

# Acronis

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# Acronis Cyber Cloud

## Integration with Tigerpaw

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# 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

# Prerequisites

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

Only customer tenants that are not in Self-service mode or don't have Support Access disabled, can be managed by the integration.

# 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>

## 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.

# Configuring the integration

## 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.

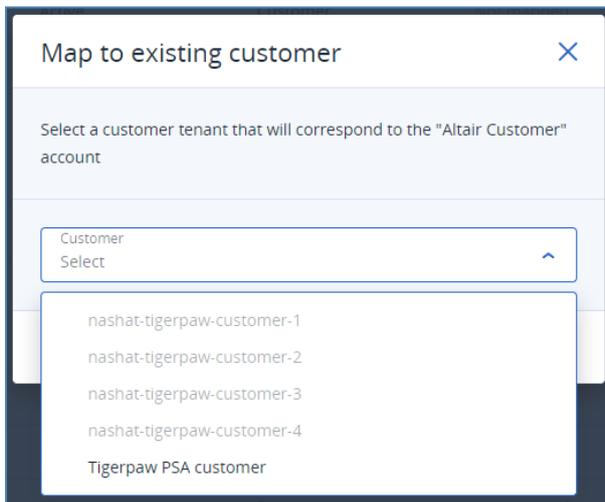
## Map to existing Acronis customer tenants

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.

Tigerpaw One account	Status	Type	Mapping
<input checked="" type="checkbox"/> Altair Customer	Active	Customer	Not mapped
<input type="checkbox"/> Continuum Customer Acco...	Active	Customer	Not mapped
<input type="checkbox"/> Customer Mocha	Active	Customer	Not mapped
<input type="checkbox"/> mcustomer	Active	Customer	Not mapped

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.

Tigerpaw One account	Status	Type	Mapping	Acronis customer
<input type="checkbox"/> Altair Customer	Active	Customer	<input checked="" type="checkbox"/> Mapped	Tigerpaw PSA customer

## 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.

## 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:

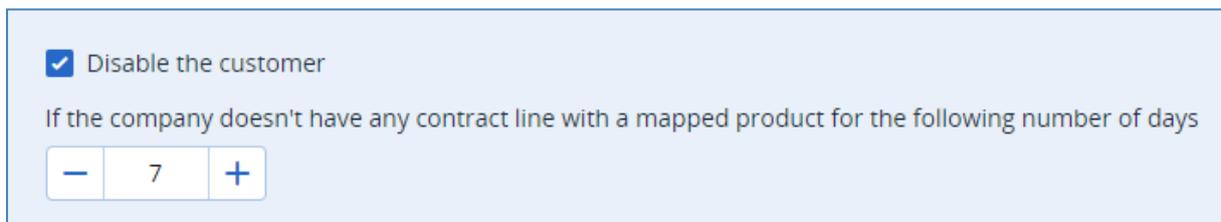
- a. User login is set to the company name
  - b. User email is set to the **Activation email** value
  - c. First and last name are left empty  
The account password will be defined by the user after responding to the activation email sent by Acronis.
3. If **Two-factor authentication** is **ON**, then the new tenant will have 2FA enabled, otherwise it will be disabled.

## 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.



The screenshot shows a configuration panel with a checked checkbox labeled "Disable the customer". Below the checkbox is a text label: "If the company doesn't have any contract line with a mapped product for the following number of days". Underneath this text is a numeric input field containing the number "7", with minus and plus buttons on either side for adjustment.

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

If the company doesn't have any contract line with a mapped product for the following number of days

30

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.

