. If Two-factor authentication is ON, then the new tenant will have 2FA enabled, otherwise it will be disabled.

4.1.4 Configuration options for deprovisioning of Acronis customer tenants

There are two ways to configure the way Acronis customer tenants, mapped to Tigerpaw One customers, are deprovisioned.

Disable Acronis customer tenant

1. Go to the Integration settings tab.
2. Locate the Customer deprovisioning section and click Edit in the top right.
3. Enable the Disable the customer option.
4. In the Days numeric field, set maximum number of days that should have passed before disabling the customer tenant.

![Checkbox for Disable the customer with a numeric field]

Once enabled and provided that the following conditions are met, the integration will disable the Acronis customer tenant:

- Tigerpaw One customer is mapped to Acronis customer tenant
- Tigerpaw One customer has active agreement
- The number of days have passed since the agreement doesn't have any lines with PBIs, mapped to Acronis offering items.

Delete Acronis customer tenant

1. Go to the Integration settings tab.
2. Locate the Customer deprovisioning section and click Edit in the top right.
3. Enable the Delete the customer option.
4. In the **Days** numeric field, set maximum number of days that should have passed before deleting the customer tenant.

![Delete the customer](image)

Once enabled and provided that the following conditions are met, the integration will delete the Acronis customer tenant:

- Tigerpaw One customer is mapped to Acronis customer tenant
- Tigerpaw One customer has active agreement
- The number of days have passed since the agreement doesn't have any lines with PBIs, mapped to Acronis offering items.

### 4.2 Mapping Tigerpaw One PBIs to Acronis offering items

#### 4.2.1 Enabling the Product Mapping feature

By default, this feature is disabled after Tigerpaw One installation. To enable it:

1. Go to the **Integration settings** tab.
2. Locate the **product mapping** feature switch button and turn it on.

#### 4.2.2 Edit mapping between Tigerpaw One PBIs and Acronis offering items

**Product mapping wizard**

Use the **Product mapping** wizard to configure which Acronis offering items to map to Tigerpaw One PBIs.

The wizard takes you through the following steps:

1. Go to the **Product mapping** tab and click the **Edit products** button in the top right.
2. Select Acronis services, billing modes and advanced packs.
3. Choose offering items and map them to the respective Tigerpaw One price book item.
5. Review the configured mapping and click **Save**.
6. Review the overall result of saving this configured mapping.
Step 1: Select Acronis services, billing modes and advanced packs

Select the services, billing modes and advanced packs that will be subject to mapping. Enabling/disabling a selection will respectively increase/decrease the list of offering items, available for mapping in the next step.

Only services, billing modes and advanced packs, enabled at partner level, will be available here.

Step 2: Map offering items

At this step, the actual mapping is done. For every offering item, the following options are available:

- Map offering item to existing Tigerpaw One PBI
  You can search for and select from a list of target Tigerpaw One PBIs, available for mapping.

1. Locate and mark the checkbox, right next to the offering item.
2. Click the Select product link.
3. Choose the Select a Tigerpaw One product option.
4. Click on the Select a Tigerpaw One product drop-down list. In the Search box, type fully or partially the name of the Tigerpaw One PBI.
5. Select the desired Tigerpaw One PBI from the list and click Apply.
• Map offering item to a new Tigerpaw One service
You can type the name of the new Tigerpaw One service to be created, although this actually happens in the next step.
1. Locate and mark the checkbox right next to the offering item.
2. Click the Select product link.
3. Choose the Create a new Tigerpaw One product option.
4. In the text field, type the name of the service to create in Tigerpaw One.
5. Click Apply.

• Map offering item as free provisioning
Offering items marked as "free provisioning" will be enabled for all mapped customer tenants. Their quota will be forced to unlimited. These offering items are excluded from the quota update and usage report synchronization process.
1. Locate and mark the checkbox right next to the offering item.
2. Click on the Free provisioning checkbox.
Step 3: Create products in Tigerpaw One

You will initiate, monitor and confirm the process of creating new PBIs in Tigerpaw One.

1. On the page, which initially lists all Tigerpaw One PBIs that will be created, locate and click the Create products button.
2. The wizard issues a request to create the PBIs.
3. The Tigerpaw One PBIs created successfully are explicitly marked as such.
4. If there is an error when creating a particular Tigerpaw One PBI, it will be flagged as failed. You can go back to the previous step and provide a new name.

These new PBIs will have the following properties set:

- **Item ID** and **Key Description** are the values, provided in the previous step.
- **Item type** is set to **Special**
- **Status** is set to **Active**
- **Price** set to 0

Make sure to revise the created PBIs before including them in a contract.

