

Acronis

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Acronis Cyber Cloud

Integration with Zapier

Table of contents

- Introduction 3**
- Prerequisites and Limitations 4**
- Enabling the integration 5**
- Triggers and Actions 6**
 - Triggers 6
 - New customer created 6
 - New user created 6
 - New/Updated alert 7
 - Actions 8
 - Create customer tenant 8
 - Switch customer tenant to production 10
 - Create user 10
 - Get a list of available offering items 11
 - Enable offering item 11
 - Get usage report 12
 - Dismiss alert 13
- Templates 14**

Introduction

Zapier is an Integration-Platform-as-a-Service that allows you to create custom connections between more than 6,000 applications to automate tasks. The Acronis integration for Zapier provides a list of Triggers for Acronis events that allow you to start an Action in any other application. We also provide a list of [Actions](#) that can be used in response to [Triggers](#), based on events in other applications. We have provided pre-built [templates](#) for you to copy and build your work on.

Prerequisites and Limitations

You need the following resources in order to be able to use the Acronis integration for Zapier:

- An Acronis account.
- An API client for the integration. See [Creating API clients](#) for details.
- A Zapier account.
- An account on the application that you want to connect to Acronis.

Note

Zapier accounts have a free tier. However, for higher usage, a paid account might be necessary. Check the [available Zapier plans and pricing](#).

Limitations

There are a few limitations to be aware of when using the Zapier integration:

- Run frequency - your Zapier subscription level determines how often a Zap can run. With the free tier, your Zap will run once every 15 minutes.
- Maximum 100 objects per run - when processing large numbers of objects, whether alerts or customer tenants, be aware that Zapier will only process 100 per run. Suppose you have a larger number of Customer Tenants to be created or larger numbers of alerts to process. In that case, you need to break the task into smaller pieces either somehow, use filters to process less data, or change your Zapier subscription to be able to run Zaps more frequently.
- Maximum duration of a Zap run - each Zap has to be completed in under 3 seconds. When processing large amounts of data, such as collecting many alerts across many Customer Tenants, this may overrun and cause a time-out. Look at ways to break the task into smaller chunks, filter the amount of data so it is smaller, or change your Zapier subscription to be able to run Zaps more frequently.
- Some Applications on Zapier are labeled as "premium". To use these in your Zap, you will need to have a paid subscription.

Enabling the integration

Before you start, verify that you read the Prerequisites section.

To enable the integration:

1. Log in to Zapier.
2. Go to **Zaps** and click **Create**.
3. Click **New Zap** to start building a new Zap.
4. In the new Zap, use Acronis as either the Trigger or the Action.
5. Select an event from the drop-down menu and click **Continue**.
6. Under **Account**, click **Connect**.
7. In the window that opens next, provide the following:
 - a. The **URL** for the datacenter where your Acronis account resides.
 - b. Your **API Client ID**.
 - c. Your **API Client Secret**.
8. Click **Continue to Acronis** to complete this step.

Your API credentials will be stored by Zapier and can be re-used next time you want to configure another integration with Acronis.

Triggers and Actions

Integrations in Zapier are called Zaps and expose two types of events: triggers and actions.

- **Triggers** send data to Zapier as soon as something happens on Acronis side. The data from a Trigger is used to cause Actions. The trigger is basically an event that starts your Zap.
- **Actions** are events that the Zap performs, based on data received from triggers in other Zaps.

Triggers

New customer created

This trigger fires every time a customer tenant is created in Acronis, so customer tenant creation data can be synced in other tools.

No input fields are necessary, only an option to select this trigger.

The output fields are as follows:

FIELD	VALUE
Customer tenant name	text string, in human-readable format
tenant ID	unique tenant identifier
DC	data centre where the tenant was created, in human-readable format
Partner tenant name	Parent partner tenant name
Mode	Trial or Production

New user created

This trigger fires every time a new user is created in Acronis, so you can sync user data across 3rd party apps.