## Mapping Tigerpaw One PBIs to Acronis offering items

### 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.

### 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.
4. Create any missing price book items in Tigerpaw One.
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:

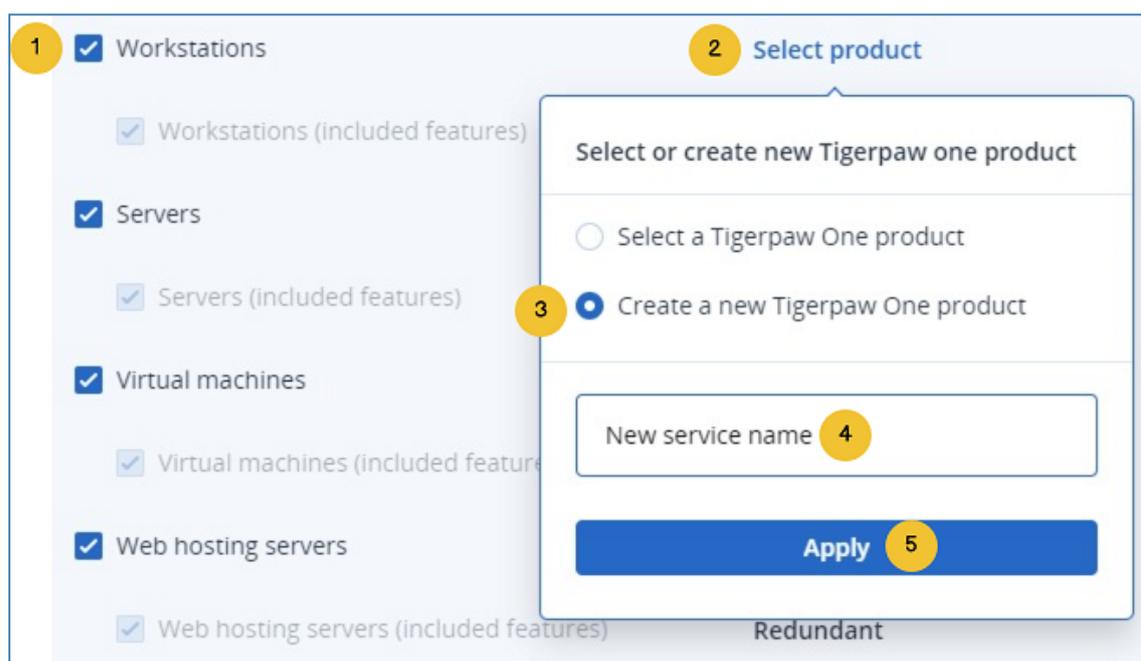
- Map offering item to existing Tigerpaw One PBI  
You can search for and select from a list of target Tigerpaw One PBIs, available for mapping.
1. Locate and mark the checkbox, right next to the offering item.
  2. Click the **Select product** link.
  3. Choose the **Select a Tigerpaw One product** 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**.

The screenshot displays the 'PRODUCT MAPPING WIZARD' interface. On the left, a sidebar shows the progress: '1 Select services' (active), 'Select offering items', and 'Summary'. The main area is divided into two sections. The '1 Select services' section lists various offering items with checkboxes: Workstations, Servers, Virtual machines, Web hosting servers, Mobile devices, Microsoft 365 seats, Mailboxes, OneDrive, and Microsoft 365 SharePoint Online. The '2 Select product' section shows a dropdown menu with two options: 'Select a Tigerpaw One product' (selected) and 'Create a new Tigerpaw One product'. Below this, a search box contains the text 'Acronis', and a list of search results is displayed, with 'Acronis base pw workstation' highlighted. The search results include: Acronis base pw secondary vms, Acronis base pw secondary web hostin..., Acronis base pw secondary workstations, Acronis base pw vms smoke, Acronis base pw web hosting servers, Acronis base pw workstation, Acronis ESignatures, and Acronis gmail.

- 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.

  - Locate and mark the checkbox right next to the offering item.
  - Click the **Select product** link.
  - Choose the **Create a new Tigerpaw One product** option.
  - In the text field, type the name of the service to create in Tigerpaw One.
  - 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.