Step 4: Summary

You have to review the mapping changes to be saved. This includes the following list of offering items:

- mapped to their corresponding Tigerpaw One PBIs
- free provisioned
- unmapped

Step 5: Result

You can view the actual result of saving the mapping.
4.3 Mapping alerts to service orders

4.3.1 Enabling ticket creation feature

By default, the ticket creation feature is disabled after a Tigerpaw One installation. To enable it:

1. Go to the Integration settings tab.
2. Locate the Ticket creation feature switch button and turn it on.

4.3.2 Choosing Acronis alerts that generate service orders

To configure which alerts should generate service orders in Tigerpaw One:

1. Go to the Ticket Creation tab.
2. Locate the alert you want to configure. Use the Filter box at the top to sort alerts by their name.
3. Enable the service order generation for a particular alert by selecting its associated checkbox.
4. Specify values for Type, Status and Priority to be used when creating the service order in Tigerpaw One. The values of these properties depend on the Tigerpaw One service order configuration.
5. Click Apply.
5 Quota and usage synchronization

5.1 Key concepts

In the context of the Tigerpaw One integration, quota and usage synchronization is the process where:

- The offering items of an Acronis customer tenant are disabled/enabled/configured, depending on the additional charges of the agreement the linked customer has in Tigerpaw One (quota synchronization part).
- The usage of certain offering items is updated in the agreement of the linked customer in Tigerpaw One (usage synchronization part).

Simply put, quota and usage synchronization is the process where Acronis reads the Tigerpaw One agreements and based on their content, tries to provision/deprovision different services in Acronis Cyber Cloud.

To perform the above, the Tigerpaw One integration implements a complex algorithm involving:

- Acronis partner account used to activate the integration
- Mapped Acronis customer tenants of the partner above
- Mapped Acronis offering items to Tigerpaw One PBIs
- Tigerpaw One agreement:
  - defined for the customer
  - configuration (status, validity dates, etc.)
  - additional charges

Taking into account all these factors, the Tigerpaw One quota and usage synchronization is responsible for the following activities:

- Provision Acronis offering items for Tigerpaw One PBIs, sold on prepaid or pay-as-you-go (PAYG) basis
- Provision Acronis offering items, not linked to Tigerpaw One PBIs
- Deprovision Acronis offering items, which don’t fall into any of the above two categories
- Report actual usage of Tigerpaw One PBIs, sold on PAYG basis
- Report overage usage of Tigerpaw One PBIs, sold on "prepaid with allowed overage" basis

When you enable the product mapping feature, you automatically enable the quota and usage synchronization process as well.

5.2 Prerequisites in Tigerpaw One

This integration is built upon the assumption that in Tigerpaw One, you will have an active agreement with the customer, and that agreement will have the Acronis services sold as agreement additional charges, representing the mapped PBIs.

Active agreement means having valid start and end dates.
If you have more than one active agreements, the integration will pick the latest one (with the most recent agreement ID).

The active agreement should have at least a single additional charge representing PBIs, mapped to Acronis offering items. If these conditions are not fulfilled, the synchronization will generate an error that will be displayed at the mapped customer level.

5.3 Prerequisites in the Acronis integration

You may configure how the integration will report the pay-as-you-go and overage quantities to Tigerpaw One:

1. Go to the Integration settings tab.
2. Locate the Usage/quota synchronization section and click Edit in the top right.
3. The following screen will be displayed:

   ![Usage/Quota Synchronization Settings](image)

   **Report offering item overage as a separate line**
   Enable this option to allow the integration to add offering items overage to the agreement in the form of an additional charge. You can specify a prefix to add to the additional charge description for easier identification.

   **Add a prefix to the pay-as-you-go lines**
   Enable this option to allow the integration to add a prefix to the pay-as-you-go additional charge description for easier identification. Pay-as-you-go usage is always reported to Tigerpaw One agreements.
5.4 Offering item provisioning/deprovisioning and quota configuration

This process is triggered every 15 minutes. During this period, the integration:

- Gets the list of the mapped Acronis customer tenants
- For each mapped Acronis customer tenant, it scans for active agreements
- Compares the PBIs, listed as additional charges to the mapped offering items
- The resultant offering item provision/deprovision/configuration is done as in the table below:

