Acronis

Acronis Cloud Manager

Version 5.0

GETTING STARTED GUIDE

Revision: 11/21/2020

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1 What's new

1.1 Product improvements history

1.1.1 Version 5.0

- Representing the new web portal - web based graphical user interface.

1.1.2 Version 4.1

- GUI –
  - Rebranding the product to Acronis Cloud Manager

1.1.3 Version 4.0

- Installation –
  - Ability to select self-signed or custom certificates as an additional step when installing management service
- Datastore –
  - Auto Discovery of datastores
- Jobs –
  - Recording of login and log off events
  - Recording of console upgrades
  - Delete option is disabled
  - Disk copy percentage in the jobs view
  - Dock/pin panel
- Monitoring/Alerts
  - Dynamic optimization event alerts
  - Exporting alerts to syslog
- Azure Management/Administration
  - RBAC Feature to disable Azure & commands for tenants

1.1.4 Version 3.3

- Reporting/Dashboard –
  - New System Status Report – PDF output
  - New look for Zombie VMs report
  - Ability to schedule PDF Reports
- REST API Support –
  - VM Management/Monitoring/Reporting/Backup/SDN/Administration
- Management –

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- Loading time Improvements
- Cluster to Cluster VM migration
- Inspect Virtual Hard Disk
- Support Anti Affinity Rules In Failover Cluster

1.1.5 Version 3.2

- Monitoring –
  - VM CPU Usage – VM Level monitoring shows Guest CPU usage.
  - Host Memory Usage – Total Memory Used By VM's and Total Memory used by OS Partition.
  - Host CPU Usage – This is the amount of CPU that the Hosts are using for Hyper-V, we will also show the total CPU % the operating system is using the host.
- Reporting – Custom Report Timeframe – Allows user to change the timeframe to generate, first start to more customizable reports.
- Management –
  - MAC Address Pools – Enterprise or Multi-Site clients can now use custom MAC address pools.
  - Replication Failure Notices – generates alerts and emails on Replication status and failures.
  - Current VMQ Status – shows the status of the virtual machine queue (VMQ) properties of VMQ-capable network adapters. VMQ is a scaling networking technology for switch that hashes incoming packets based on the destination MAC address.
  - Checkpoints in Grid – In the grid view of management pane the checkpoints on a given VM are shown.
  - Turn Off Warning – When VM is turned off, a warning about taking this action will now be shown.
  - Custom Column Saving – If users make changes to the grids in CM, these custom changes are saved now.
  - Settings Button on RDP Screen – Added a Settings button on the RDP screen for quick access to VM settings.
- Backup –
  - No VSS Backup – Optional ability to bypass VSS for OS Windows 2016 when running backups.
  - Backup Failure Notifications – New alerts and notifications on backup progress, success and failures. Includes email alert options.
- Installer – Links to Evolve – Links to evolve are now added to the installer, quick access to help.
- Licensing – TCP port 8443 added for easier registrations in closed and NAT environments.
- SDN –
  - VLAN and VXLAN networks management – Create and manage Datacenter networks or isolated Tenant networks.
  - Datacenter Firewall (ACL rules) – Create and manage access rules for North-South and East-West traffic in Datacenter or Tenant networks.
  - Load balancing in VXLAN and VLAN networks – Create and manage load balancers for Datacenter networks or isolated Tenant network.

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- Reduce cost of implementing LB features, replace NLB.
- Backup / Restore – Backup and Restore SDN settings.

1.1.6 Version 3.1

- Initial Windows Server 2019 Support
- Multiple migrate operations – select multiple virtual machines at once for live migration
- Extended live migration settings – set the max number of simultaneous live migrations and storage migrations
- Run optimizer on demand – Option to run optimizer on demand, even out the load over the cluster (manual optimization)
- Built in failover cluster load balancing – If the host is running Windows 2016, give the option to enable or disable built-in failover clustering load balancing to avoid issues with the dynamic optimizer
- VM replication into Azure
- Syslog integration – ability to export log files
- Reporting – Introduction of the new plugin for VM lifecycle management – reporting of the various resources high/low utilization by virtual machines during last 30 days period and ability to export it in different output formats (PDF, PNG, XLSX)

1.1.7 Version 3.0

- Azure Management – 5nine Cloud Manager 3.0 introduces the new plugin designed to control Microsoft Azure subscriptions from its GUI. Basic operations with Azure virtual machines are currently available – create, edit, delete etc. Import VM from Hyper-V to Azure action is also implemented. Please refer to “Azure Management” section below for details.
- Active Directory Enhancements
- Upgrade Agent Management
  - Upgrading remote agents deployed in different networks/domains
- Backup Wizard Enhancements
- Log file Enhancements

1.1.8 Version 2.2

- Messaging Broker service update – Multi-protocol open source messaging broker and Erlang components are upgraded the latest 3.7.4 version
- UX/UI Improvements
  - Unite resource-based and event-based monitoring alert settings
    Resource-based and event-based monitoring alerts are united in a single wizard
  - Management Service Upgrade
    All previous settings are shown including passwords.
  - Add Descriptions to All Wizards
    Where necessary detailed descriptions of the objects were added: category, credentials, etc.

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- Hide logical view for users
  Only Cloud Manager administrators can view logical the view tab in the object tree.
- Backup Wizard Enhancements
  - Ability to create backup job for a group of objects.
  - Users are not allowed to edit backup jobs that were created by administrators.
  - Backup wizard texts are reworded and validated.
- Active Directory Enhancements
  - User/group AD browse dialog
    When adding Windows user credentials, a username does not have to be entered manually. AD browse dialog is used instead.
  - Ability to create a user group mapped to AD
    New type of user group is introduced: domain user group. Domain user group automatically synchronizes its users with the corresponding AD group. You can set permissions for the group and as soon as a user is added to the AD group they start having corresponding permissions in Cloud Manager
- SDN deployment – Basic Virtual Network Controller Support: a user can enter major SDN parameters and then special deployment scripts run deploying SDN infrastructure. Improvements include:
  - Create, Read, Update and Delete operations are implemented for the following SDN objects: Logical networks, Virtual networks, Network interfaces, Virtual Switches, Servers, NC Credentials.
  - Read operation is implemented for the following SDN objects: Load balancers, MAC Address Pools.

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2 Introduction

2.1 Summary

Acronis Cloud Manager is a solution designed to help organizations efficiently manage Microsoft Hyper-V and Azure private and hybrid clouds. It provides multi-tenancy and role-based access control providing fine-grained control over virtualization hosts, networking and other resources to create and deploy Hyper-V and Azure virtual machines. The product has the following features:

- Easy-to-use and intuitive design for new or experienced Hyper-V admins.
- Hyper-V management in different Windows Server versions – 2019 / 2016 / 2012 R2 - from a single console.
- Microsoft Azure subscriptions management from a local console.
- Centralized monitoring for Hyper-V hosts and all virtualized resources.
- Consolidate data of resources utilization by virtual machines for the last month (reporting).
- Software defined network management and deployment.
- Backup and DR capabilities for virtual machines.

2.2 System architecture

Acronis Cloud Manager is a modular solution that lets you build a scalable infrastructure for environments of different sizes and configuration. The installation package of Acronis Cloud Manager includes a set of components:

- Management server – Windows service that coordinates all operations performed by Acronis Cloud Manager.
- Management database – is used by the management server to store data about the Hyper-V infrastructure, jobs, users and so on. The database instance can be located on a SQL Server installed either locally (on the same machine where the management server is running) or remotely.
- Management console – provides the application user interface and allows user access to all features.
- Host agent – responsible for performing all commands from management server on a Hyper-V host. This component must be installed on every Hyper-V server managed by Acronis Cloud Manager.
- Multi-protocol open source messaging broker (59MgmtSvcRmq) –open source message broker software that implements the advanced message queuing protocol (AMQP). The 59MgmtSvcRmq service is written in the Erlang programming language and is built on the open telecom platform framework for clustering and failover.

You can co-install all components on the same machine, physical or virtual, or you can set them up separately for a more scalable approach. Advanced message queuing protocol (AMQP) is used as a message-oriented middleware for the communication between the management server and the host

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agents. HTTPS protocol is used for the communication between the console and the management server.

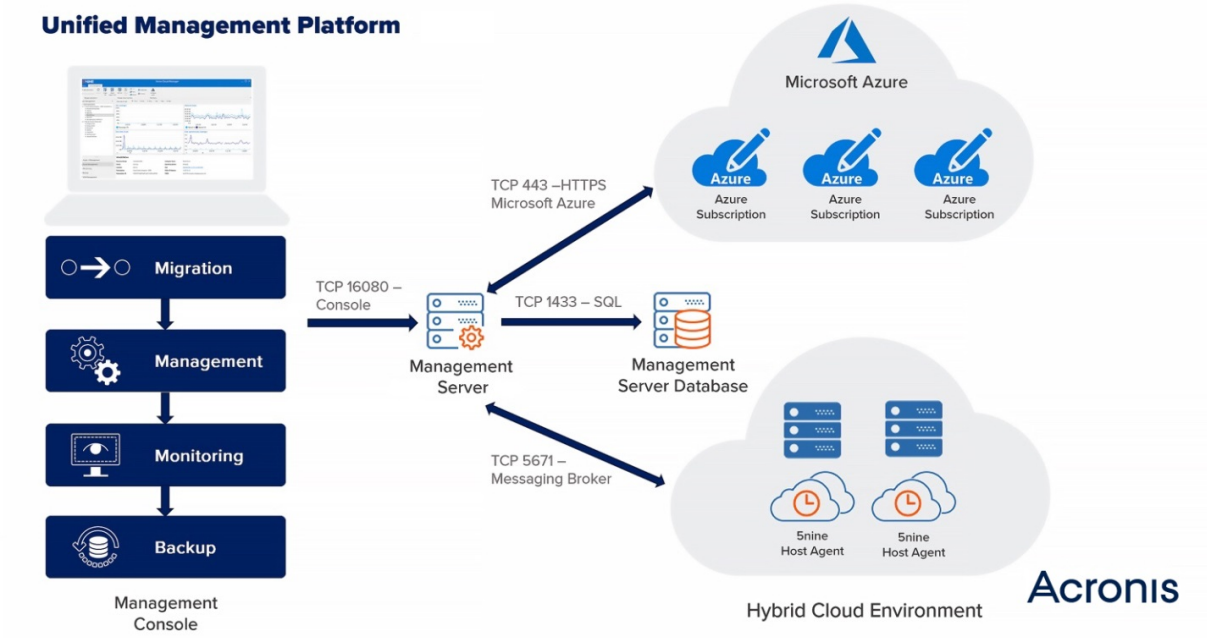

Figure 1 – Acronis Cloud Manager architecture

2.3 Plugins

Cloud Manager consists of the following plugins:

- Hyper-V Management
- Azure Management
- Hyper-V Monitoring
- Hyper-V Reporting
- Administration
- Hyper-V Backup and DR
- Software defined network (SDN) Management

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3 Deployment and configuration

3.1 System requirements

3.1.1 Acronis Cloud Manager server

Component	Requirement
Hardware	CPU: modern x64 processor 4 cores minimum Memory: 8 GB RAM minimum, 16 GB RAM recommended Hard disk space: 300 MB for product installation and sufficient disk space for Microsoft SQL Server and Acronis Cloud Manager database
OS	Only 64-bit versions of the following operating systems are supported: ■ Microsoft Windows Server 2019 ■ Microsoft Windows Server 2016 ■ Microsoft Windows 10 ■ Microsoft Windows 8.1 ■ Microsoft Windows Server 2012 R2
Software	■ Microsoft .NET framework 4.6.2 or later ■ Microsoft Visual C++ 2015 redistributable update 3
Database	Microsoft SQL Server (Full and Express): ■ Microsoft SQL Server 2017 ■ Microsoft SQL Server 2016 (SP1) ■ Microsoft SQL Server 2014 (SP2) For production deployment of Acronis Cloud Manager server, it is recommended to use Microsoft SQL Server Standard Edition or higher.
Ports	5671 for messaging broker communication – can be changed during setup 16080 for communication to management console
Internet	Internet connection is necessary for license activation

3.1.2 Acronis Cloud Manager console

Component	Requirement
Hardware	CPU: modern x64 processor 2 cores minimum. Memory: 2 GB RAM recommended. Hard disk space: 200 MB for product installation
OS	Only 64-bit versions of the following operating systems are supported:

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Component	Requirement
Software	■ Microsoft Windows Server 2019 ■ Microsoft Windows Server 2016 ■ Microsoft Windows 10 ■ Microsoft Windows 8.1 ■ Microsoft Windows Server 2012 R2 ■ Microsoft .NET framework 4.6.2 or later ■ Microsoft Visual C++ 2015 redistributable update 3
Ports	16080 – communication to management server 443 – communication to Microsoft Azure

3.1.3 Acronis Cloud Manager host agent

Component	Requirement
Hardware	CPU: modern x64 processor 4 cores minimum Memory: 8 GB RAM minimum, 16 GB RAM recommended Hard disk space: 300 MB for product installation
OS	Only 64-bit versions of the following operating systems are supported: ■ Microsoft Windows Server 2019 ■ Microsoft Windows Server 2016 ■ Microsoft Windows 10 ■ Microsoft Windows 8.1 ■ Microsoft Windows Server 2012 R2
Software	■ Microsoft .NET framework 4.6.2 or later ■ Microsoft Visual C++ 2015 redistributable update 3
Ports	5671 for messaging broker communication – can be changed during setup

3.1.4 Acronis Cloud Manager web portal

Component	Requirement
Hardware	Hyper-V virtual machine: CPU: modern x64 processor 4 cores minimum Memory: 8 GB RAM minimum VHD: 2 GB

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Component	Requirement
OS	Ubuntu 18.04[1]
Software	Acronis Cloud Manager web portal components (pre-installed)
Ports	443

3.2 Licensing

Acronis Cloud Manager has two separate types of licenses – general one for Hyper-V management, including all its features and the license for Azure management.

Hyper-V management part is licensed per-core. Minimal license set for a Hyper-V host is 16 cores.

Azure management part is licensed per VM. Initially, a free license is installed by default, which includes quota for a maximum number of 5 virtual machines from the cloud. Azure license is installed and works separately on a global level and for each tenant. Default 5 VM licenses are only available to global users.

Acronis offers the following types of licenses for Acronis Cloud Manager:

“Paid subscription license” –a full license that expires at the end of the subscription term. The subscription license term is normally 1-3 years from the date of license issue.

“Trial license” – a full license that can be used for product evaluation. The trial license is valid for 14 days from the moment of product download and contains 100 core limit.

“NFR license” — a full license that can be used for product demonstration, training and education. The person to whom the license is provided agrees that the license is not for resell or commercial use.

Information about licenses is available in the **Home** tab, available in every plugin.

[1]OS Ubuntu 18.04 and Acronis Cloud Manager web portal components are pre-installed on the VHD delivered with the setup archive.

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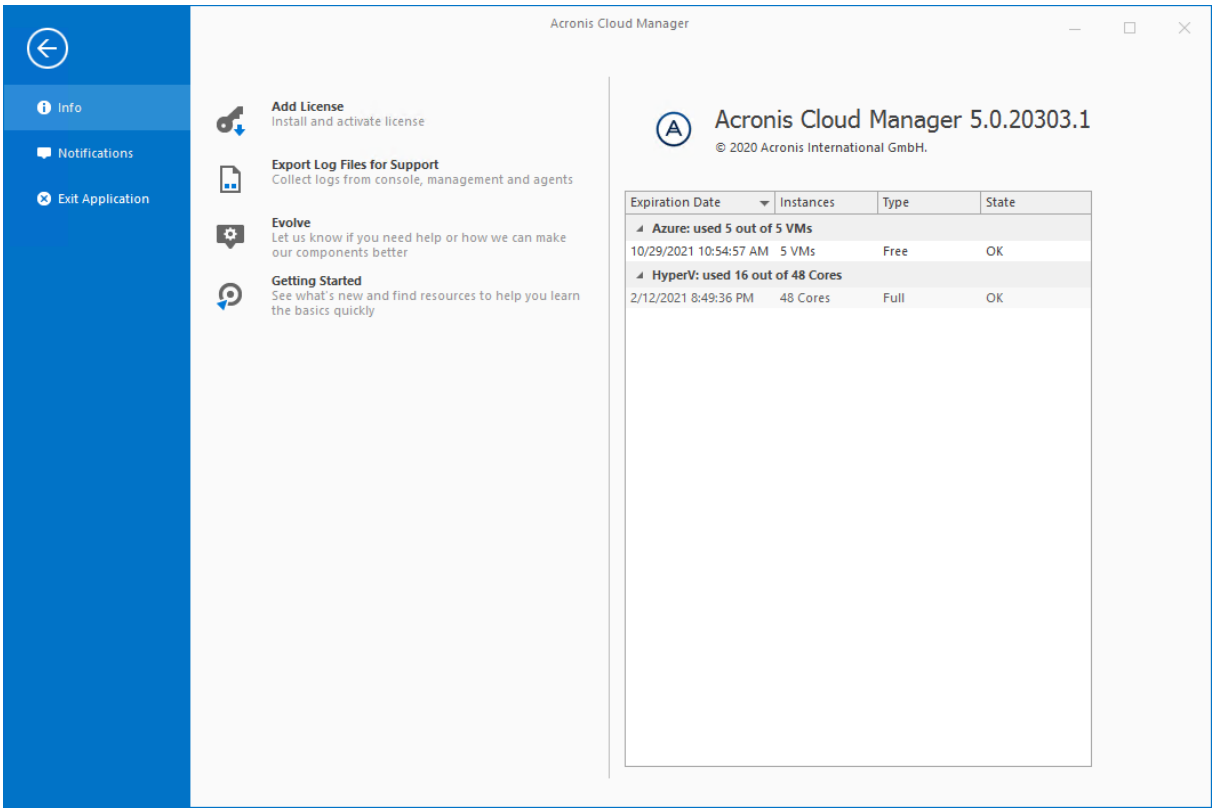

3.3 Installation

Acronis Cloud Manager installation package represented in two options:

- Separate bootstrap application - including Acronis Cloud Manager components and links to documentation and online virtual labs to test pre-configured product.
- Setup package in ISO format - including Acronis Cloud Manager components both in bootstrap application and separate Windows Installation Package (.msi) files and prerequisites – Microsoft SQL Express and .NET 4.6.2.

To install Acronis Cloud Manager, using bootstrap application, run the Setup.exe application from the downloaded Acronis Cloud Manager archive (or from ISO setup package):

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All 3 components can be installed from this bootstrap setup, but it must be run locally on each machine.

To install Acronis Cloud Manager from ISO, using either separate .msi files or similar bootstrap application, mount the Acronis Cloud Manager iso installation file and run the corresponding .msi file from its subfolders (Management, Console and Agent) or setup.exe bootstrap application.

It is generally not necessary to install Host Agent component from bootstrap setup or a separate .msi file. It can be installed automatically from the Acronis Cloud Manager console when adding servers.

3.3.1 Management service setup

1. To run management service setup, select the first component in the bootstrap setup list and press the **Install** button or run **managementservice.setup.msi** from the **Management** setup ISO folder. The following window will be shown. Some steps will differ when installing this component

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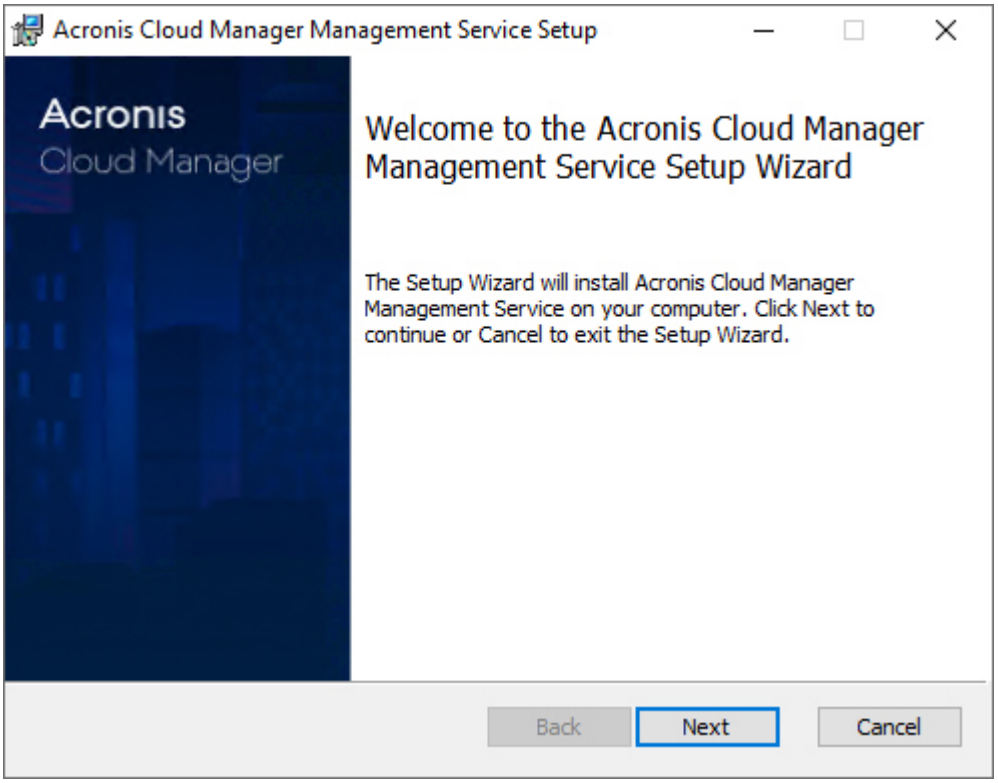
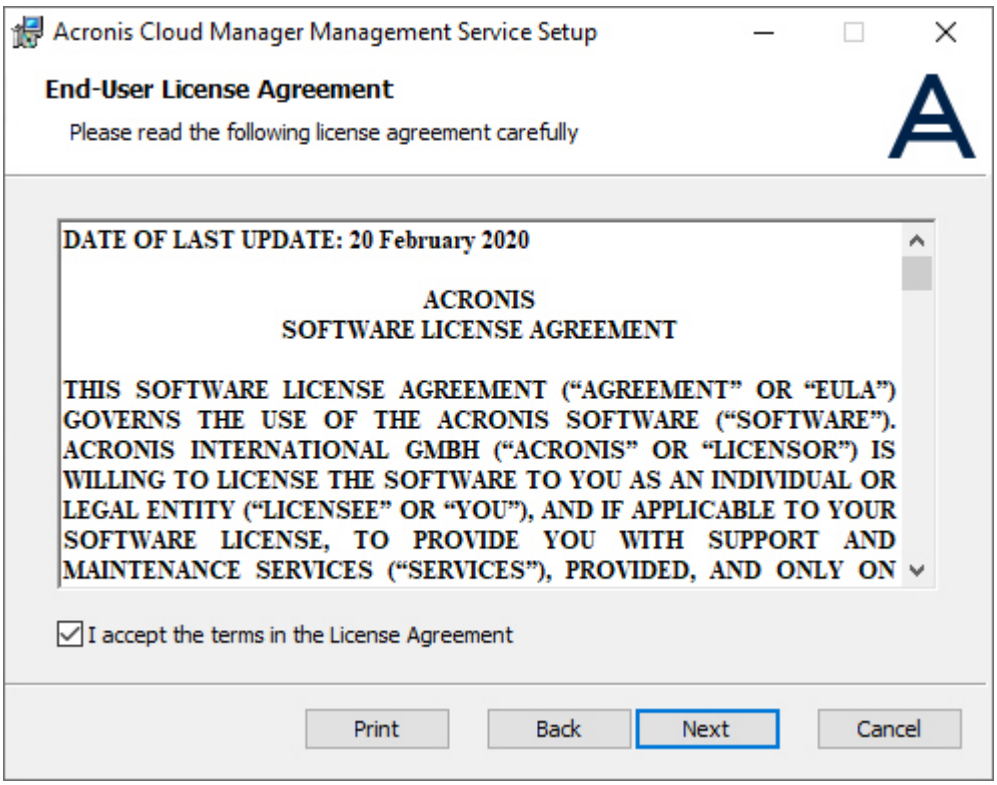
from ISO. Press **Next**:



2. The Acronis software end user license agreement will appear.
   Read and accept it, then press **Next**:



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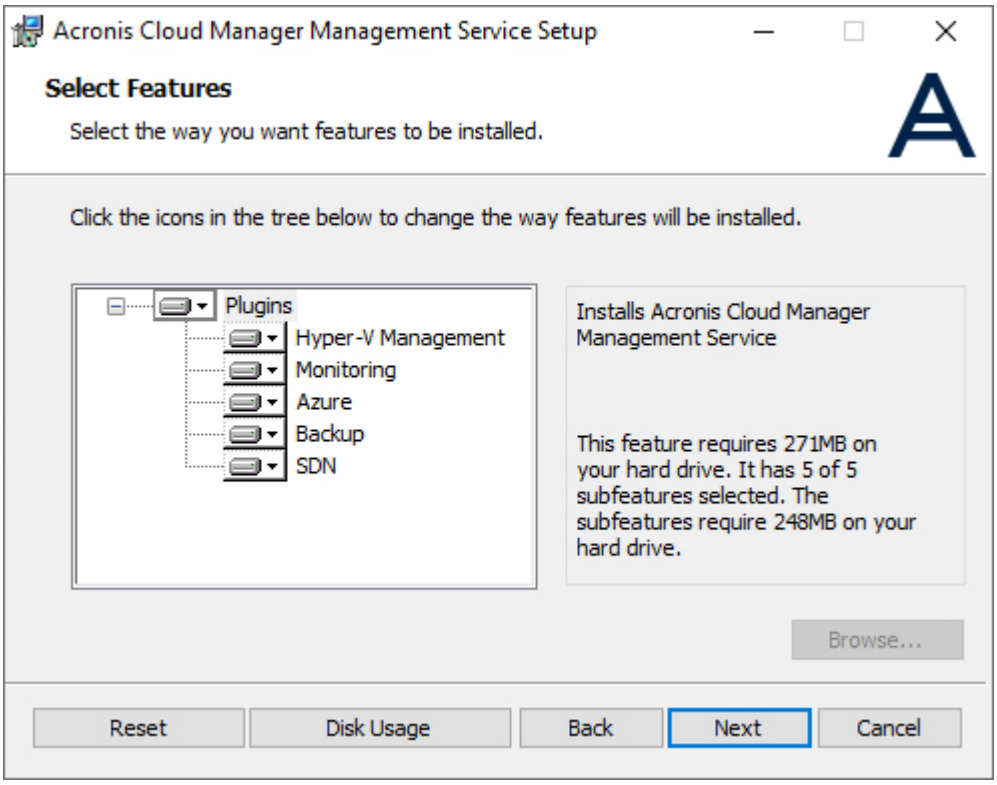
Note
When installing this component from ISO, the prerequisites check will be done in the background and the setup will install the corresponding missing Microsoft components in *silent* mode.

3. Select the plug-ins you want to use and press **Next**:



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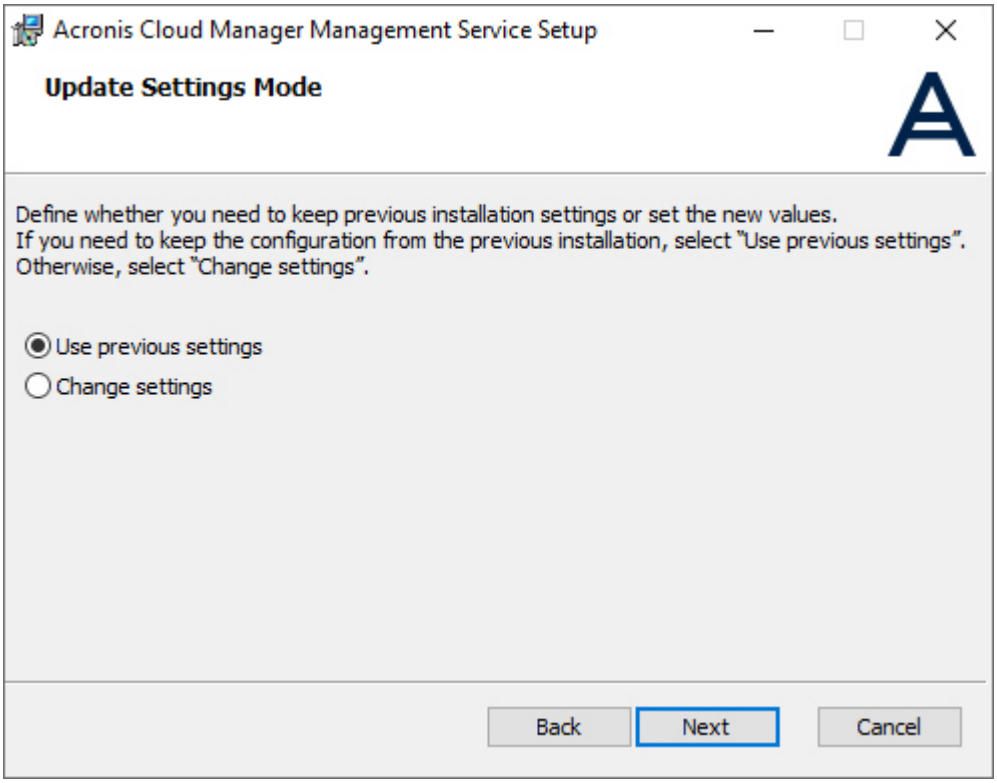
4. If you are performing an upgrade from a previous version, select the upgrade options:



- **Use previous settings**: all installation existing settings will be kept, except asking you to confirm the service logon for the management service credentials (domain\user).
- **Change settings**: all credential settings can be changed without the need of uninstalling the management service

5. Select the destination folder for Acronis Cloud Manager management service and press **Next**:

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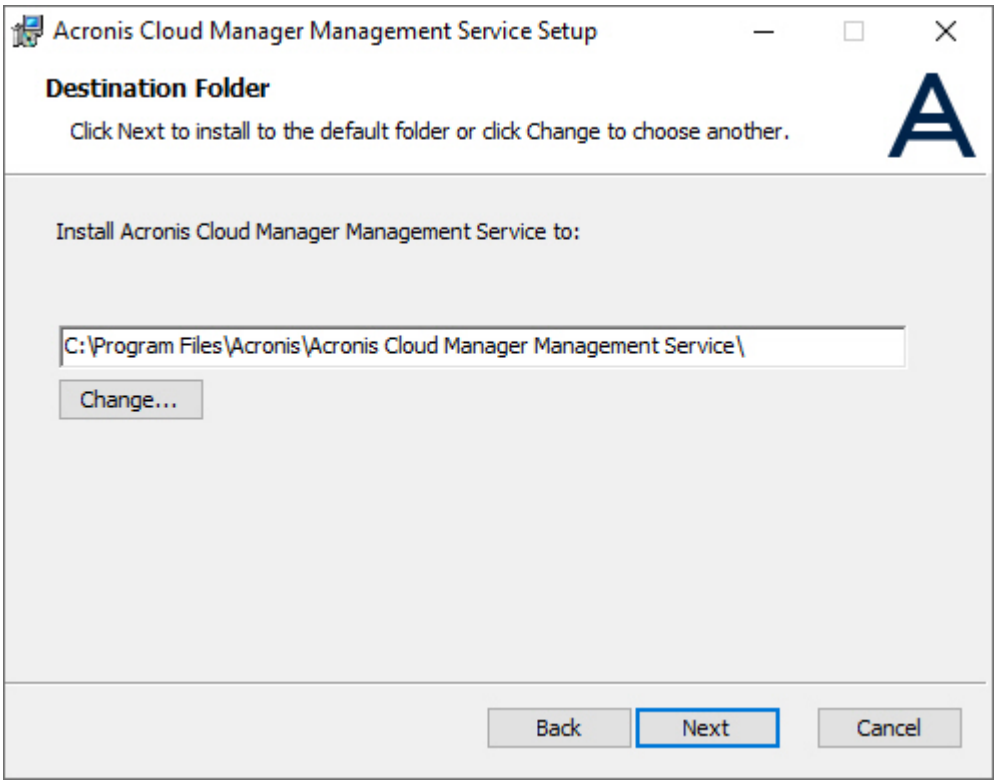
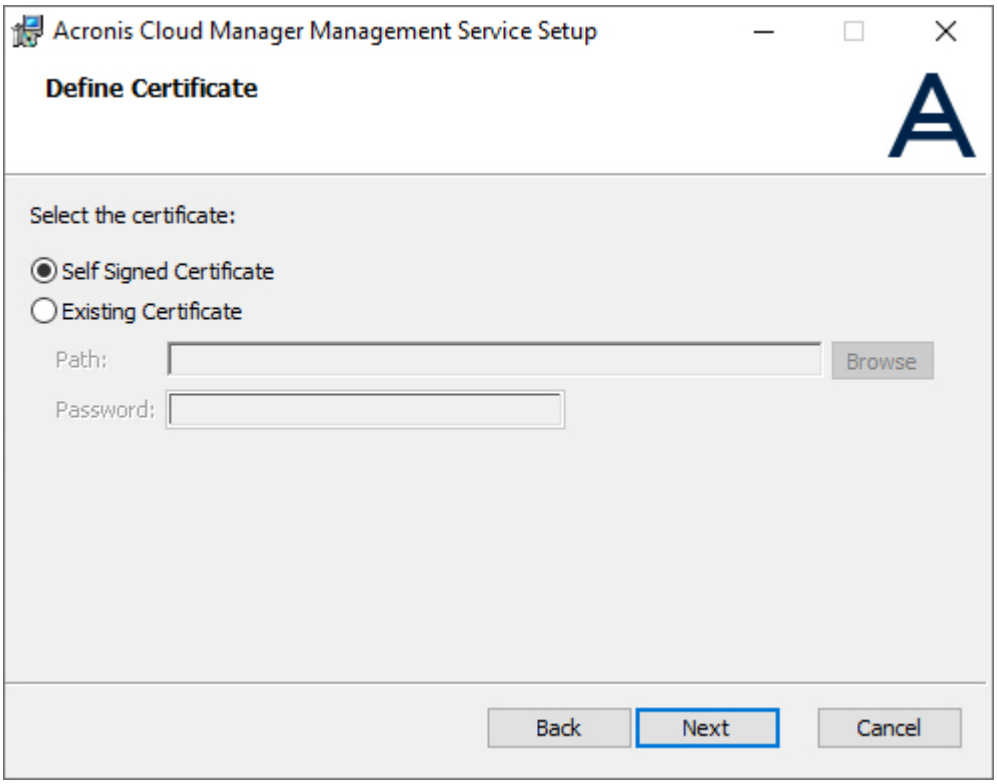


6. Select one of certificate configuration options:



- **Self Signed Certificate** – Acronis Cloud Manager will automatically install self-signed certificate during management service setup;

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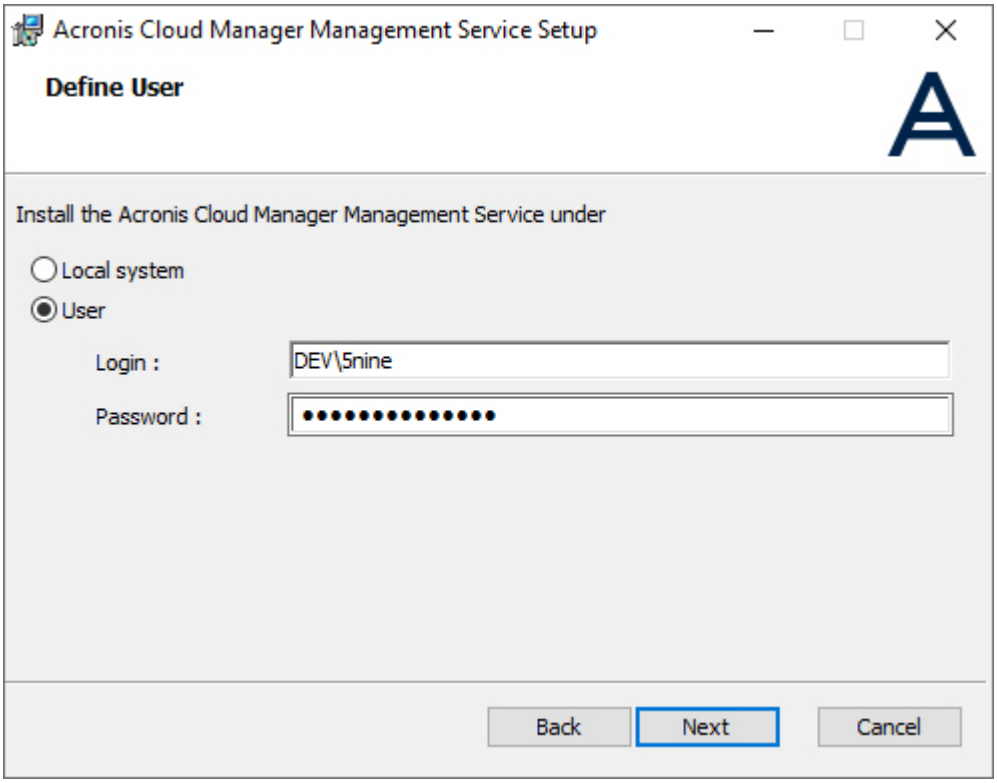
- **Existing Certificate** – you will have to browse and select pre-configured existing certificate, then enter the password.

7. Provide user credentials for the user that will run management service and press **Next**:



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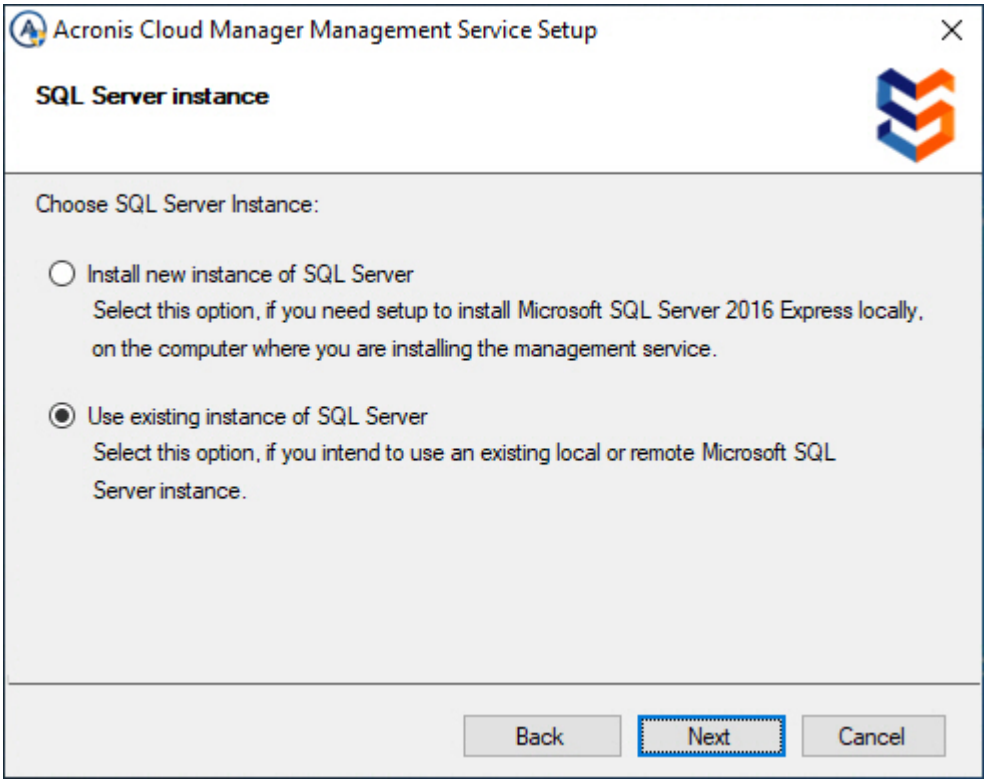
8. Applicable to ISO installer only: choose, which SQL server to use for database placement:



- **Install new instance of SQL Server** – setup will automatically initiate free Microsoft SQLEXPRESS® server installation onto the local machine. Make sure in advance that there is enough of free space on the local disk and all prerequisites for Microsoft SQLEXPRESS® server installation are met.
- **Use existing instance of SQL Server** – you will be asked to select any of existing MS SQL® or MS SQLEXPRESS® servers available in your environment at the following installation steps.

9. Select database server and set authentication method:

- **Windows Authentication** – can be selected if the user has been granted the necessary permissions on the selected SQL Server;
- **SQL Authentication** – use a specific SQL Server account (**sa** for example) and enter the relevant password.

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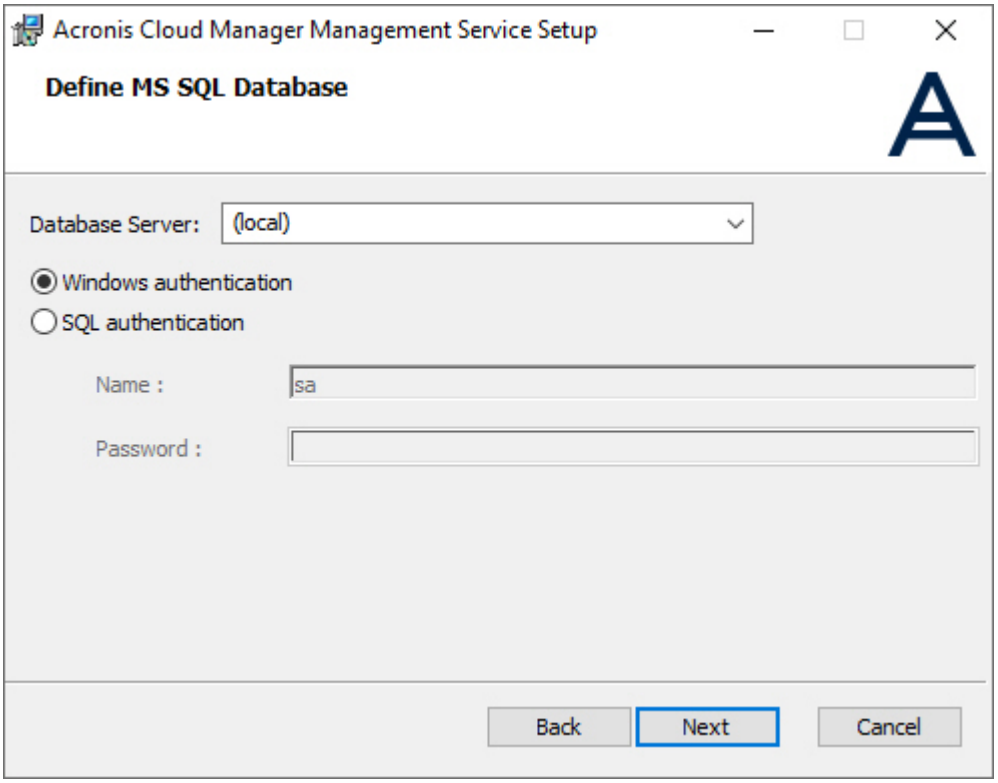
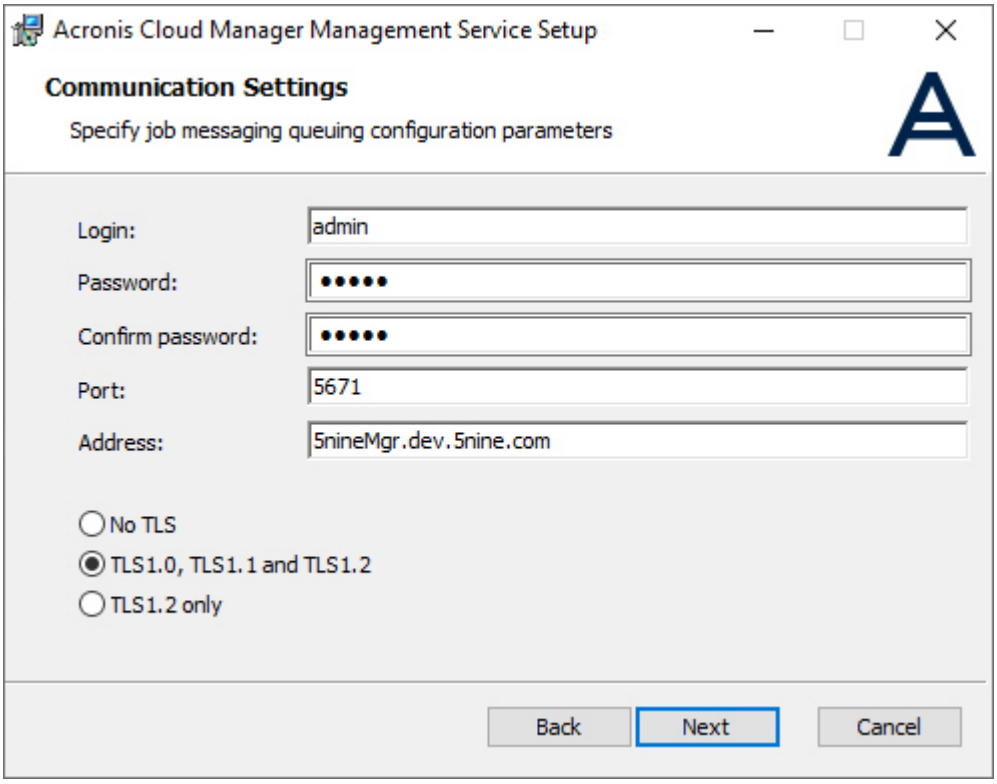
Press **Next**:



10. Specify job messaging queuing (broker) configuration parameters and TLS options, and then press **Next**:



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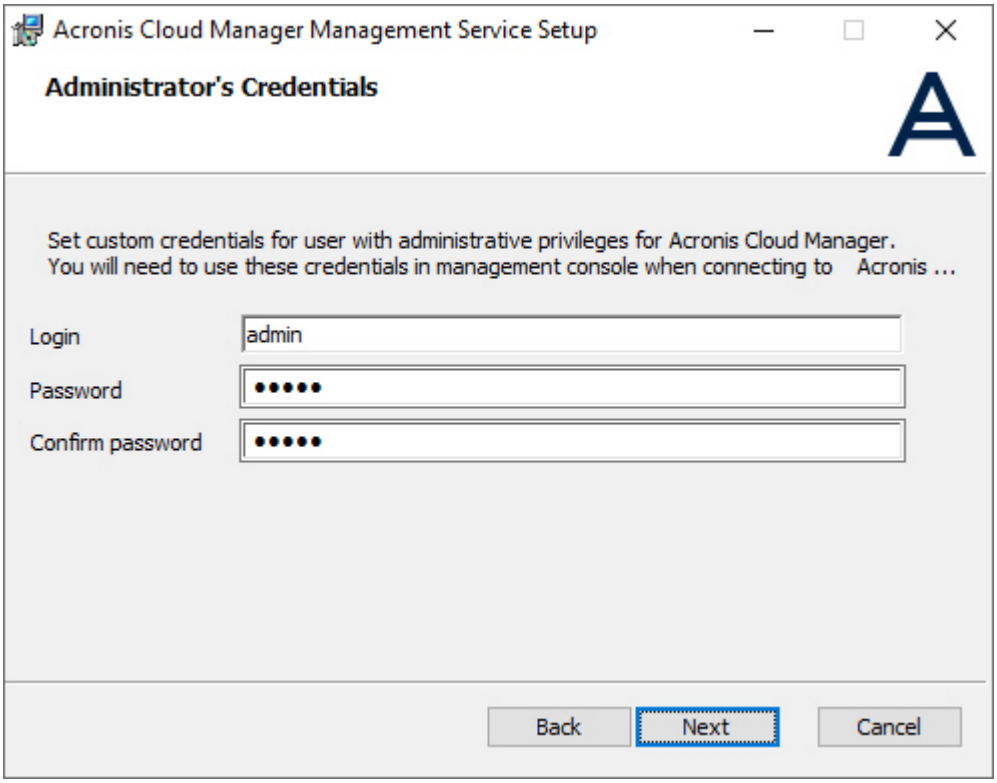
TLS option depends on your environment's specific requirements. In most cases, the second (default) option that includes TLS 1.0, 1.1 and 1.2 compatibility is the proper choice.