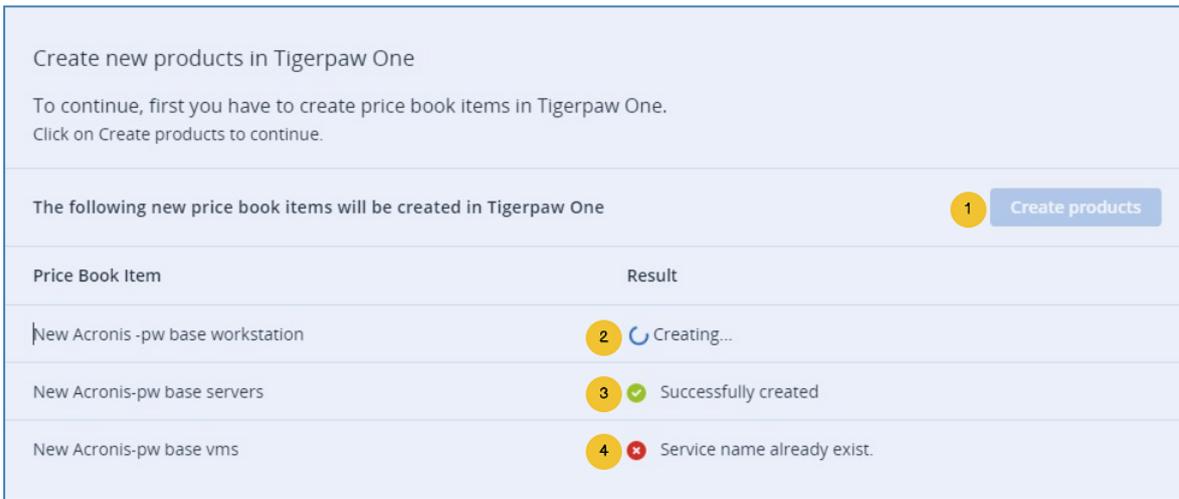
  - Locate and mark the checkbox right next to the offering item.
  - Click on the **Free provisioning** checkbox.

Offering Item	TigerPaw One product	Provisioning
<input checked="" type="checkbox"/> Workstations	Redundant	<input checked="" type="checkbox"/> Free

## 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.



Create new products in Tigerpaw One

To continue, first you have to create price book items in Tigerpaw One.  
Click on Create products to continue.

The following new price book items will be created in Tigerpaw One 1 [Create products](#)

Price Book Item	Result
New Acronis -pw base workstation	2  Creating...
New Acronis-pw base servers	3  Successfully created
New Acronis-pw base vms	4  Service name already exist.

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.

# Mapping alerts to service orders

## Enabling ticket creation feature

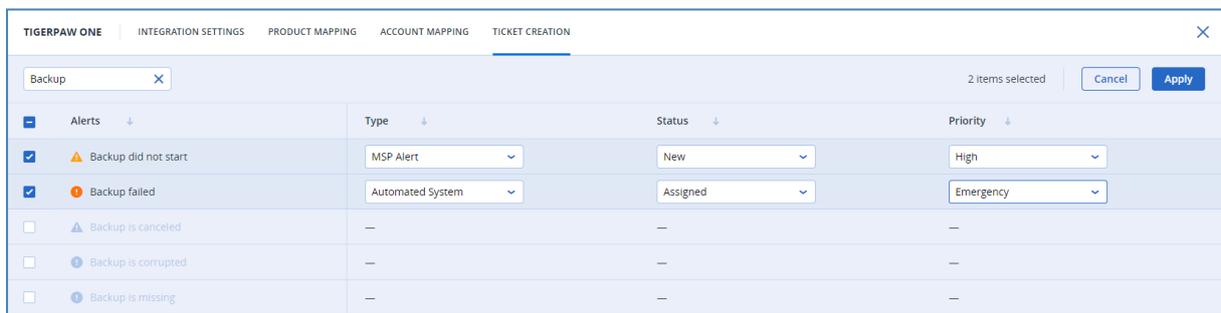
By default, the ticket creation feature is disabled after a Tigerpaw One installation. To enable it:

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

## 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**.



The screenshot shows the 'TICKET CREATION' tab in the Tigerpaw One interface. At the top, there are navigation tabs: TIGERPAW ONE, INTEGRATION SETTINGS, PRODUCT MAPPING, ACCOUNT MAPPING, and TICKET CREATION. Below the tabs is a search bar with the text 'Backup' and a close button. To the right of the search bar, it says '2 items selected' and has 'Cancel' and 'Apply' buttons. The main area is a table with columns: Alerts, Type, Status, and Priority. The table contains five rows of alerts. The first two rows have checkboxes checked, and the last three have checkboxes unchecked.