<table>
<thead>
<tr>
<th>Mapping Status</th>
<th>Free Provisioning</th>
<th>Included in agreement</th>
<th>Additional charge</th>
<th>Quantity</th>
<th>Status</th>
<th>Quota</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not mapped</td>
<td>Not relevant</td>
<td>Not relevant</td>
<td>Not relevant</td>
<td>Not relevant</td>
<td>Disabled</td>
<td>Not relevant</td>
</tr>
<tr>
<td>Mapped</td>
<td>Yes</td>
<td>Not relevant</td>
<td>Not relevant</td>
<td>Not relevant</td>
<td>Enabled</td>
<td>Unlimited</td>
</tr>
<tr>
<td></td>
<td>No</td>
<td>No</td>
<td>Not relevant</td>
<td>Not relevant</td>
<td>Disabled</td>
<td>Not relevant</td>
</tr>
</tbody>
</table>

5.5 Report offering item usage to Tigerpaw One

This process is triggered once a day at 04:00 UTC and the integration does the following:

- Gets the list of the mapped Acronis customer tenants
- For each mapped Acronis customer tenant, it:
  - generates an offering item usage report
  - scans for active agreements
• Using all the above information, additional charges are added to the agreement as in the table below:

<table>
<thead>
<tr>
<th>Mapping Status</th>
<th>Free Provisioning</th>
<th>Input 2: Offering item stats</th>
<th>Result: Added additional charge in Tigerpaw One</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Quota</td>
<td>Overage</td>
</tr>
<tr>
<td>Not mapped</td>
<td>Not relevant</td>
<td>Ignored</td>
<td>Ignored</td>
</tr>
<tr>
<td>Mapped</td>
<td>Yes</td>
<td>Ignored</td>
<td>Ignored</td>
</tr>
<tr>
<td>No</td>
<td>Q(Hard)</td>
<td>0</td>
<td>Ignored</td>
</tr>
<tr>
<td></td>
<td>Unlimited</td>
<td>Unlimited</td>
<td>U</td>
</tr>
<tr>
<td>Q(Soft)</td>
<td>Unlimited</td>
<td>Unlimited</td>
<td>U</td>
</tr>
</tbody>
</table>

5.6 Practical examples and use cases

The next section illustrates some real stories on how to configure Tigerpaw One agreements and offering items as well as how usage is reported. These use cases are all based on the following assumptions:

• Tigerpaw One customer is already mapped to the Acronis customer tenant
• The following mapping has been established between Tigerpaw One PBIs and Acronis offering items:

<table>
<thead>
<tr>
<th>Tigerpaw One PBI</th>
<th>Acronis Offering Item</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acronis pw base workstations</td>
<td>Workstation (Per Workload)</td>
</tr>
<tr>
<td>Acronis pw base servers</td>
<td>Servers (Per Workload)</td>
</tr>
<tr>
<td>Acronis pw base storage</td>
<td>Storage (Per Workload)</td>
</tr>
</tbody>
</table>
5.6.1 Use case 1: Selling a PREPAID service to the customer (no expected overage)

To sell the customer upfront 5 slots for protecting workstations, you need to do the following:

1. Create an agreement and set valid from/to dates.
2. Add the following PBI as additional charges:
   a. **Billing Item ID** set to Acronis pw base workstations
   b. **Quantity** set to 5
   c. Make sure to keep the **Delete this item after it has been invoiced** option unchecked.

![Screenshot of the configuration process]

This is how the Cyber Protect configuration in Acronis will look like after synchronization:

![Cyber Protect configuration screenshot]

At the end of the billing cycle, no quota is exceeded and the Tigerpaw One customer will be billed for the 5 prepaid protected slots.
5.6.2 Use case 2: Selling a PAYG service to the customer

To sell the customer pay-as-you-go slots for protecting servers, do the following:

1. Use the previous agreement.
2. Add the following PBI as additional charges:
   a. Billing Item ID set to Acronis pw base server
   b. Quantity set to 0. This indicates to Acronis that this is a PAYG line.
   c. Make sure to keep the Delete this item after it has been invoiced option unchecked.

The agreement should look like this:

<table>
<thead>
<tr>
<th>Detail ID</th>
<th>Special Item ID</th>
<th>Item Description</th>
<th>Quantity</th>
<th>Price</th>
<th>Price Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>13877</td>
<td>Acronis pw workstation</td>
<td>Acronis Workstation Protection (Per workload)</td>
<td>5</td>
<td>$10.00</td>
<td>01 - List Price</td>
</tr>
<tr>
<td>13878</td>
<td>Acronis pw server</td>
<td>Acronis Server Protection (Per workload)</td>
<td>0</td>
<td>$20.00</td>
<td>01 - List Price</td>
</tr>
<tr>
<td>13880</td>
<td>Acronis pw server</td>
<td>[PAYG] Acronis Server Protection (Per workload)</td>
<td>0</td>
<td>$20.00</td>
<td>01 - List Price</td>
</tr>
</tbody>
</table>

This is how the Cyber Protect configuration in Acronis will look like after synchronization:

During sync, if server protection has been used in Acronis, the integration will update the agreement line quantity with the actual usage.