11. Provide master administrator's credentials to connect to management console without active directory login for example.

    The default username is **admin** for the first global administrator that you will need to use to login into the console for the first time. It is strongly recommended that alternate credentials are set for security.



    Click **Next**.

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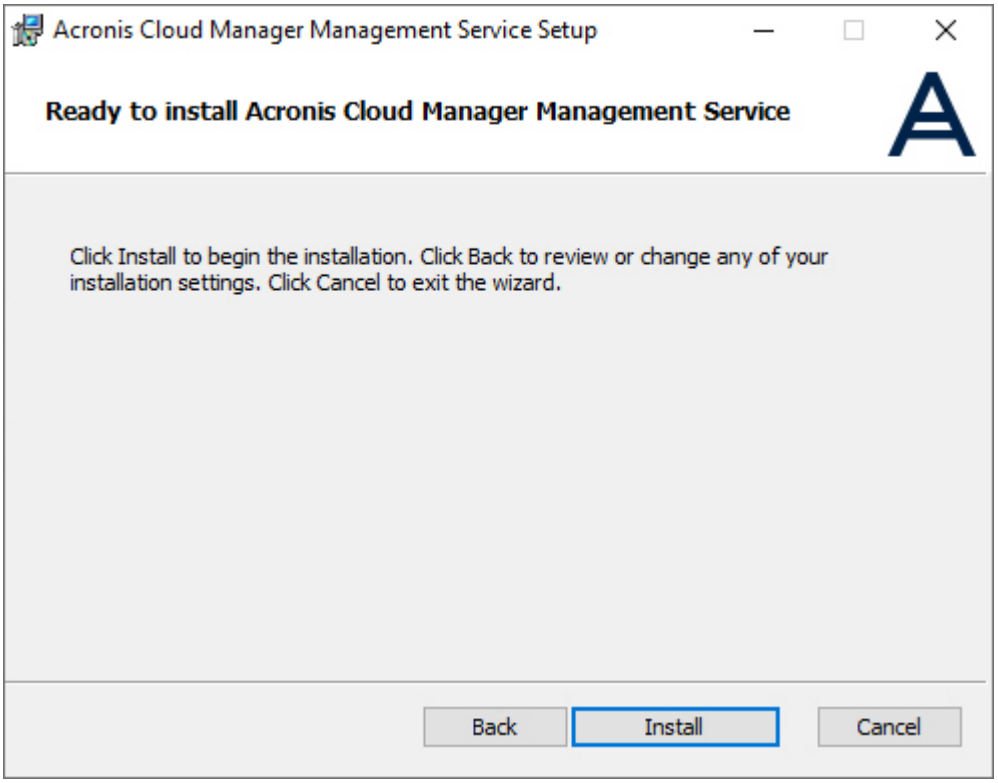
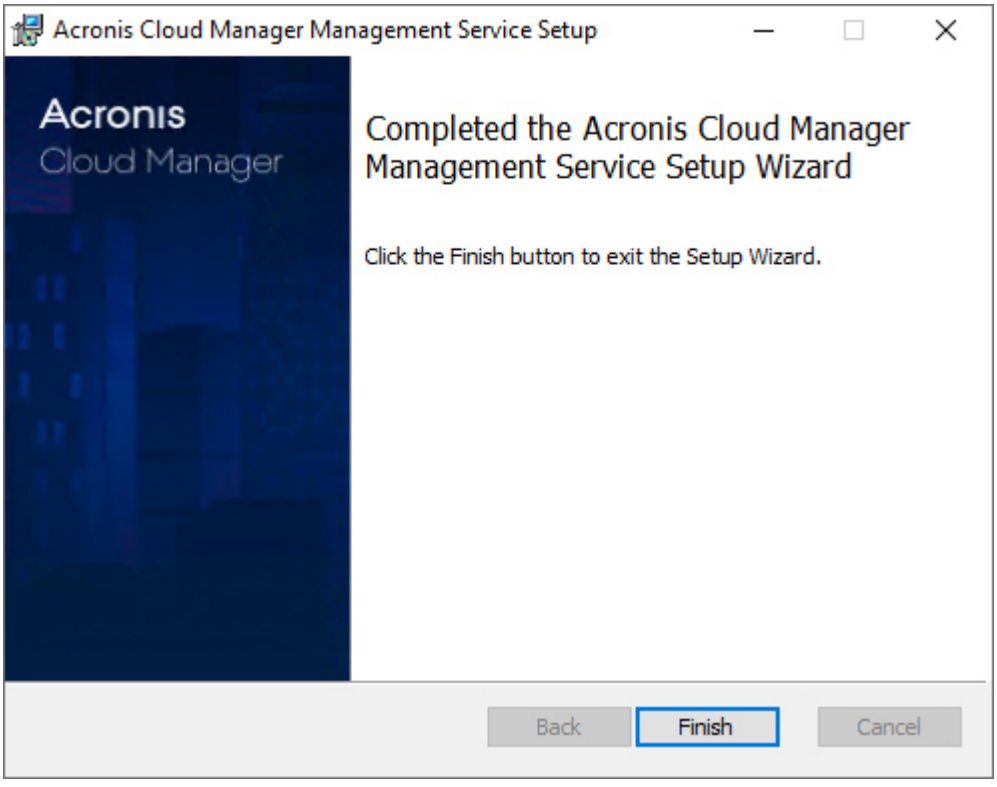
12. Click **Install** to start installation:



13. Click **Finish** when installation is complete:



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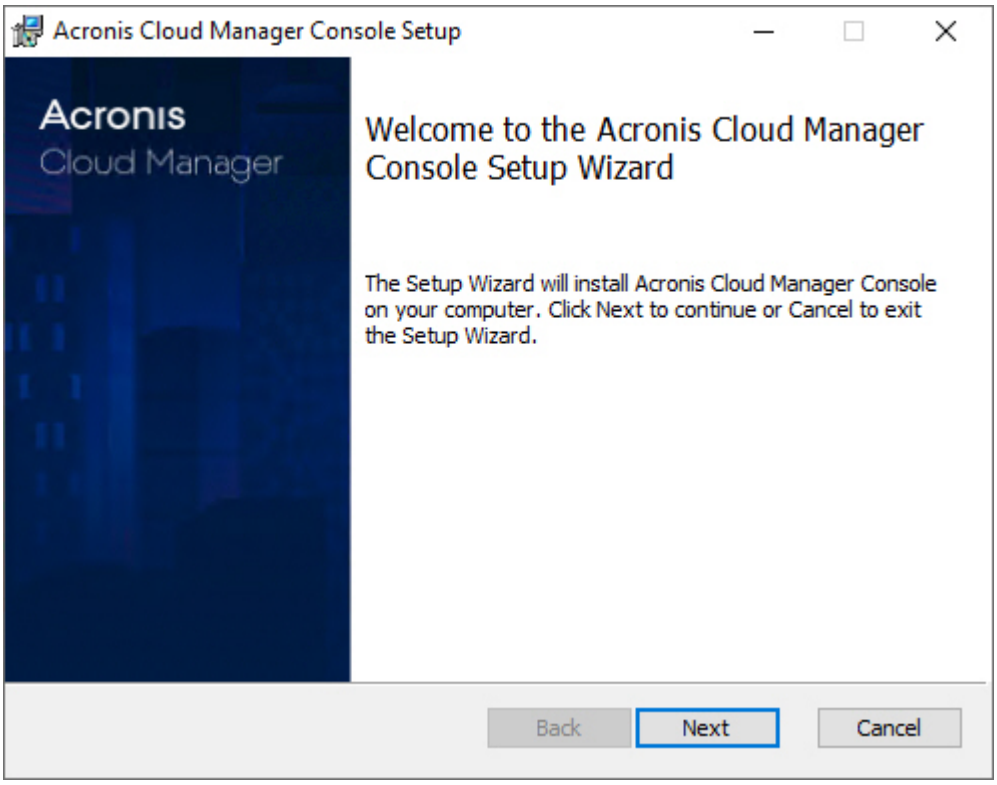
3.3.2 Console setup

1. To run console setup, select the second component in the bootstrap setup list and press the **Install** button or run **console.setup.msi** from the **Console** setup ISO folder. The following window will be shown. Click **Next**:



2. The Acronis software end user license agreement will appear.
   Read and accept it, then press **Next**:

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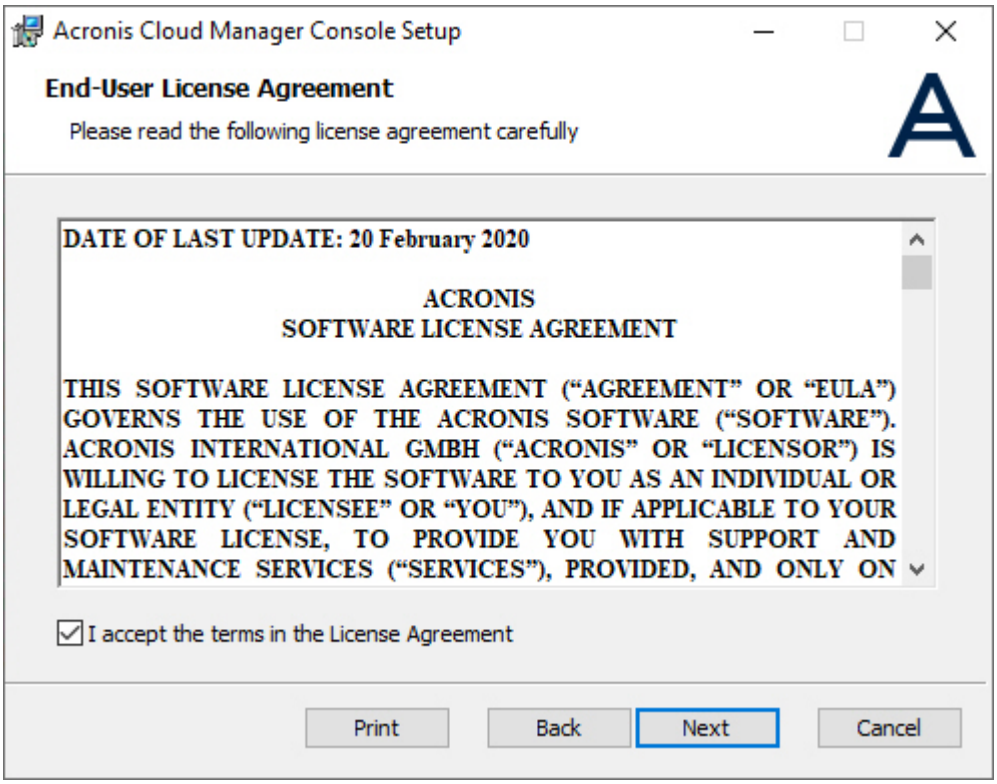
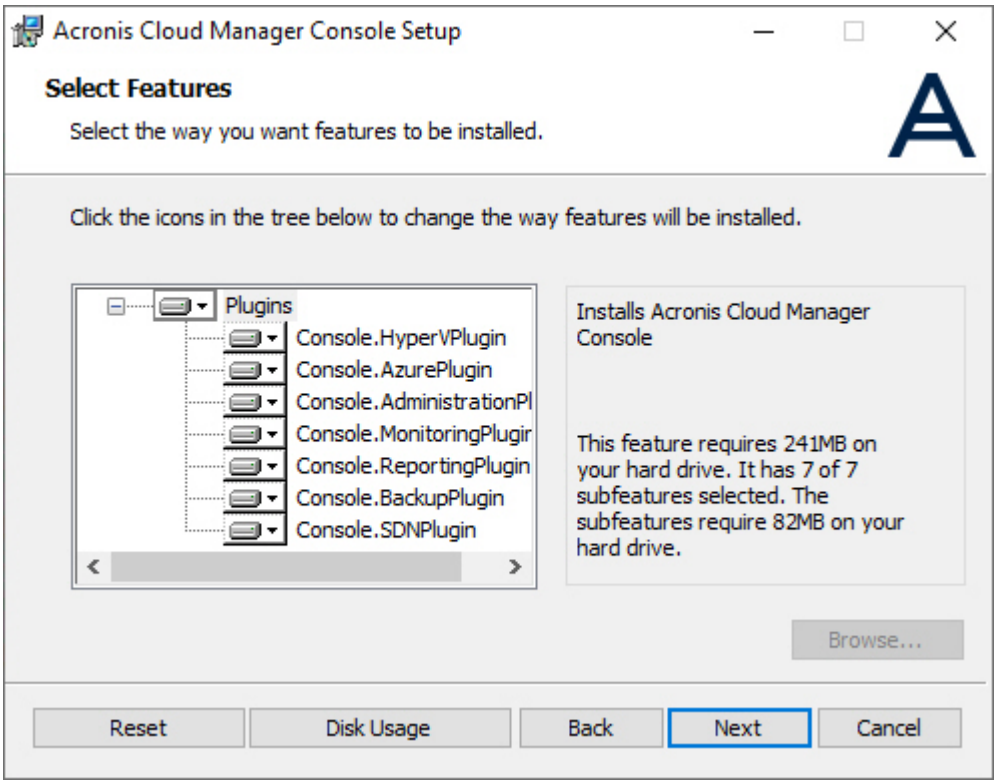


3. Select the plugins you want to use and press **Next**:



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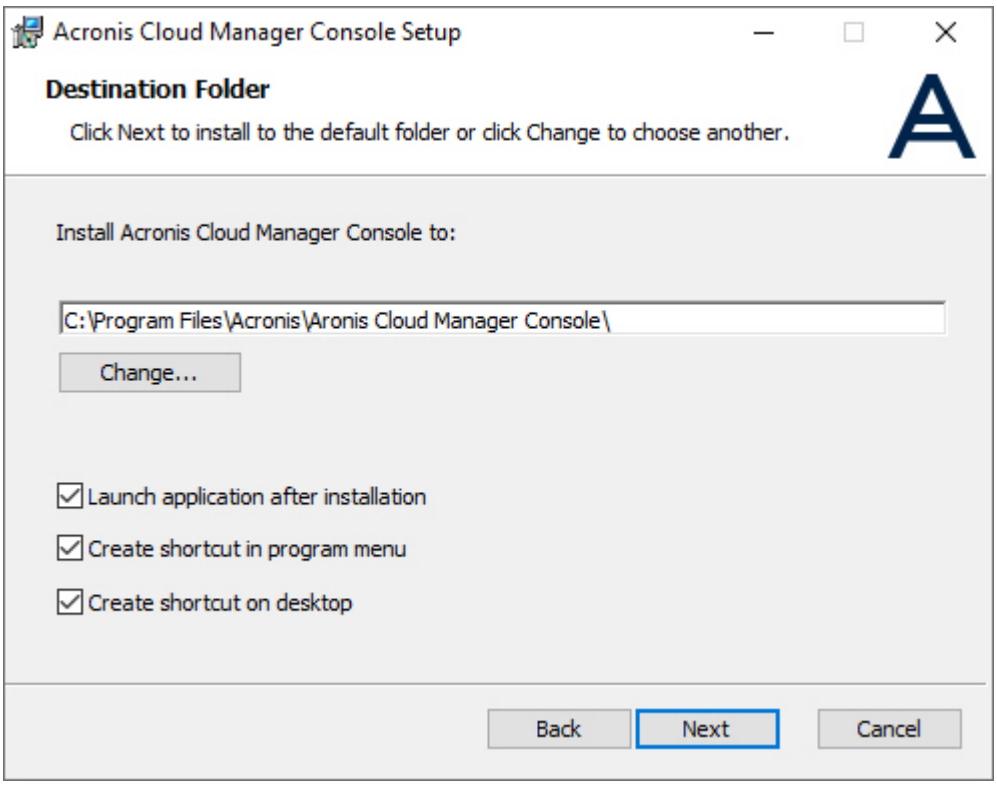
4. Select the destination folder for Acronis Cloud Manager and set the following program options (select or deselect depending on your preferences):



- **Launch application after installation**;
- **Create shortcut in program menu**;
- **Create shortcut on desktop**.

  Press **Next**.

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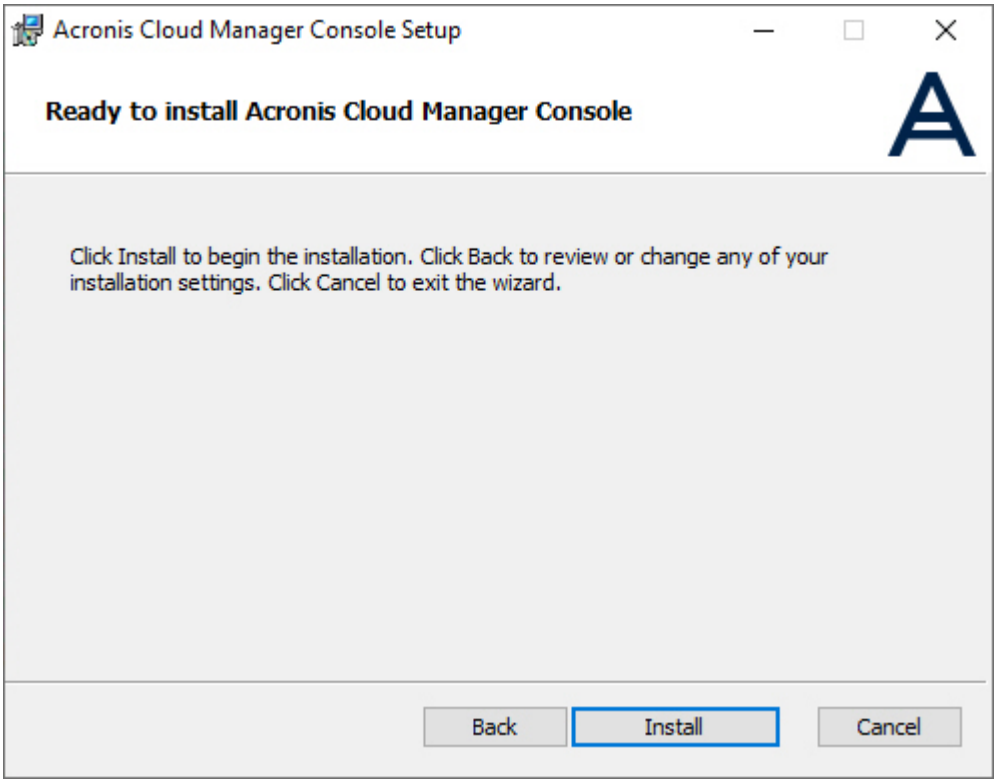
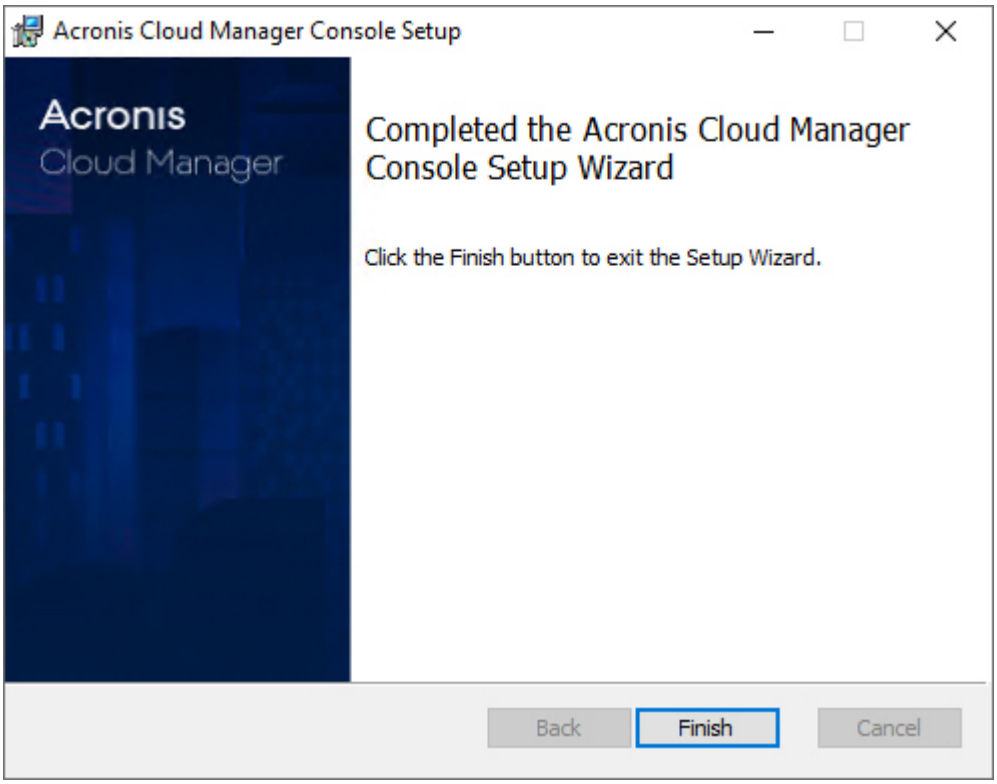
5. Click the **Install** button to install the management console:



6. Click **Finish** when installation is complete:



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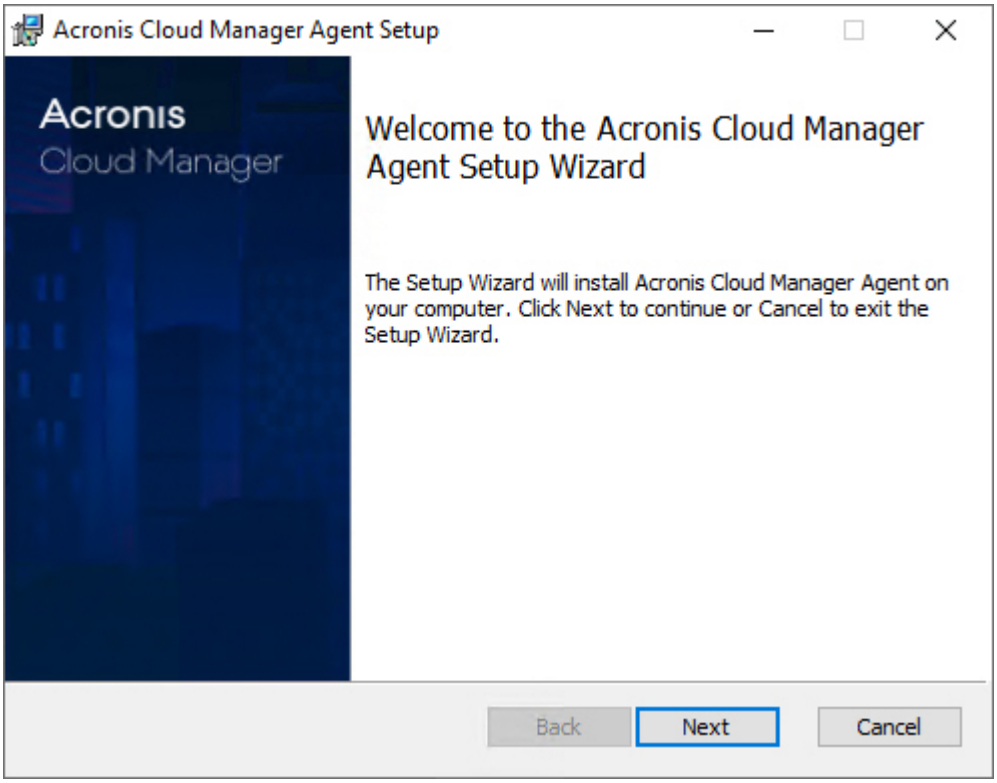
3.3.3 Host agent setup

The host agent is installed automatically on a Hyper-V server when it is added to the objects tree in the management console. If there are any specific conditions or issues, you can also install it manually by selecting the third option in Acronis Cloud Manager bootstrap setup or running **agentservice.setup.msi** from the **Agent** setup ISO folder.

1. The following window will be shown. Press **Next**:



2. The Acronis software end user license agreement will appear.

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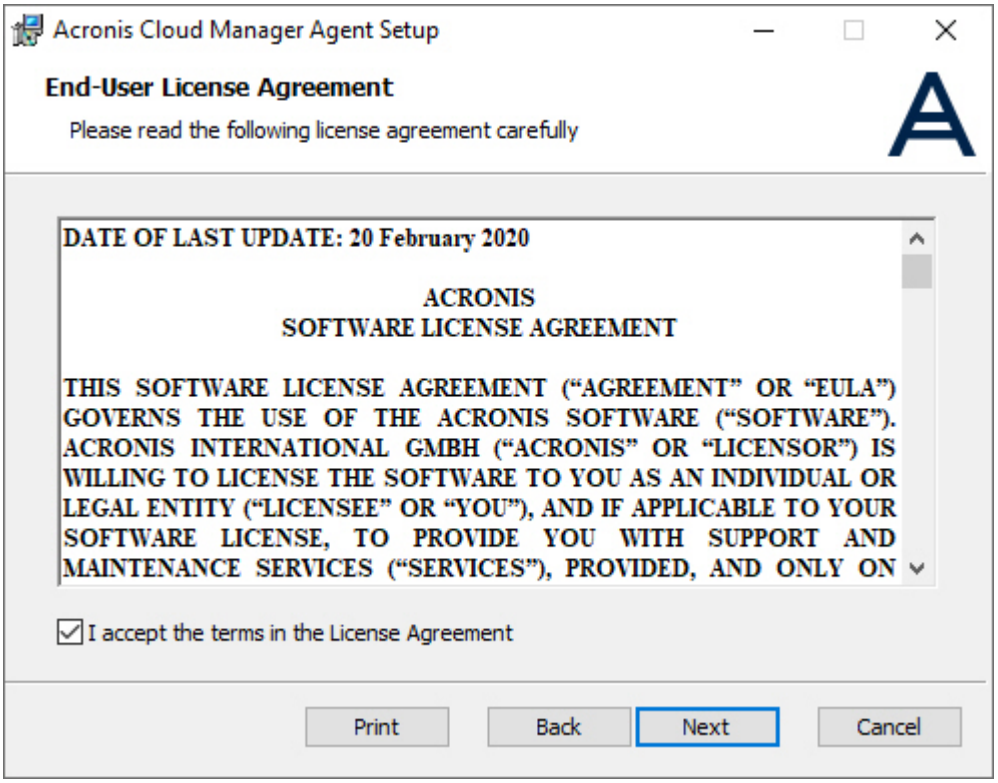
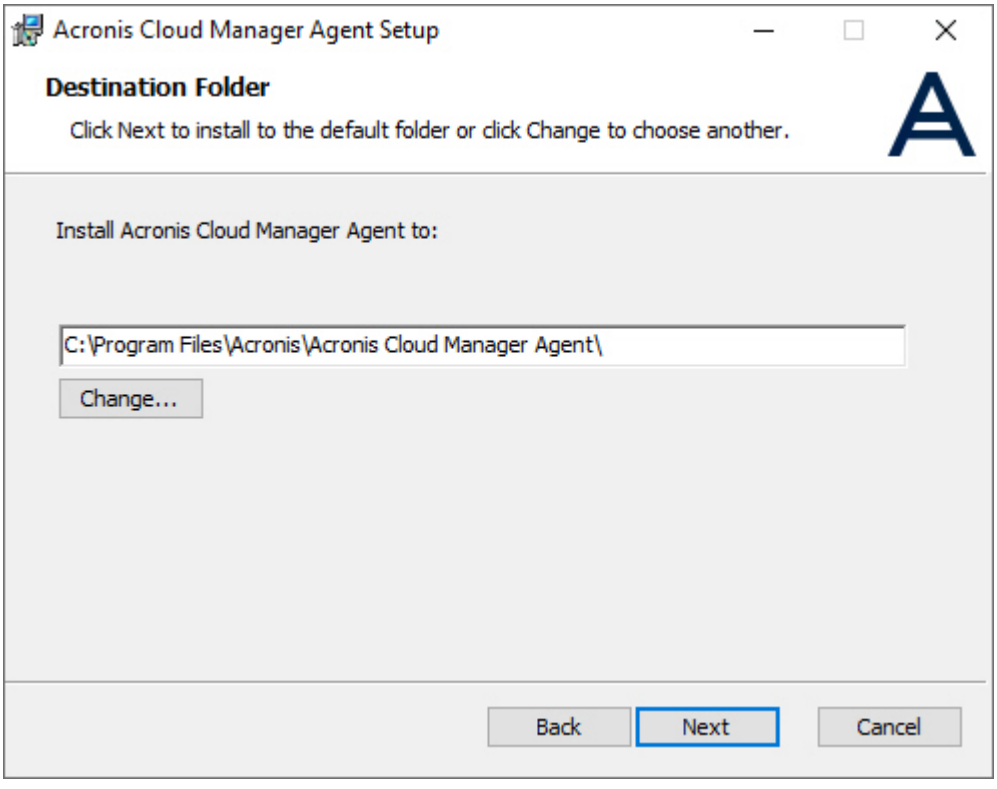
Read and accept it, then press **Next**:



3. Select the destination folder for Acronis Cloud Manager agent and press **Next**:



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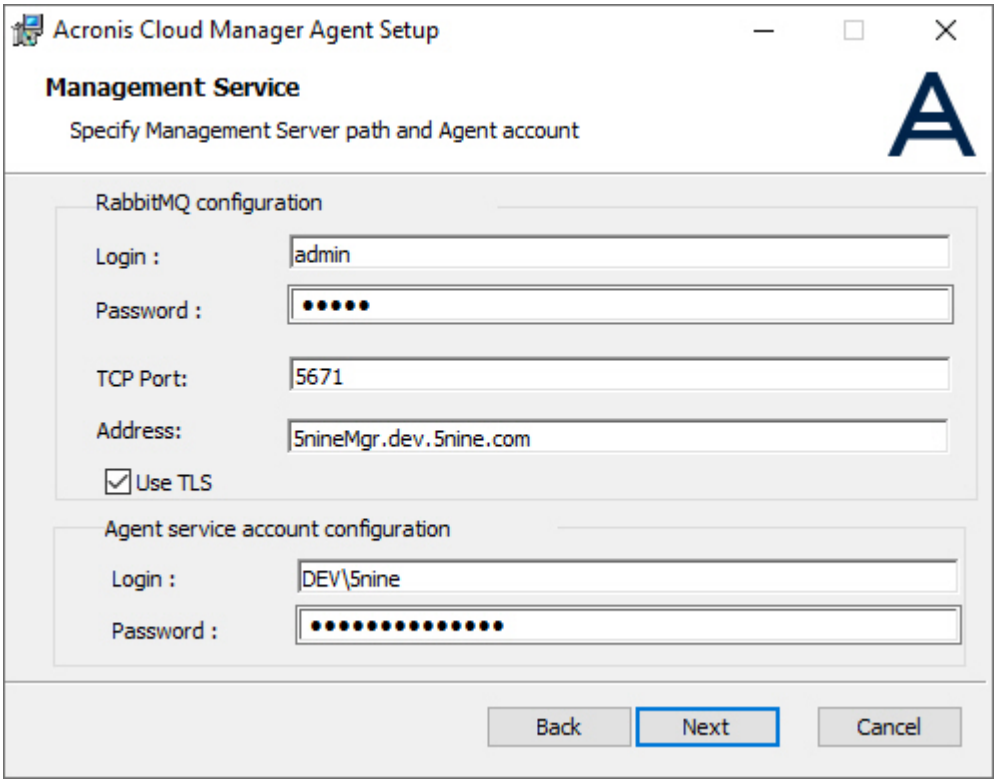
4. Set the management server and messaging queuing broker connection parameters, specify agent service account, enable TLS option (if applicable):



Note

You will have to provide the same messaging broker configuration parameters that were used in management service setup. Specifically, this applies to the address of the messaging broker – it must be entered exactly in the same way as it had been specified during management service setup, including letter case as this parameter is case-sensitive! Otherwise the communication between agent and management service will not work. Then specify credentials to start agent service under and press **OK**.

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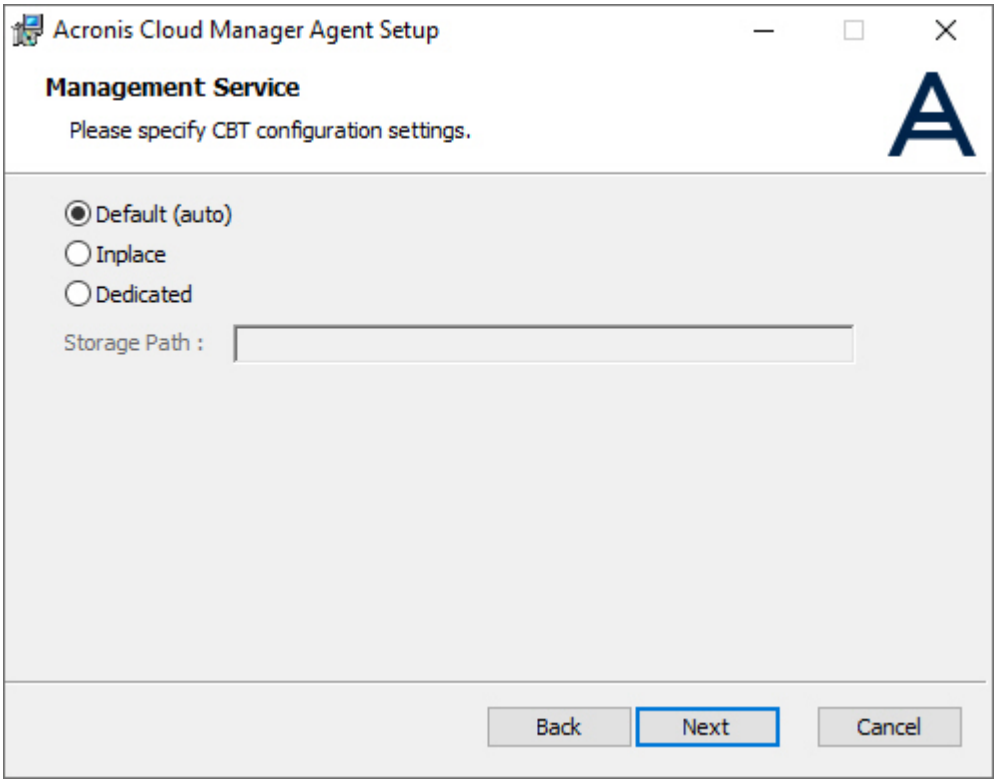
5. Set CBT options:



- **Default (auto)**: CBT data will be stored in the program-defined default location (**C:\Program Files\5nine\5nine CBT**);
- **Inplace**: CBT data will be stored together with virtual machine VHD;
- **Dedicated**: CBT data will be stored in the location, specified by user (**Storage Path**). The location should be available from the Hyper-V server's side.

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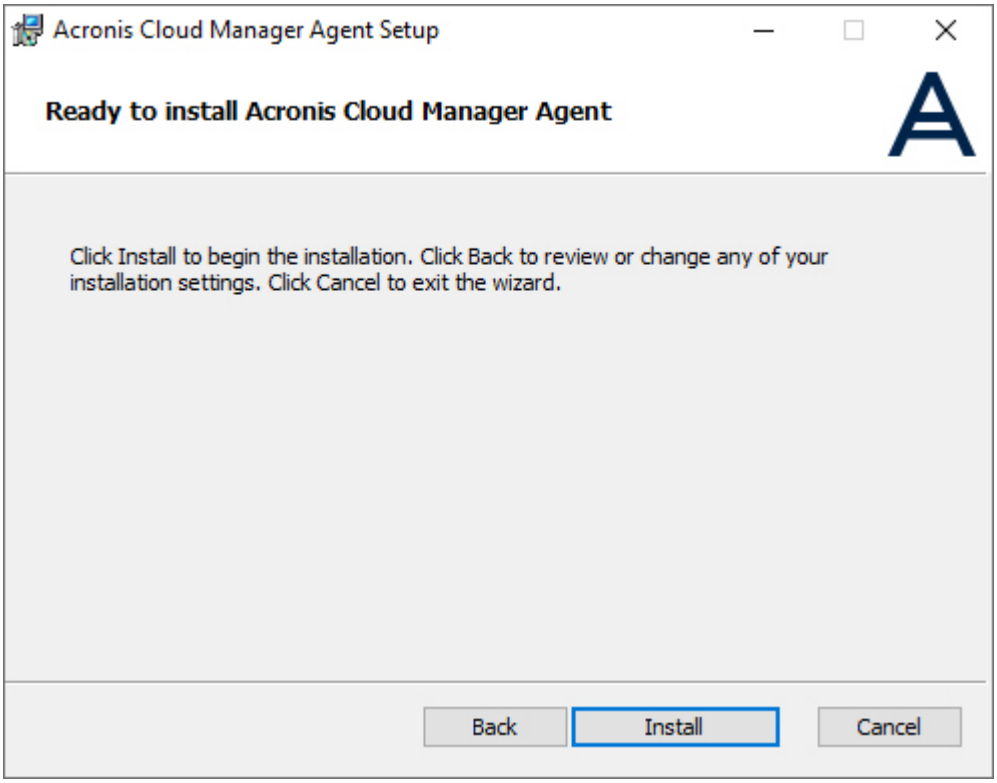
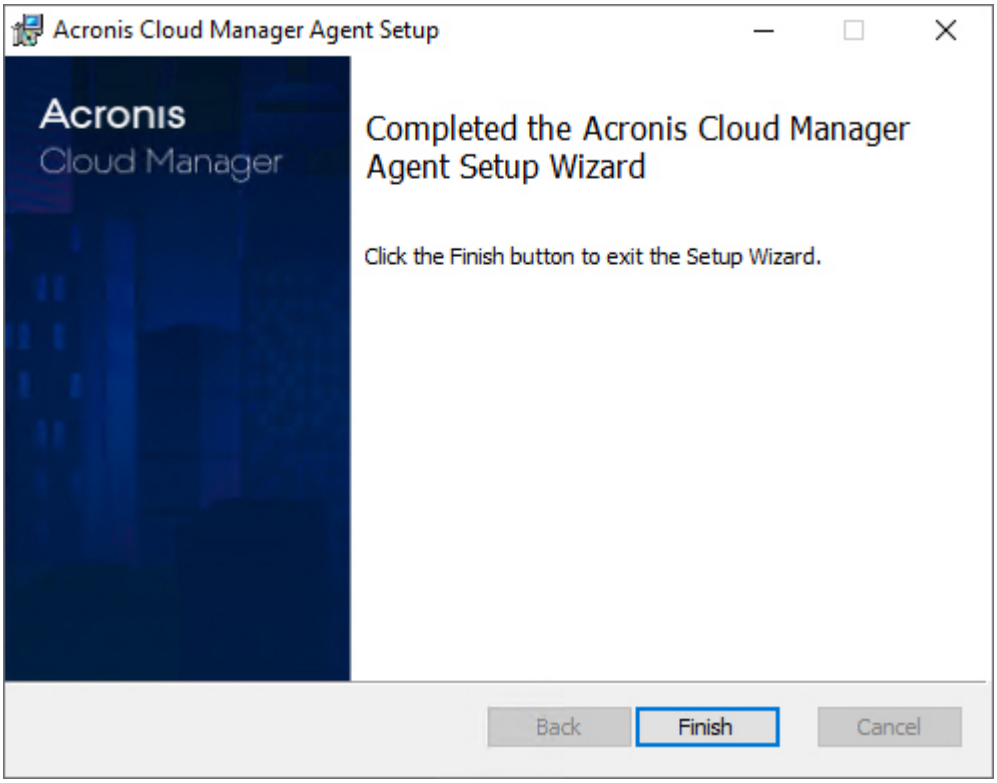
6. Click **Install** to start installation:



7. Click **Finish** when installation is complete:



3.4 Login to console

Launch the management console and enter the relevant credentials

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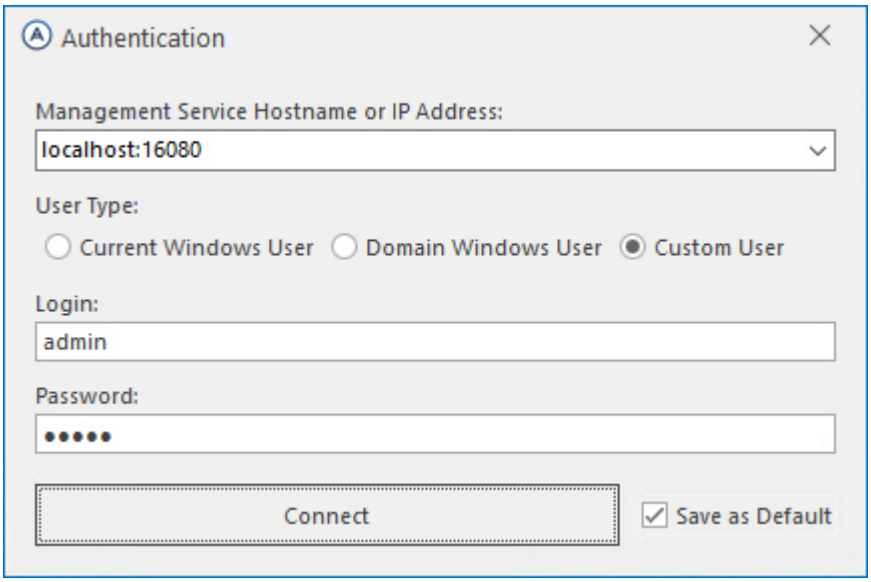

Note
On the first console start you need to enter credentials that you entered upon management server setup. At a later point, you will be able to add other users and/or change the default credentials.

3.5 First run

1. On the first console start you will be asked to install the license and prompted to add Hyper-V servers:

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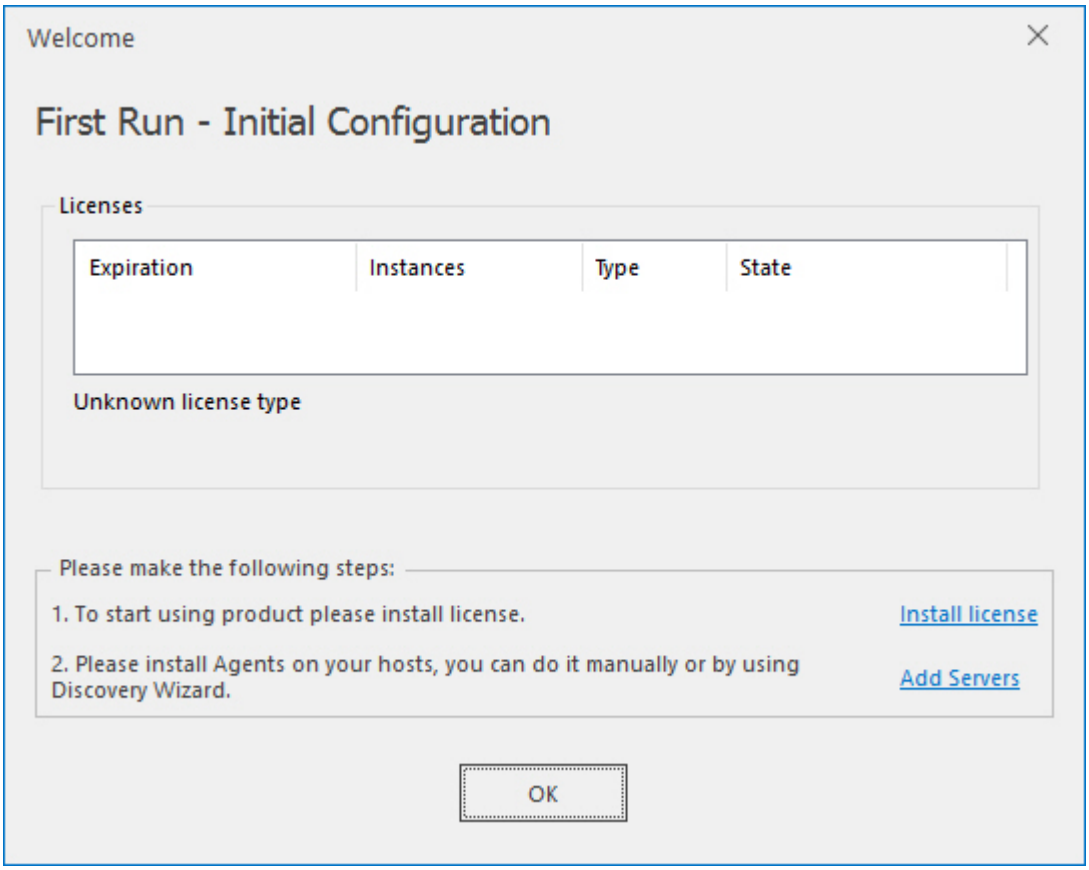

2. Click the **Install license** link and choose the **license.txt** file. You may either have a trial license that came with your trial email or a commercial license that would have been purchased. More information about the licensing and how to install the license at a later point can be found in the '"Licensing" (p. 14)' section below. Click **Add Servers** to add Hyper-V hosts or clusters. The adding servers process is described in the next section.

3.6 Adding Hyper-V servers

1. To start managing your virtual infrastructure, you must configure connections to Microsoft Hyper-V virtual management servers. You can connect the following types of servers:

- Standalone Hyper-V host;
- Hyper-V cluster.