Alerts	Type	Status	Priority
<input checked="" type="checkbox"/> Backup did not start	MSP Alert	New	High
<input checked="" type="checkbox"/> Backup failed	Automated System	Assigned	Emergency
<input type="checkbox"/> Backup is canceled	—	—	—
<input type="checkbox"/> Backup is corrupted	—	—	—
<input type="checkbox"/> Backup is missing	—	—	—

# Quota and usage synchronization

## 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.

## 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.

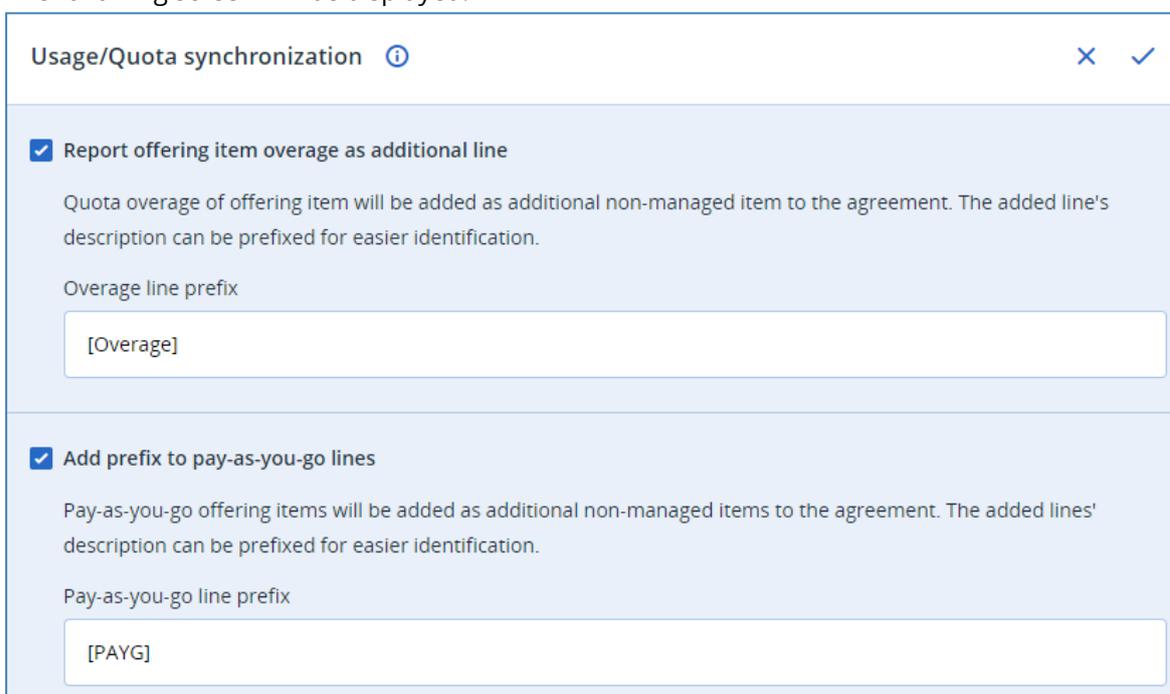
If you have more than one active agreements, the integration will pick the latest one (with the most recent agreement ID).

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.

## 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:



The screenshot shows a dialog box titled "Usage/Quota synchronization" with a close button (X) and a checkmark button (✓) in the top right corner. The dialog contains two sections, each with a checked checkbox and a text input field.