Now at the end of the billing cycle, assuming that the integration has reported 2 protected server workloads, the contract will look like this:

<table>
<thead>
<tr>
<th>Detail ID</th>
<th>Special Item ID</th>
<th>Item Description</th>
<th>Quantity</th>
<th>Price</th>
<th>Price Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>13877</td>
<td>Acronis pw workstation</td>
<td>Acronis Workstation Protection (Per workload)</td>
<td>5</td>
<td>$10.00</td>
<td>01 - List Price</td>
</tr>
<tr>
<td>13878</td>
<td>Acronis pw server</td>
<td>Acronis Server Protection (Per workload)</td>
<td>0</td>
<td>$20.00</td>
<td>01 - List Price</td>
</tr>
<tr>
<td>13880</td>
<td>Acronis pw server</td>
<td>[PAYG] Acronis Server Protection (Per workload)</td>
<td>0</td>
<td>$20.00</td>
<td>01 - List Price</td>
</tr>
</tbody>
</table>
Double-clicking on the additional charge added will display the following:

- **Billing Item ID** set to *Acronispw base server*
- **Item Description** is prefixed with "[PAYG]", as configured in the integration settings
- **Quantity** set to 2. The actual usage amount reported by Acronis.
- **Delete this item after it has been invoiced** is checked and Acronis uses this field to identify the additional charges, managed by the integration. Don't modify this flag, otherwise the offering items will have wrong configuration.

### 5.6.3 Use case 3: Selling a PREPAID service to the customer (expected overage)

To illustrate how to sell the same service to customers on PREPAID and PAYG basis combined, let's use the following example:

*A customer buys 5 slots for workstation protection but expects at some point this number to increase, based on higher demand.*

1. Use the previous agreement. It should already have an additional charge for 5 prepaid workstations.
2. Add the following PBI as additional charges:
   a. **Billing Item ID** set to *Acronispw base workstation*
   b. **Quantity** set to 0
   c. Make sure to keep the **Delete this item after it has been invoiced** option unchecked.

The agreement should look like this:

```
<table>
<thead>
<tr>
<th>DetailID</th>
<th>Special Item ID</th>
<th>Item Description</th>
<th>Quantity</th>
<th>Price</th>
<th>Price Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>13877</td>
<td>Acronis Base per workstation</td>
<td>Acronis Workstation Protection (Per workload)</td>
<td>5</td>
<td>$10.00</td>
<td>01 - List Price</td>
</tr>
<tr>
<td>13879</td>
<td>Acronis Base per server</td>
<td>Acronis Server Protection (Per workload)</td>
<td>0</td>
<td>$20.00</td>
<td>01 - List Price</td>
</tr>
<tr>
<td>13880</td>
<td>Acronis Base per server</td>
<td>[PAYG]/Acronis Server Protection (Per workload)</td>
<td>2</td>
<td>$30.00</td>
<td>01 - List Price</td>
</tr>
</tbody>
</table>
```

During quota sync, the integration detects that the same PBI is listed twice: one time as a PREPAID item (non-zero quantity) and secondly as a PAYG item. This is an indication to enable the workstation offering item in Acronis and set a soft quota.

During usage sync:

- If there is any usage above the quota, it will take the overage amount and add additional charge to the agreement.
- If there is no usage above the quota, any overage additional charge will be removed.
Now at the end of the billing cycle, assuming that the integration has reported 7 protected workstation workloads, the agreement will look like this:

<table>
<thead>
<tr>
<th>Detail ID</th>
<th>Special Item ID</th>
<th>Item Description</th>
<th>Quantity</th>
<th>Price</th>
<th>Price Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>13877</td>
<td>Acronis base pw workstation</td>
<td>Acronis Workstation Protection (Per workload)</td>
<td>5</td>
<td>$10.00</td>
<td>List Price</td>
</tr>
<tr>
<td>13881</td>
<td>Acronis base pw workstation</td>
<td>Acronis Workstation Protection (Per workload)</td>
<td>0</td>
<td>$10.00</td>
<td>List Price</td>
</tr>
<tr>
<td>13882</td>
<td>Acronis base pw workstation</td>
<td>[Overage] Acronis Workstation Protection (Per)</td>
<td>2</td>
<td>$10.00</td>
<td>List Price</td>
</tr>
<tr>
<td>13879</td>
<td>Acronis base pw server</td>
<td>Acronis Server Protection (Per workload)</td>
<td>0</td>
<td>$20.00</td>
<td>List Price</td>
</tr>
</tbody>
</table>