2. For the initial launch the object tree will be empty. Adding new servers is implemented via **Add servers** wizard. To start the wizard press the, **Add servers** button in the toolbar at the top of the console.
3. After the **Add servers** wizard starts you need to specify credentials for discovery:

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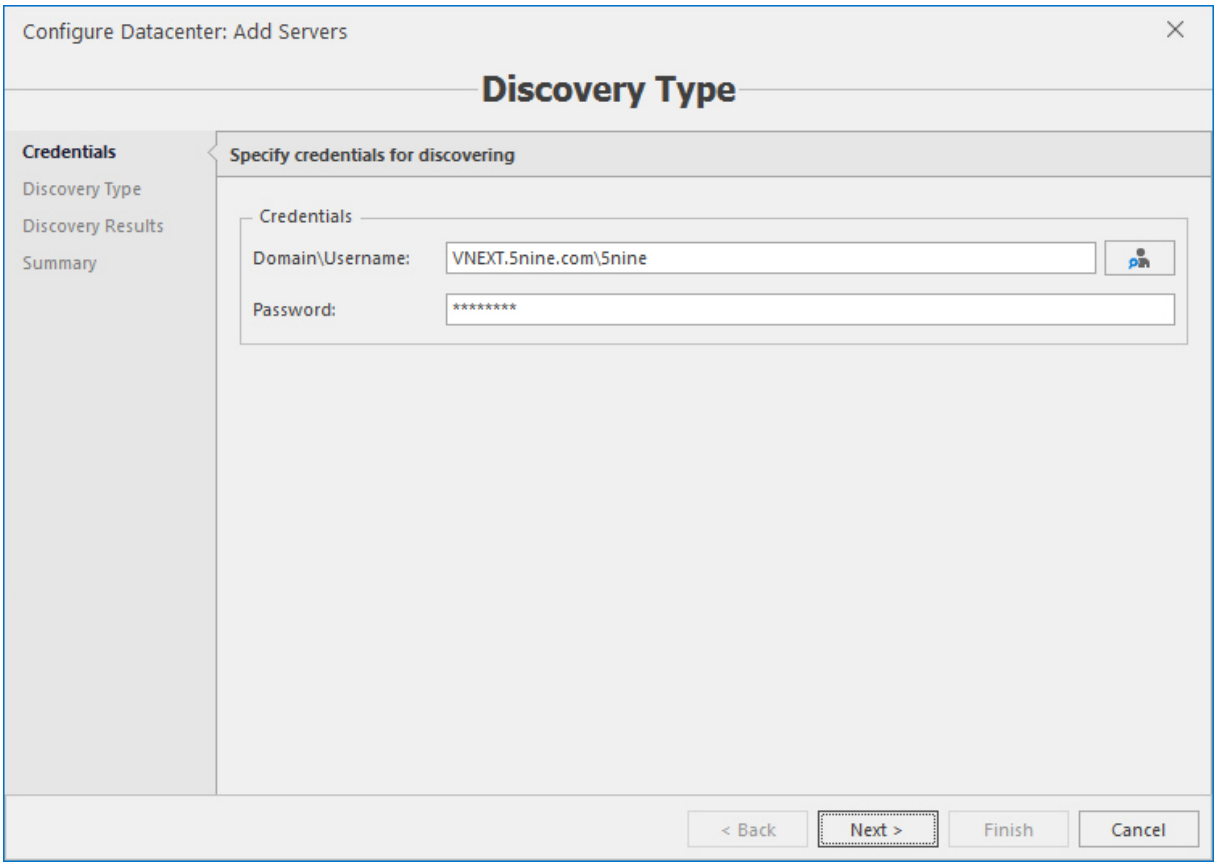
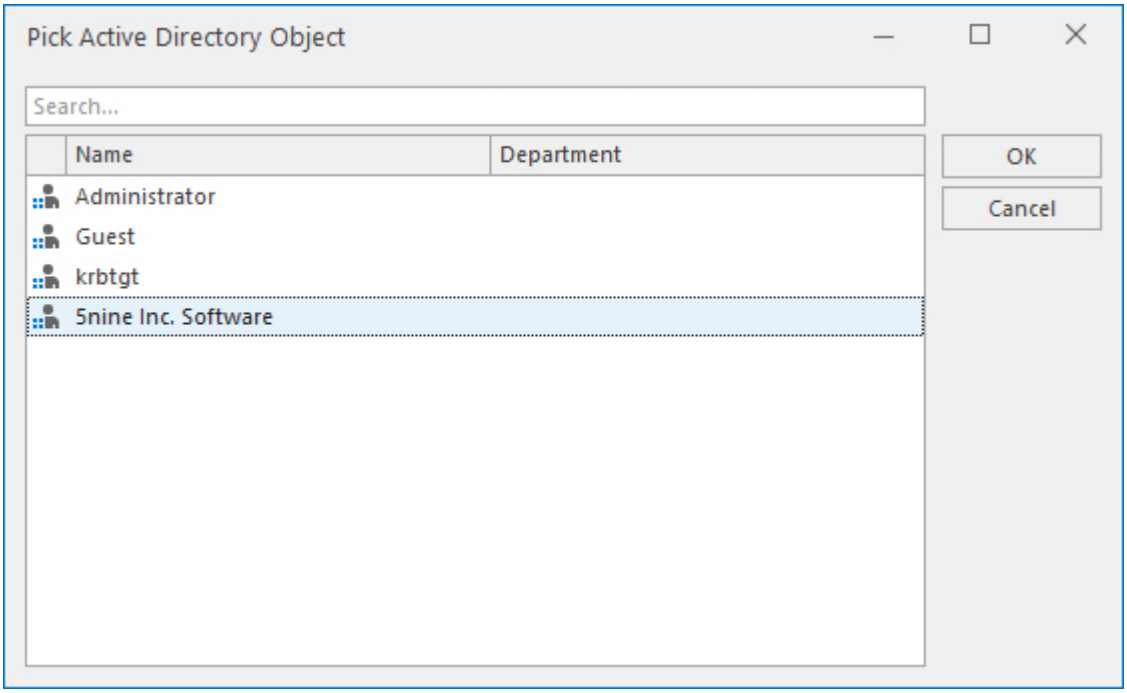


You may type in credentials manually or use AD discovery for that purpose, if you are working in a domain environment. To use AD discovery, press the button to the right of the **Domain\userame** filed and then select the AD account and click **OK**:



Then select discovery types and provide discovery data:

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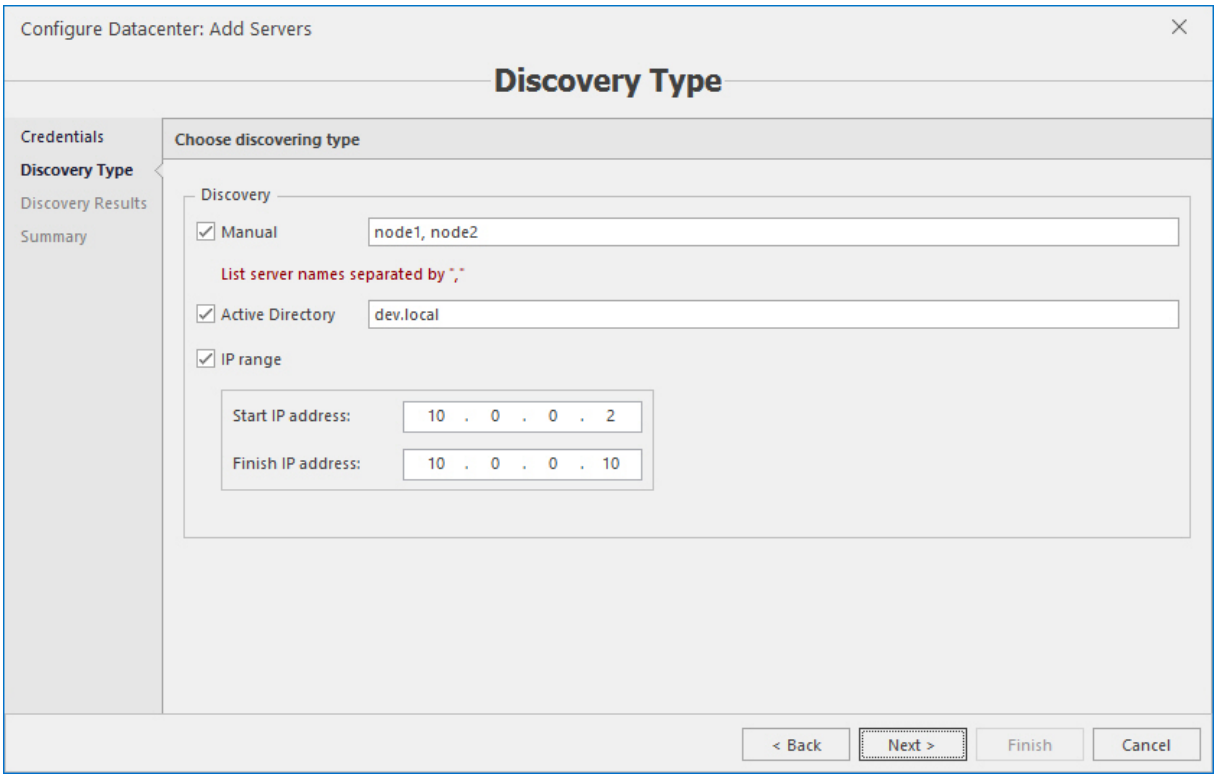
New servers can be added in 3 ways:

- **Manual** - Manually typing the addresses of servers separated by commas. You may use host name, FQDN or IP address.
- **Active Directory** – to search for available hosts or clusters using AD discovery.
- **IP Range** – to search for available hosts or clusters using IP discovery in the given IP range.



Note
AD and IP discovery can take quite significant time depending on your AD and network structure and performance. Once the discovery process completes, you will get the full list of servers that can be managed by Acronis Cloud Manager. Only those servers that match system requirements are selected automatically.

4. Select servers that you need to manage and press **Next**:

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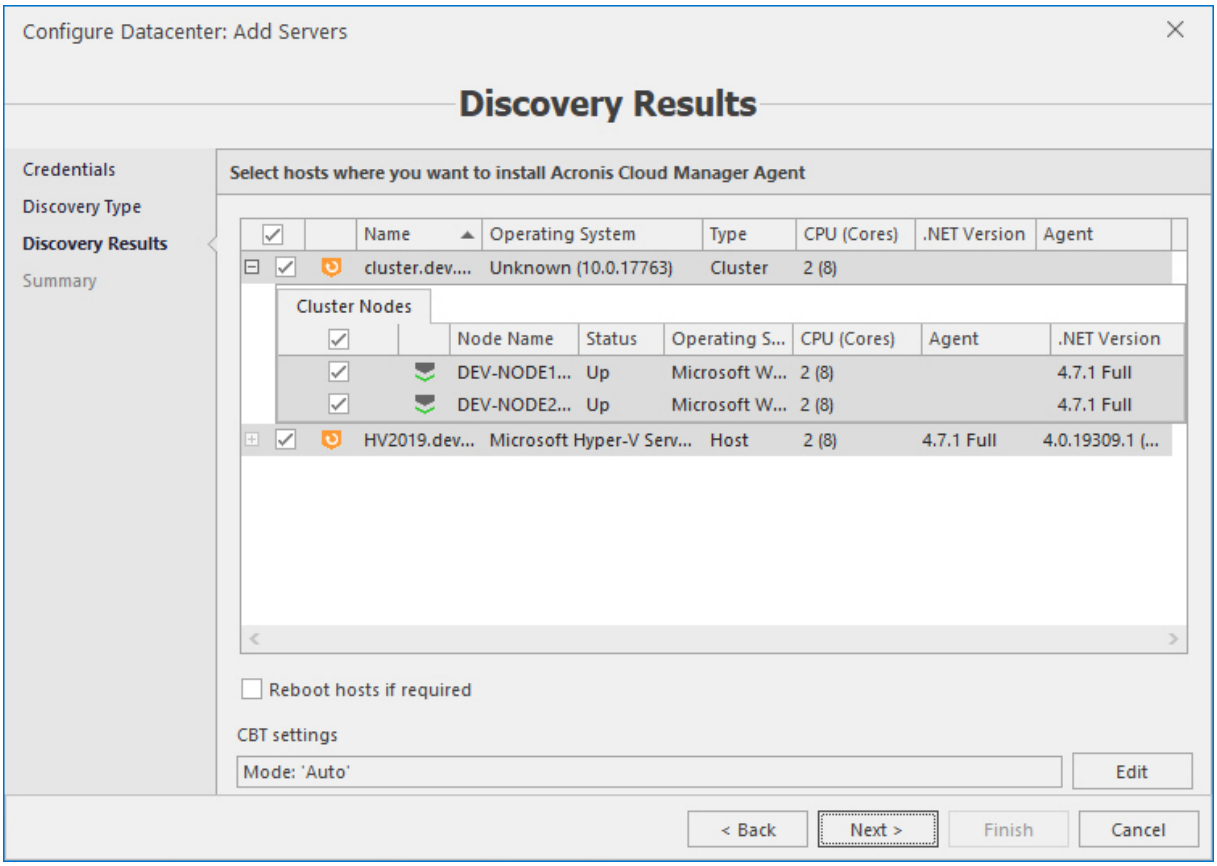
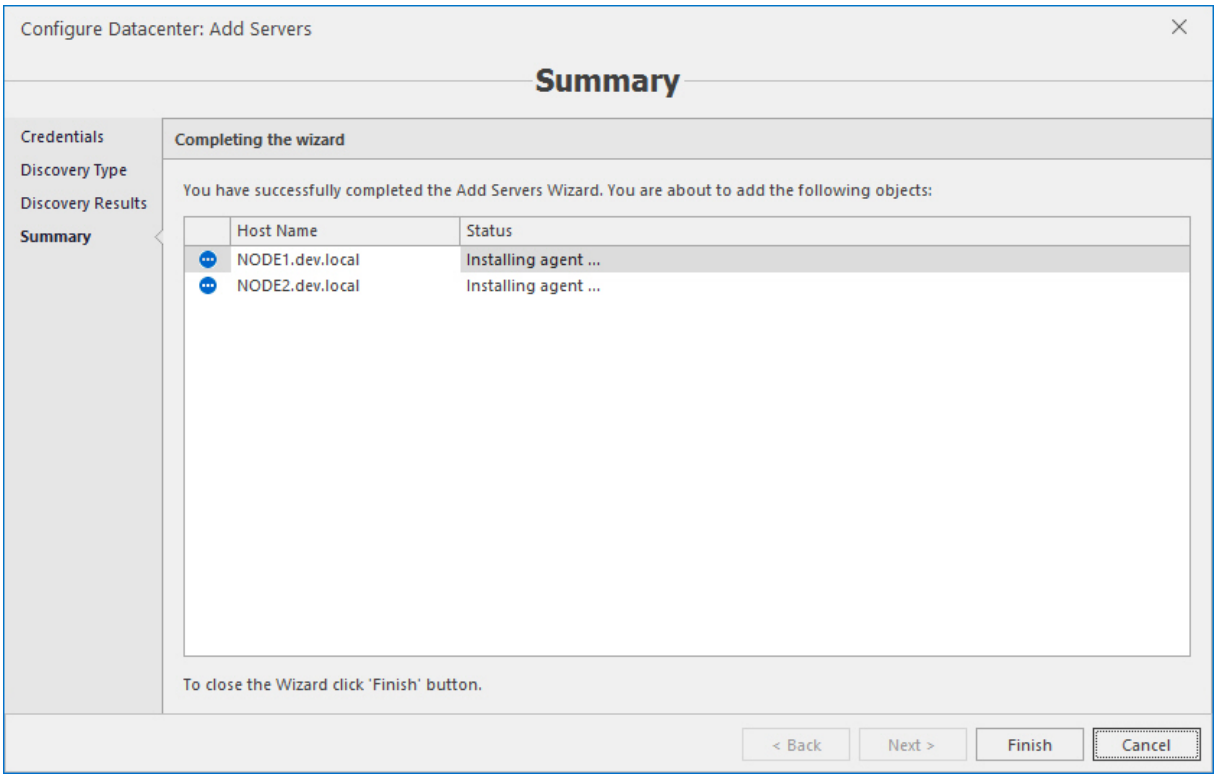


5. Host agents will be installed automatically on the servers that you selected on the previous step.



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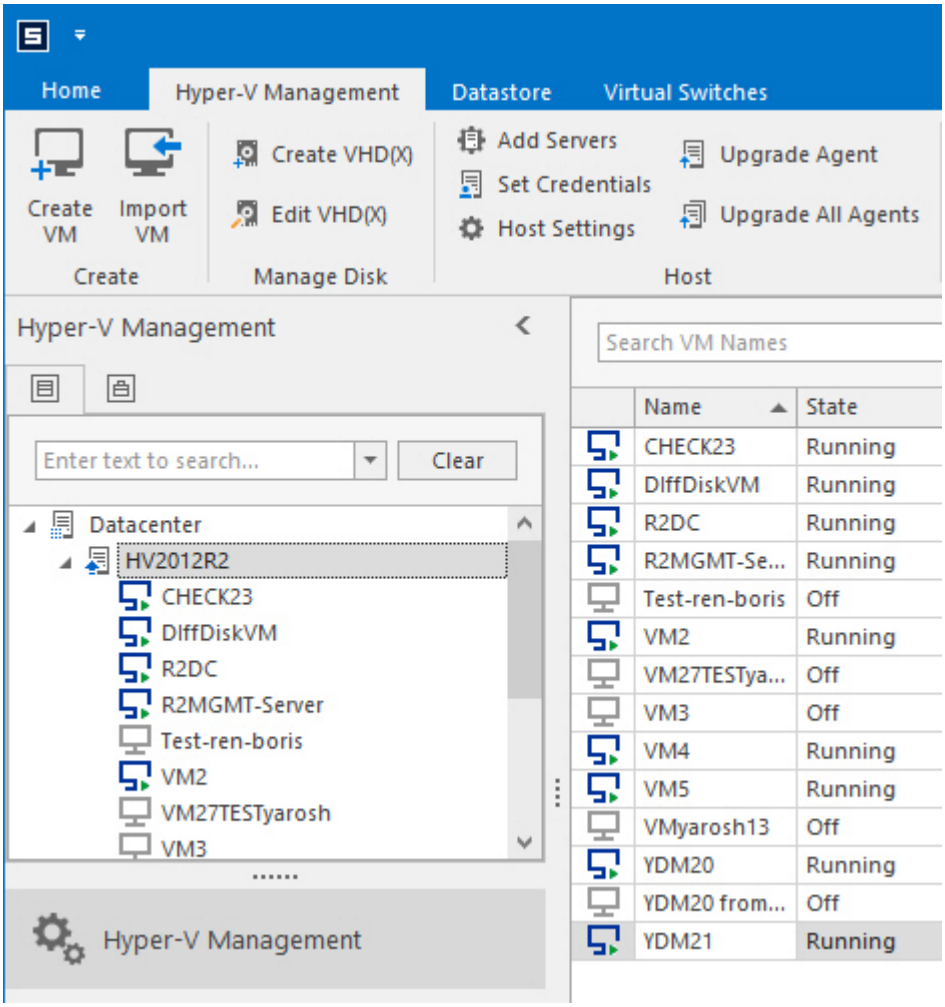
Note
When agents are installed servers will appear in the console objects tree automatically.

3.7 Upgrading host agents

If you are upgrading the product from the previous versions, upon completing management service and console upgrade, the product will detect the necessity and offer to upgrade host agents. Blue arrows will appear on host's icons in the object tree, displaying the necessity to upgrade the agents. Also, corresponding commands will appear in the context menu of the host objects and on the main ribbon:



Use the **Upgrade agent** command to proceed with the particular host, selected in the object tree, and the **Upgrade all agents** command to proceed with all managed hosts.

Configure agent upgrade options on the wizard:

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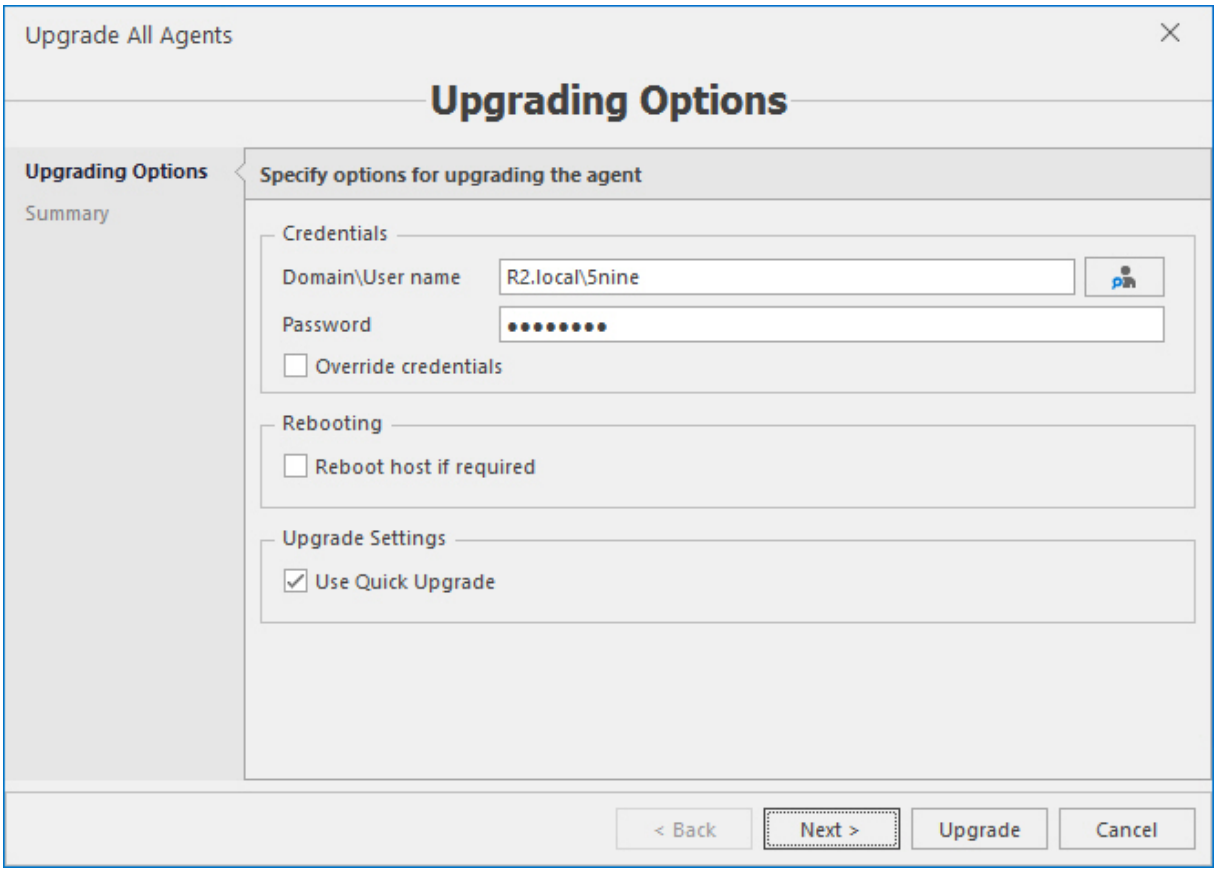

- Pick the active directory domain user and enter its password. Enable the **Override credentials** option if you have chosen a different account than was used previously and would like to use it further as host management credentials.
- In the case a reboot is needed on the host during the upgrade and you would like it is done silently during the upgrade process, enable the **Reboot host if required** option.
- Leave the **Use quick upgrade** option enabled as set by default to allow the new fastest agent upgrade method to be used. It consists of self-upgrade of the agents by sending the new .msi file directly to the host agents, which then completes the upgrade process. If this option is disabled, the old method will be used through Active Directory, which repeats the same process, occurring when adding the new Hyper-V hosts to the object tree, and takes the greater time to complete the upgrade.

Click **Next**.

Review the summary and click **Upgrade** to start the process. Nothing else is required from your side, when the upgrade process is complete, you will see the green marks on the host icons in the object tree, as they usually appear.

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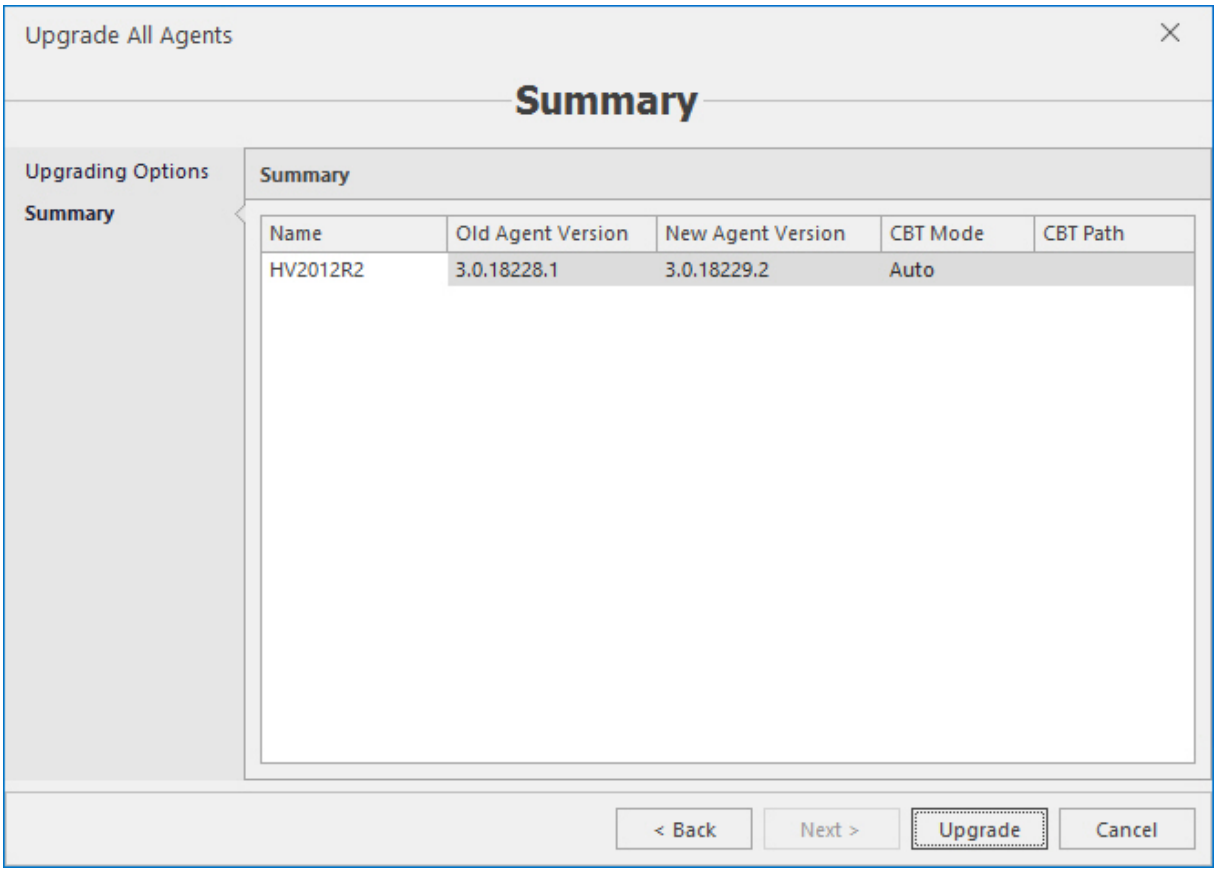

3.8 Managing users, tenants and roles

Acronis Cloud Manager supports multi-tenant environments when users can have granular permissions and roles to access Hyper-V infrastructure. It is a very convenient instrument for enterprise and service provider organizations. For example, a tenant can represent a department in a company or a corporate client for a service provider.

To use role-based access control (RBAC) capabilities or features you will need to set tenants, users and roles as a part of system configuration process.

- Credentials for system administrator are set in management console setup.
- Tenants, users and roles can be set in the **Administration** plugin under these credentials.

3.8.1 Tenants

1. To create a tenant, go to the **Tenants** tab and press the **Create tenant** button and start the **Tenant** wizard.

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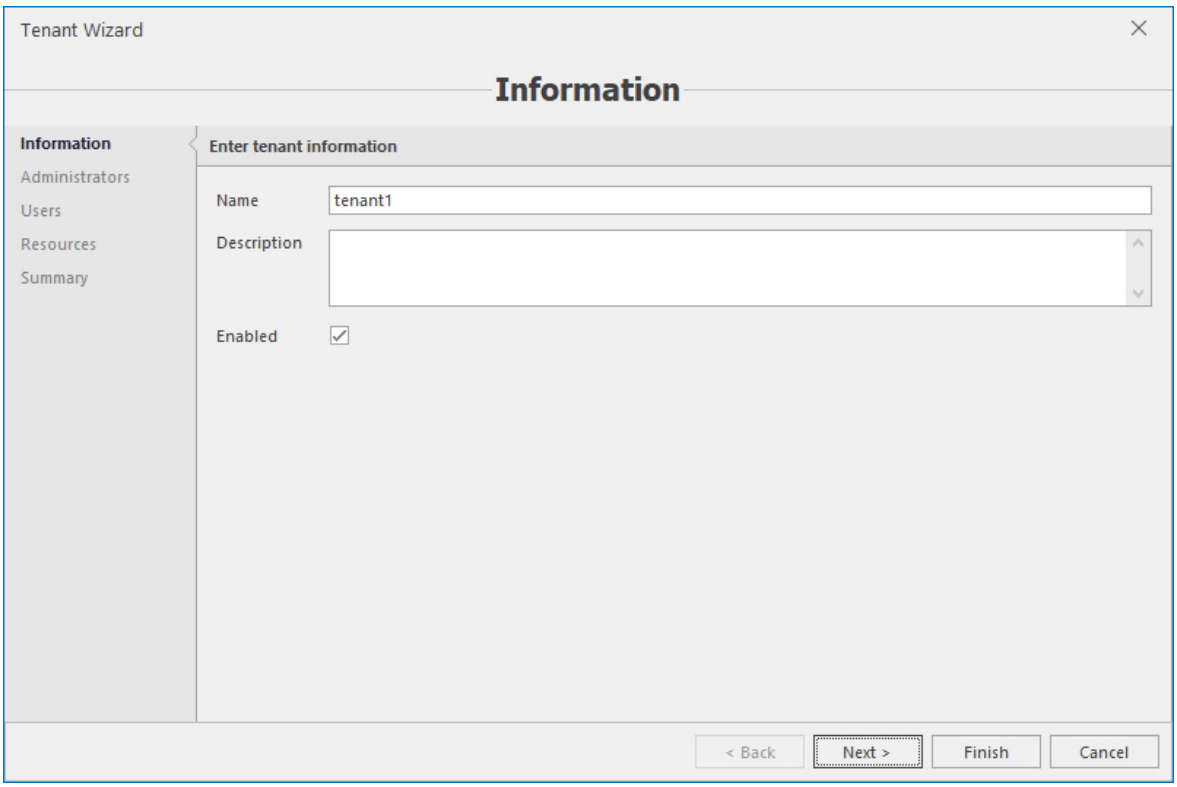
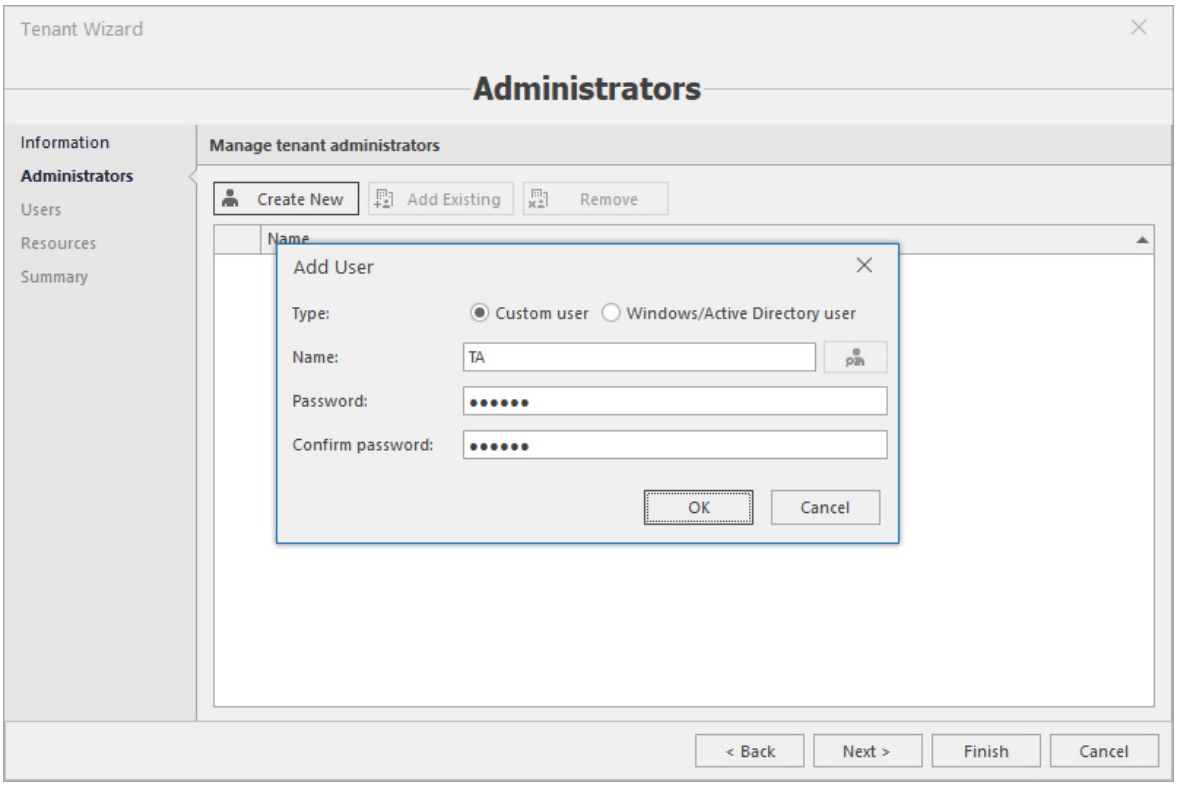
2. Define the tenant name and description. Tenant is enabled by default. If you do not need tenant users to be able to access the system, clear the **Enabled** checkbox.



3. Define tenant administrators. They can be selected from the existing users list or a new one can be created.



4. Add tenant users.

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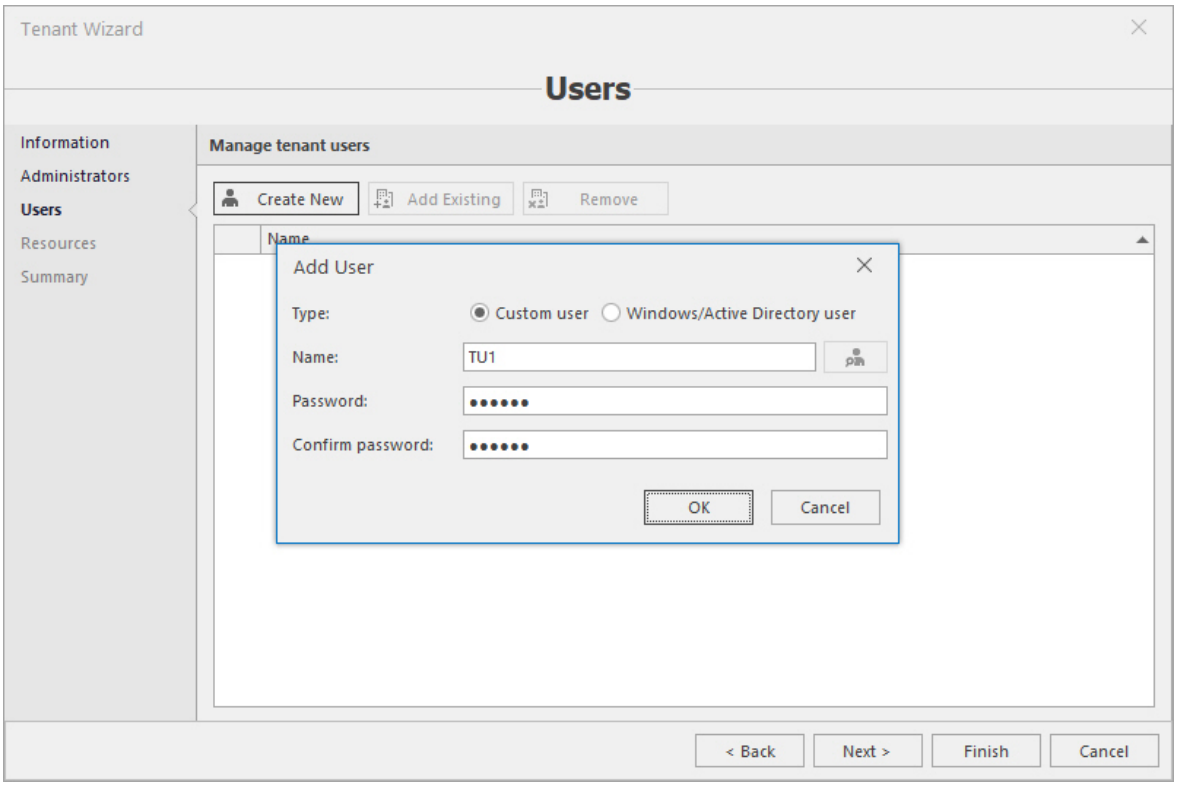
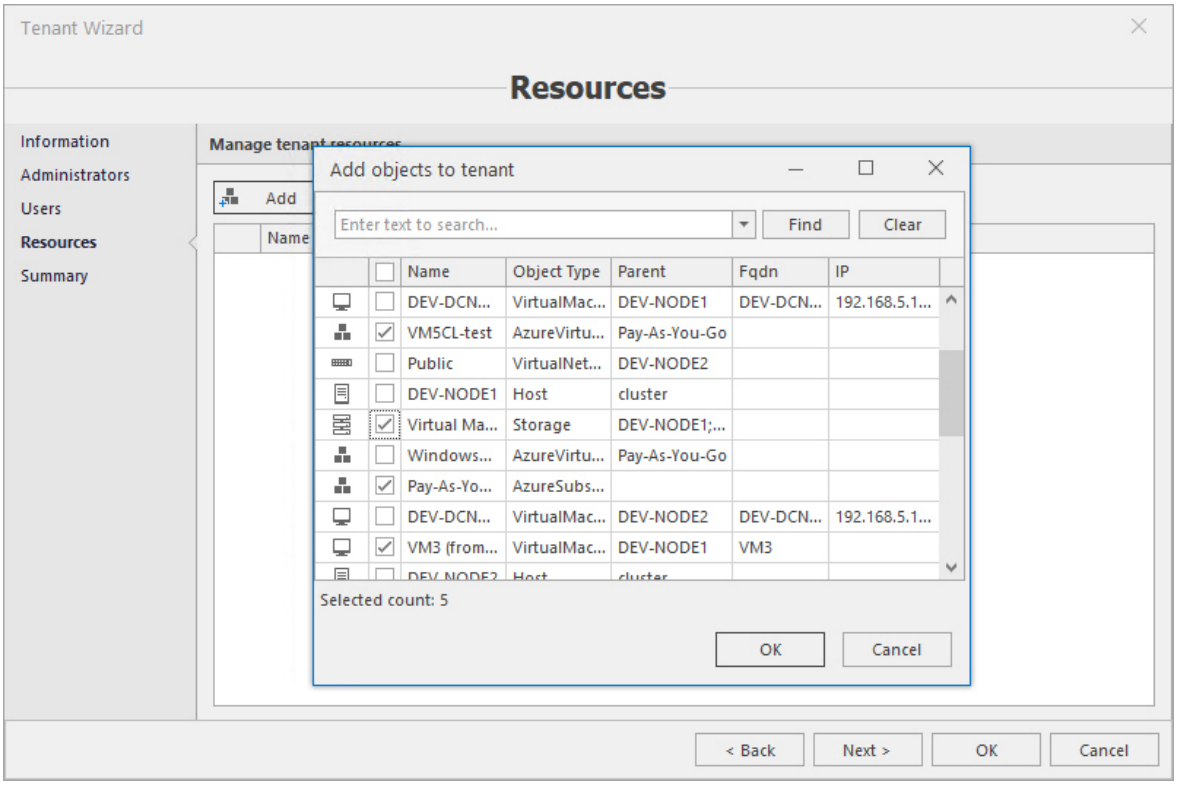


5. Associate objects with the tenant. An object can be associated with a single tenant only. Tenant administrators have full access to all objects belonging to a tenant.



6. Check summary information and if everything is correct press the **Finish** button to create the tenant.

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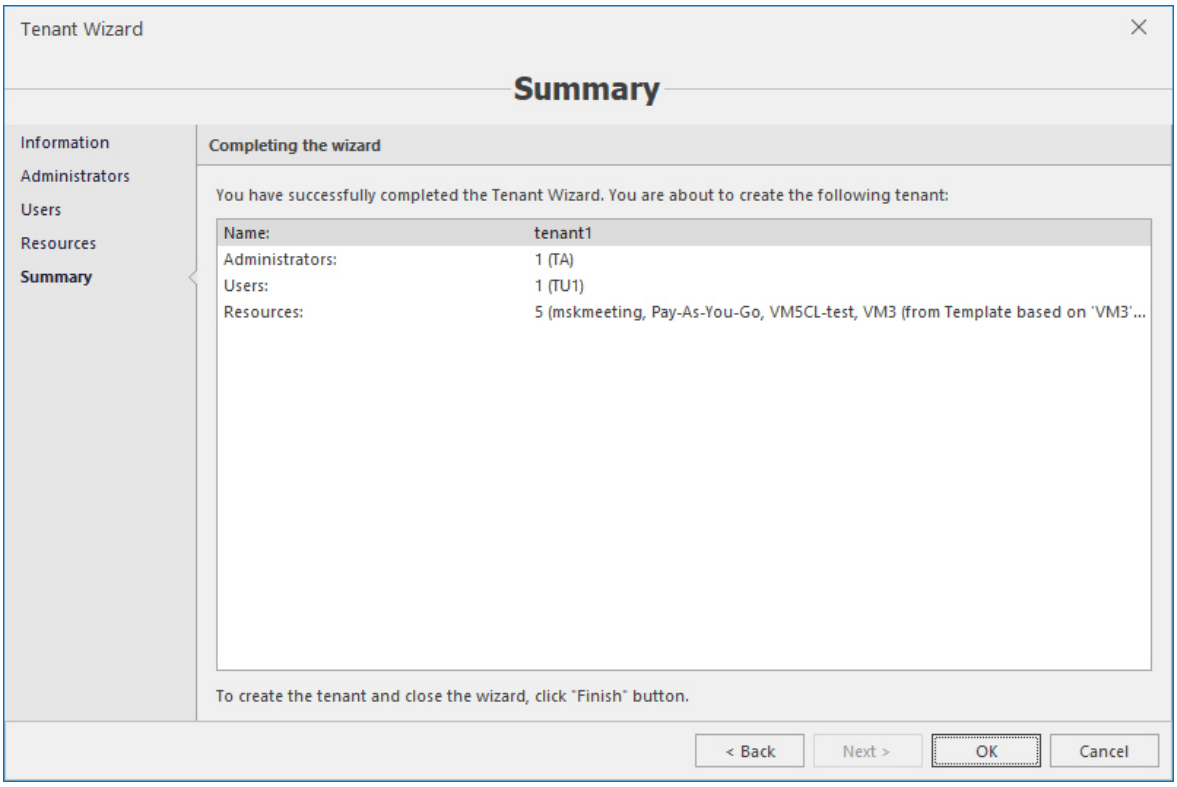
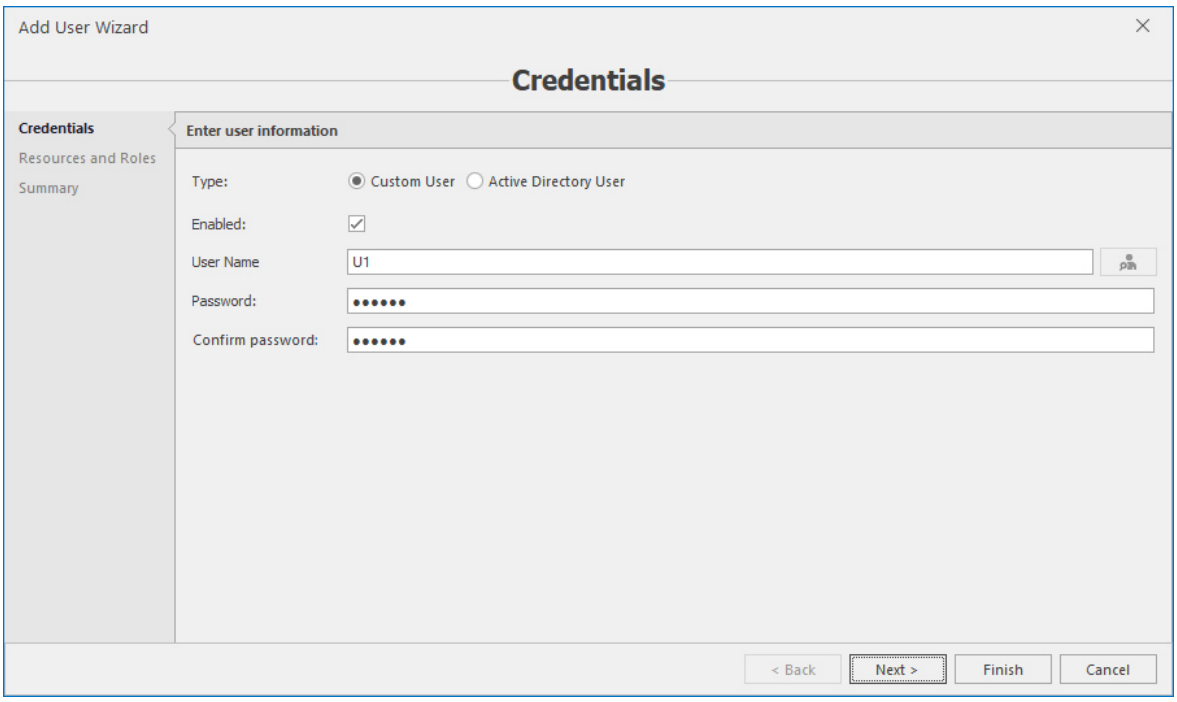


3.8.2 Users

1. To create a user, go to the **Users** tab and press the **Create user** button to start the **Add User** wizard.
2. Define user type and set credentials. User is created enabled by default. If you do not need the user to be able to access the system, clear the **Enabled** checkbox.