**Section 1:**  **Report offering item overage as additional line**  
Quota overage of offering item will be added as additional non-managed item to the agreement. The added line's description can be prefixed for easier identification.  
Overage line prefix  
[Overage]

**Section 2:**  **Add prefix to pay-as-you-go lines**  
Pay-as-you-go offering items will be added as additional non-managed items to the agreement. The added lines' description can be prefixed for easier identification.  
Pay-as-you-go line prefix  
[PAYG]

### **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.

## 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:

Input 1: Offering item configuration in the integration		Input 2: Mapped PBI in Tigerpaw One agreement			Result: Offering item configuration in AcronisCyber Cloud	
Mapping Status	Free Provisioning	Included in agreement	Additional charge	Quantity	Status	Quota
Not mapped	<i>Not relevant</i>	<i>Not relevant</i>	<i>Not relevant</i>	<i>Not relevant</i>	⊖ Disabled	<i>Not relevant</i>
Mapped	Yes	<i>Not relevant</i>	<i>Not relevant</i>	<i>Not relevant</i>	⊕ Enabled	Unlimited
	No	No	<i>Not relevant</i>	<i>Not relevant</i>	⊖ Disabled	<i>Not relevant</i>
		Yes	PREPAID	<b>Q</b>	⊕ Enabled	Hard quota <b>Q</b>
		PAYG	<b>0</b>	⊕ Enabled	Unlimited	
	PREPAID and PAYG	<b>Q/0</b>	⊕ Enabled	Soft quota <b>Q</b>		

## 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:

Input 1: Offering item configuration in the integration		Input 2: Offering item stats			Result: Added additional charge in Tigerpaw One	
Mapping Status	Free Provisioning	Quota	Overage	Usage	Prefix	Quantity
Not mapped	<i>Not relevant</i>	<i>Ignored</i>	<i>Ignored</i>	<i>Ignored</i>	<i>Not relevant</i>	<i>Not relevant</i>
Mapped	Yes	<i>Ignored</i>	<i>Ignored</i>	<i>Ignored</i>	<i>Not relevant</i>	<i>Not relevant</i>
	No	<b>Q(Hard)</b>	<b>0</b>	<i>Ignored</i>	<i>Not relevant</i>	<i>Not relevant</i>
		Unlimited	Unlimited	<b>U</b>	[PAYG]	<b>U</b>
		<b>Q(Soft)</b>	Unlimited	<b>U</b>	[Overage]	<b>U-Q</b> ! Only if usage is more than quota

## 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:

Tigerpaw One PBI	Acronis Offering Item
Acronis pw base workstations	Workstation (Per Workload)
Acronis pw base servers	Servers (Per Workload)
Acronis pw base storage	Storage (Per Workload)

## 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 *Acronispw base workstations*
  - b. **Quantity** set to 5
  - c. Make sure to keep the **Delete this item after it has been invoiced** option unchecked.

Non-Managed Item for Agreement 10230

Billing Item ID:

Item Description:

Quantity:

Include on invoice if quantity is zero  
 Delete this item after it has been invoiced

**PRICING BASIS**

Use Price Level:

Use Flat Price:

Date Added: 11/16/2021 10:03:33 AM

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

**Standard Protection**

Provides standard level of cyber protection, monitoring, and management functionality, such as: image and file backup, antivirus and antimalware protection (without local signature-based detection), vulnerability assessment, centralized management of protection plans, hardware inventory, remote assistance, dashboards and reports, and device control. [Find out more.](#)

Workstations 0 / 5

Servers

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.

Additional Charges					
Detail ID	Special Item ID	Item Description	Quantity	Price	Price Level
13877	Acronis base pw workstation	Acronis Workstation Protection (Per workload)	5	\$10.00	01 - List Price

## 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 *Acronispw 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:

Additional Charges					
Detail ID	Special Item ID	Item Description	Quantity	Price	Price Level
13877	Acronis base pw workstation	Acronis Workstation Protection (Per workload)	5	\$10.00	01 - List Price
13879	Acronis base pw server	Acronis Server Protection (Per workload)	0	\$20.00	01 - List Price

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

<input checked="" type="checkbox"/>	<b>Standard Protection</b>		
Provides standard level of cyber protection, monitoring, and management functionality, such as: image and file backup, antivirus and antimalware protection (without local signature-based detection), vulnerability assessment, centralized management of protection plans, hardware inventory, remote assistance, dashboards and reports, and device control. <a href="#">Find out more.</a>			
<input checked="" type="checkbox"/>	 Workstations		0 / 5
<input checked="" type="checkbox"/>	 Servers		0 / Unlimited