FIELD	VALUE
id	Unique user identifier
login	Login for the new user
first_name	First name for the new user

FIELD	VALUE
last_name	Last name for the new user
email	E-mail address used for sending activation email for the new user.
activated	true or false, will show if the user has already been activated.
roles	Will show user roles for the new user (ie "Company administrator" or "Read-Only administrator")

If the user exists, the integration returns Login, First name, Last name, email address, validation status, and roles.

New/Updated alert

This trigger fires every time an alert is created or updated in Acronis. So a task/event/ticket or message is created through an action in another Zap.

Input fields:

FIELD	VALUE
Customer name	Text string or drop-down selection, multiple choice is possible
Device	Pick one or more devices that belong to selected tenants; all devices are selected by default
Severity	Ppick one or more severities; all severities are selected by default
Alert types	Pick one or more alert types no types are selected by default. If left empty, the integration will retrieve alerts for all types.
Retrieve time interval	An integer value that represens minutes for length of interval for data retrieval. Dy default, the value is empty. If left empty, the integratiaon will be retrieving new/updated alerts from the last 15 minutes.

Output fields:

FIELD	EXAMPLE VALUE
Alert ID	1234
Alert type	Backup failed
Alert	Antimalware protection

FIELD	EXAMPLE VALUE
category	
Alert severity	Critical
Alert date	Mar 01, 2023, 06:24
DC	us5-cloud
Partner tenant name	MSP Inc
Customer tenant name	macShop
Device name	my-macbook.local
Device url	URL that links to device in the Cyber Protect console
Registered to	John Smith
Alert title	Automatic update failed
Alert body	Automatic update of agent installed on 'My-MacBook.local' has failed and is now suspended. You can update this agent manually, using an installation file from the Downloads section.
KB link	URL to kb.acronis.com

Every time the trigger runs, it gets the new and updated/changed alerts from Acronis.

Note

Closed alerts will not be reported.

Actions

Create customer tenant

This action enables you to create a new customer tenant in Acronis, based on data, provided through a Zap.










Note

Tenants are created with default settings used by the Acronis Management Console. This means they will have the per-workload billing mode and all services and Advanced Packs will be enabled.

Important

This is not yet supported in Advanced Automation.

The input fields are as follows:

FIELD	VALUE	MANDATORY
Customer name	Text string or drop-down selection	
Mode	Trial or Production. If left empty, it will be in "Trial" mode by default for new customers.	
2FA	Enabled or Disabled. If left empty, it will be "Enabled" by default for new customers.	
Enhanced security mode	True or False. If left empty, it will be "False" by default.	
Administrator first name	Text string	
Administrator last name	Text string	
Email address	Text string	
Language	Drop-down menu with all languages, supported by Acronis. English is the default one.	
User Login	Text string. If left empty, it will take the value for the "Customer name" input.	

Default values used by the integration:


FIELD	VALUE
Management mode	Managed by service provider
Services	By default, all services are enabled
Quotas	By default, all quotas are set to unlimited

- As a result, a customer tenant is created, with all services enabled and all quotas set to unlimited.
- A default user with Company Admin role is created as well for this new tenant.

Switch customer tenant to production

For customer tenants that are currently in **Trial** mode, this action enables you to switch them to **Production** mode, based on data provided through a Zap.

Input fields are as follows:

FIELD	VALUE	MANDATORY
Customer tenant name	text string or drop-down selection	



Default values used by the integration:





FIELD	VALUE
Mode	Production

As a result, the corresponding customer tenant is switched to production. Production start timestamp is returned by Zapier.

Create user

With this action you can create a user under an existing customer tenant in Acronis, using data, provided through a Zap.

FIELD	VALUE	MANDATORY
Customer tenant name	text string or drop-down selection	
Login	text string	


FIELD	VALUE	MANDATORY
First name	text string	
Last name	text string	
Email	text string	
Company administrator	Enabled or Disabled (default)	

As a result, a user is created under the specified customer tenant and an activation email is sent to the provided email address.

Get a list of available offering items

Use this action to get a list of available offering items for a specific customer tenant.

You should have at least one existing customer tenant with both services and offering items enabled.