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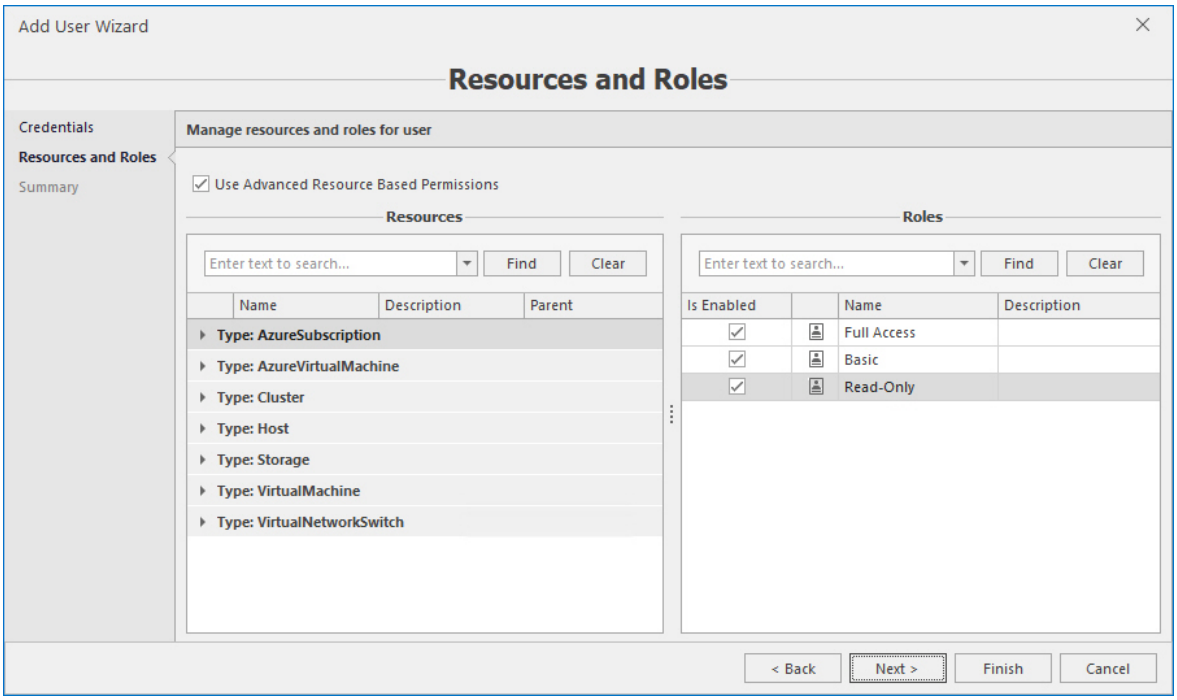
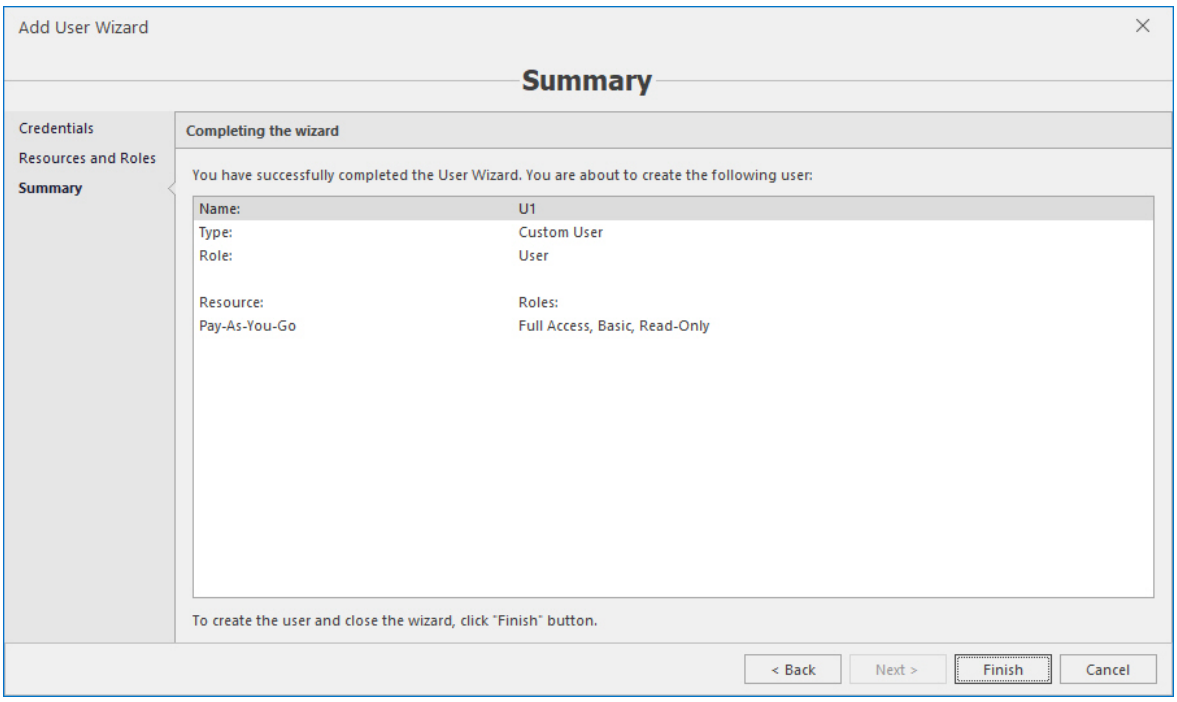
3. Define user resources and roles. By default, there are 3 roles in the system: **Full Access**, **Read-Only** and **Basic**. But you can define your own roles. Tenant user can have access only to the objects that are associated with the tenant.



4. Check summary information and if everything is correct press the **Finish** button to create the new user.



If you are on the **Global Administrators** entity in the object tree, then the **Add Global Administrator** wizard will be opened and the user will be added with global administrator's

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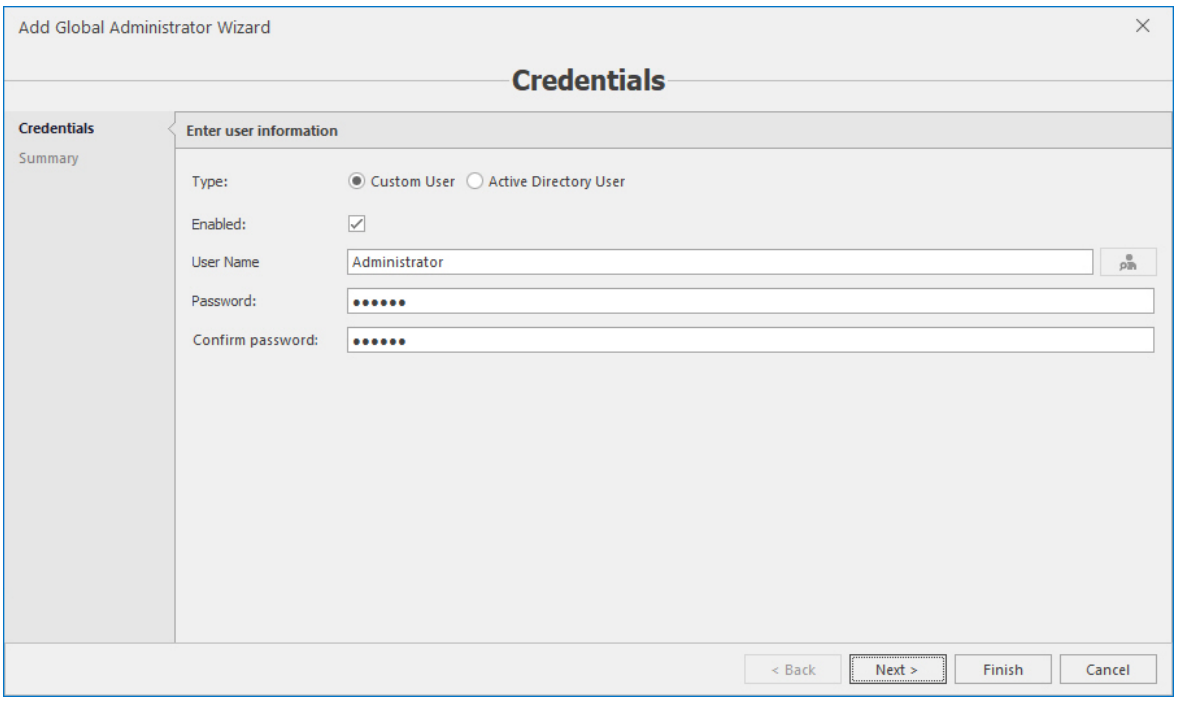
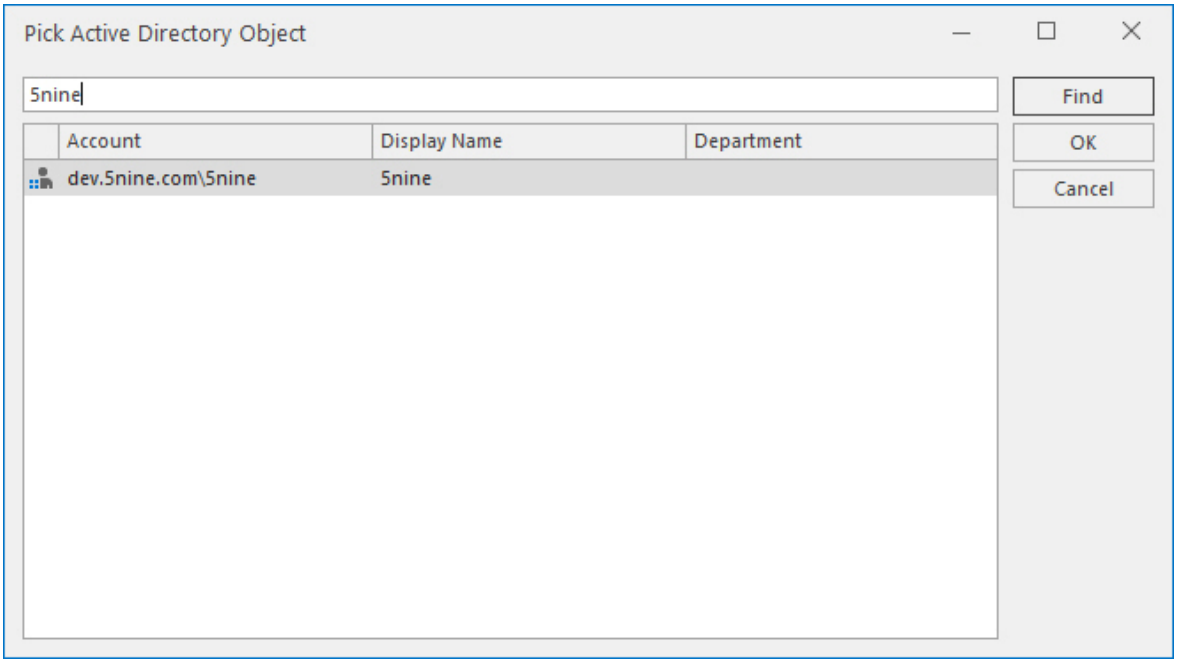
privileges, you will not be able to alter its permissions during the creation process like it's done for non-administrator users:



For Active Directory users, auto-discovery from the domain active directory is available – click the button to the right of the **User Name** field to open the search dialog box:



Start typing the user name into the upper field, then click **Find**. All found accounts will be displayed lower in the results list. Select the required account and click **OK** – it will be entered into the main dialog box:

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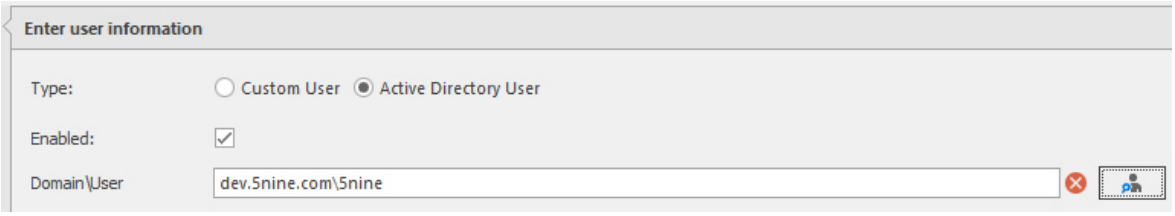


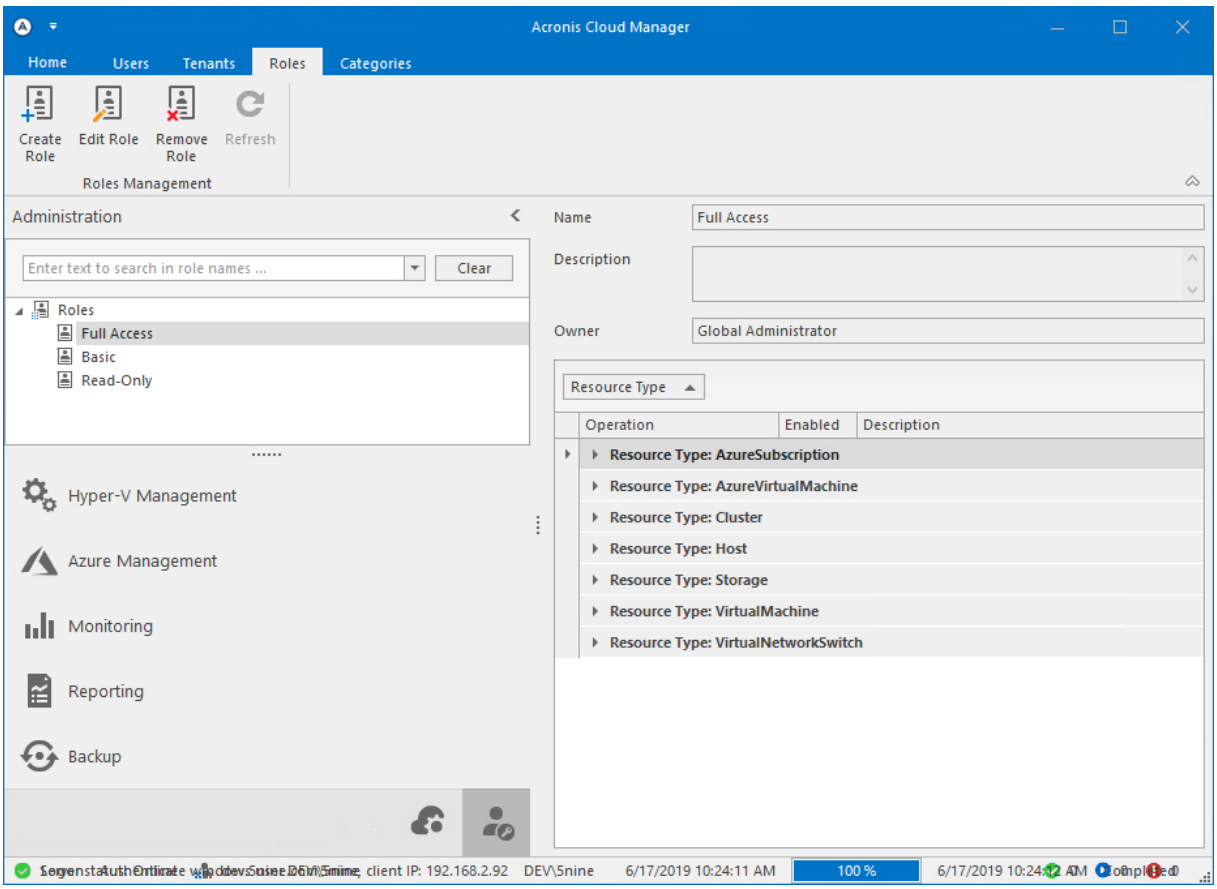
3.8.3 Roles

Roles usually combine granular permissions into the named groups for user convenience.

There is a set of granular permissions for every object type:

- **Cluster**.
- **Host**.
- **Virtual machine**.
- **Storage**.
- **Virtual Network Switch**.
- **Azure Subscription**.
- **Azure Virtual Machine**.

To create a role, go to the **Roles** tab, press the **Create role** button or select the existing role and press the **Edit** button:



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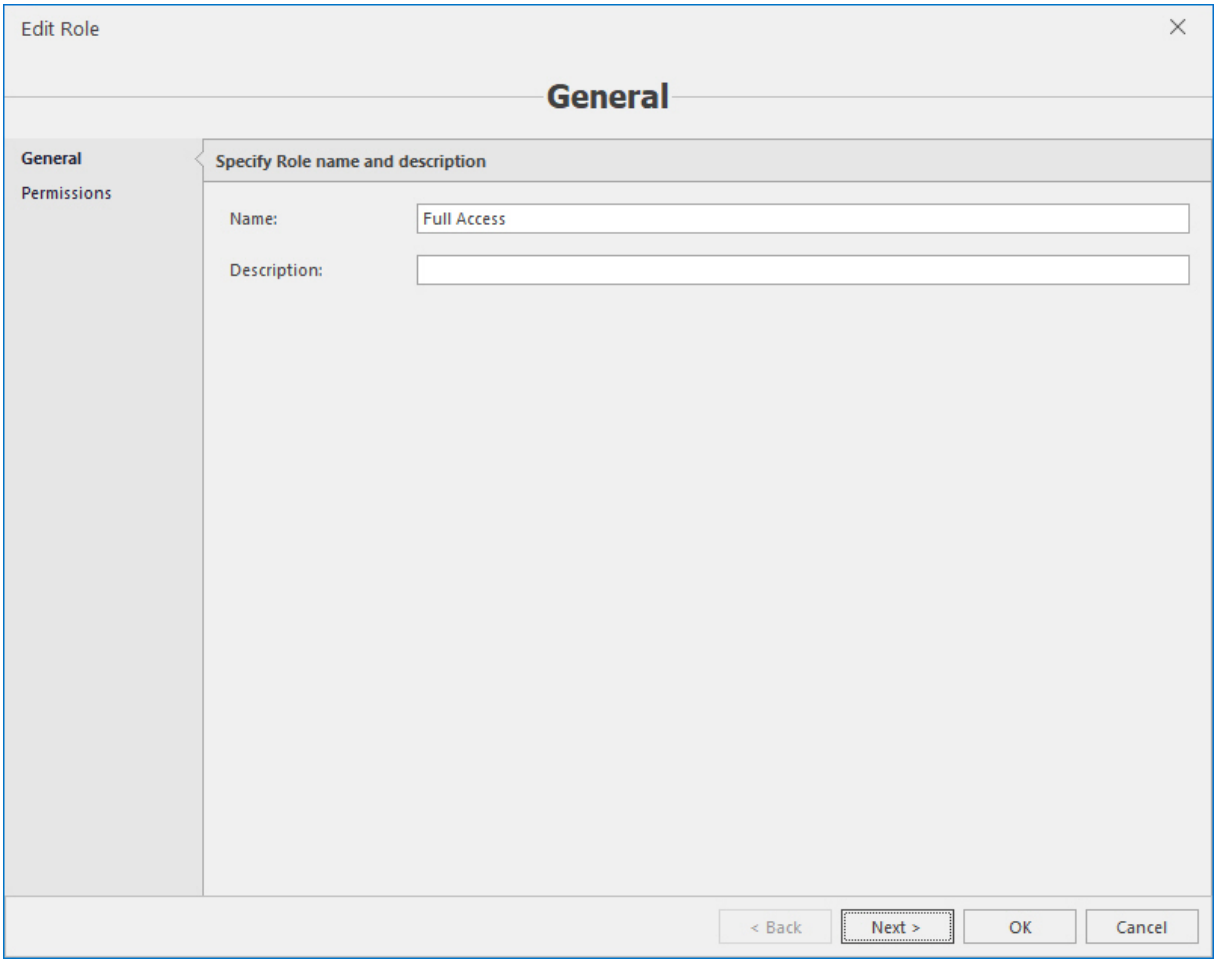
The **Create Role** (**Edit Role**) wizard will be opened. On the **General** page specify name and description for the role:



On the **Permissions** page, select objects and permissions.

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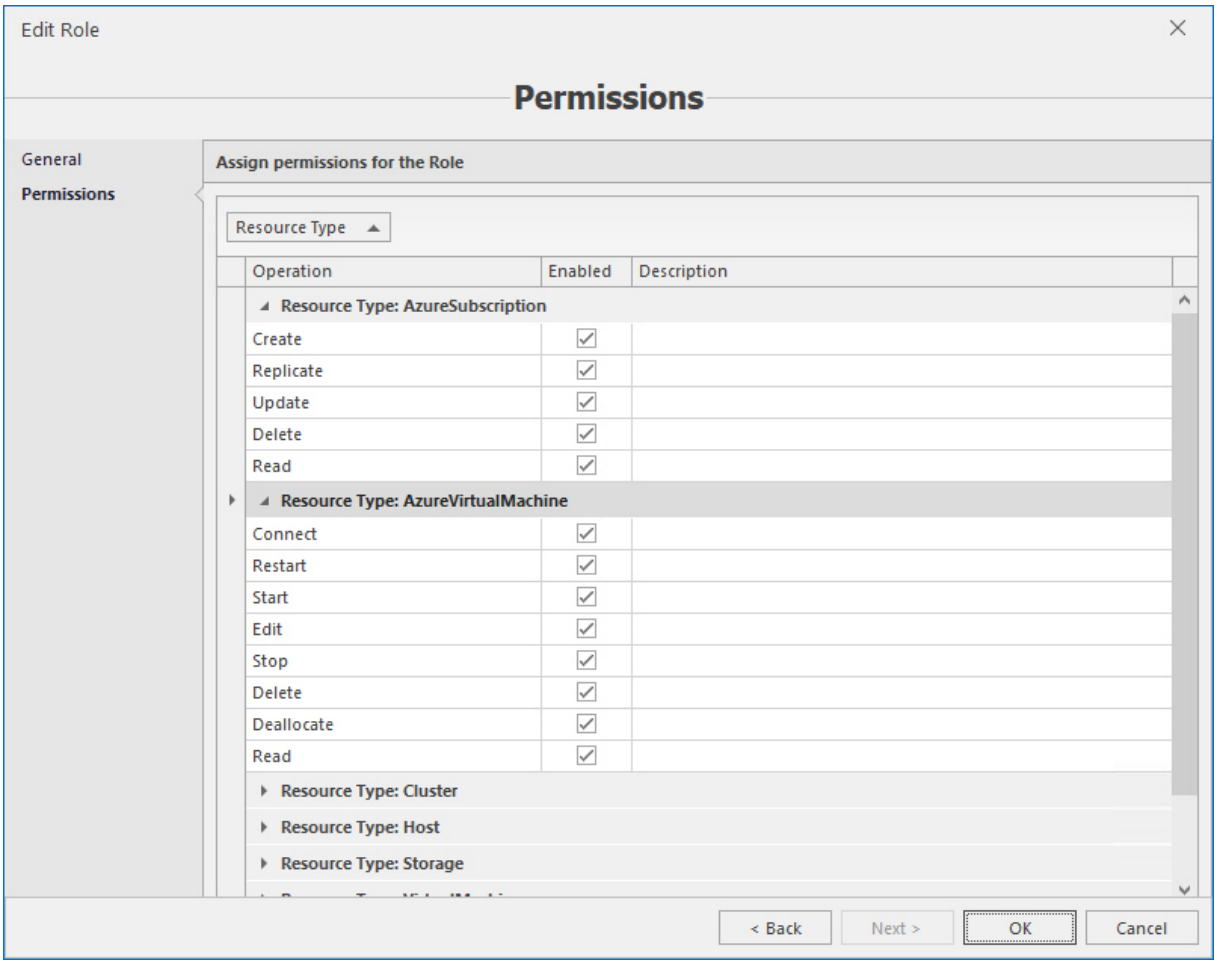

Click **OK** to save changes.

3.9 Configuring datastore

Datastore is an internal Acronis Cloud Manager entity necessary to organize and provide storage management for objects of different types: virtual machines, ISO, templates and backup files. Acronis Cloud Manager datastore objects are split into categories and types. Categories reflect storage object types – virtual machine, ISO library, template library and backup storage.

It is not possible to use the storage with the category that does not match object type to avoid confusing or mixing files of different types in the same folder on the storage disk. This makes the datastore ordered and easier to use. Storage types reflect physical location types where files are stored: Cluster shared volume, SMB and local disk. Access to these different locations is provided in different ways, which requires different approaches from the Acronis Cloud Manager side as well.

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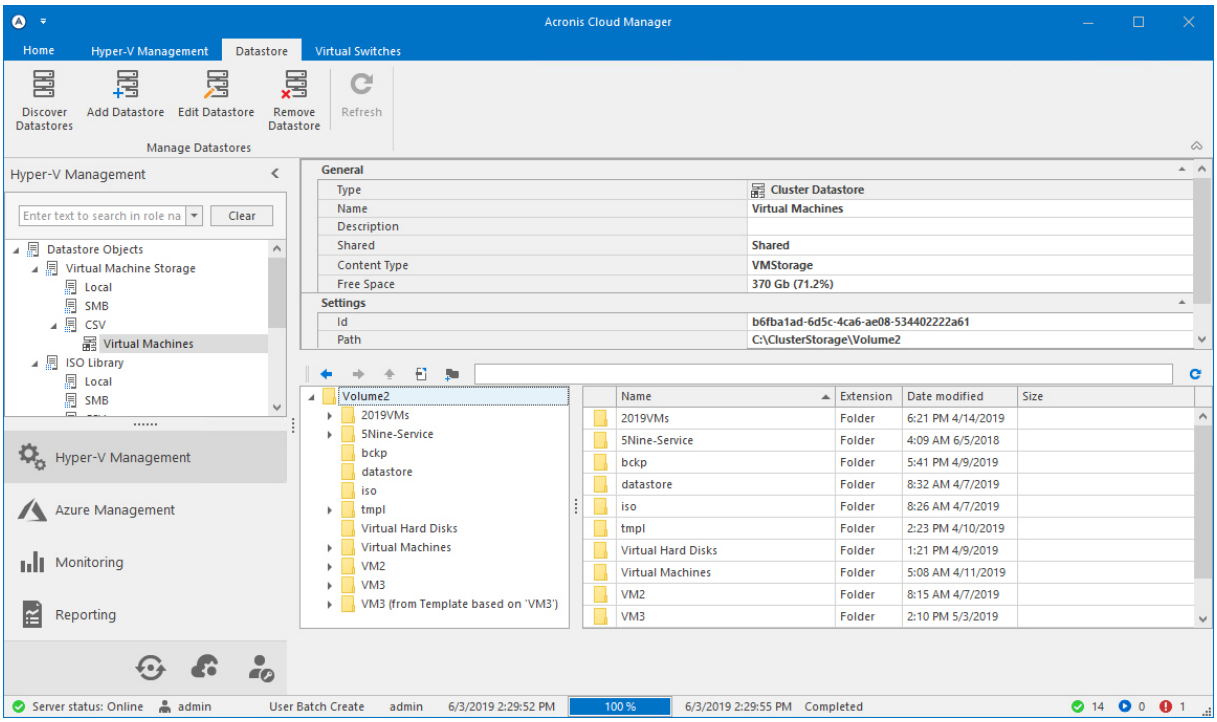

Datastore can be added via the **Add datastore** wizard or by the **Run storage discovery** wizard.

3.9.1 Adding datastore

To add a datastore manually, click the **Add datastore** button on the main ribbon.

Define the datastore name and description.

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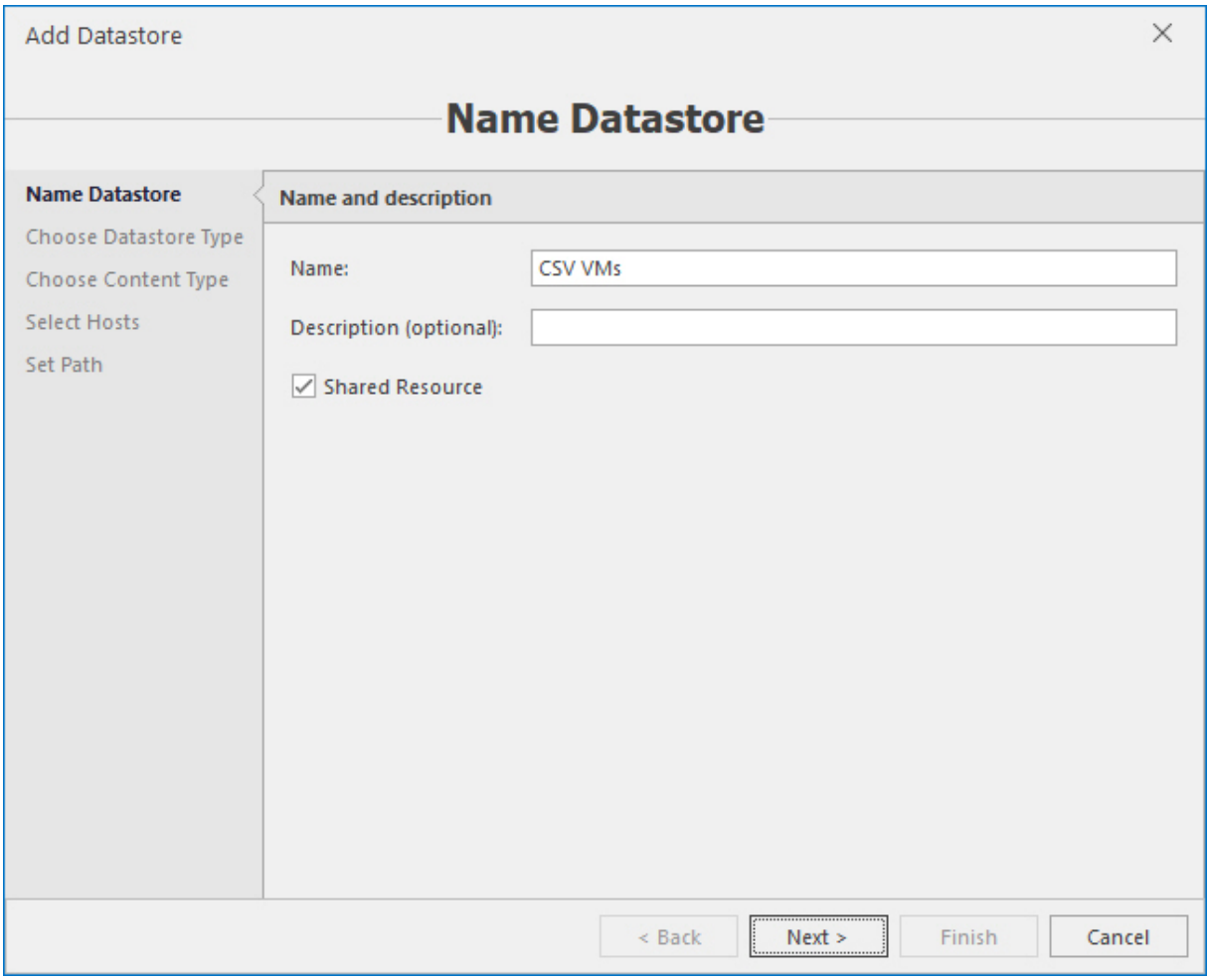

Enable the **Shared resource** option to allow this storage to be visible/available for all tenants. Otherwise only global users will be able to see it (in accordance with permissions as well).

Acronis Cloud Manager supports 3 types of storage:

- **Local filesystem** – specific for a host. Typically used for simple scenarios where virtual disks are placed directly on local machine.
- **Network share (SMB)** – can be used by multiple hosts. This type of storage allows to store virtual disks in a CIFS/SMB file server share.

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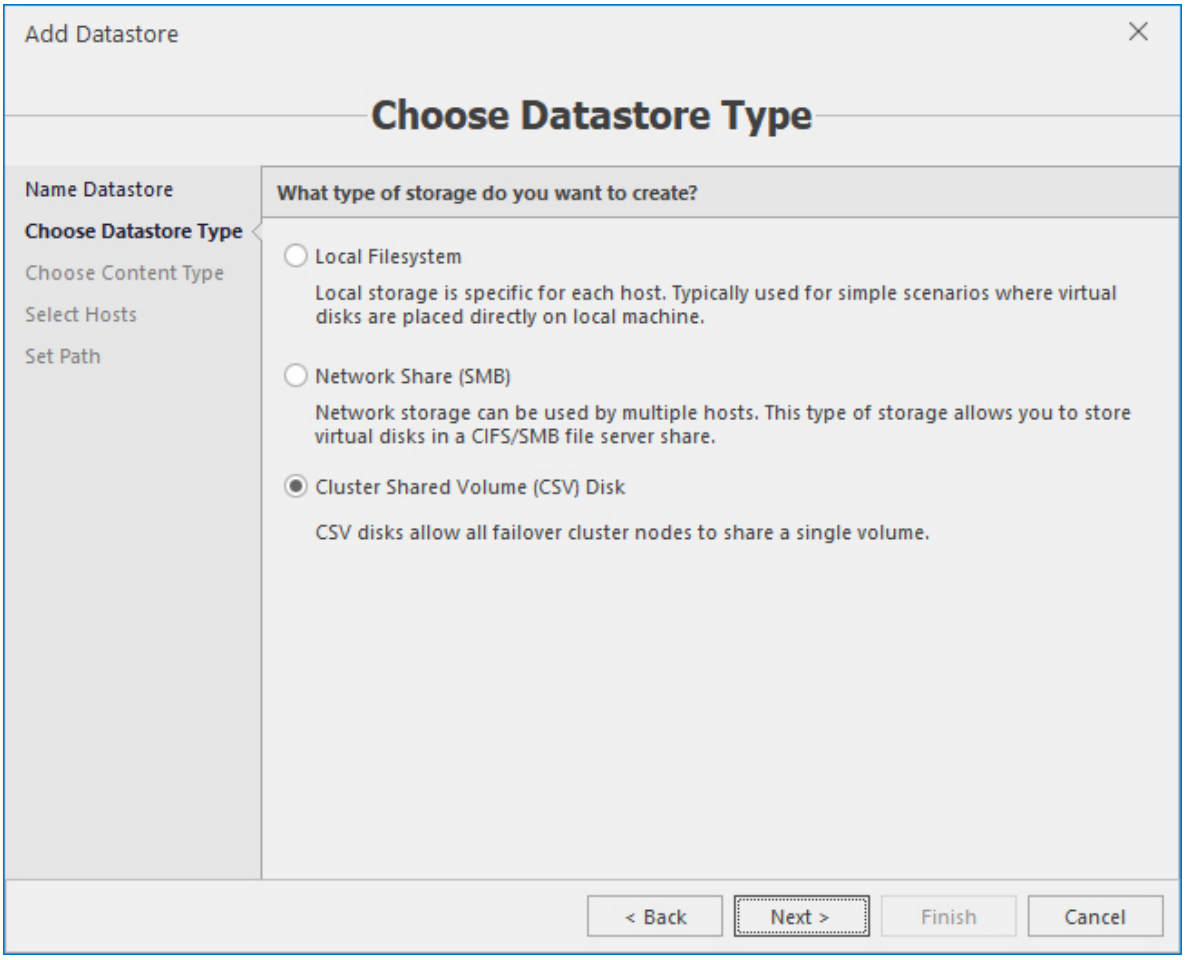
- **Cluster shared volume (CSV) disk** – allows all cluster nodes work with the same storage.



Choose content type:

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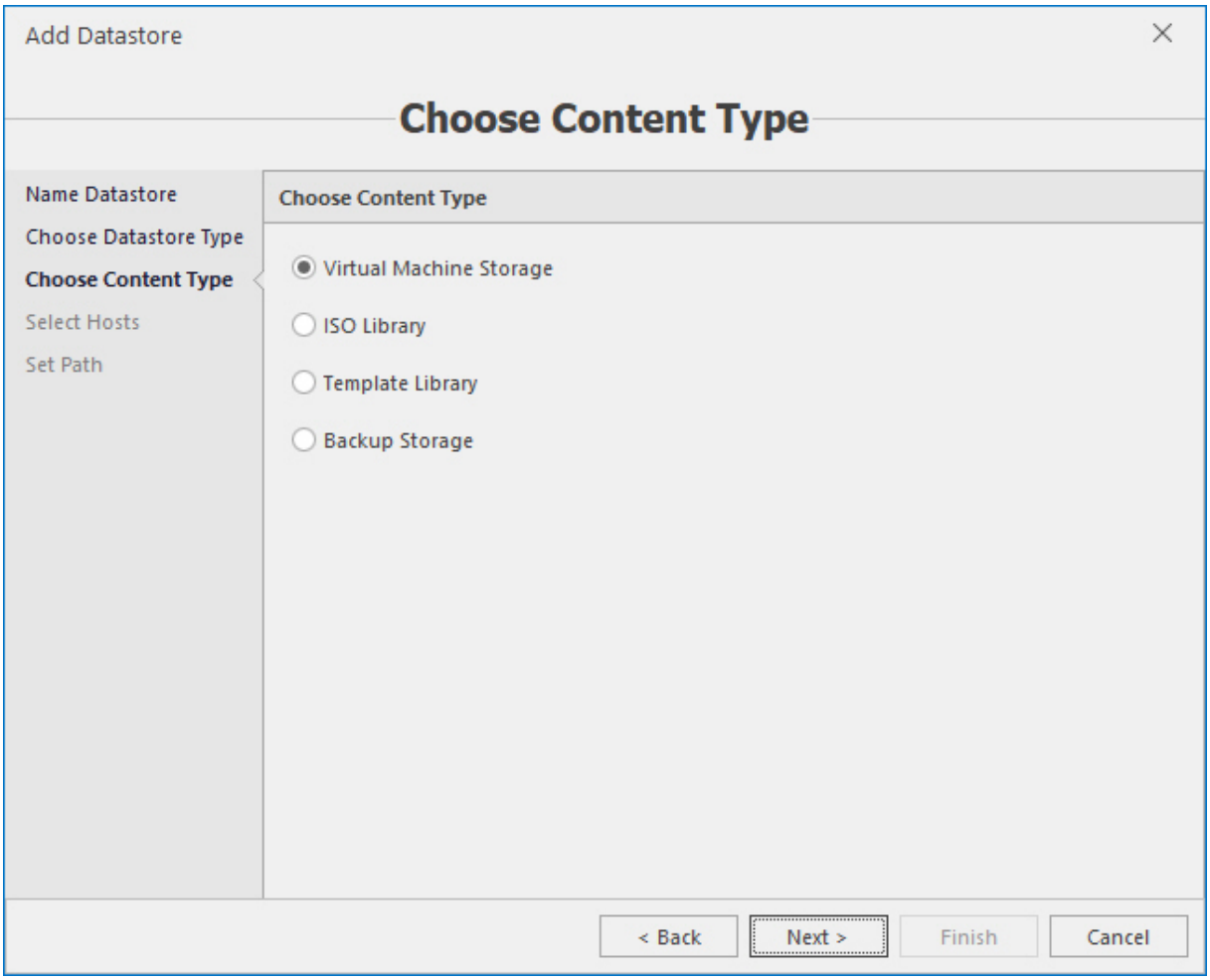

Note
Datastore locations will be split by content to avoid disorder. Only matching locations will be available for selection to each content type. Depending on a storage type selected, next steps will differ.

3.9.2 Local filesystem

For the local filesystem type select the Hyper-V host where the datastore will be located.

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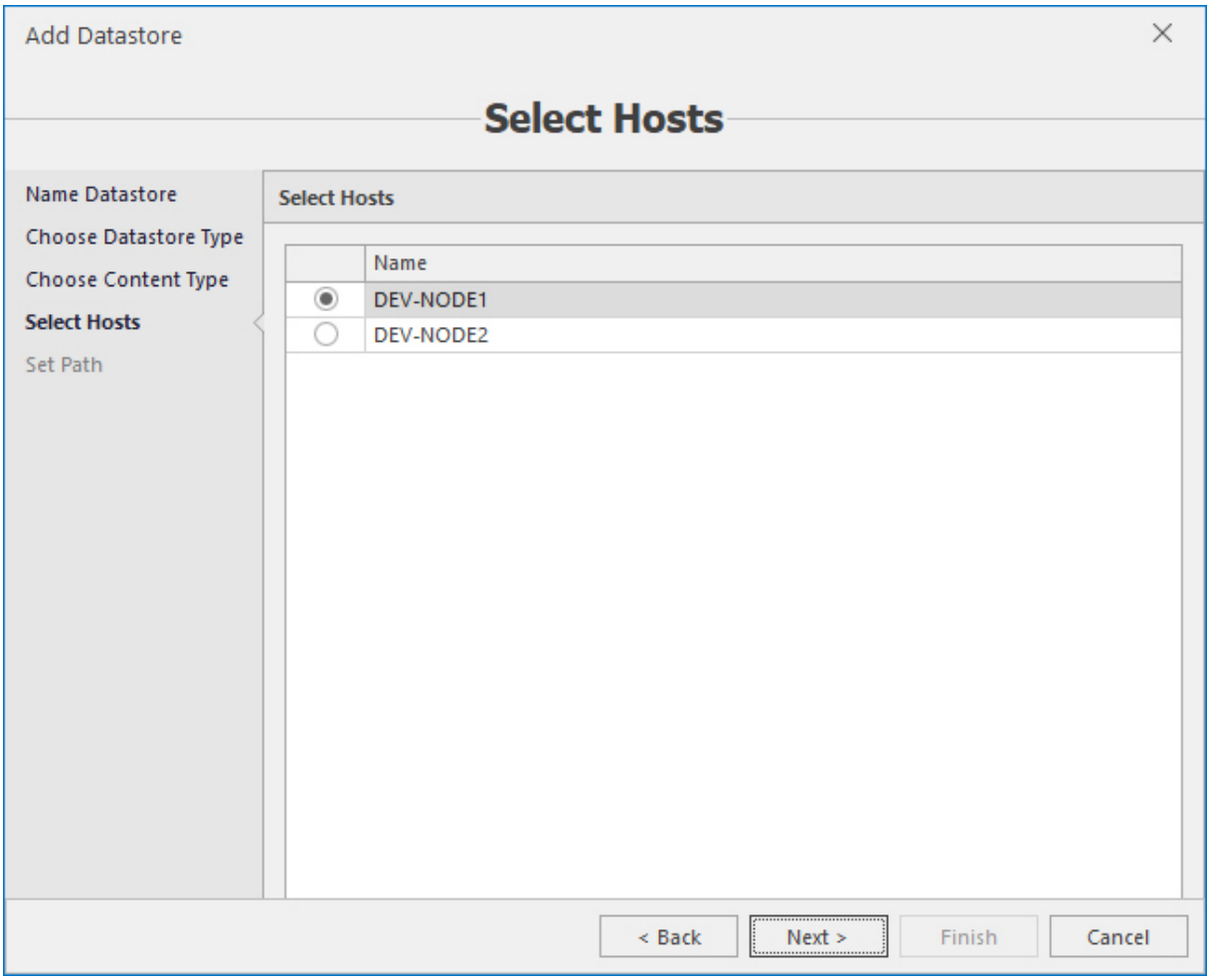

3.9.3 Network share

For the network share type enable host(s) that will have access to this datastore.

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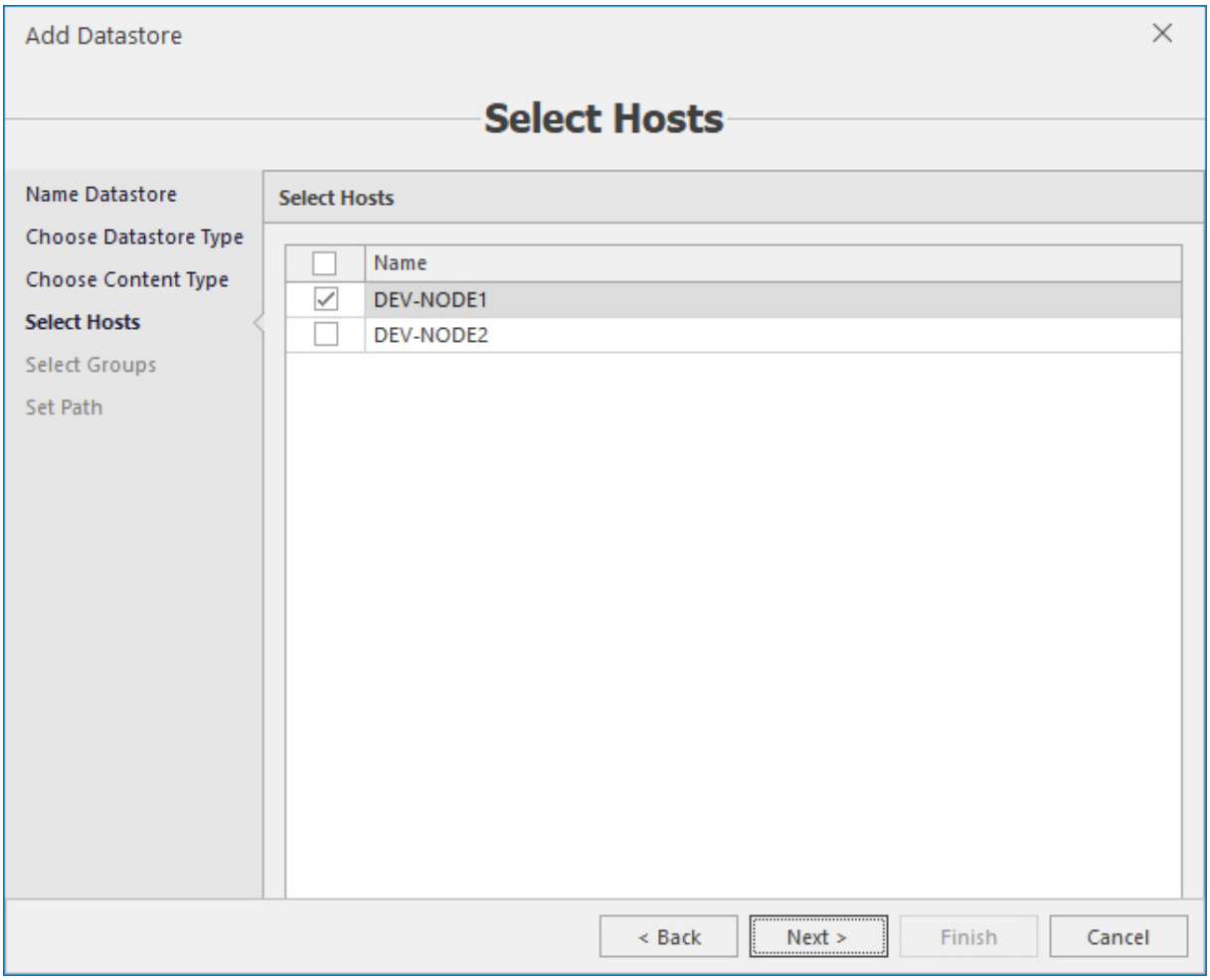

3.9.4 Cluster shared volume

For the CSV type select the cluster.