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:

Additional Charges					
Detail ID	Special Item ID	Item Description	Quantity	Price	Price Level
13877	Acronis base pw workstation	Acronis Workstation Protection (Per workload)	5	\$10.00	01 - List Price
13879	Acronis base pw server	Acronis Server Protection (Per workload)	0	\$20.00	01 - List Price
13880	Acronis base pw server	[PAYG] Acronis Server Protection (Per workload)	2	\$20.00	01 - List Price

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.

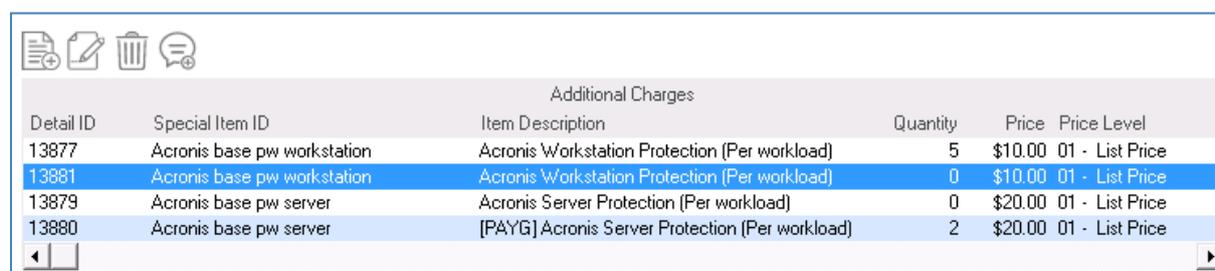
## Use case 3: Selling a PREPAID service to the customer (expected overage)

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:



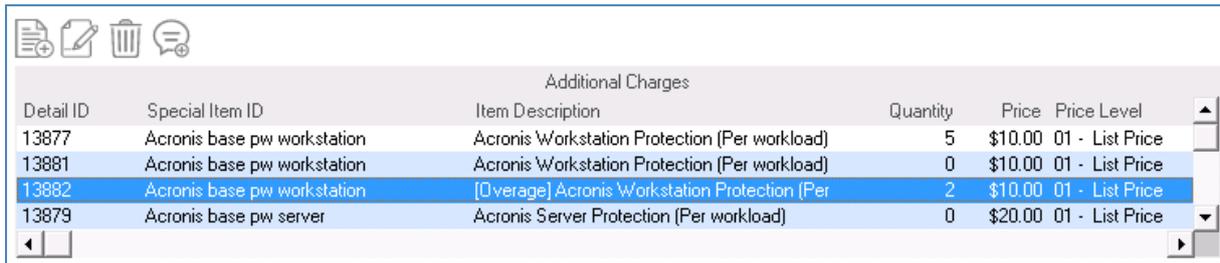
Additional Charges					
Detail ID	Special Item ID	Item Description	Quantity	Price	Price Level
13877	Acronis base pw workstation	Acronis Workstation Protection (Per workload)	5	\$10.00	01 - List Price
13881	Acronis base pw workstation	Acronis Workstation Protection (Per workload)	0	\$10.00	01 - List Price
13879	Acronis base pw server	Acronis Server Protection (Per workload)	0	\$20.00	01 - List Price
13880	Acronis base pw server	[PAYG] Acronis Server Protection (Per workload)	2	\$20.00	01 - List Price

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:



Additional Charges					
Detail ID	Special Item ID	Item Description	Quantity	Price	Price Level
13877	Acronis base pw workstation	Acronis Workstation Protection (Per workload)	5	\$10.00	01 - List Price
13881	Acronis base pw workstation	Acronis Workstation Protection (Per workload)	0	\$10.00	01 - List Price
13882	Acronis base pw workstation	[Overage] Acronis Workstation Protection (Per workload)	2	\$10.00	01 - List Price
13879	Acronis base pw server	Acronis Server Protection (Per workload)	0	\$20.00	01 - List Price

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.