FIELD	VALUE	MANDATORY
Customer tenant name	text string or drop-down selection	



- If a customer with this name exists, a list of available offering items along with their status (enabled/disabled) will be returned.
- If there is no such customer, the integration will return a **Customer not found** error message.
- If the customer tenant exists, but no offering items are enabled, the integration will return a **No Offering Items are enabled** message.

Enable offering item

With this action you can enable offering items, based on data, received from another Zap.

For a customer tenant that exists, the following input fields should be populated:

FIELD	VALUE	MANDATORY
Customer tenant name	text string or drop-down selection	
Offering item	text string	

FIELD	VALUE	MANDATORY
Quota	Integer value. For storage items, the integer value represents gigabytes.	
Storage infra Name	Text string. Represents a human- readable name of the storage infrastructure. This field is necessary to enable infrastructure-dependent items, such as Backup Storage and Disaster Recovery items. In these cases the name of the storage infra used is required.	

- If a customer tenant with this name exists, the offering item will be enabled.
 - Quota will be set to the provided value; if no such value is given, the quota is set to unlimited.
- If a customer tenant with this name exists and the offering item is already enabled, its state will not change.
- If no customer tenant with this name can be found, the integration will return a **Customer not found** message.


Get usage report

This action makes it possible for you to get usage reporting for one or more customer tenants, so that [scheduled automation flows](#) can be set up.

Note

This action reports usage as absolute totals for storage or number of workloads protected, and does not differentiate between paid vs. free storage, or between trial and production usage.

You need an existing customer tenant with some usage.

FIELD	VALUE	MANDATORY
Customer tenant name	text string or drop-down selection	



If a customer tenant with this name:

- exists, the integration returns enabled offering items and their usage.
- doesn't exist, the integration will return a **Customer not found** message.

Dismiss alert

This action allows you to dismiss an existing alert in Acronis, based on data from another Zap.

You need an alert ID with a [new alert trigger](#).

FIELD	VALUE	MANDATORY
Customer name	text string or drop-down selection	
Alert ID	ID	

As a result:

- If its ID is found, the corresponding alert in Acronis gets dismissed.
- If the alert ID doesn't have a match on Acronis side, an **Alert was not found** error message is returned.

Templates

Zap templates are ready-made integrations or Zaps with already set apps and fields. In a few simple clicks, you can turn on the Zap and automate your workflows.

An example of a Zap template is one that automatically saves Gmail attachments to Google Drive in order to facilitate email file management.

A specific app trigger starts your Zap. In some of the cases, it may require authentication.

Most Zap templates consist only of two steps: a trigger to wait for data from an app and an action to do something with this data. However, advanced workflows may require some more steps like search, filtering or additional automations.

You can have as many Zaps as you want for all your individual use cases. Zaps can be embedded into one another.

Find Zap templates

The easiest way to find Zap templates is in Zapier's app directory where there are dedicated pages for all apps that integrate with Zapier. For example, to find Gmail integrations, go to zapier.com/apps/gmail/integrations.

You can filter available Zap templates, for example, by their current status. You can use but not modify or delete already existing templates.

Updating to new integration versions

When a new version of your integration is introduced, all Zap templates using this integration and not having any breaking changes with its existing version, will be updated to use the latest version.

Breaking changes are:

- Hidden or deleted trigger/action.
- Changed trigger/action key.
- Changed or removed trigger/action input/output field key.

If breaking changes exist between the previous and new integration versions, Zap templates will not be automatically updated and will continue to use the older version.

Outdated integration versions


When a certain version of your integration becomes obsolete, any Zap templates using the integration will automatically become invalid too.

The templates will have to be adjusted to use a regular version. You can't use Zaps with broken templates.

How to use a blank Zap

What would you like to automate? **Beta**

When X happens, do Y, then do Z.

 Powered by AI

Example: Save new leads from Facebook Lead Ads to Google Sheets, and email me the lead in Gmail.

[Show more examples](#)

Generate

or



1. Trigger

An event that starts your Zap

+



2. Action

An event a Zap performs after it starts

+

1. Add a trigger.
2. Add an action.
3. Optionally, add more actions (can be multiple actions).
4. Provide a name to your Zap.
5. Optionally, adjust your Zap's:
 - a. advanced settings
 - b. details
6. Publish your Zap.