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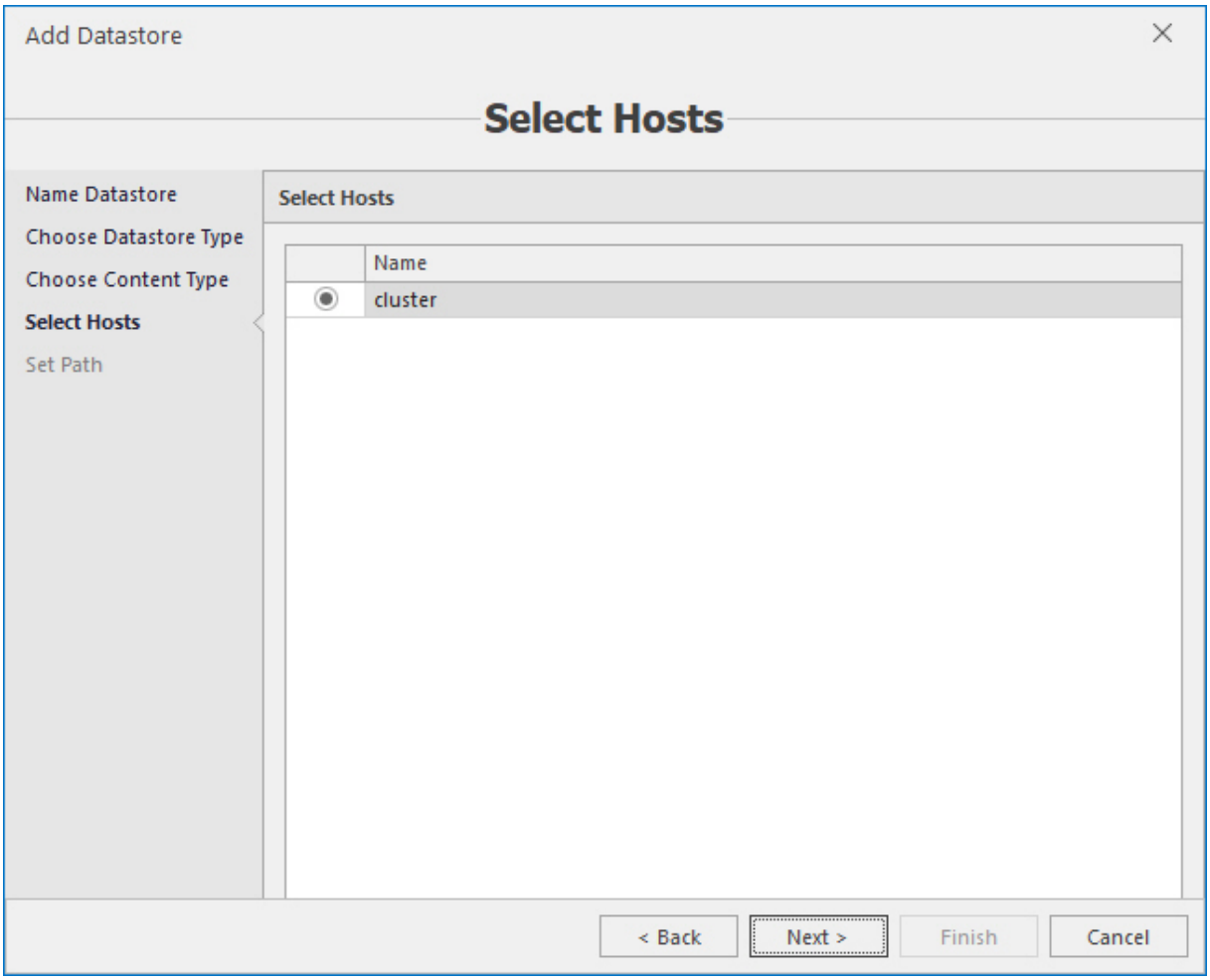

1. Provide the path to the storage in UNC format. For the local filesystem and CSV types the **Browse** button is available to select the required folder instead of typing it in manually.

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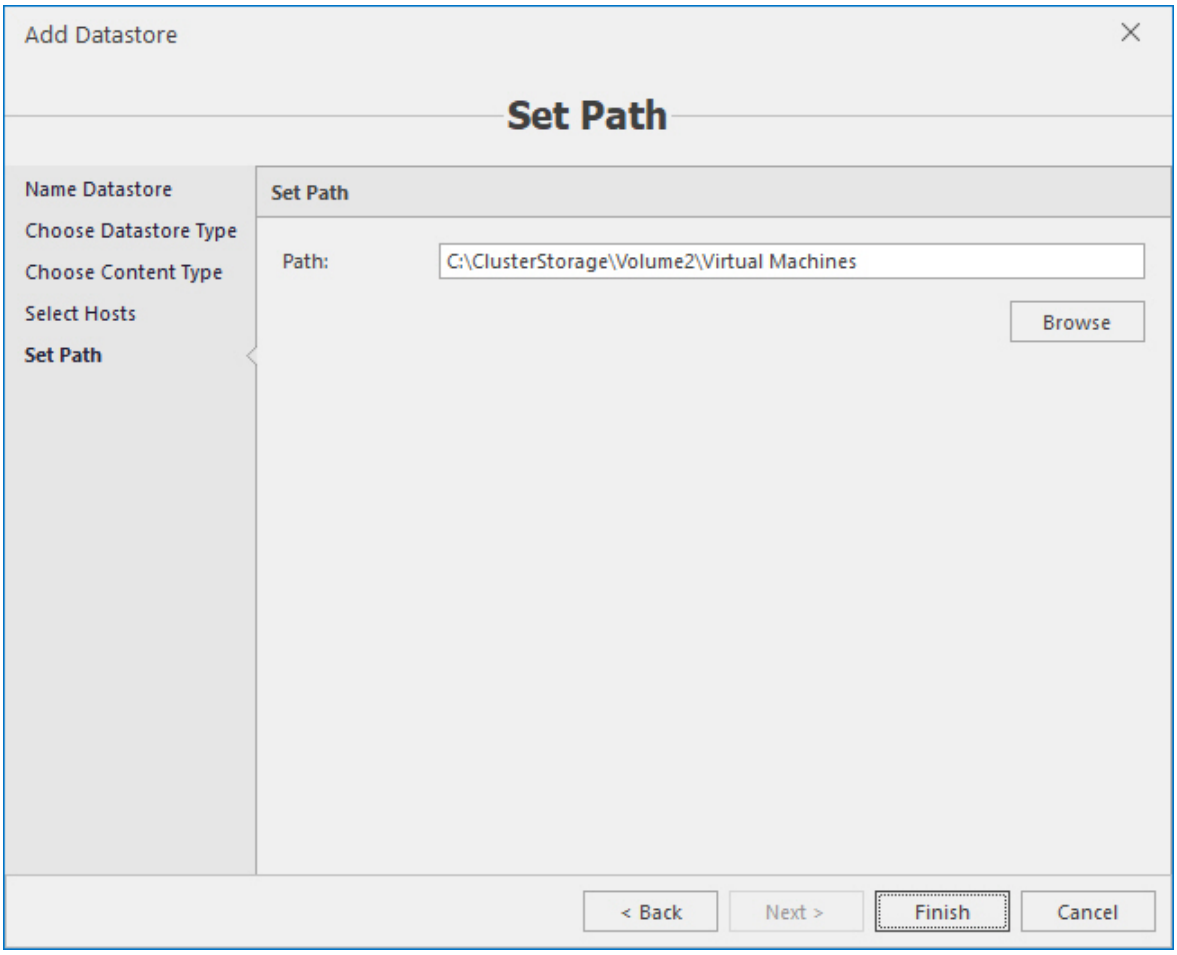

Note

When the datastore is created you can navigate through its content. Also, for your convenience, there is an ability to perform operations on physical folders on the disk directly from Acronis Cloud Manager user interface – create, delete, rename and copy/move actions are available just like in standard file explorer.

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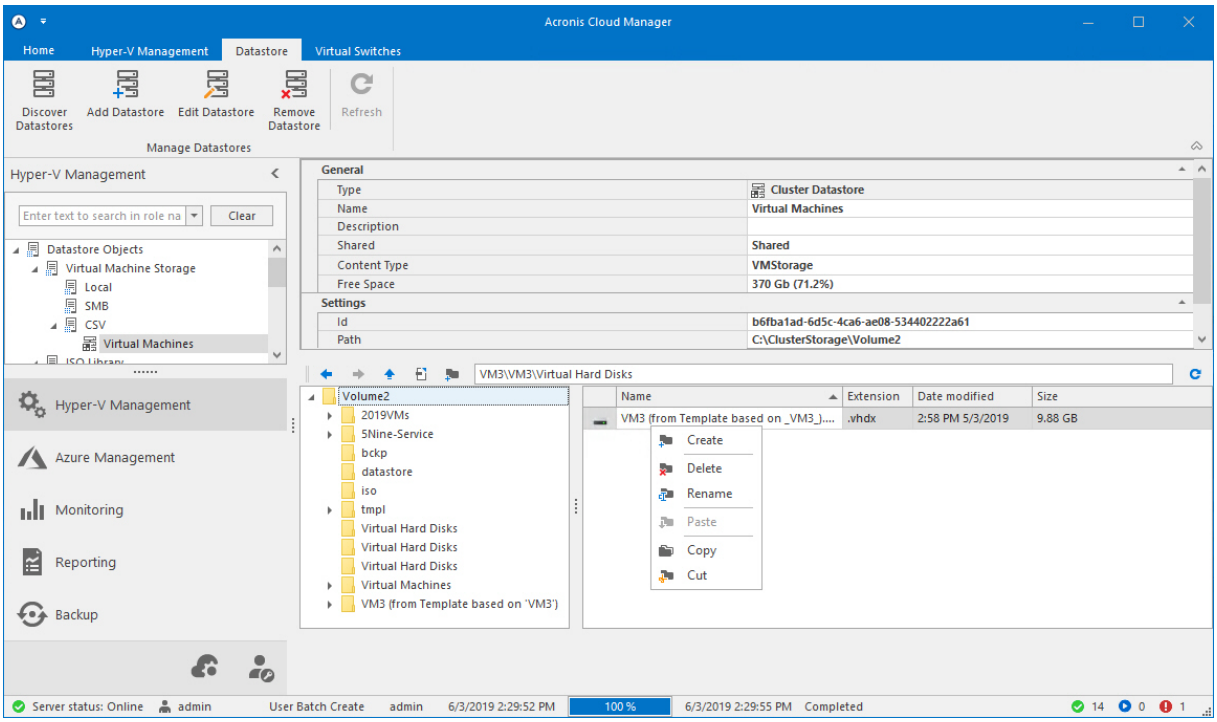
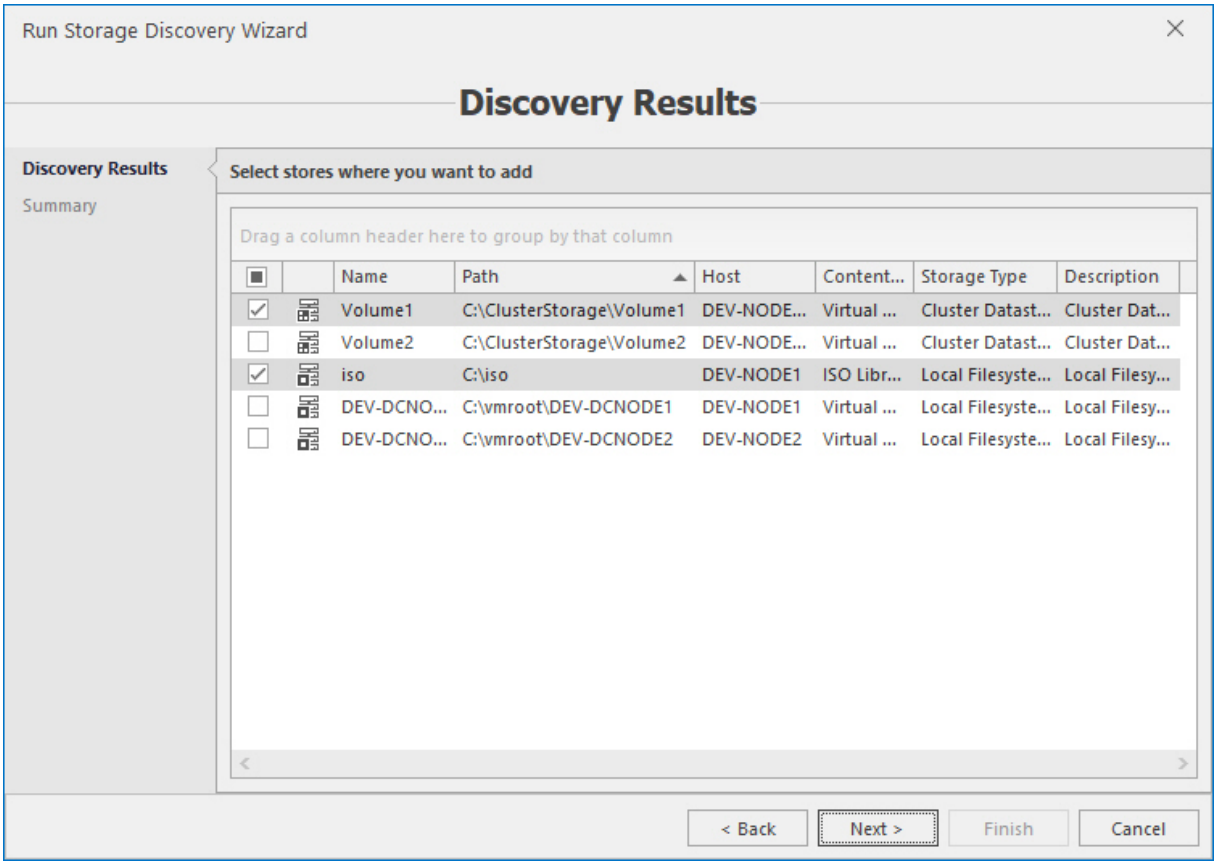


3.9.5 Running storage discovery

To evoke storage discovery, click the **Discover datastore** button on the main ribbon. The wizard will immediately start available storages discovery and then shows results on the first page, in accordance with its content:



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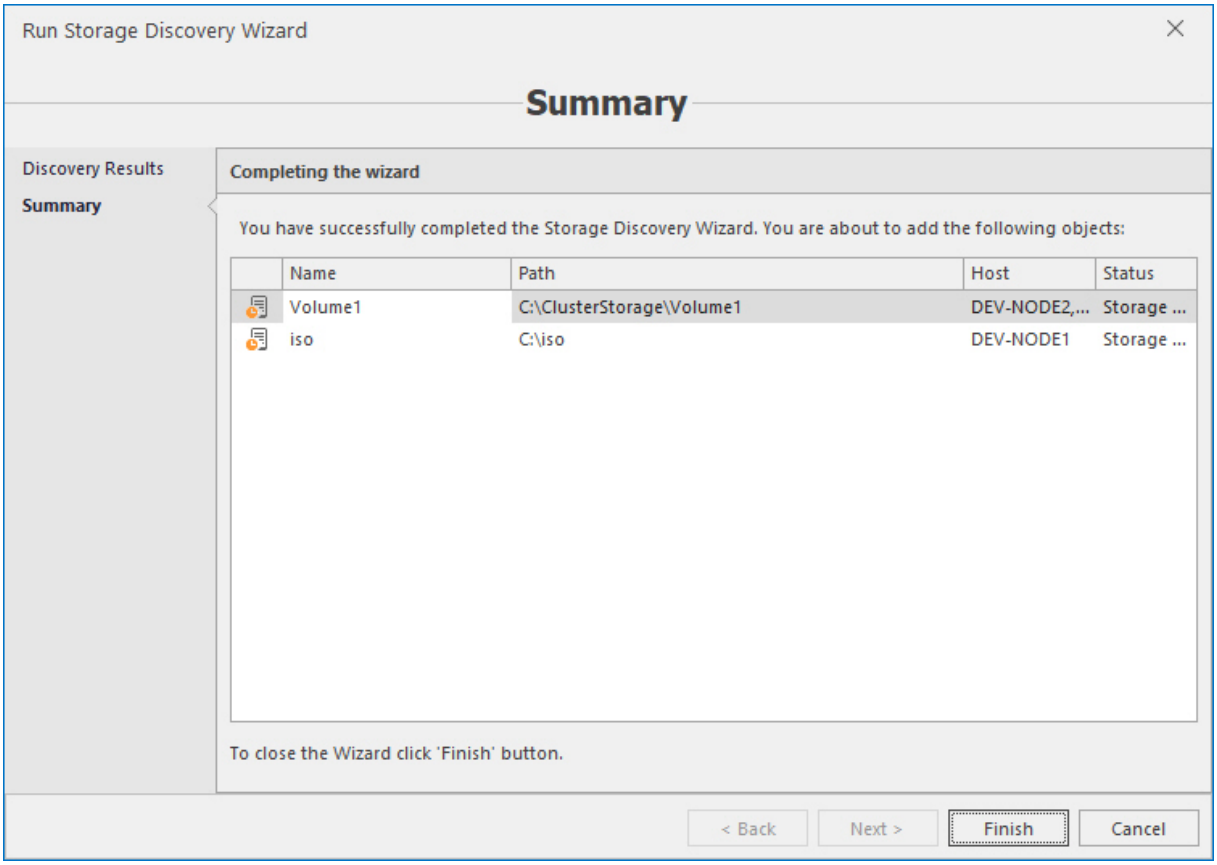
Select locations to add to the datastores and click **Next**.



Review summary and click **Finish** to complete adding the selected locations to the datastores. Added locations will be automatically sorted in accordance with its content and storage physical types.

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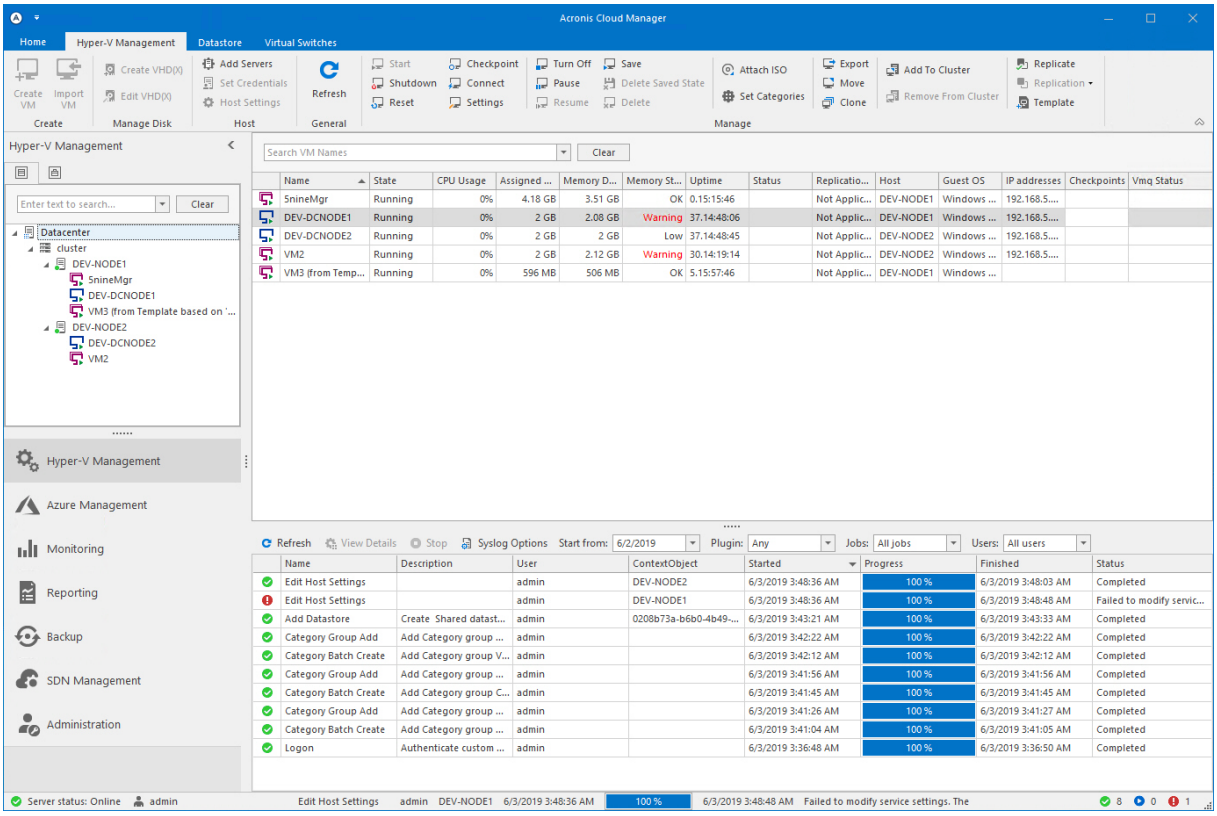
4 User interface

The user interface of Acronis Cloud Manager is designed to let you quickly find commands that you need and perform necessary Hyper-V management and other tasks.



There are the following main parts of user interface:

- Navigation pane.

  Navigation pane consists of 2 parts: objects tree and plugin selector. You need to select necessary plugin and then work with the tree to select an object.
- Ribbons and tabs

  Operation commands are organized into logical groups and collected under tabs on the ribbon. The ribbon is displayed at the top of the main application window. Commands for operations with items are also available in the context menu.
- Data area.

  Data area usually shows text or graphical information about object selected in the objects tree.
- Status bar.

  Status bar shows management server status and user name under which console is started.
- Jobs pin panel.

  Jobs pin panel shows status, progress and other information, related to jobs. Please, see the next chapter for details.

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5 Job management

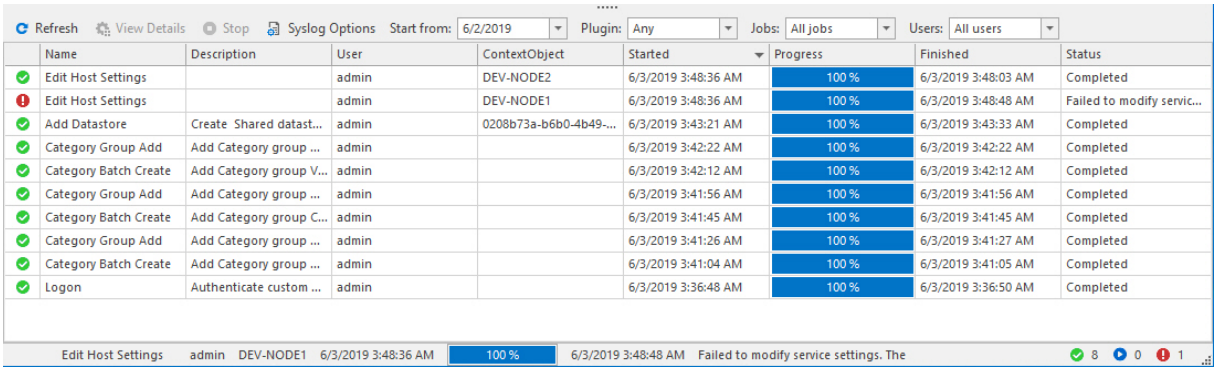
All processes, happening in Acronis Cloud Manager, are represented as jobs.

To see the detailed jobs information, click the bottom bar of the screen, where the status of the last job is shown. The jobs dock/pin panel will be shown at the bottom of the main window. Next click will collapse the jobs panel back.

5.1 Job list

The list of jobs can be filtered out and you can stop or view details for the selected job.

Job details contain PowerShell script, which implementation is like a job command.



To do any action with the job, select it in the list and use the corresponding button on the command ribbon. The filter is available to select jobs by date and/or by plugin.

To view the job details, select the required job and click the **View details** button:

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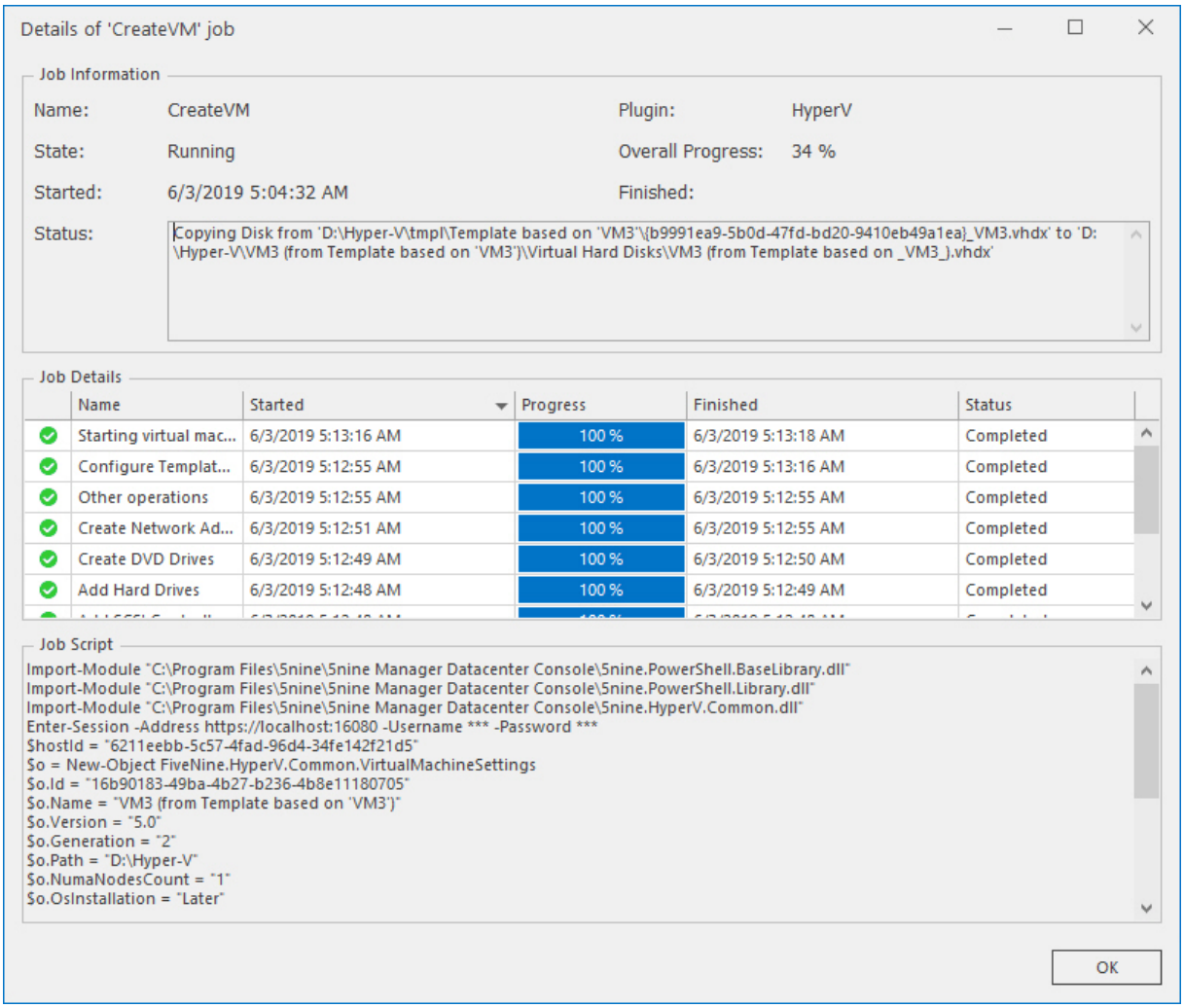

There is the detailed information about the job in the upper block – name, status, related plugin, progress and period. Middle block contains steps that are taken as the job is executed. Lower block contains the PS script that is run to complete the job.

5.2 Syslog integration

Jobs and event alerts can be exported to the external syslog server. Syslog server should be installed and properly configured in the environment in advance. RFC 5424 header is supported.

To set up syslog export, click the **Syslog options** button on the main ribbon.

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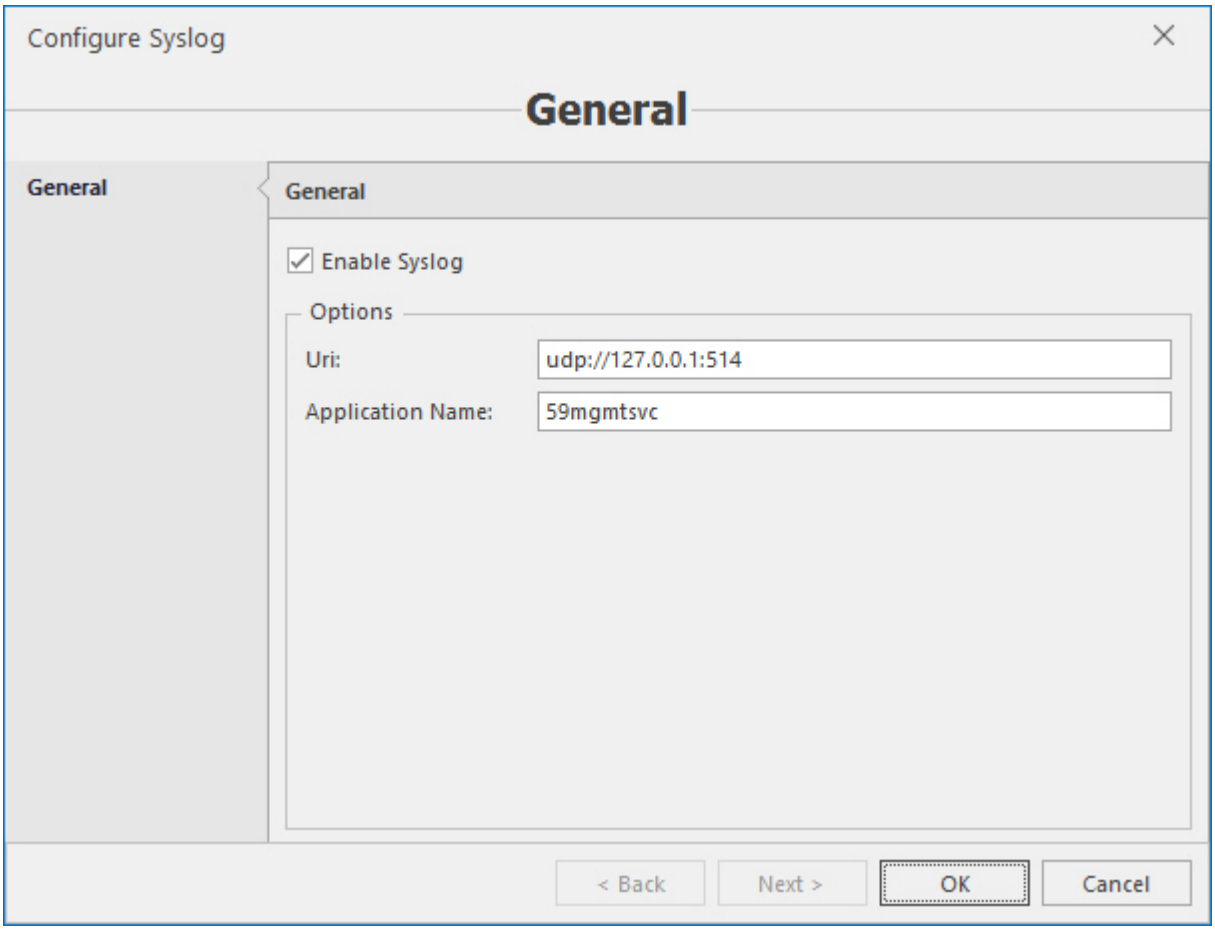

To enable export jobs to the external syslog server, enable the **Enable syslog** checkbox. Then enter the syslog server URI in **udp://<syslog server IP address:port>** format. Default value is **udp://127.0.0.1:514**. Specify the application name – default value is **59mgmtsvc**, leave it as it appears. Click **OK**.

Now you may view and use syslog records as needed. Example, Splunk syslog output:

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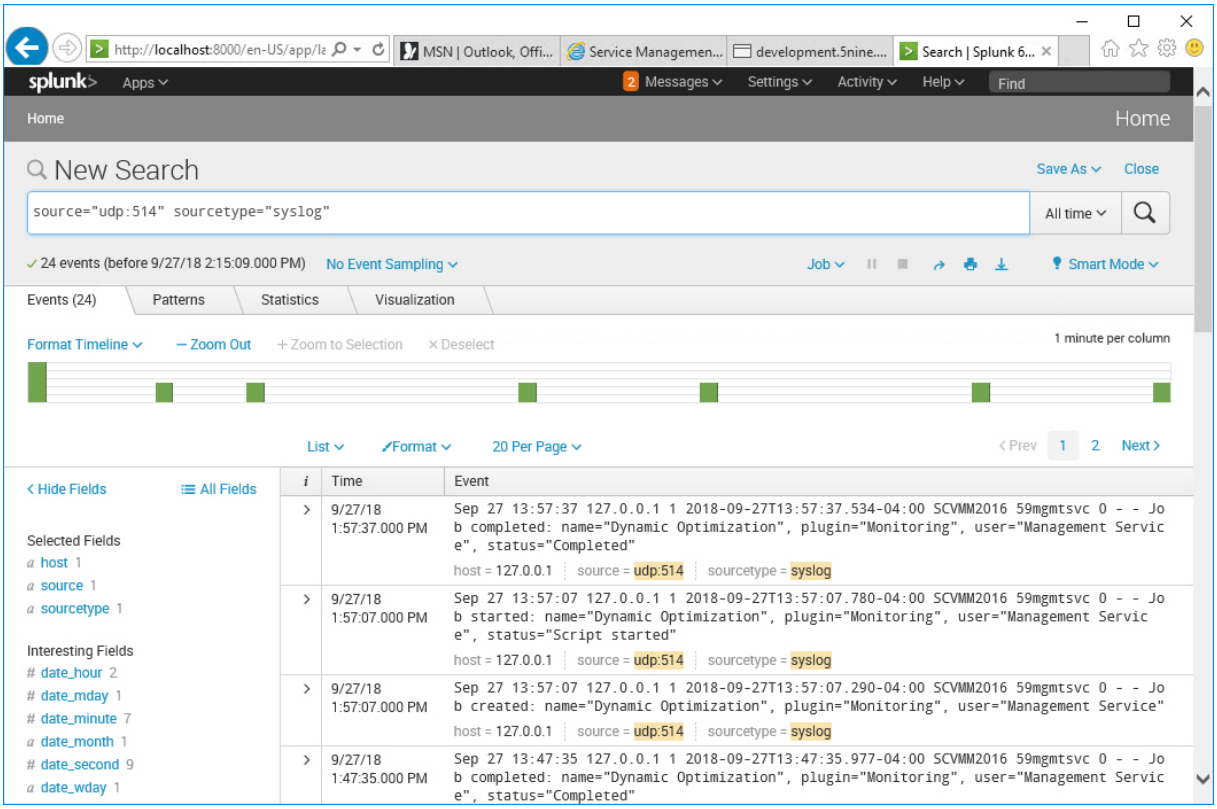

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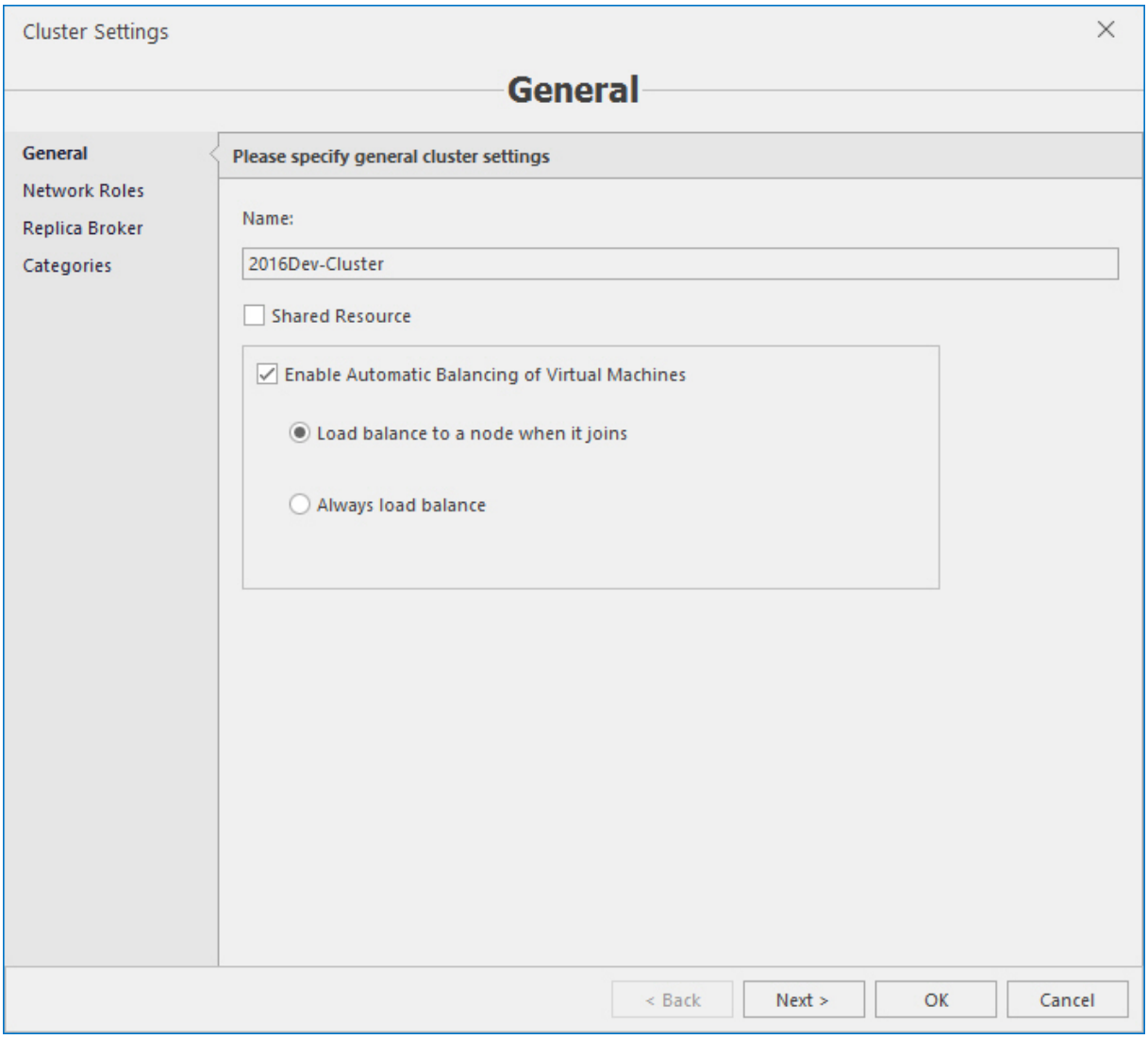
6 Hyper-V management

6.1 Cluster settings

To access the cluster settings, select the cluster in the objects tree and press the **Cluster settings** button in the toolbar or right-click on the cluster name and select the corresponding context menu command.



You can choose whether automatic load balancing of virtual machines is enabled or not in the cluster and its mode – always or just when the new node is joined to the cluster.

The **Shared resource** option determines whether this cluster is available for all tenants or just on the global level.

Select networks and their order for live migration.

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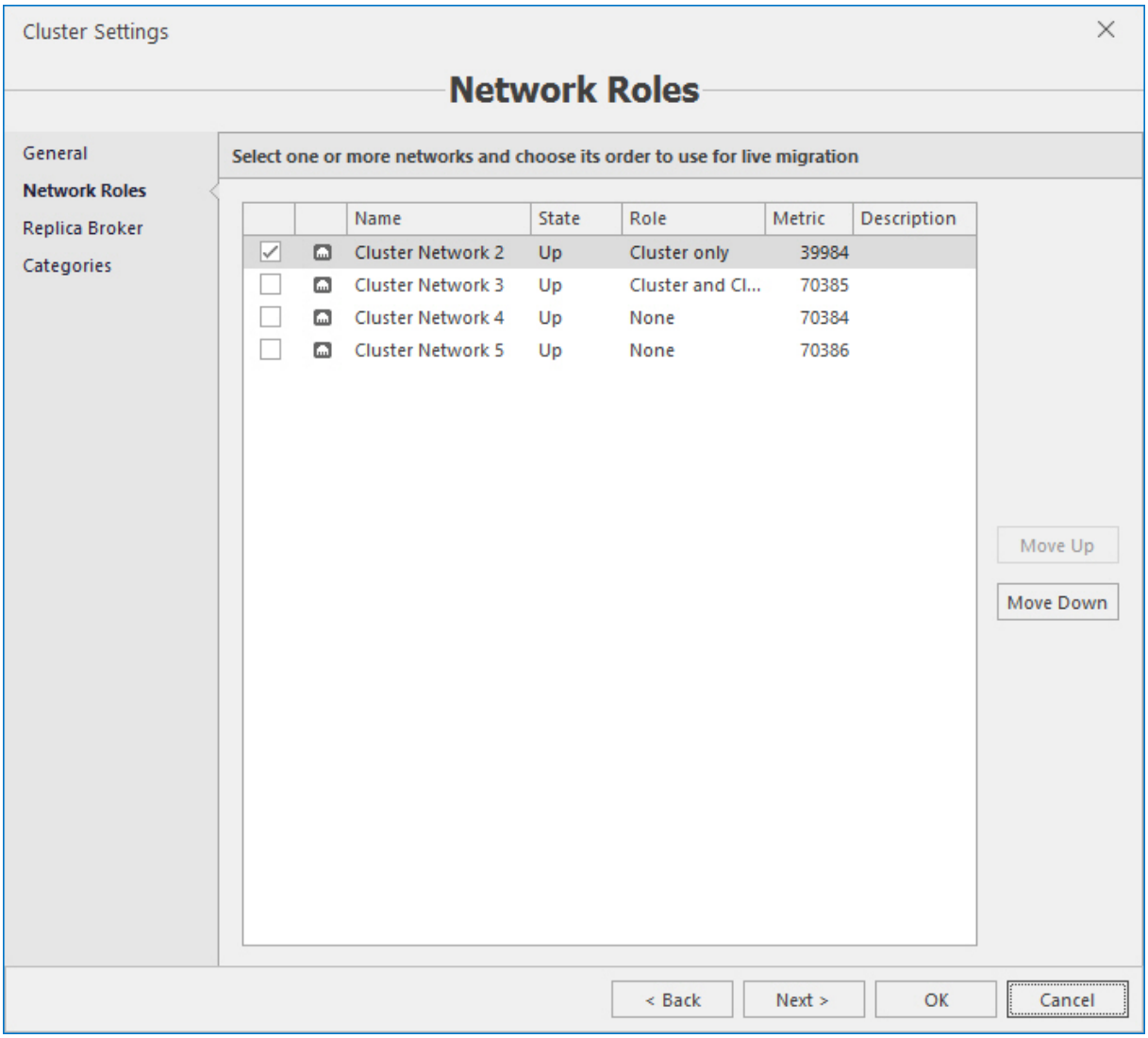

Configure replication settings for the cluster.