# 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.

## 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:

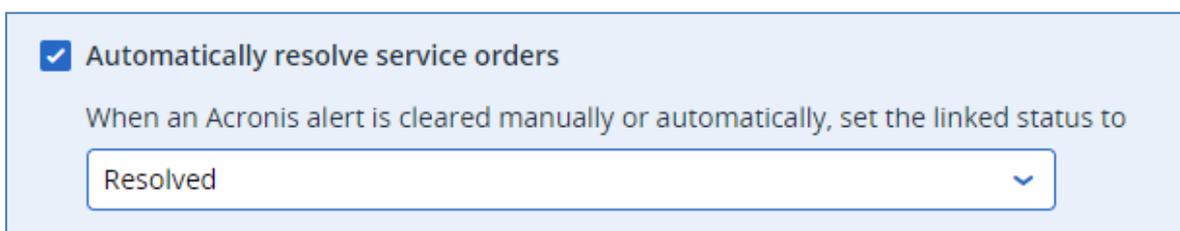
- Creates a service order in Tigerpaw One
- The **Brief Description** field is set to the alert title
- The **Type**, **Status** and **Priority** fields are set, according to the mapped alert configuration
- The **Internal Comments** field is set to the alert details
- The **Account Number** field is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

## 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).

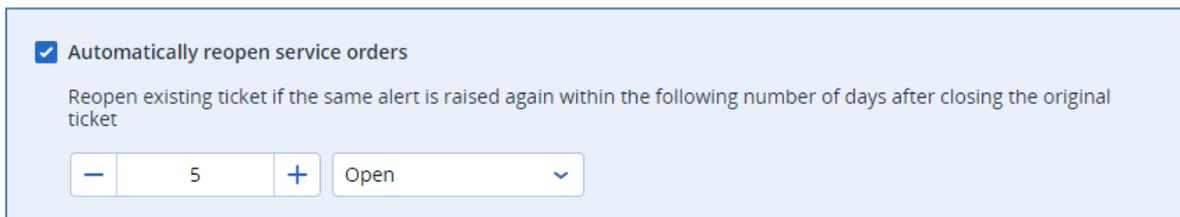
In this case, the integration resolves the service order automatically by setting the **Status** field to the value, selected from the drop-down.

## 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.



The screenshot shows a configuration panel with a checked checkbox labeled "Automatically reopen service orders". Below the checkbox is the text "Reopen existing ticket if the same alert is raised again within the following number of days after closing the original ticket". At the bottom, there is a numeric input field containing the number "5" with minus and plus buttons on either side, and a dropdown menu currently showing "Open".

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.

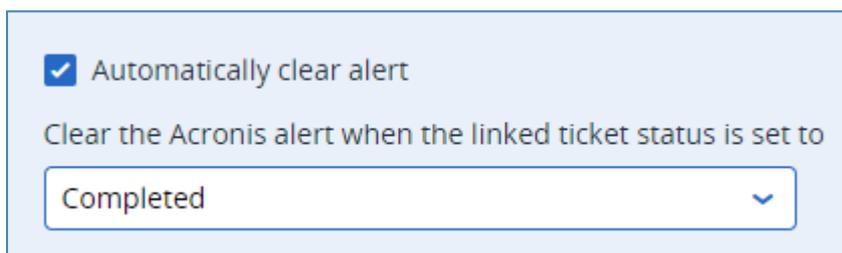
In this case, the integration will not create a new service order for the alert, but rather reopen the closed one, setting the **Status** field to the drop-down option value. If the number of days passed since the original service order has been resolved are more than the number configured in the option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

## 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.



The screenshot shows a settings panel with a light blue background. At the top, there is a checked checkbox labeled 'Automatically clear alert'. Below this, there is a text label 'Clear the Acronis alert when the linked ticket status is set to' followed by a drop-down menu. The drop-down menu currently displays the word 'Completed' and has a small blue downward-pointing arrow on its right side.

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.