Double-clicking on the additional charge added will display the following:

- **Billing Item ID** set to *Acronis pw base workstation*
- **Item Description** is prefixed with "[Overage]", as configured in the integration settings.
- **Quantity** set to 2. The overage amount is (7 protected - 5 prepaid).
- **Delete this item after it has been invoiced** is checked. Acronis uses this field to identify the additional charges, managed by the integration. Don't modify this flag as it will misconfigure the offering items.
6 Service orders synchronization flow

Once you're done with mapping customers and alert mapping configuration, the integration takes care of service order creation and synchronization between Acronis and Tigerpaw One. The minimum requirement is to have at least one linked customer and a single linked alert in order to have a fully functional service order generation.

Different synchronization flows exist, depending on the integration configuration. The next sections describe the possible scenarios.

6.1 Generating service orders in Tigerpaw One

This scenario is active as long as the service order creation feature is enabled on the Integration settings tab. Generating service orders in Tigerpaw One has the following preconditions:

- Acronis alerts are enabled and mapped from the Ticket Creation tab
- Acronis customer tenants are mapped to Tigerpaw One customers
- Mapped Acronis customer tenants always have at least a single protected workload
- The protected workload encounters a problem, which raises the alert, mapped in step 1.

When these conditions are satisfied, the integration does the following:

- Creates a service order in Tigerpaw One
- The Brief Description field is set to the alert title
- The Type, Status and Priority fields are set, according to the mapped alert configuration
- The Internal Comments field is set to the alert details
- The Account Number field is set to the mapped Tigerpaw One customer.

6.2 Resolving service orders in Tigerpaw One

In this scenario, the integration can resolve a linked service order in Tigerpaw One when the originating Acronis alert has been already cleared.

By default, this option is disabled. To turn it on:

1. Go to the Integration settings tab.
2. Locate the Tickets section and click Edit in the top right.
3. Enable the Automatically resolve service order option.
4. Use the Status drop-down list to select the desired value for setting the service order to resolved state.

Automatically resolve service orders

When an Acronis alert is cleared manually or automatically, set the linked status to

Resolved
Once enabled, the following conditions are satisfied:

- An alert is raised on Acronis side
- A service order has been created in Tigerpaw One
- The alert is cleared in Acronis (either manually or automatically).

In this case, the integration resolves the service order automatically by setting the **Status** field to the value, selected from the drop-down.

### 6.3 Reopening service orders in Tigerpaw One

In this scenario, the integration can reopen an already resolved service order within a certain period of time after the resolution.

By default, this option is disabled. To turn it on:

1. Go to the **Integration settings** tab.
2. Locate the **Tickets** section and click **Edit** in the top right.
3. Enable the **Automatically reopen service order** option.
4. In the **Days** numeric field, set maximum number of days that should have passed after closing the service order and before the integration creates a new one.
5. Use the **Status** drop-down list to select the desired value for setting the service order to reopen state.

Once enabled, the following conditions are met:

- An alert is raised in Acronis
- A service order has been created in Tigerpaw One
- The service order has been resolved and the alert - cleared on Acronis side
- The same alert is raised again
- The number of days passed since the original service order has been resolved are less than those configured in the above option.

In this case, the integration will not create a new service order for the alert, but rather reopen the closed one, setting the **Status** field to the drop-down option value. If the number of days passed since the original service order has been resolved are more than the number configured in the option above, then a new service order will be created.
6.4 Clearing alerts in Acronis

In this scenario, the integration can clear an originating Acronis alert by detecting if linked Tigerpaw One service order has been resolved.

By default, this option is disabled. To turn it on:

1. Go to the Integration settings tab.
2. Locate the Tickets section and click Edit in the top right.
3. Enable the Automatically clear alert option.
4. Use the Status drop-down list to select a value for the service order status to clear the Acronis alert.

Once enabled, the following conditions are true:

- An alert is raised in Acronis
- A service order has been created in Tigerpaw One
- The service order status has been changed to the value, configured in the drop-down list above.

In this case, the integration will clear the originating Acronis alert.