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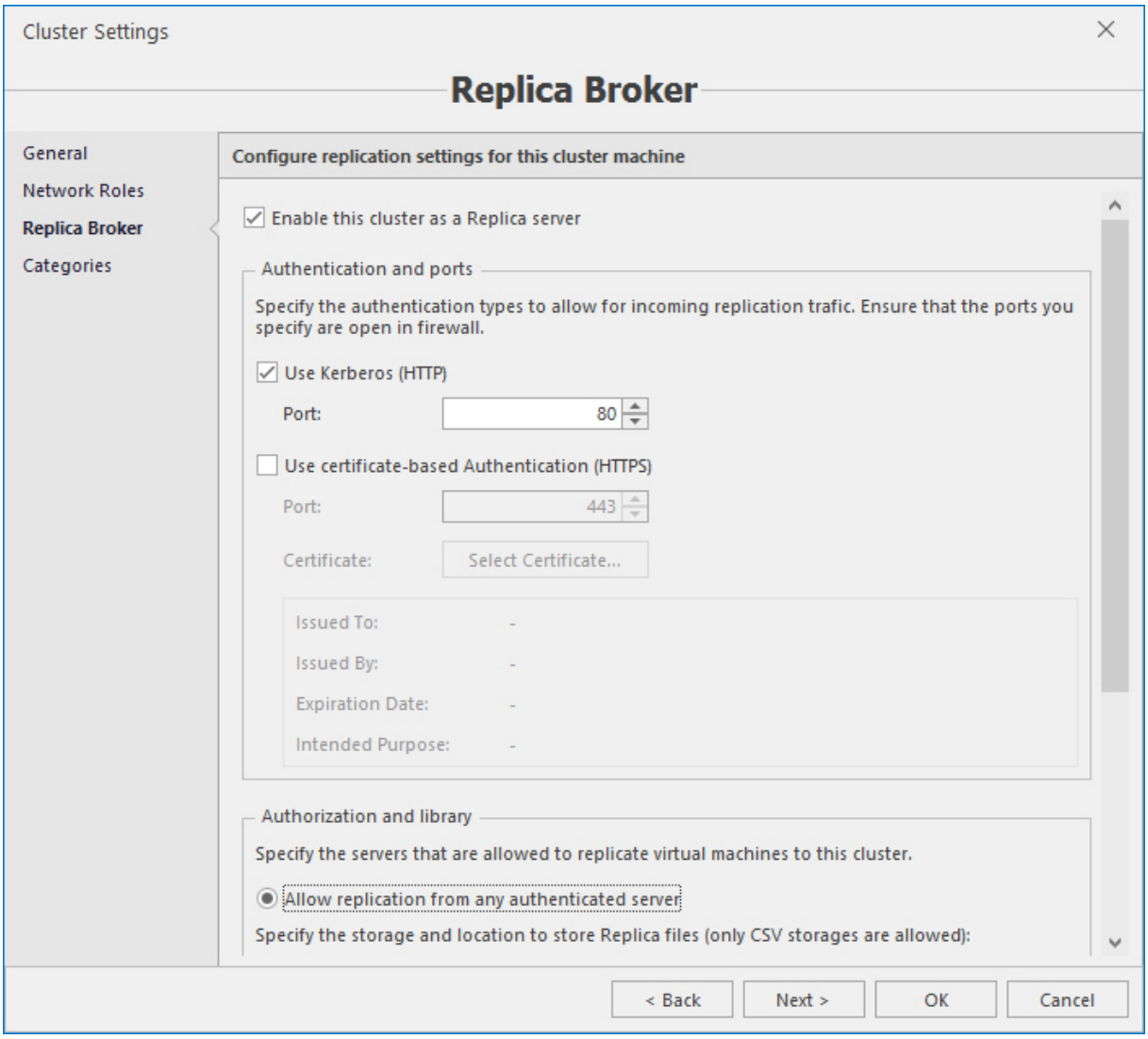
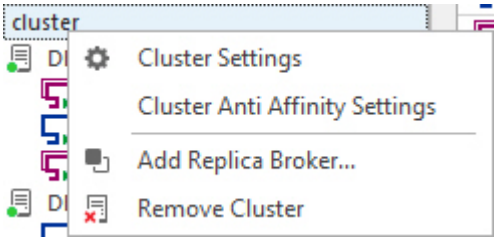
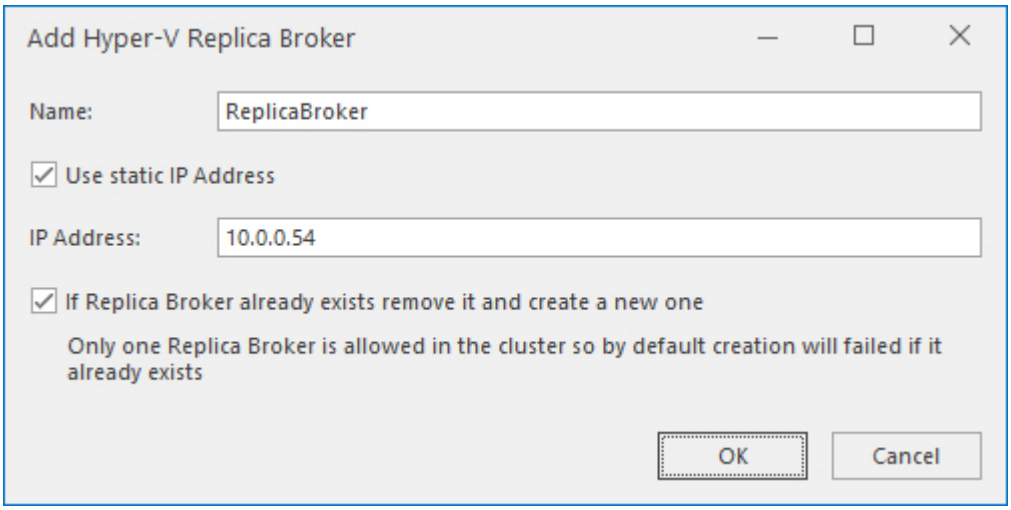


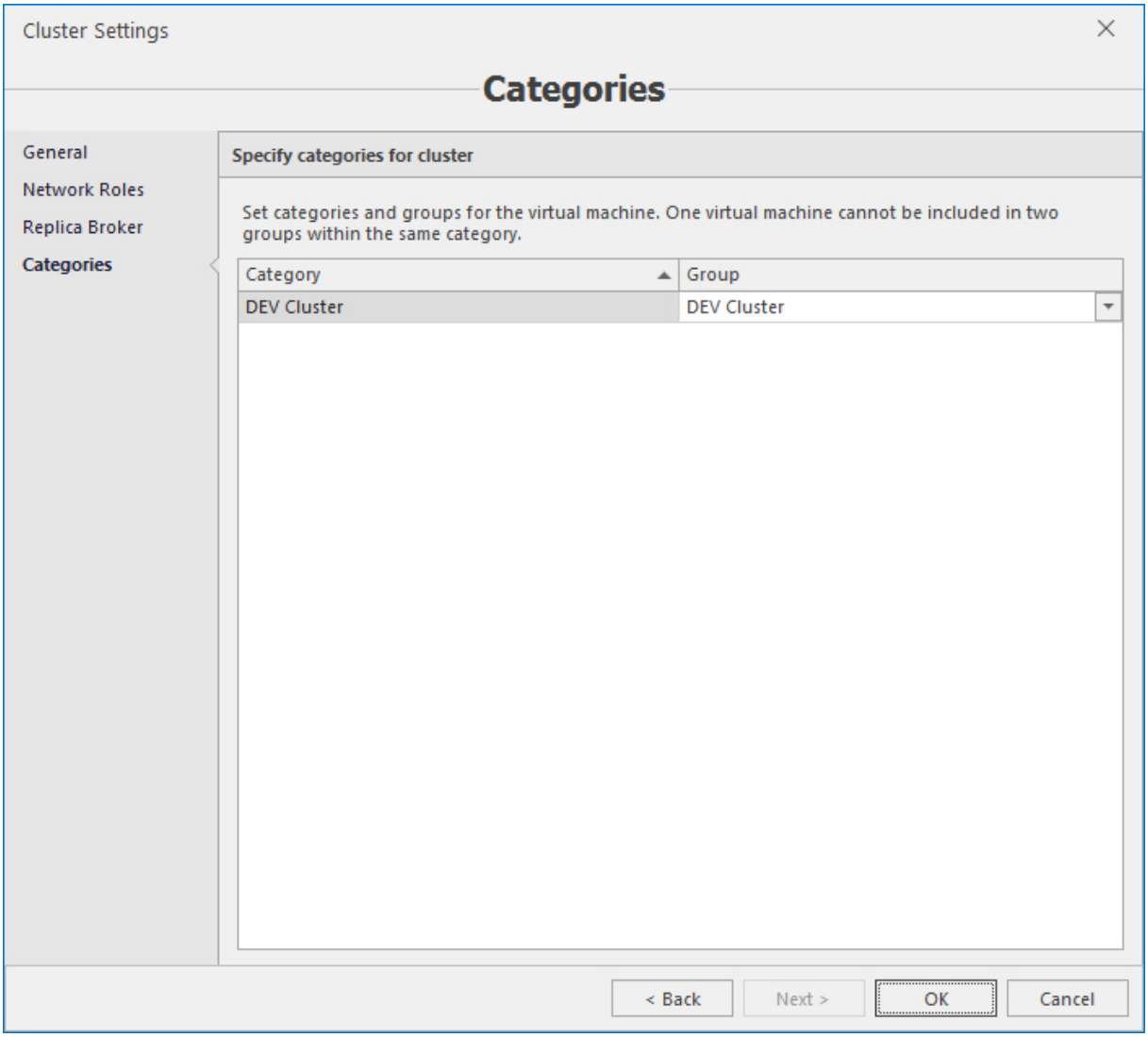
To add the new replica broker, click the **Add replica broker** context menu command and specify its parameters:



Copyright © Acronis International GmbH, 2003-2020



Specify the category and the group to display the cluster in the logical view:



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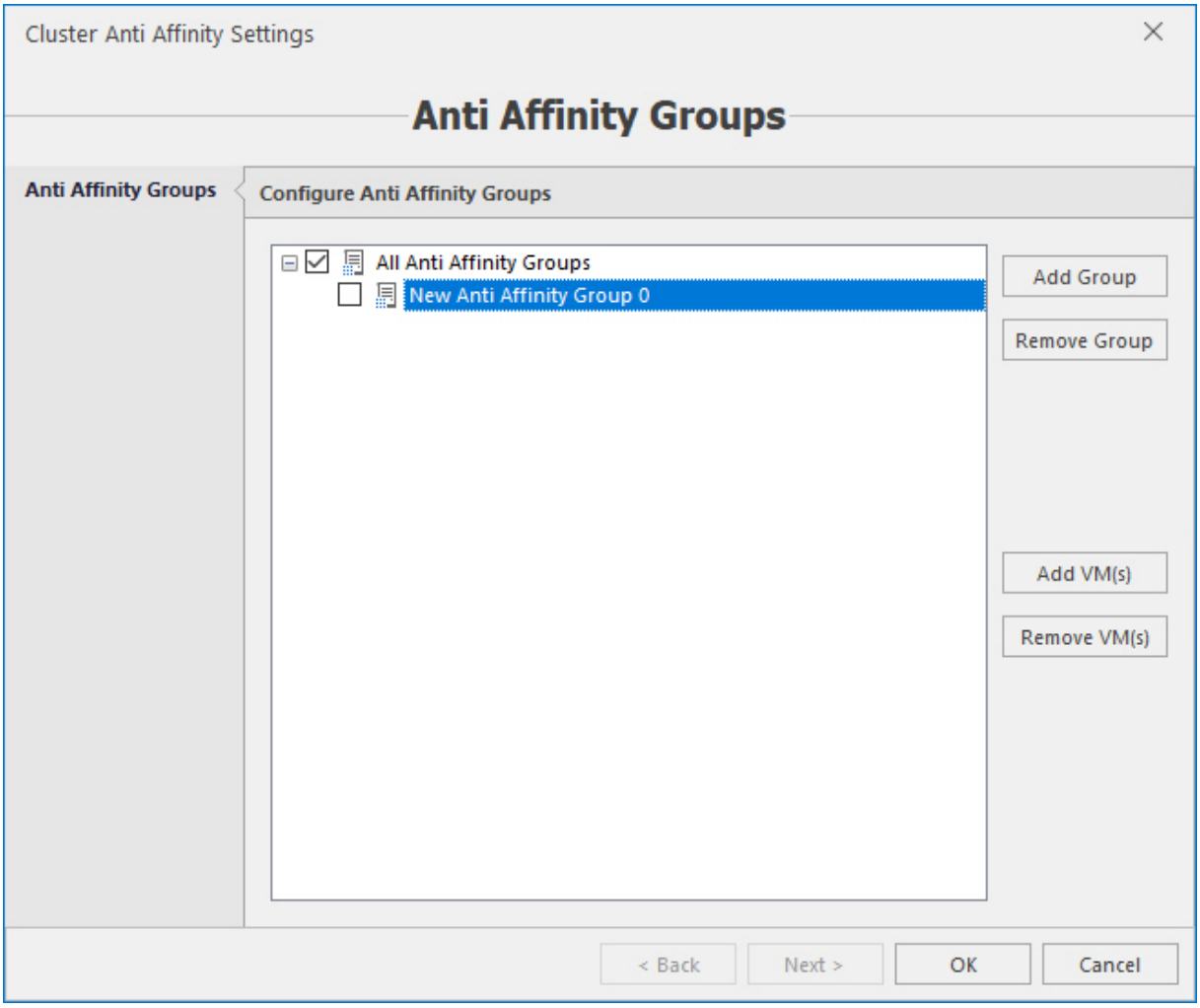
6.1.1 Cluster anti affinity settings

Cluster anti affinity settings are implemented to allow automatic control over HA virtual machines placement during cluster nodes outages in accordance with pre-defined parameters. It works in the following way – HA VMs are selected by user into anti affinity groups. VMs from the same group will be primarily placed onto different active nodes during the outage of one or more other nodes of the cluster (separately from each other) in accordance with technical ability, or, as a last method of lower priority, onto any available node as it happens in usual conditions without anti-affinity configuration.

To configure cluster anti affinity settings, click the corresponding context menu command of the cluster and specify parameters in the wizard below:



- Click the **Add group** button to add the new group.
- Select the group and click the **Add VM(s)** button to add HA virtual machines to the group and then click **OK**:

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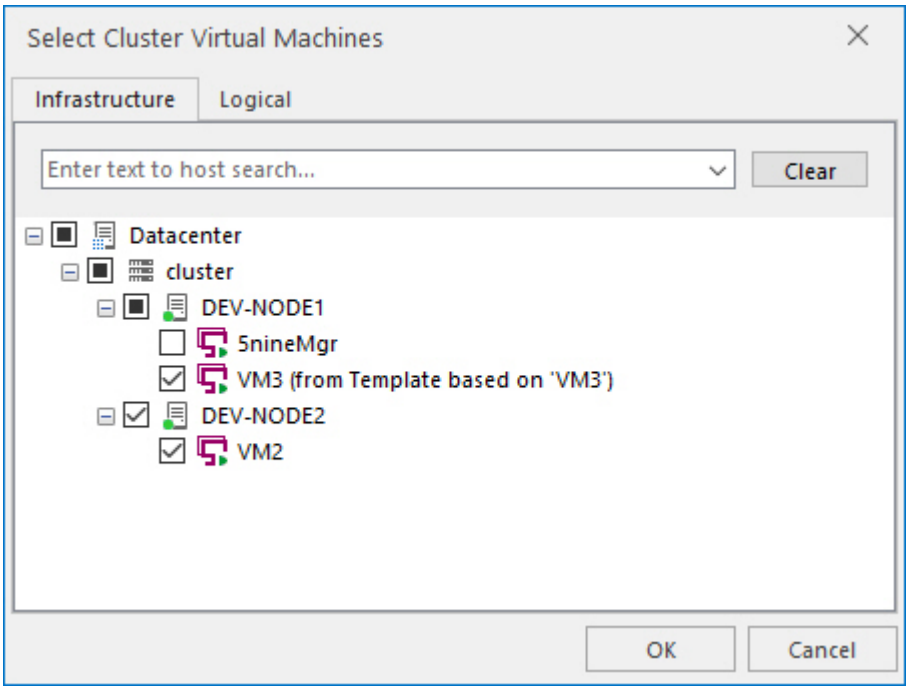
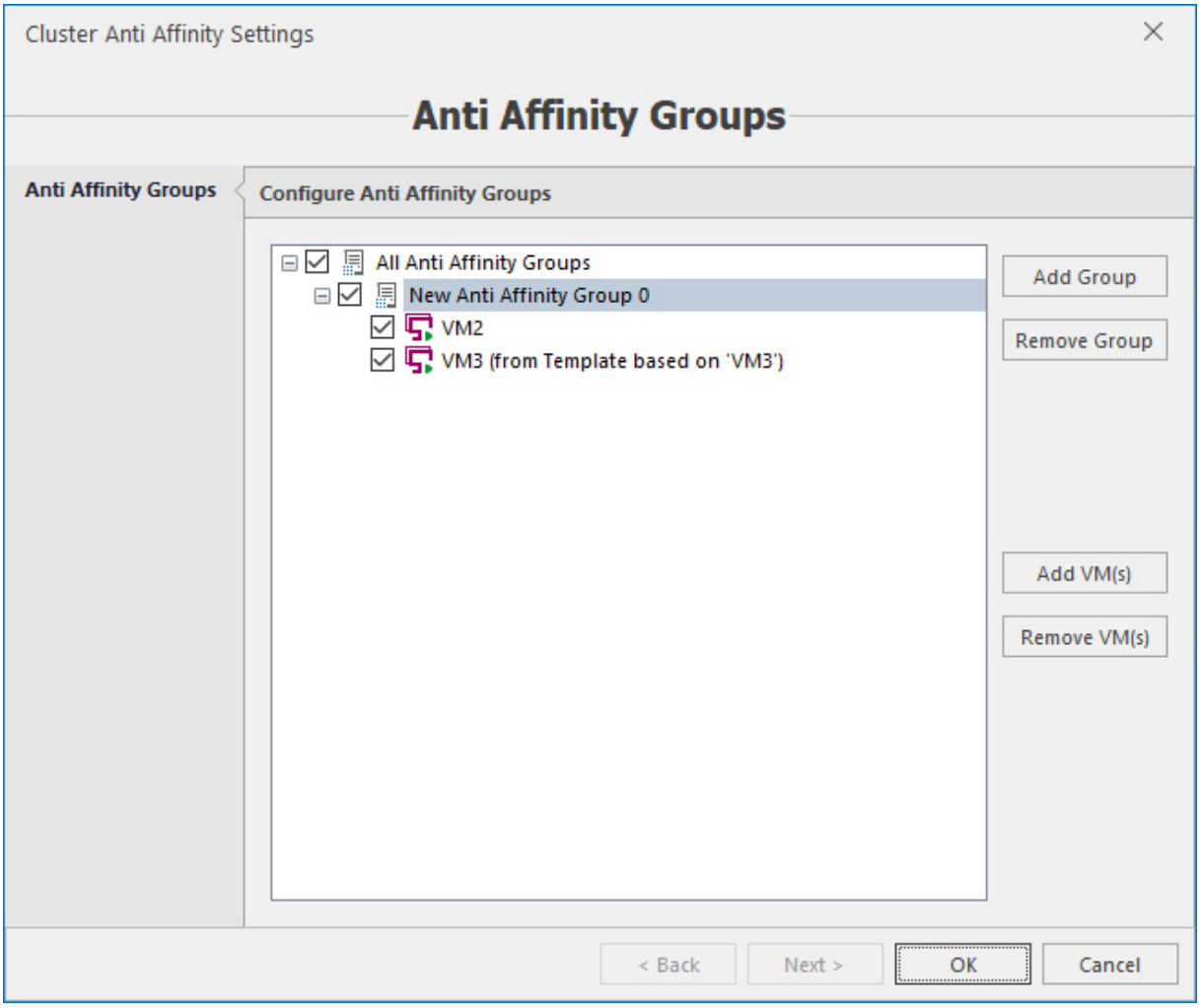


Selected VMs will appear under the group in the tree:



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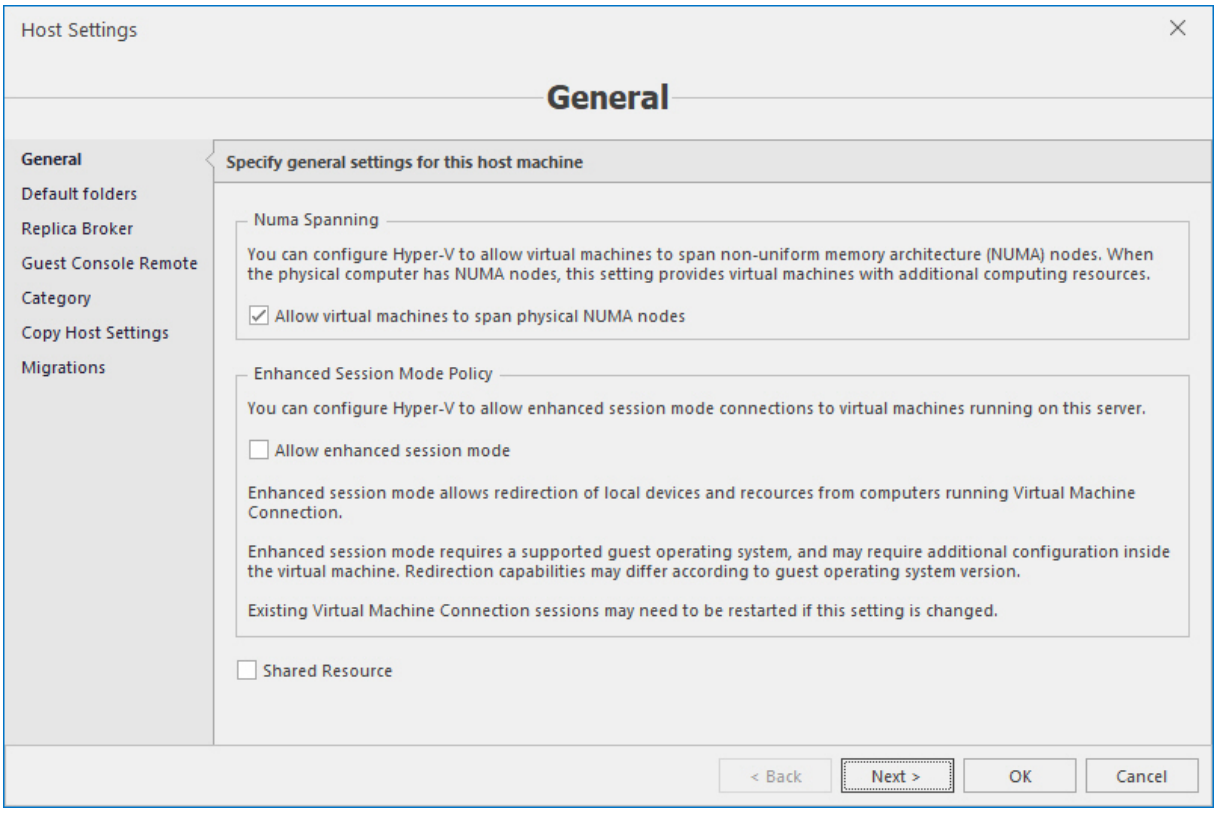
- To remove VM(s) or the whole group, click the corresponding button.
- Click **OK** to save changes and exit the wizard.

6.2 Host settings

To access host settings, select the host in the objects tree and press the **Host settings** button in the toolbar.



Note
You can define NUMA Spanning and enhanced session mode policy. The **Shared resource** option determines whether this host is available for all tenants or just on the global level. These settings can be applied to multiple hosts in the **Copy host settings** section.

In the next section you can specify default storage for machines and disks:

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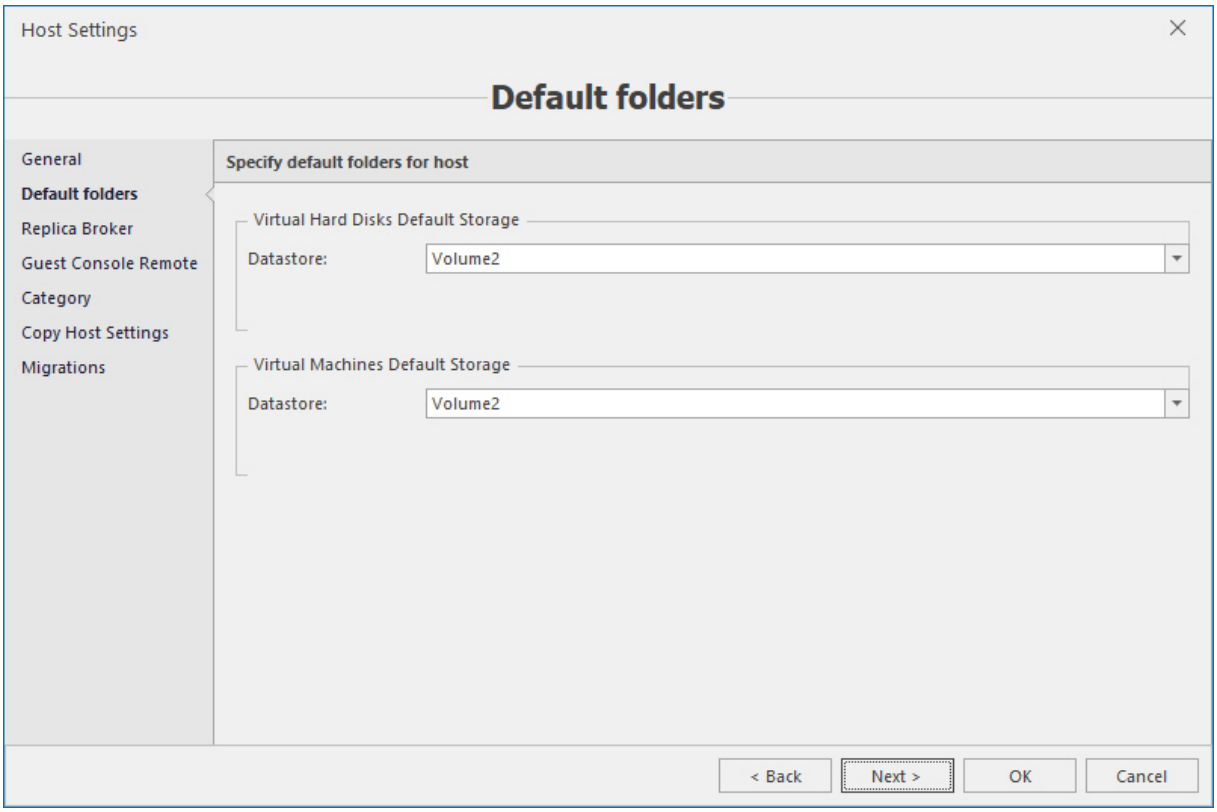
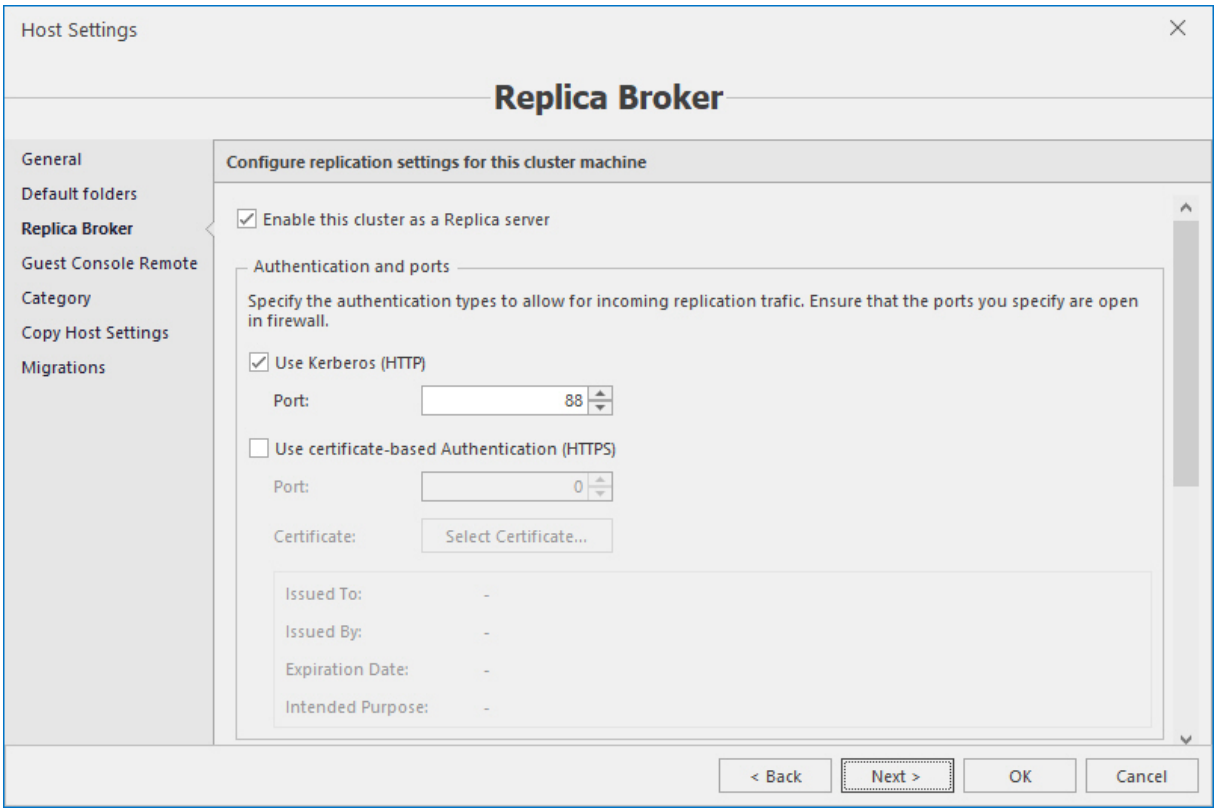


This area allows end user to configure replication settings for standalone hosts or a replica broker for a cluster.



In the **Guest console remote** section set your remote desktop gateway (RDG) server parameters.

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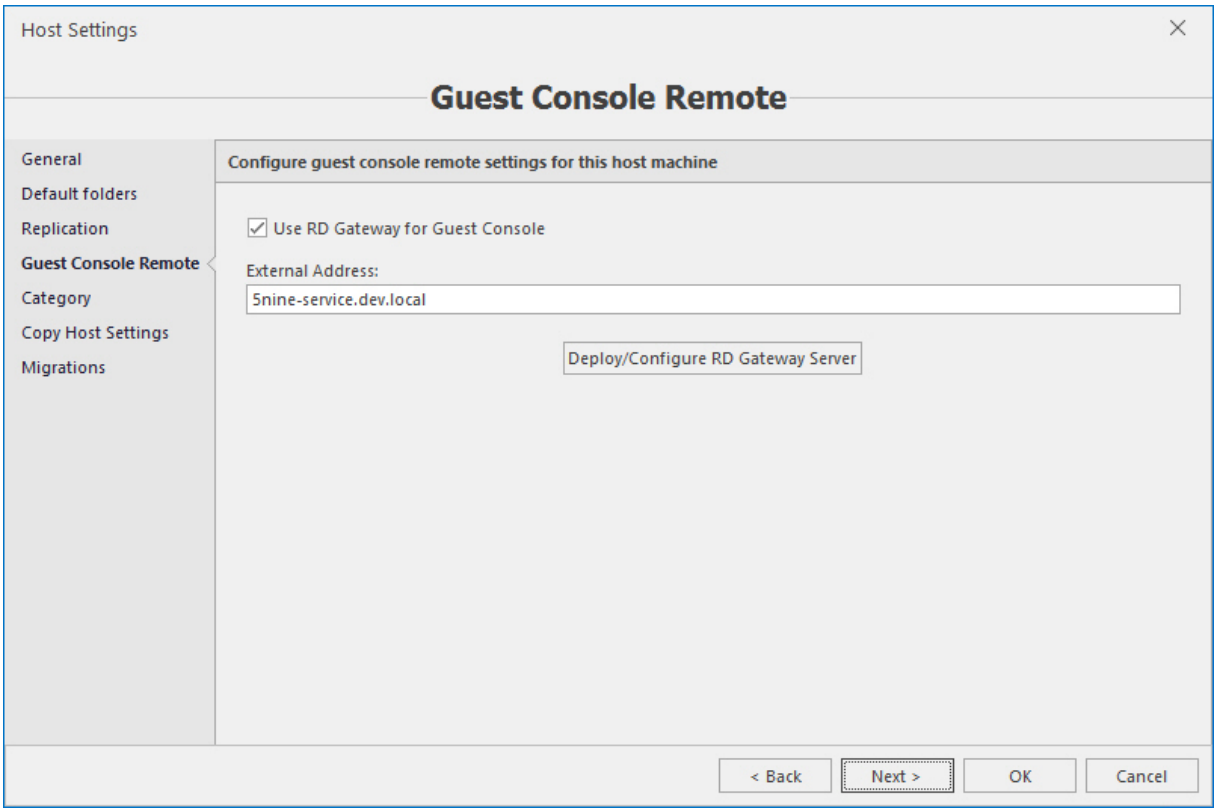
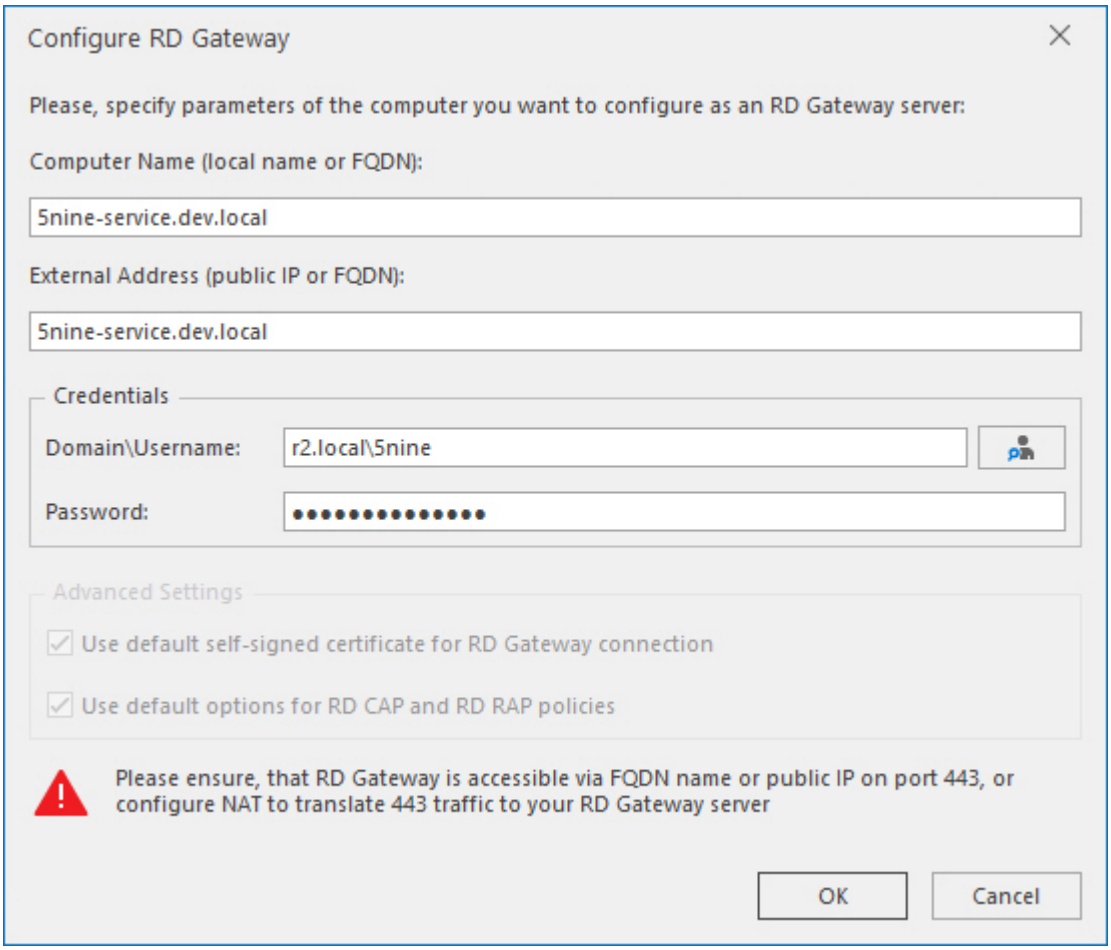


Press the **Deploy/configure RD gateway server** button to configure the RDG connection:



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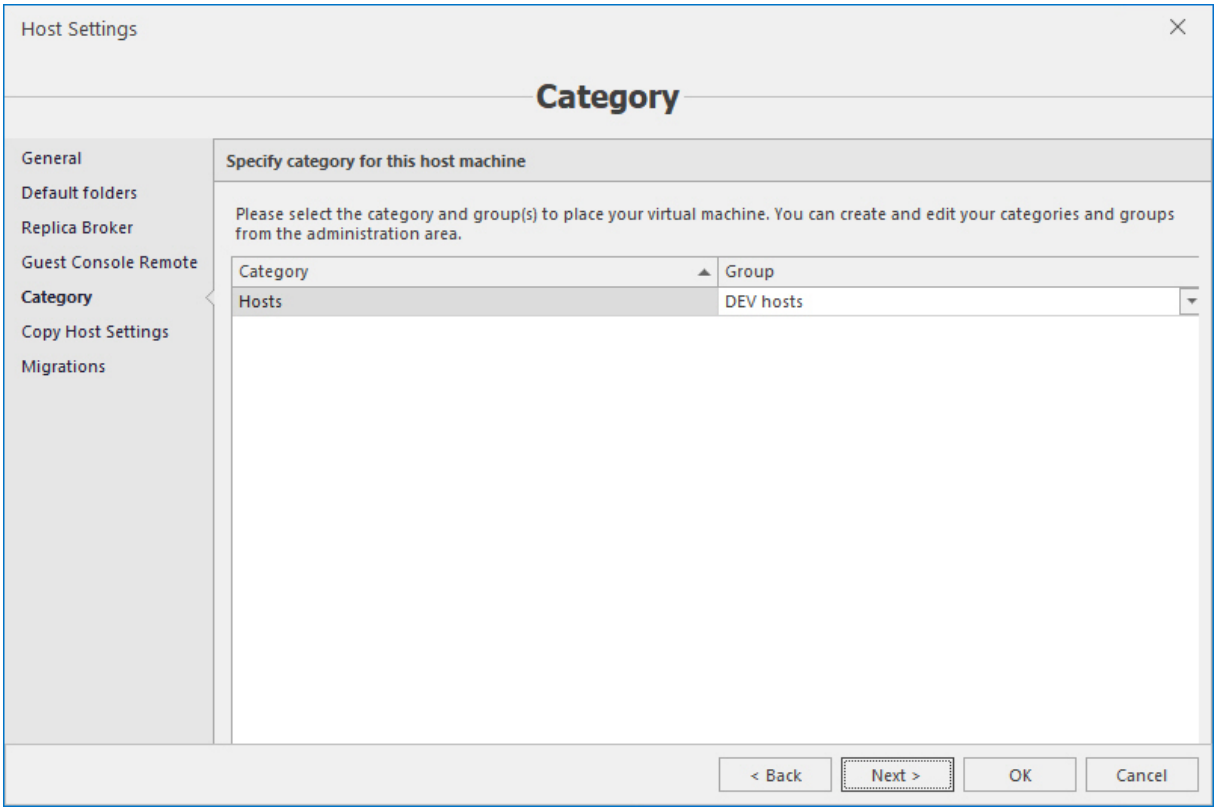
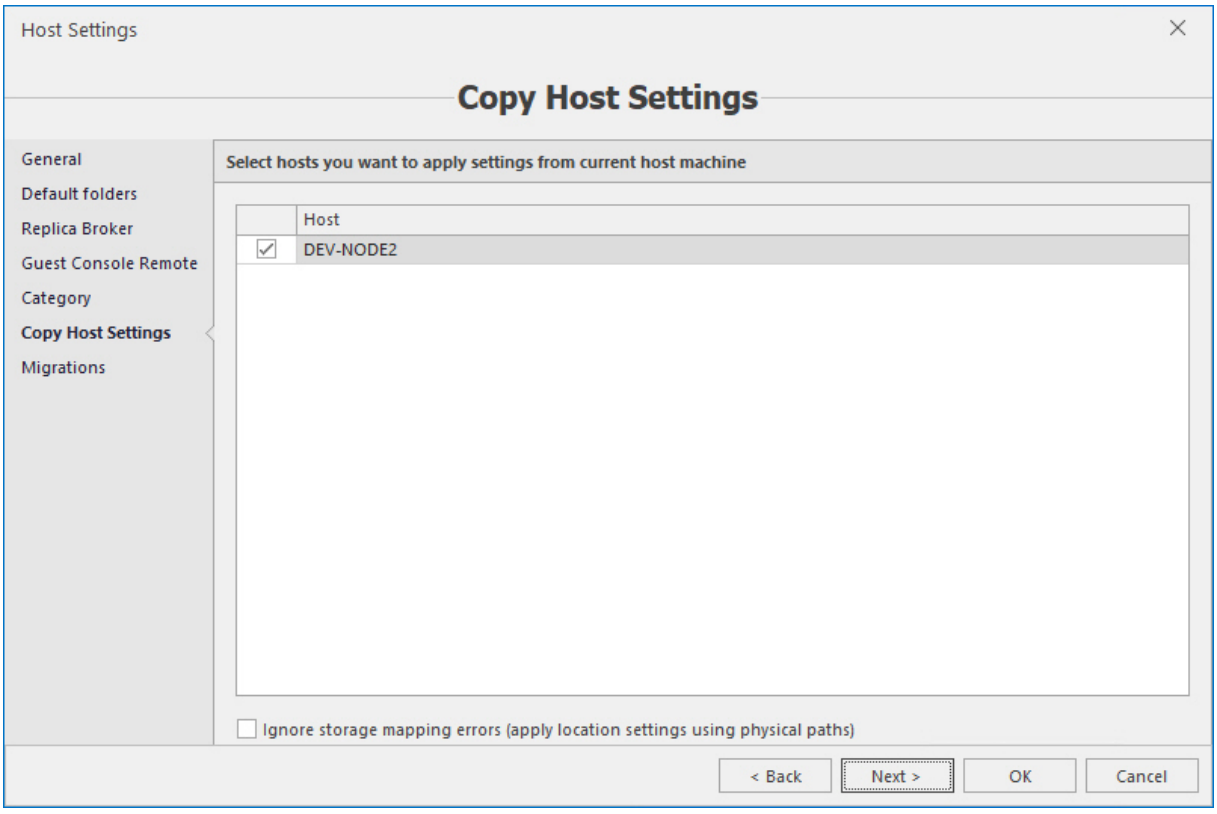
In the **Category** section specify the category and the group to display the host in the logical view:



In the **Copy host settings** section configure if settings should be applied to other Hyper-V servers:



In the **Migrations** section you can enable and configure live migrations settings:

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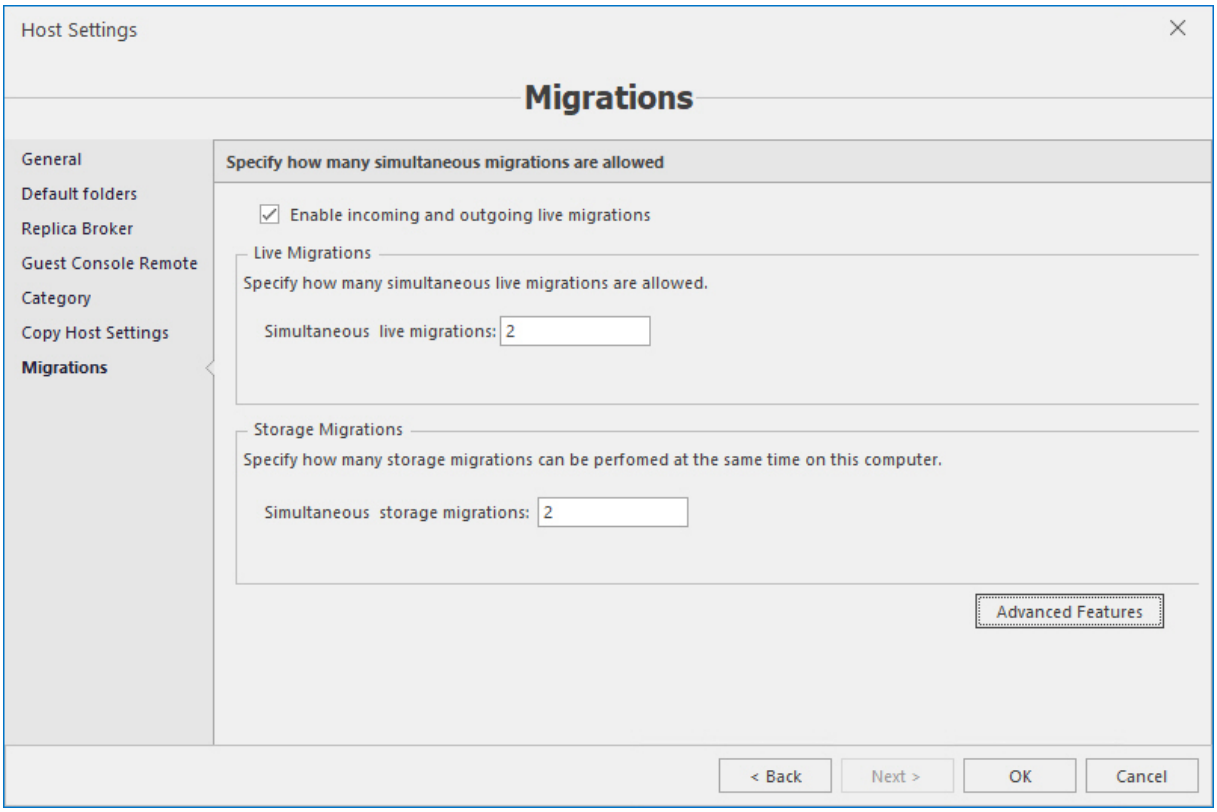
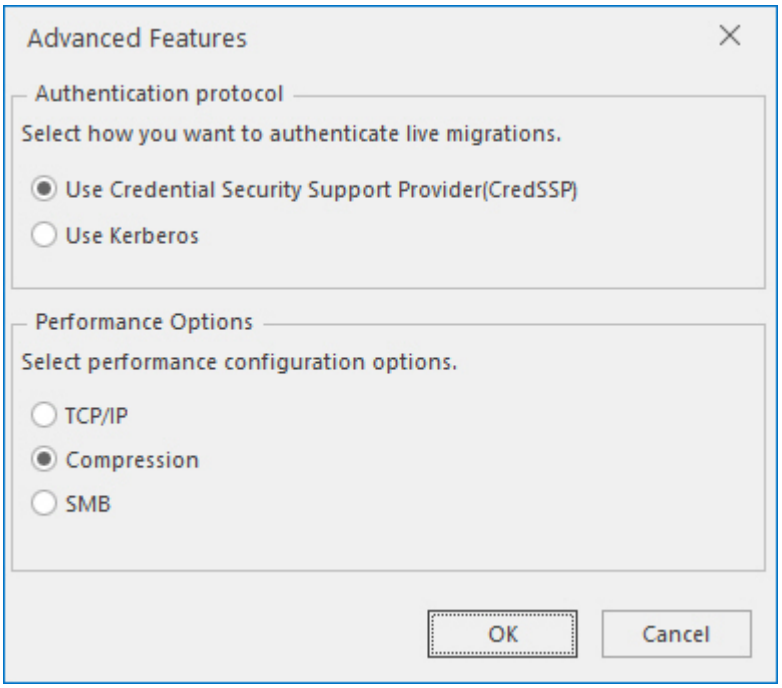


Click the **Advanced features** button to configure authentication protocol and performance options for VM live migrations:



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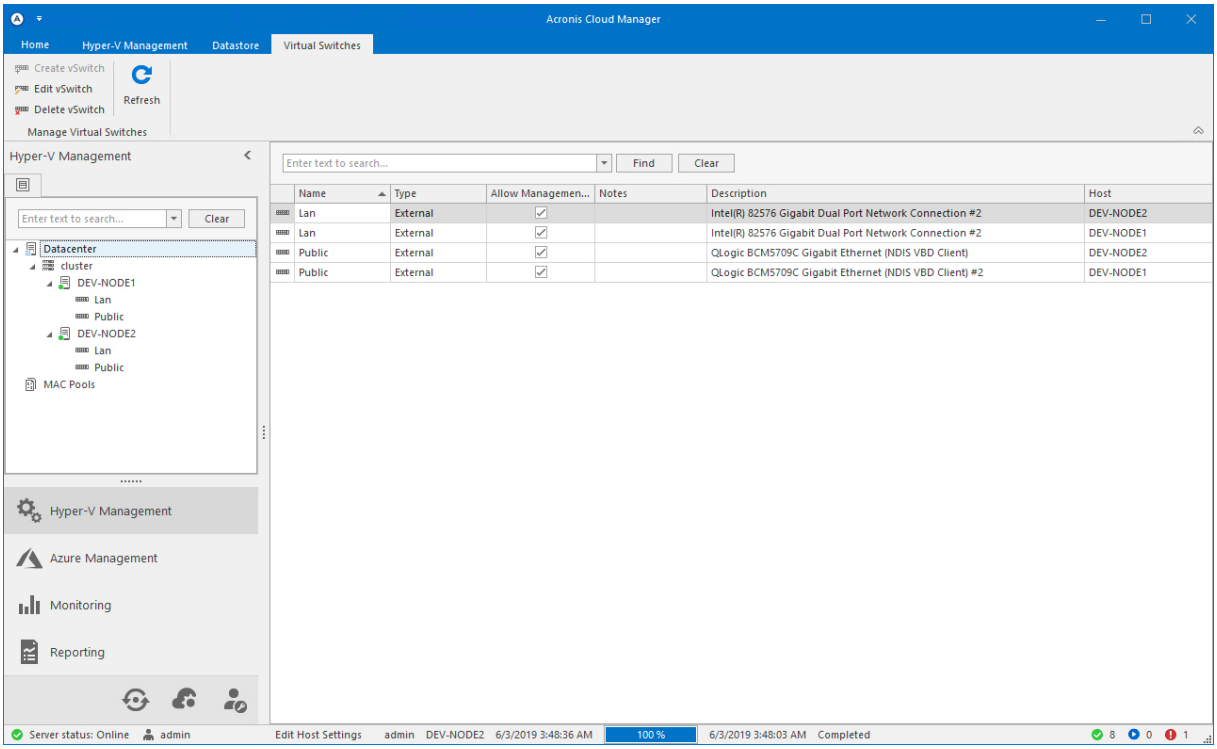
6.3 Configuring virtual switches

Virtual switch management is implemented in the **Virtual switches** tab. You can create, edit and delete virtual switches for all managed Hyper-V hosts.



1. To create the new virtual switch, select the host in the tree and press the **Create vSwitch** button in the toolbar.

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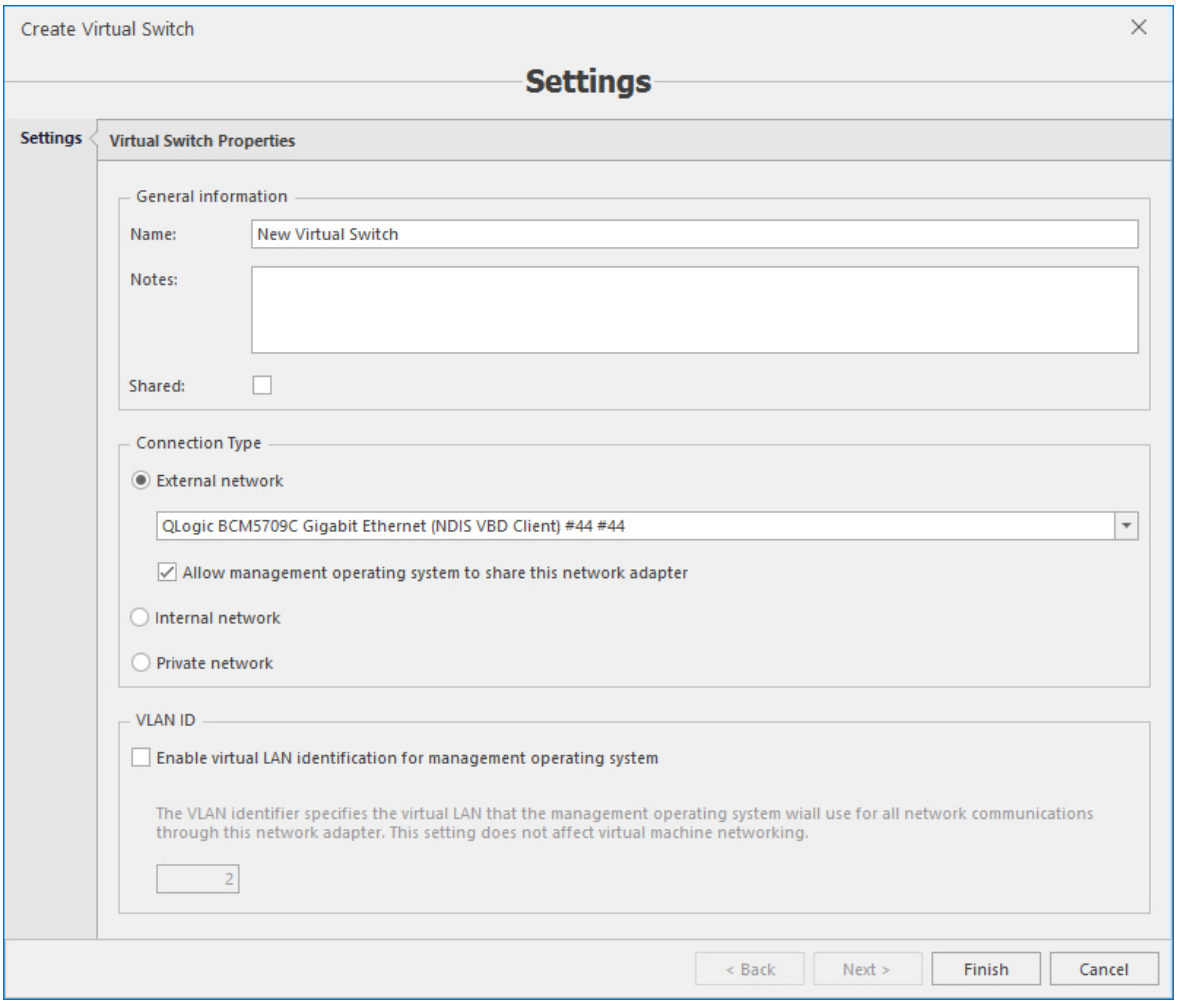

2. Define name and description and select its type.

- **External netwrok**. In this type of a virtual switch, one of the physical NICs installed on the host is used to connect the VMs to the network.
- **Internal network**. In this type of a virtual switch, neither of the physical NICs of the host is supposed to be used for VMs that will be using this connection.
- **Private network**. In this type of a virtual switch, neither of the physical NICs of the host is supposed to be used for VMs that will be using this connection, nor the VLANs could be set for it.

The **Shared** option determines whether this virtual switch is available for all tenants or just on the global level. VLAN traffic identification can be set for external and internal switches.

3. Press **Finish** to create the virtual switch.

6.4 Operations with VMs

6.4.1 Customizing VM list view

The following options are available to configure the view of the **Hyper-V management** tab and displaying virtual machines:

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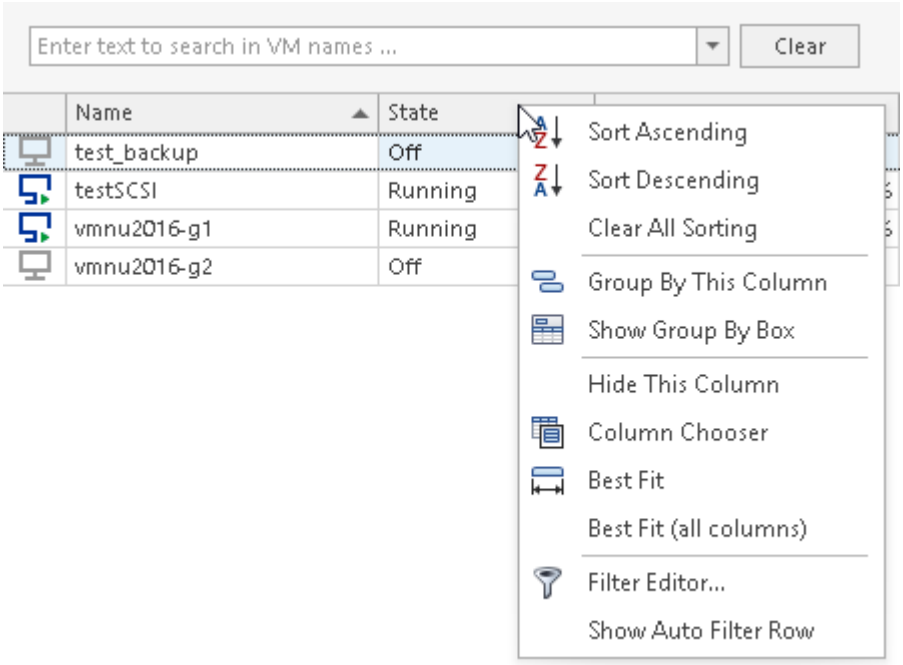
- Search by name;
- Sorting by column;
- Group by column;
- Choose columns to show;
- Auto arrange (best fit);
- Filter.

To customize view press the left mouse button at the column heading:



6.4.2 Creating VM

1. To create a VM select the Hyper-V host and press the **Create VM** button in the toolbar.
   Select the source – either the new blank VM with default settings or a template. When using the template, you will have to select the datastore/relative path, where the template is located, then select the required template in the corresponding fields.

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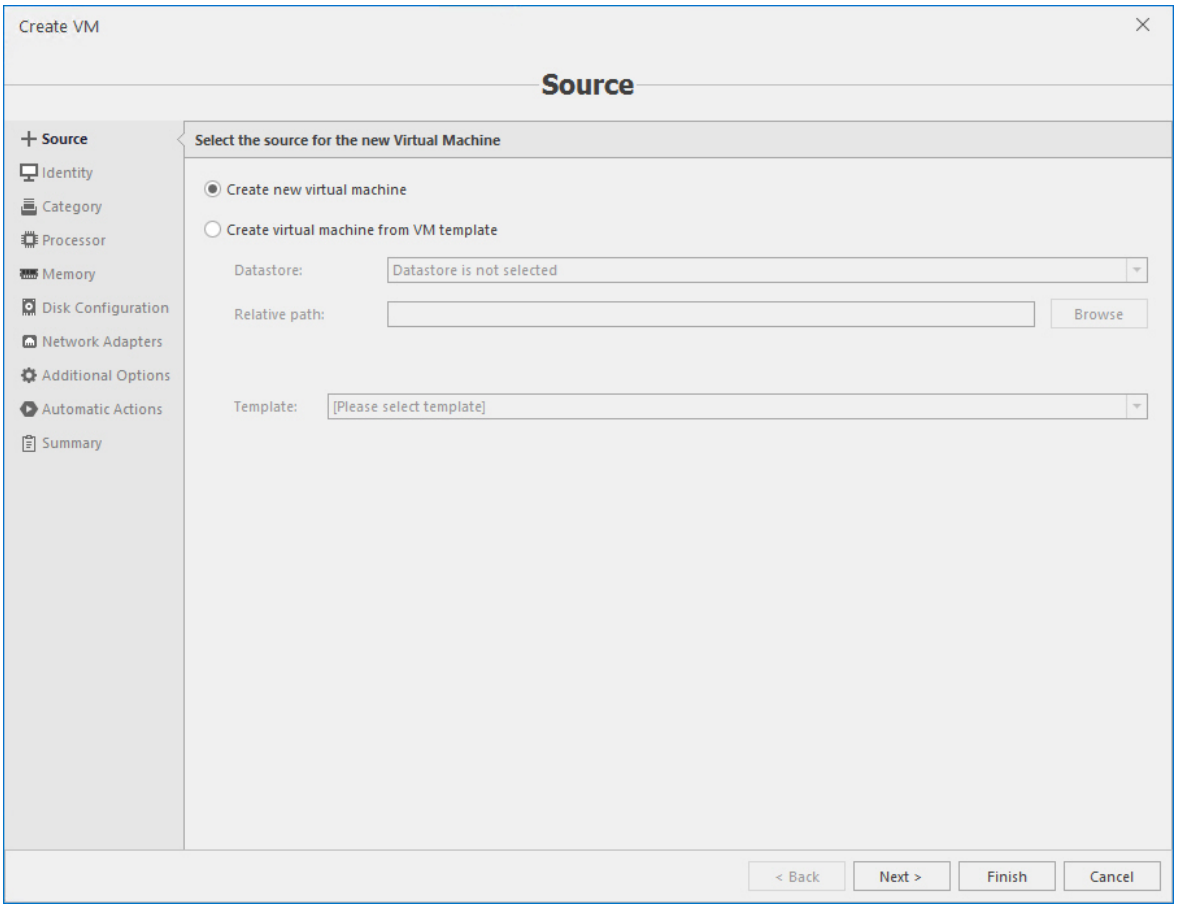

2. Specify VM identity:

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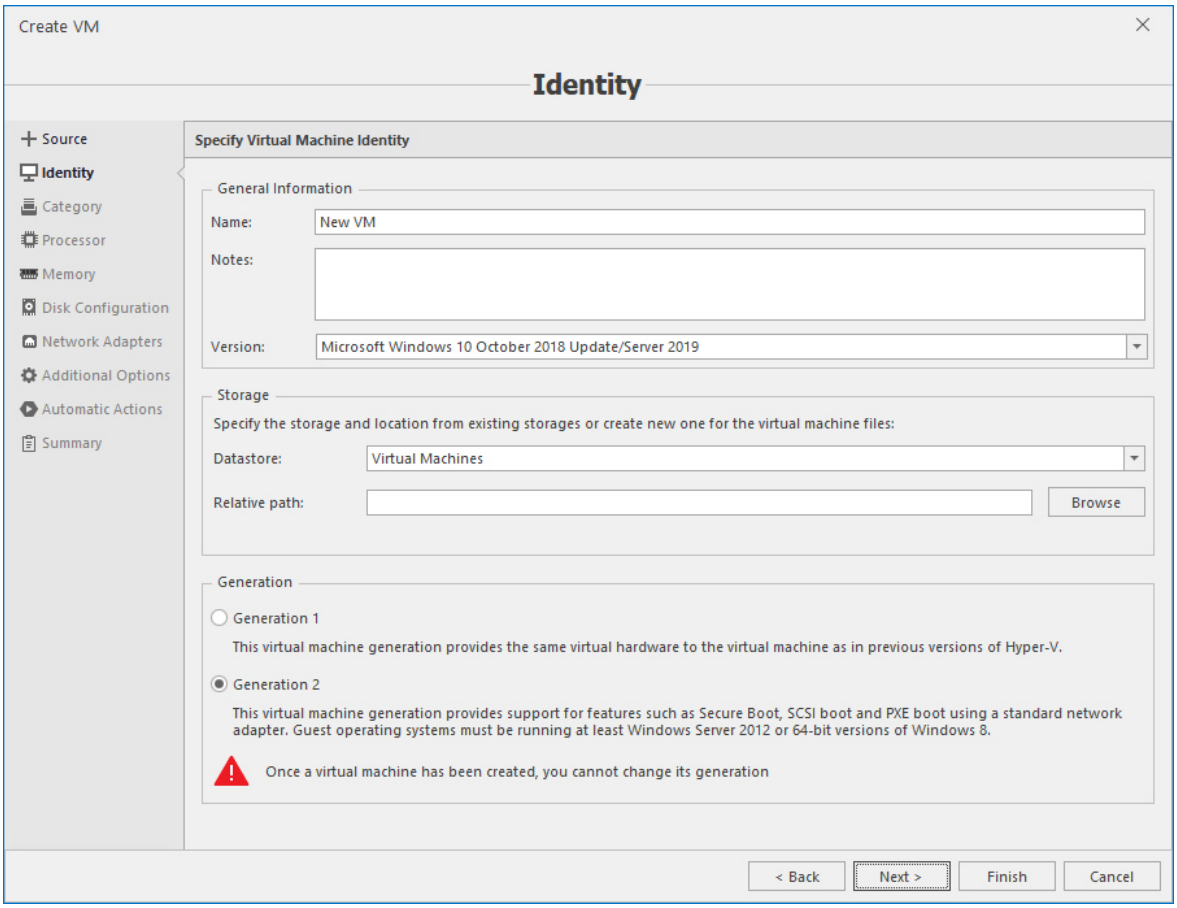

3. Define category and group to display VM in the logical view:

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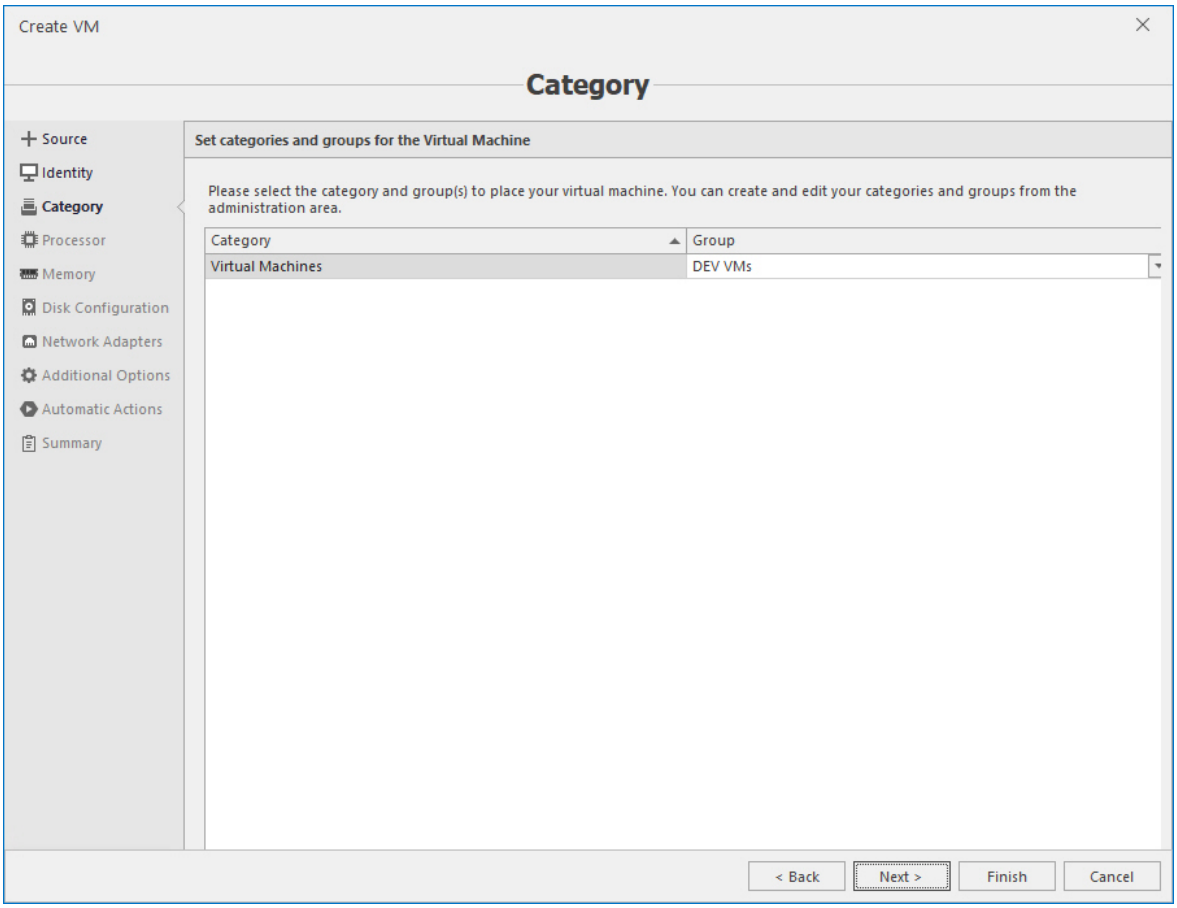

4. Define basic virtual CPU parameters:

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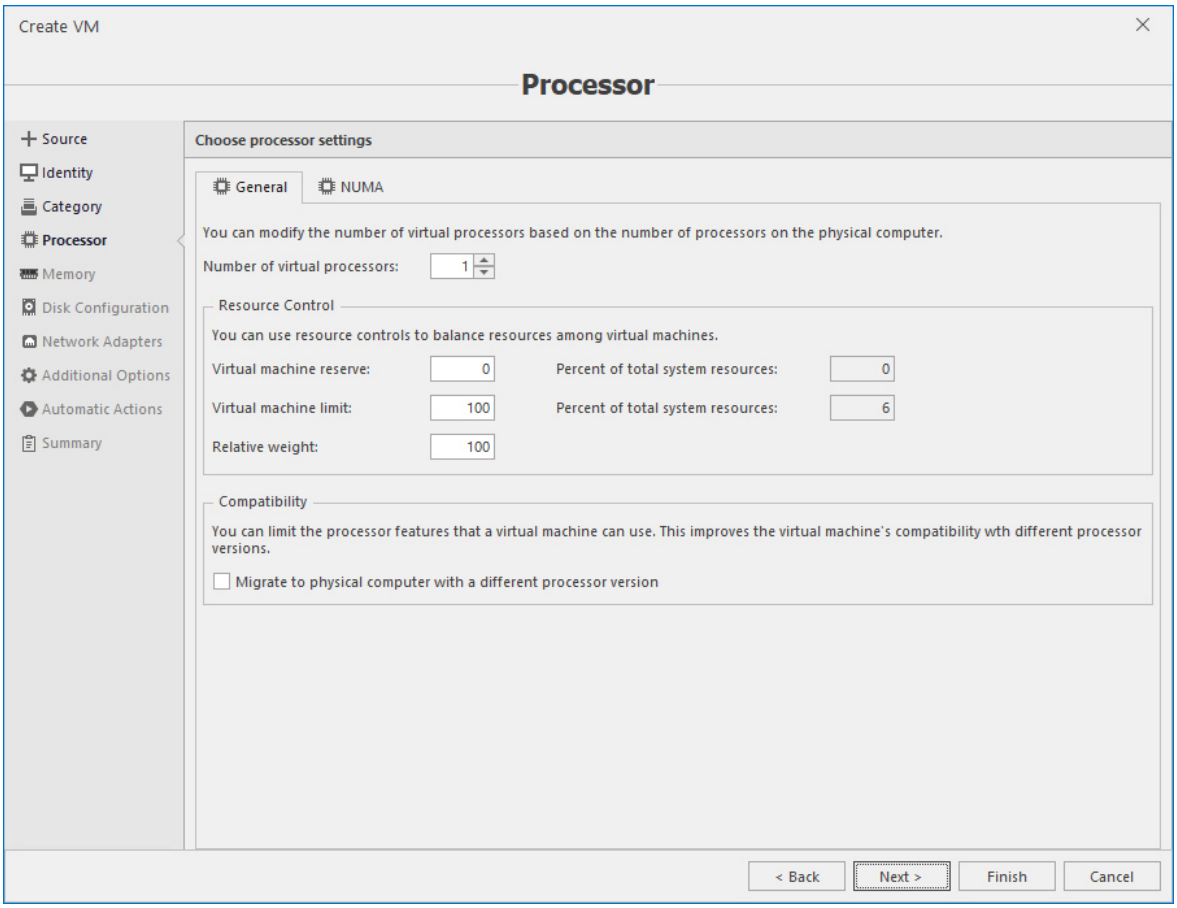

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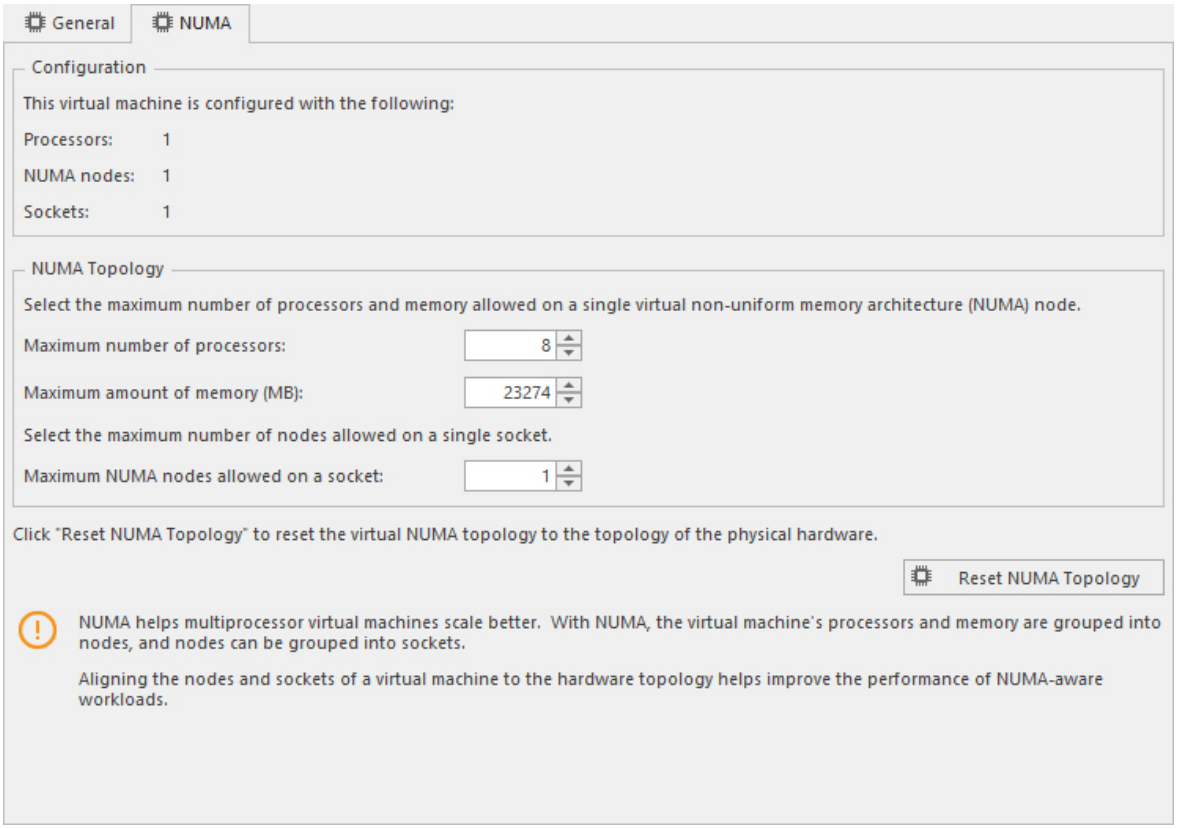
5. [Optional] If necessary, define NUMA parameters.



6. Specify amount of memory and dynamic memory options:

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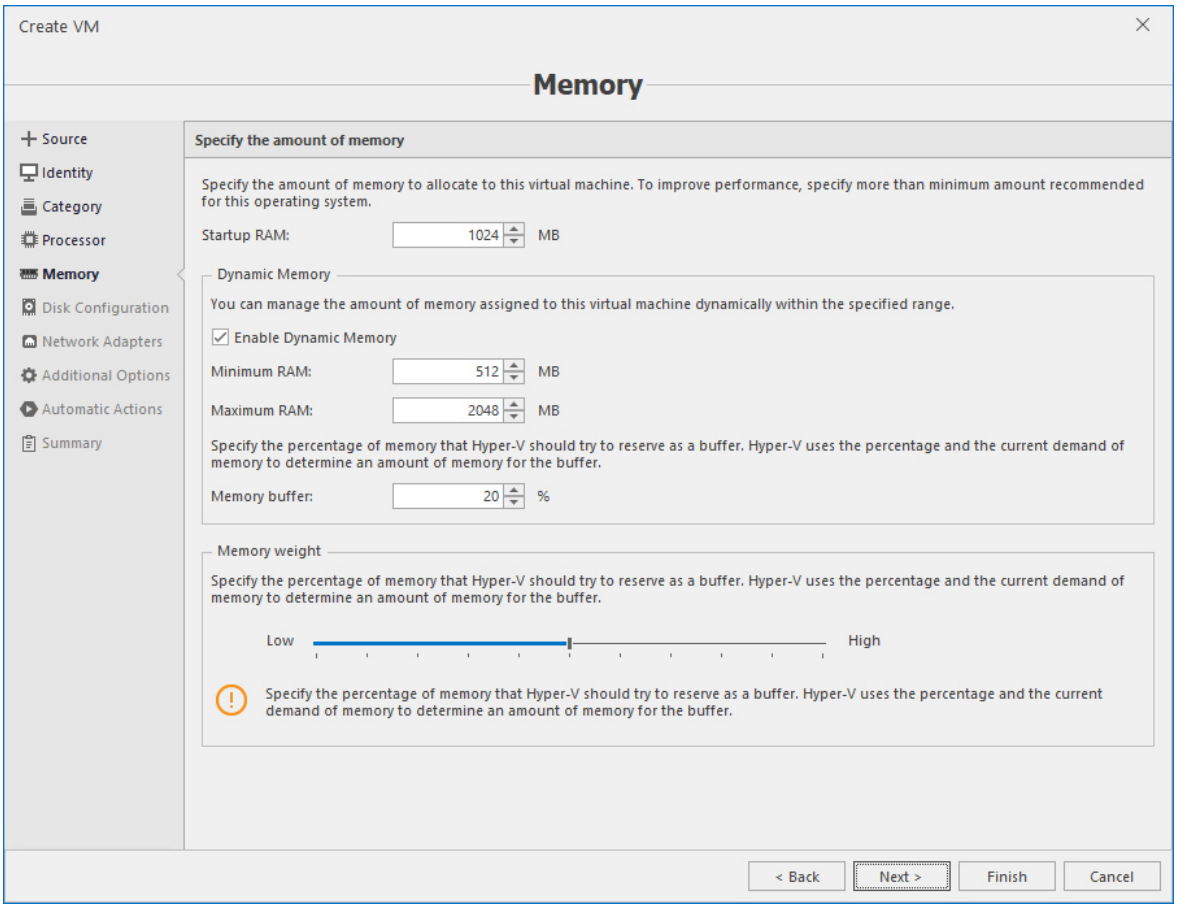

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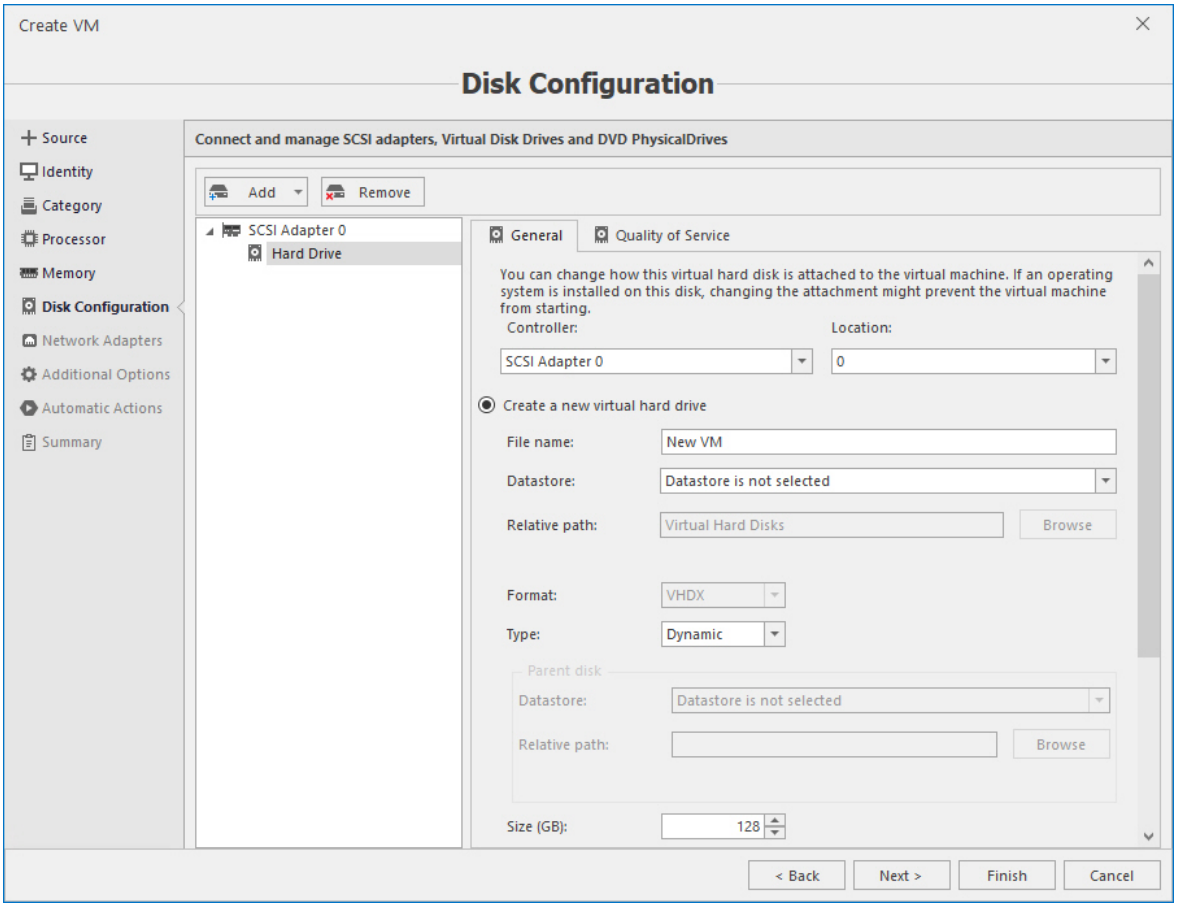
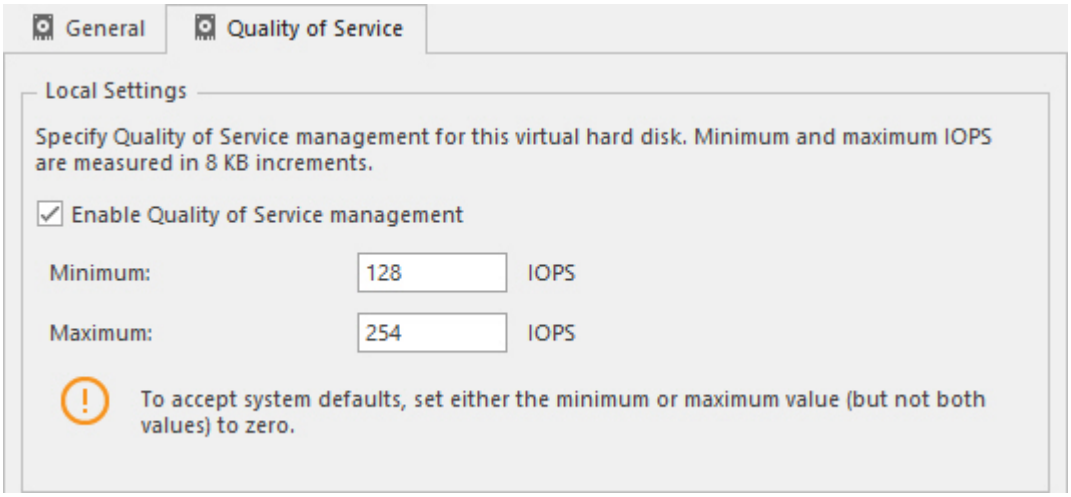
7. Add virtual disks to a VM.



8. [Optional] If necessary provide QoS options disks.



9. Define network configuration for this VM.

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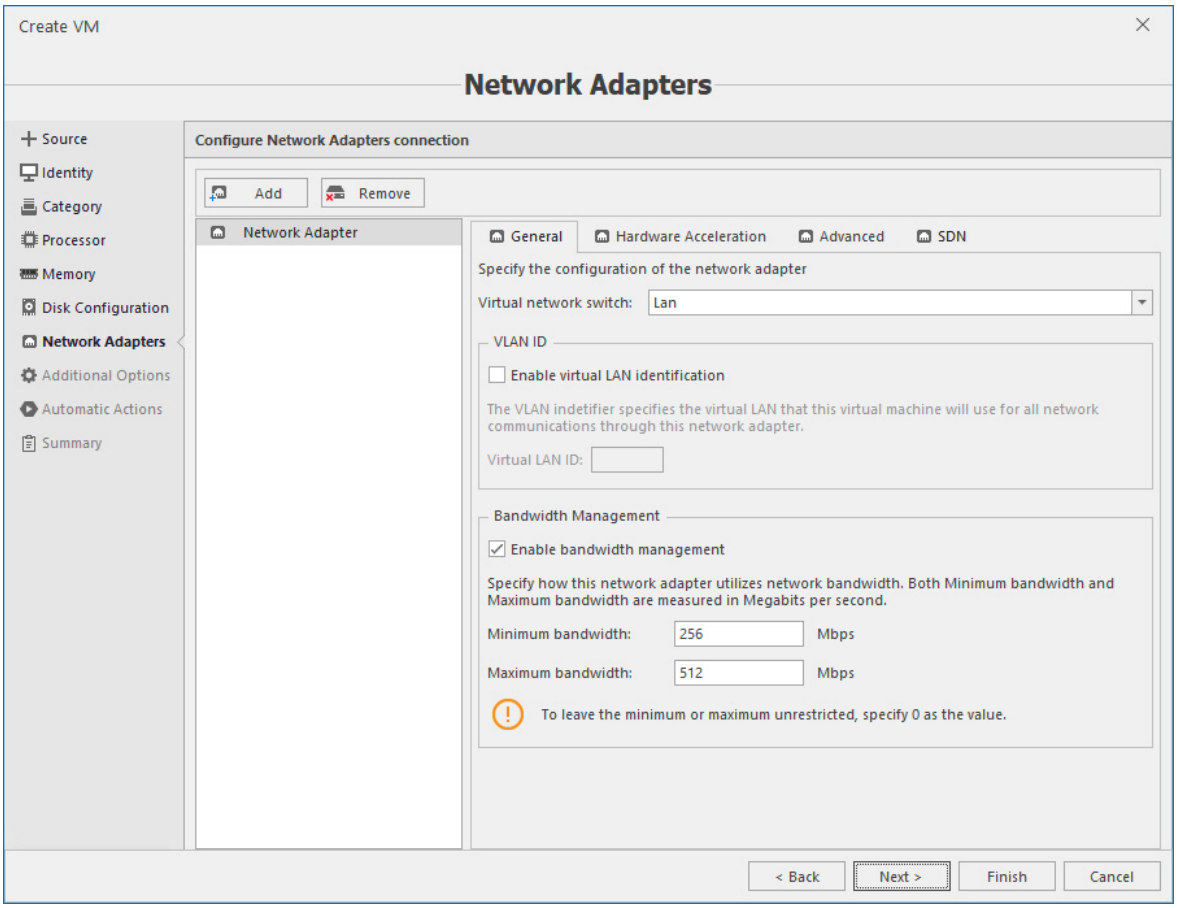

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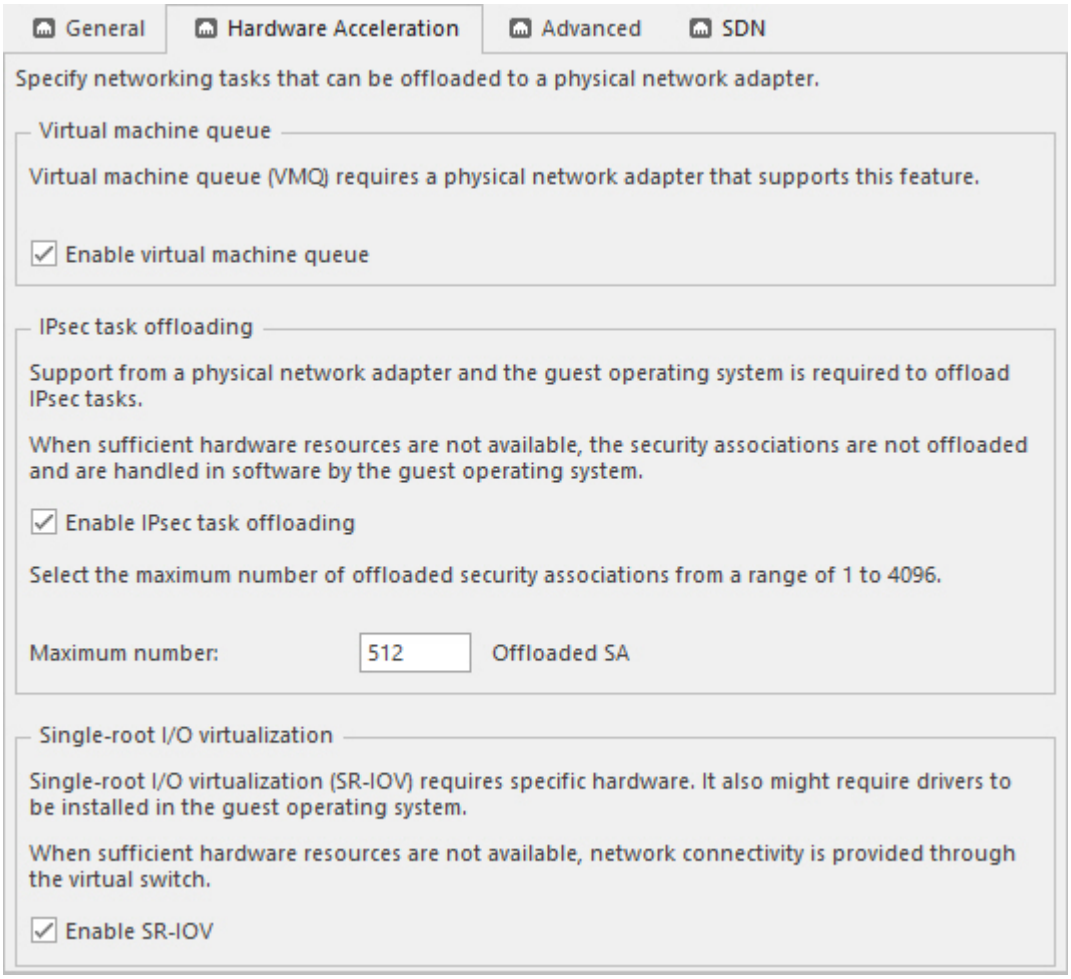
10. [Optional] If necessary, enable hardware acceleration options.



11. Define advanced network parameters:

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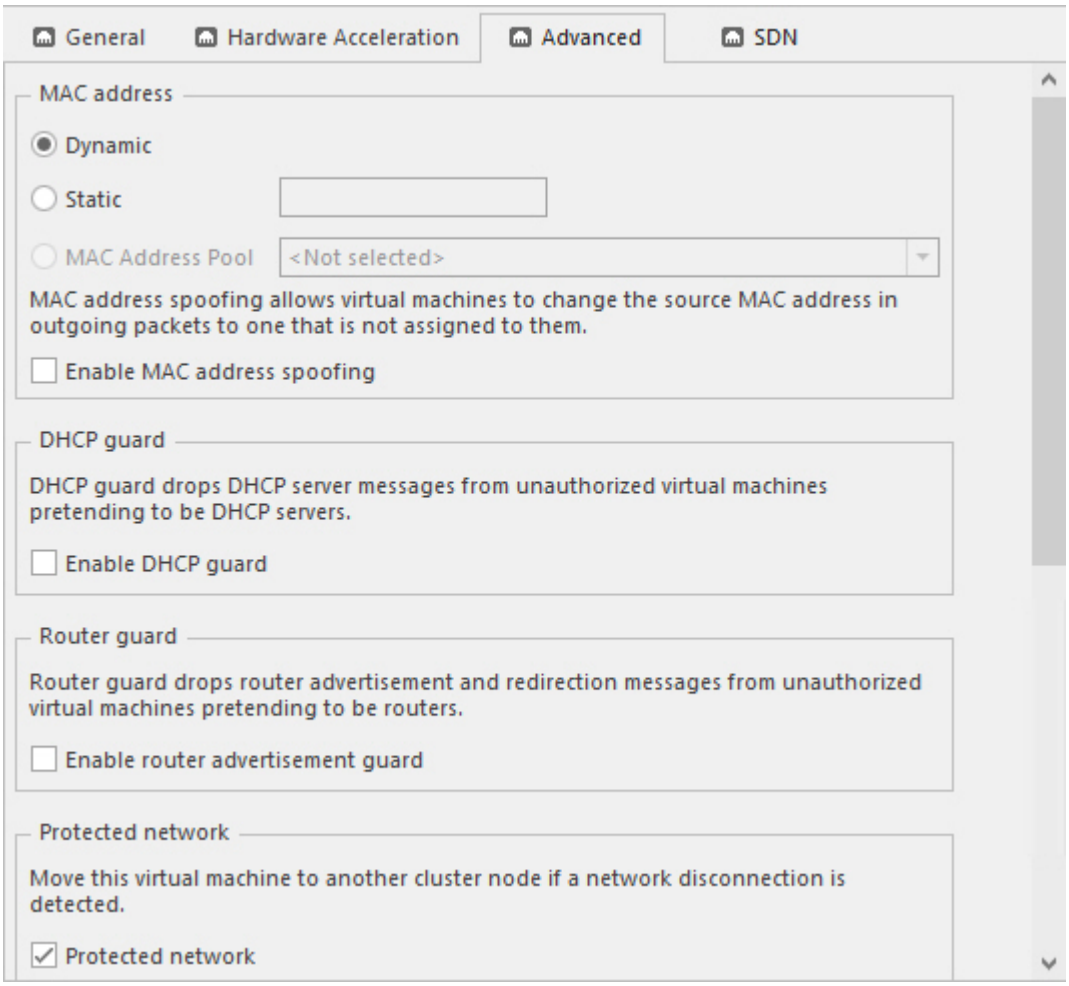
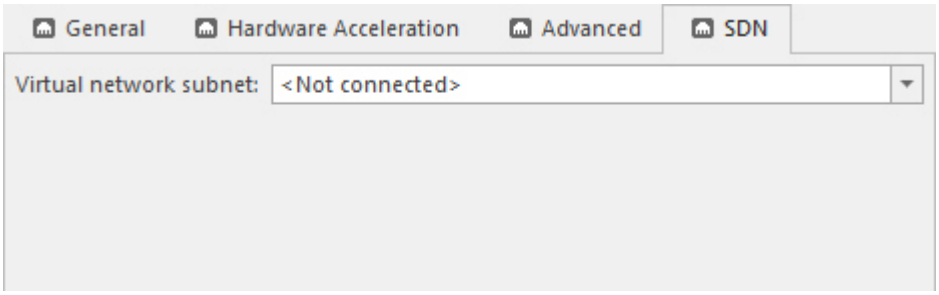


12. Configure SDN network if applicable.



13. Specify OS installation options and automatic actions if necessary.

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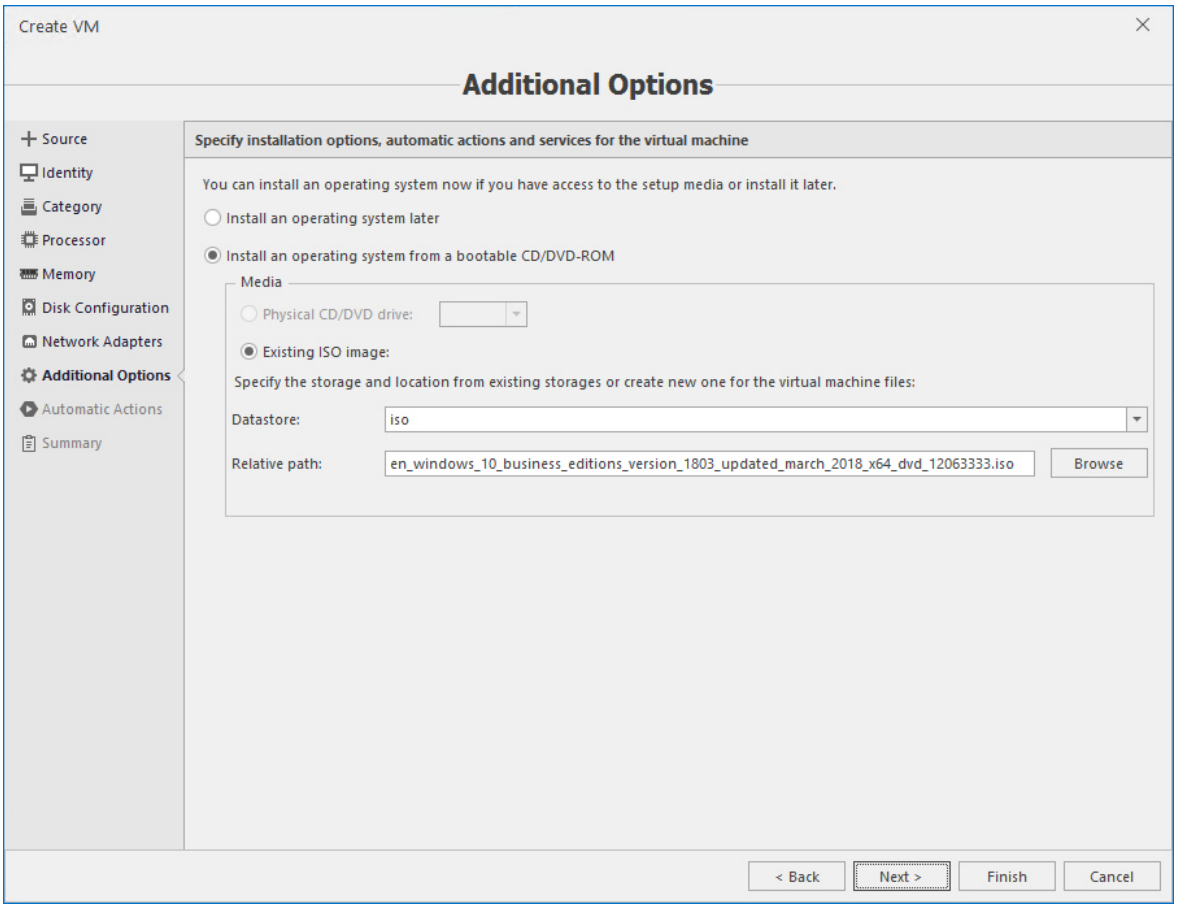

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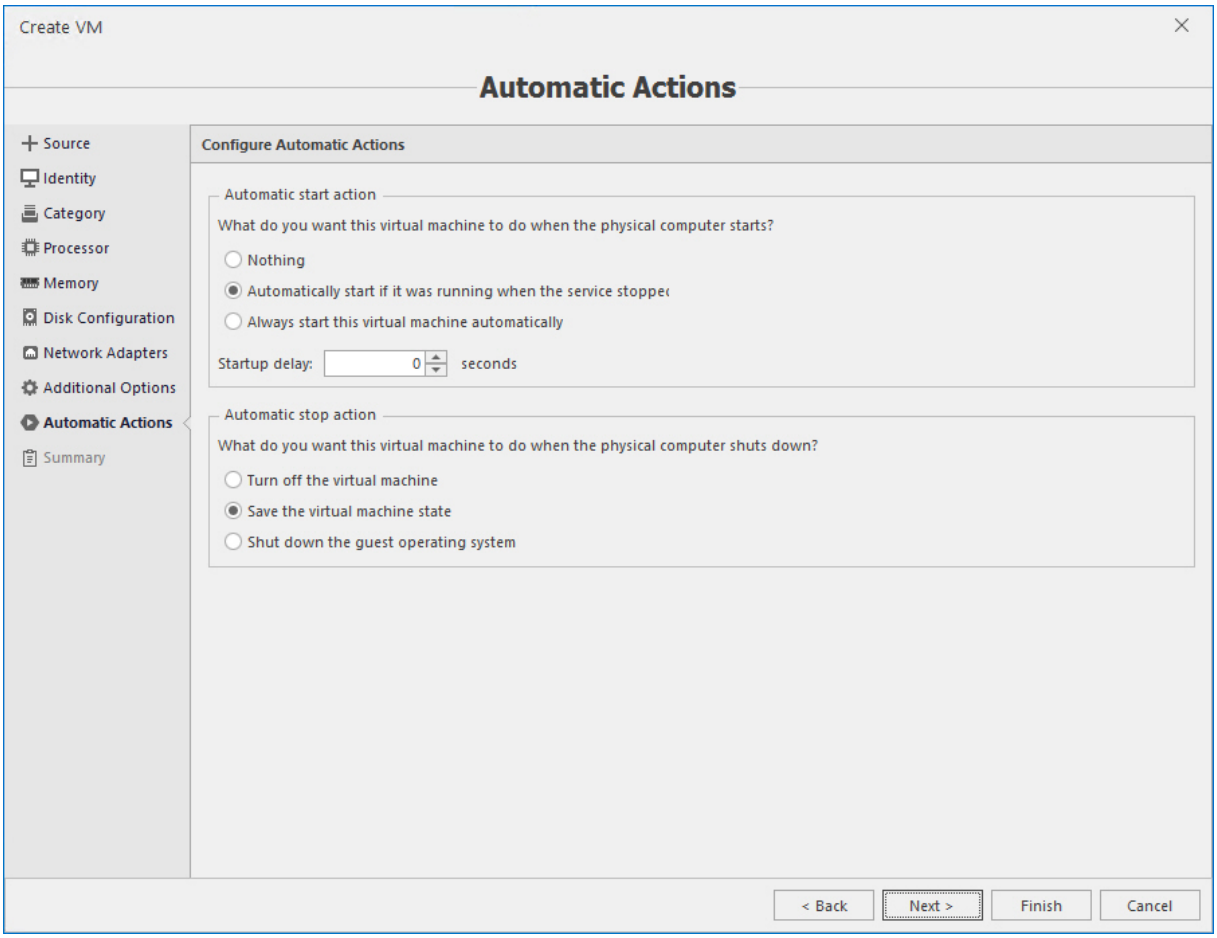

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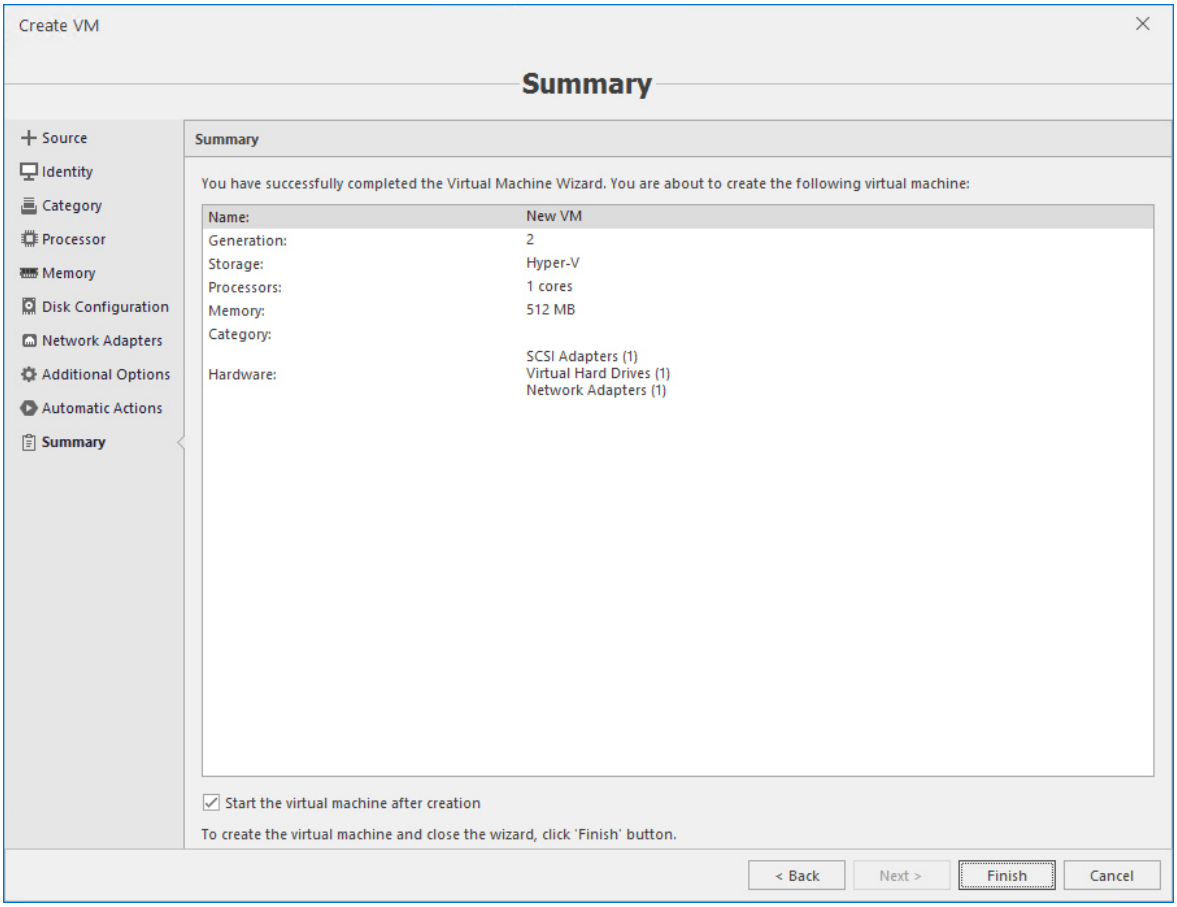
14. Check summary information and if everything is correct press **Finish** to create the VM:



6.4.3 Editing VM settings

To edit VM settings select the VM and press the **Settings** button in the toolbar:

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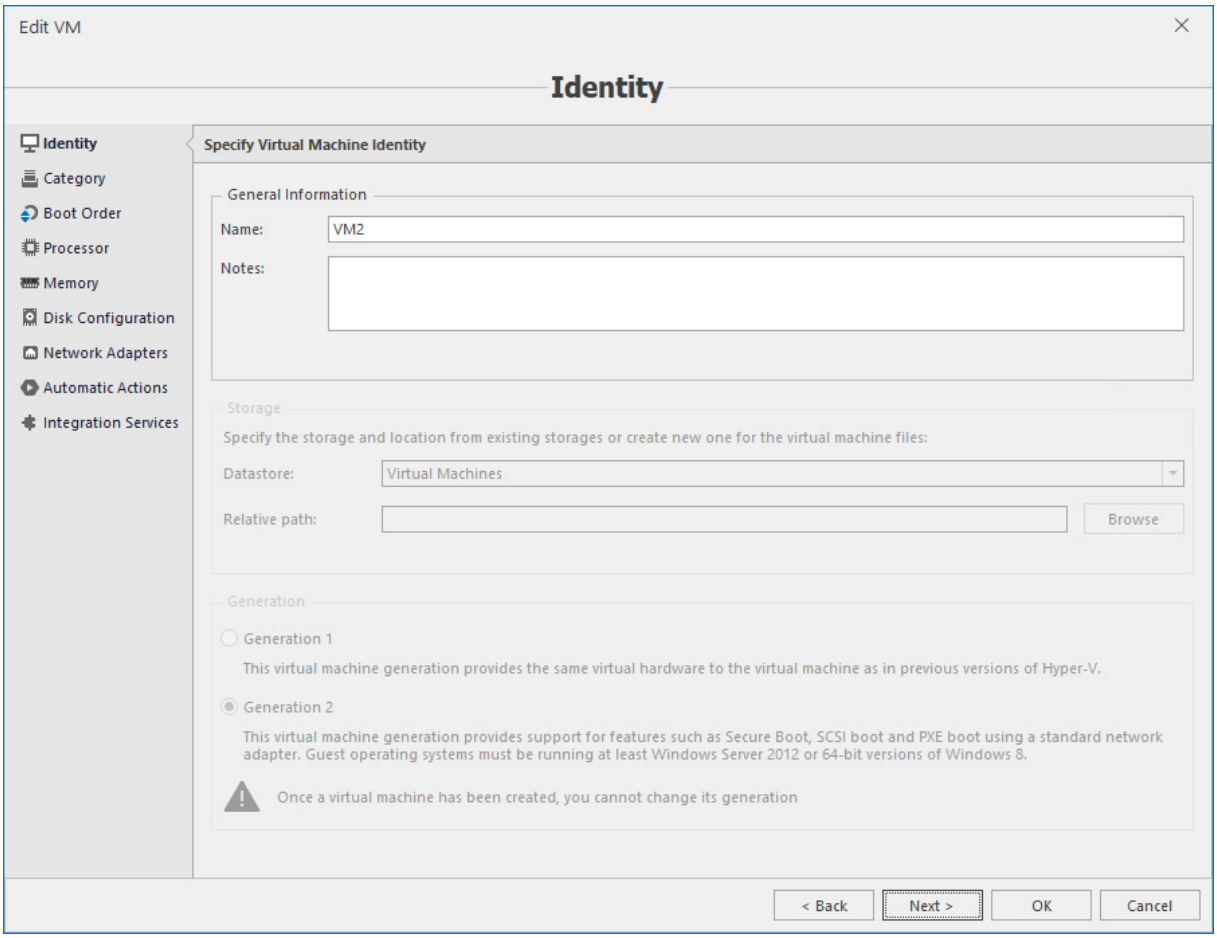

Note
You will find all options that were present when creating the VM. Some options, however, are not editable (like VM generation) or require the VM to be turned off to alter them.

6.4.4 Standard operations

Acronis Cloud Manager supports standard operations with virtual machines (via toolbar or context menu commands):

- Start.
- Turn off.
- Shut down.
- Save.
- Pause/resume.
- Reset.
- Rename.
- Delete.
- Connect via guest console.

Operations with checkpoints: Create, Delete, Apply, Revert, Rename. To view VM checkpoints, select the VM in the objects tree and switch to the **Checkpoints** tab.

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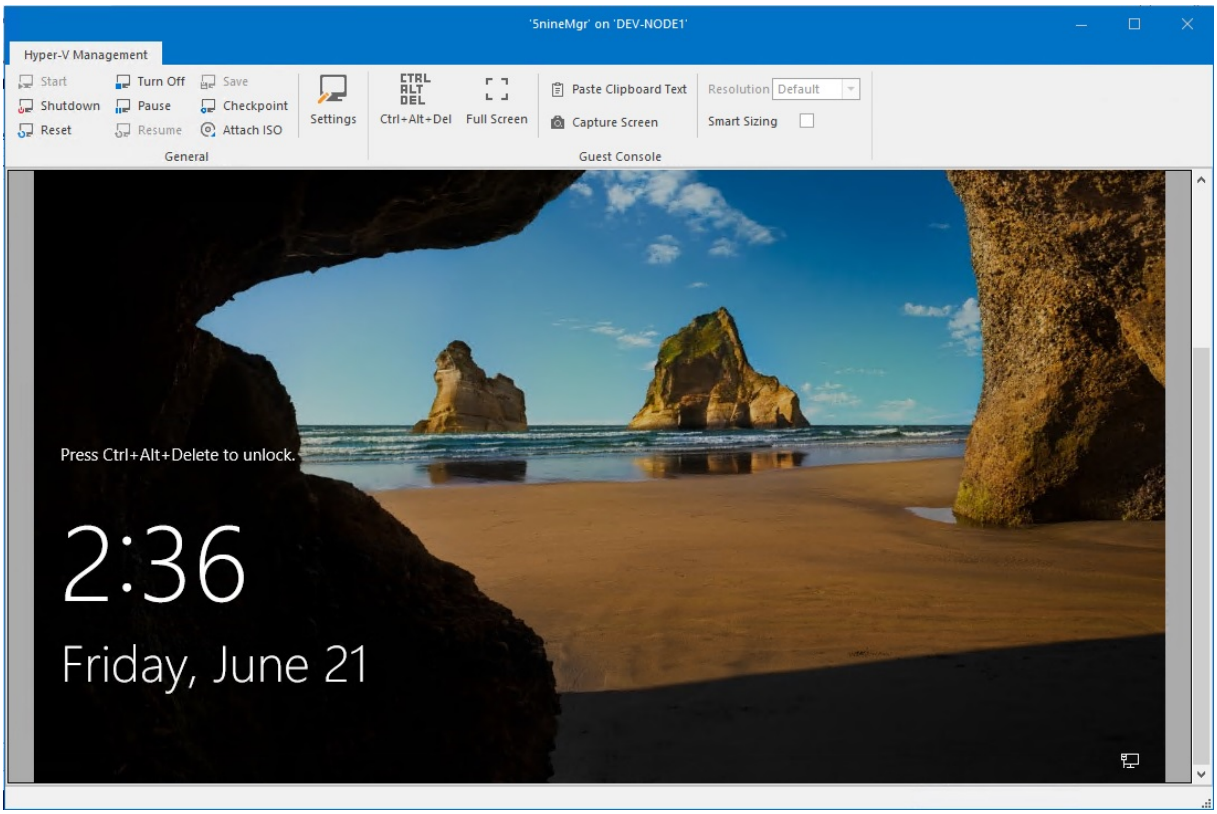
Note

Prior to using VM guest console you need to set appropriate credentials for Hyper-V host in the objects tree. Then to view VM guest console select the VM in the objects tree and click the **Connect** button on the main ribbon. The guest console will be opened in the separate window:



6.4.5 Adding and removing VM to/from cluster

To remove the clustered VM from the cluster, select the cluster in the Acronis Cloud Manager object tree, and then select the VM that you need to remove from cluster and right click on it. Select the **Remove from cluster** command.

If you want to add a non-clustered VM to the cluster, select the **Add to cluster** command. Make sure you have moved the VM configuration files and VHD(s) to the CSV prior to adding it to the cluster.

6.4.6 Importing VM

1. To import VM select the host and press the **Import VM** button on the main panel menu. The **Import VM** wizard will be opened.

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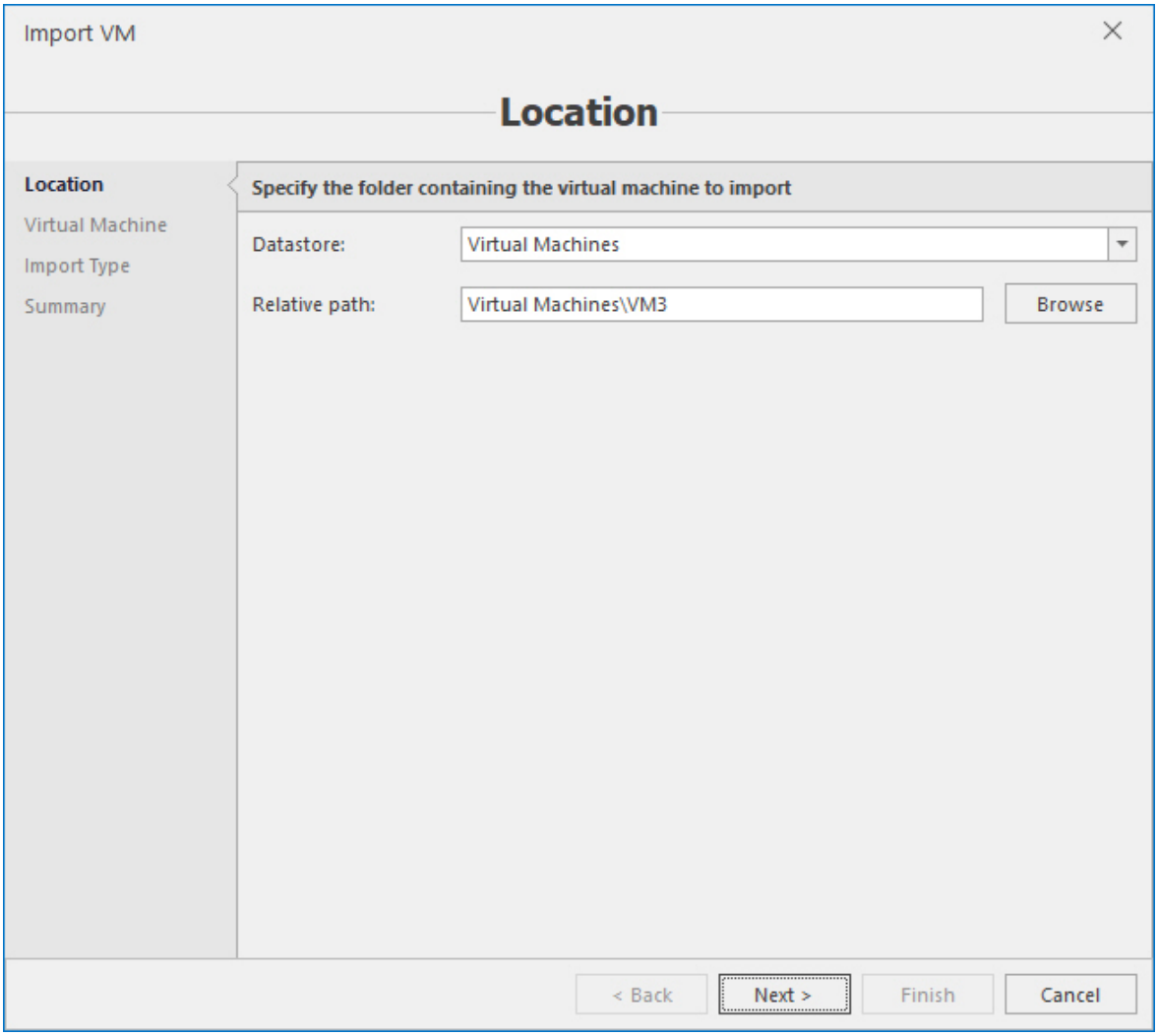
2. Select the datastore and define the relative path that contains VM data:



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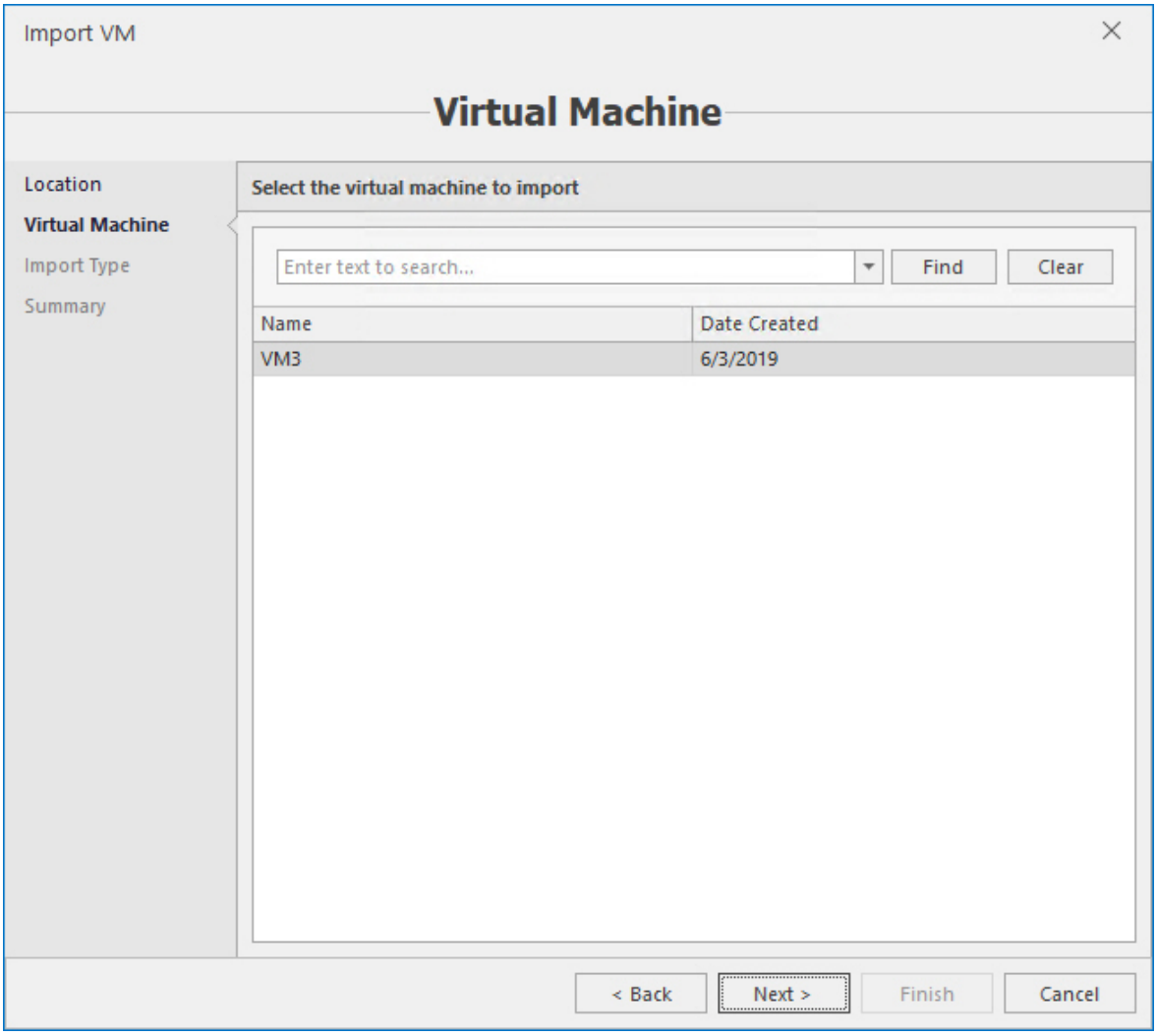
3. Select the VM data to import:



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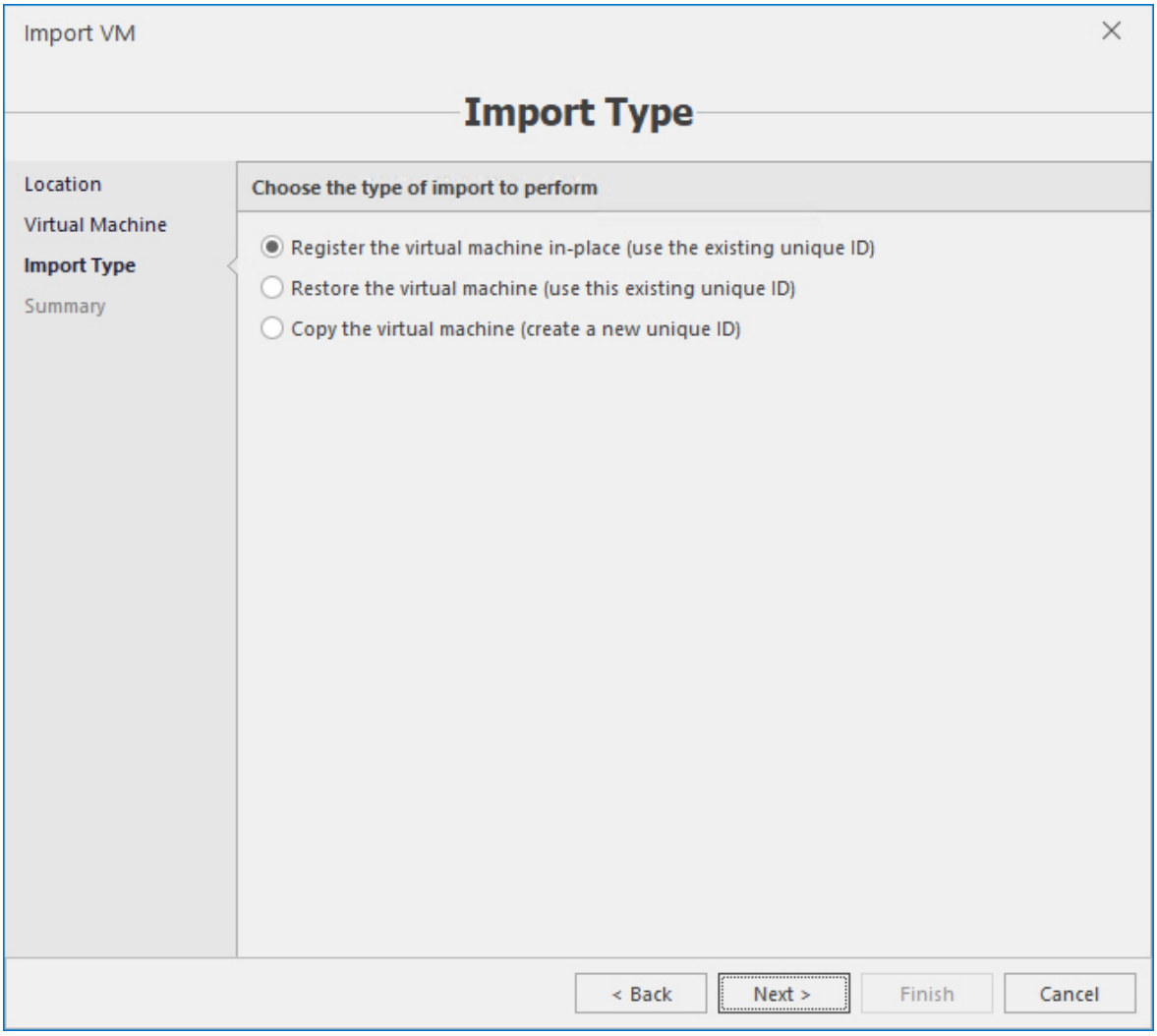
4. Select import type.



5. If the 2nd or 3rd option were selected at the previous step, provide destination options for a VM.

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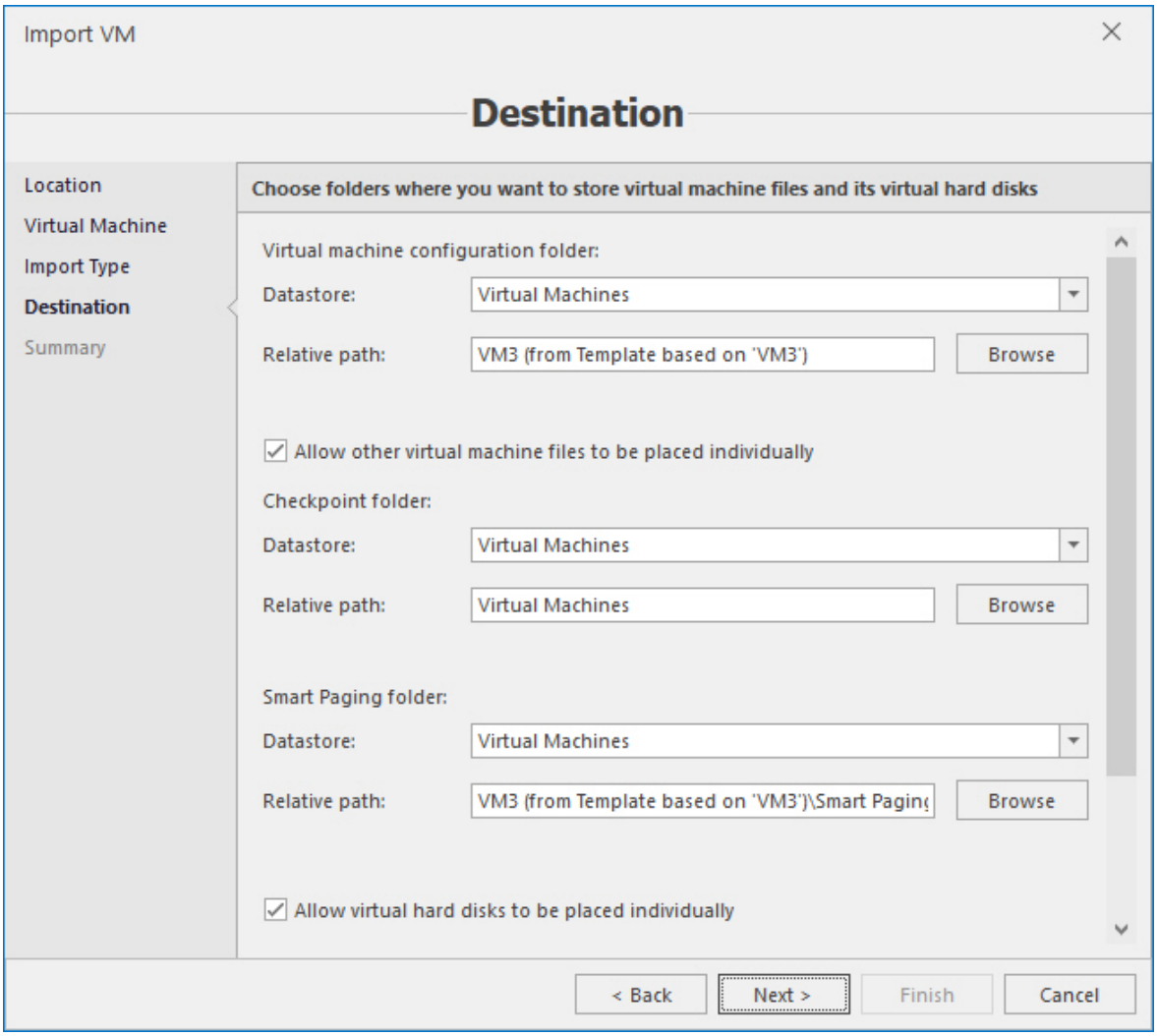

6. Check summary information and if everything is correct press **Finish** to start the VM import operation.

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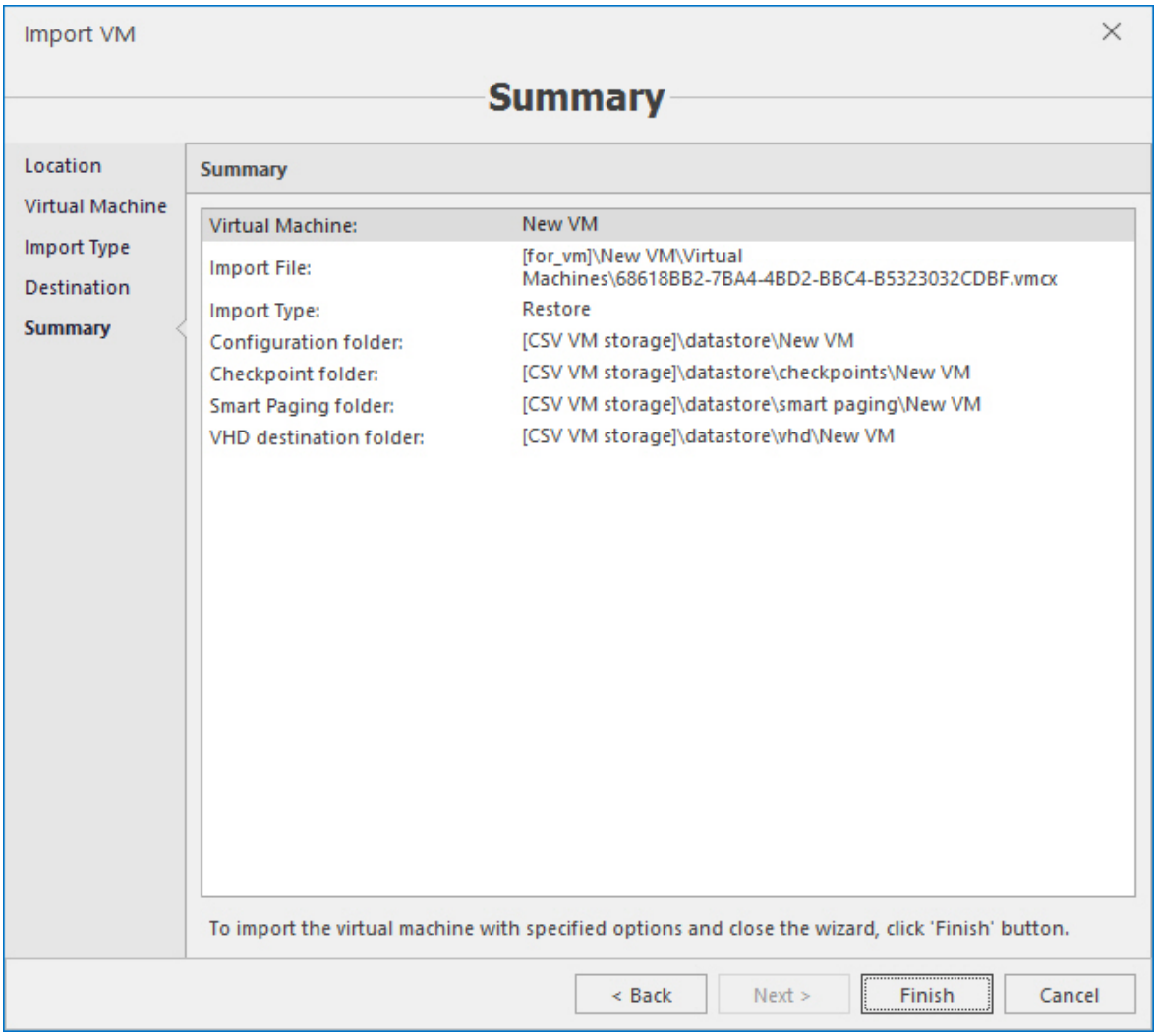
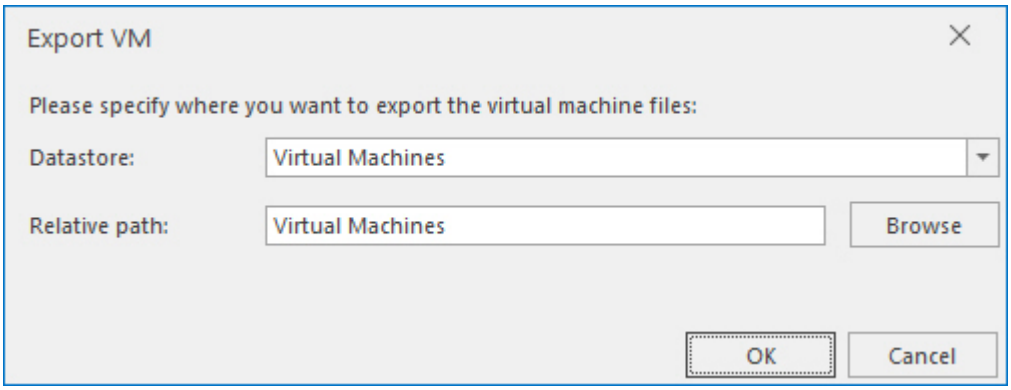


6.4.7 Exporting VM

1. To export VM select it and press the **Export VM** button in the toolbar. The **Export VM** dialog will be opened.
2. Define the datastore and the folder where you want the VM to be exported and press **OK**.



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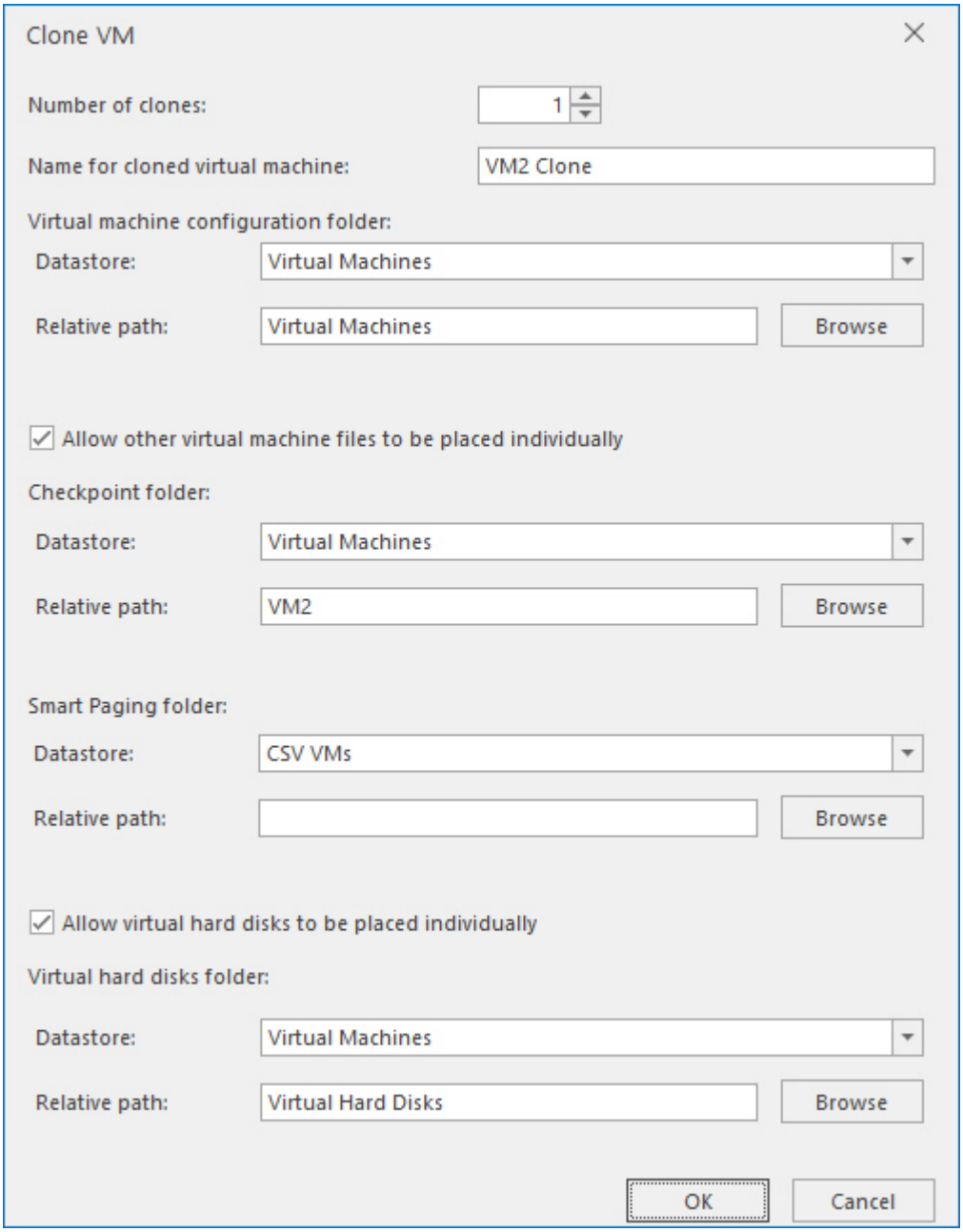
6.4.8 Cloning VM

To clone VM select it and press the **Clone VM** button in the toolbar. The **Clone VM** dialog will be opened.



Provide the number of clones, clone name patterns and the datastore parameters and press **OK**.

6.4.9 Shared nothing VM migration

This operation allows moving VM with/without its storage or a VM storage only to another Hyper-V host. This operation is available for non-HA VMs in both clustered and non-clustered environments.

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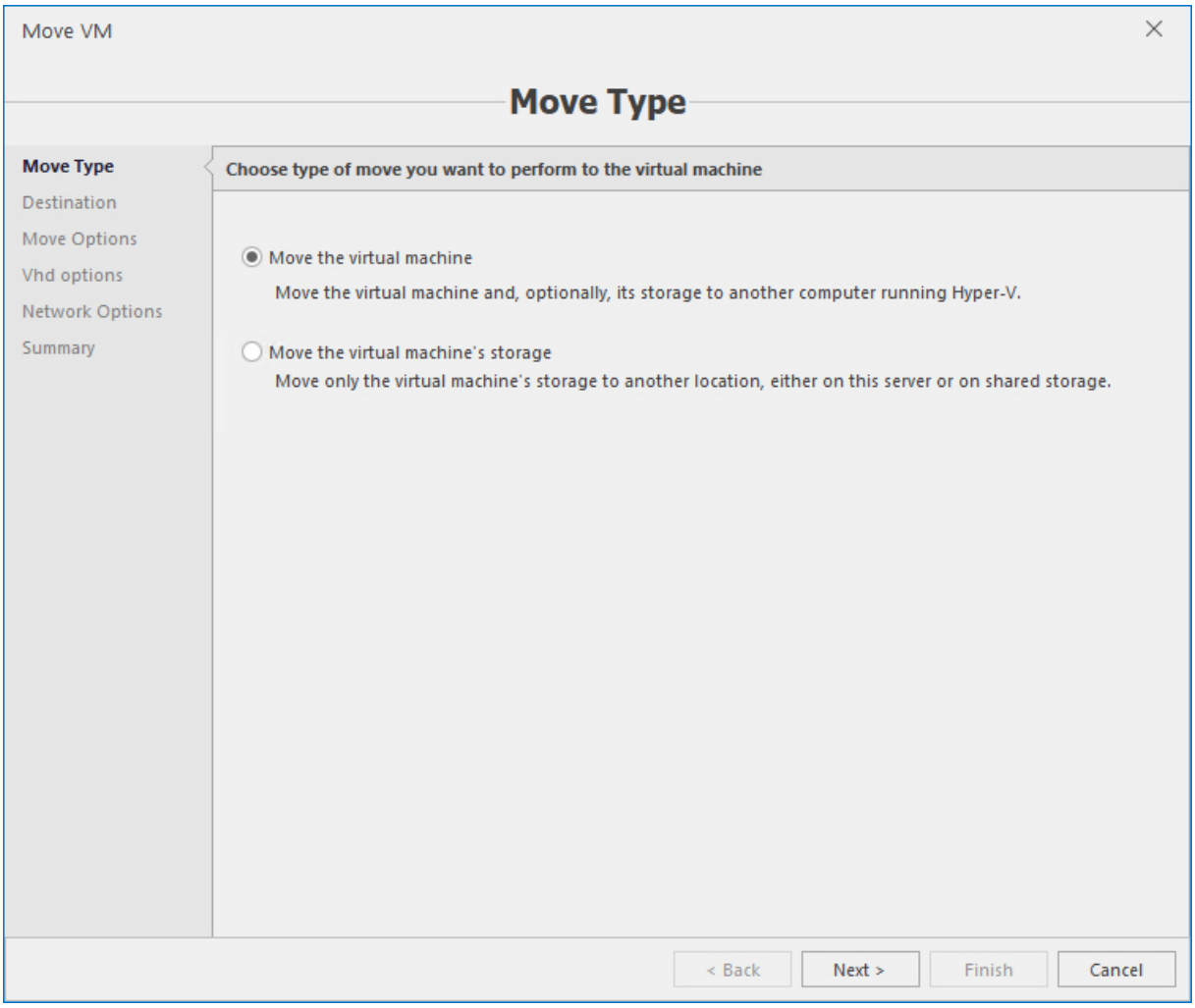
To move the non-HA VM select it and press the **Move VM** button in the toolbar. The **Move VM** wizard will be opened.

1. You can move the virtual machine or move just the virtual machine's storage here.



2. Select the destination host:

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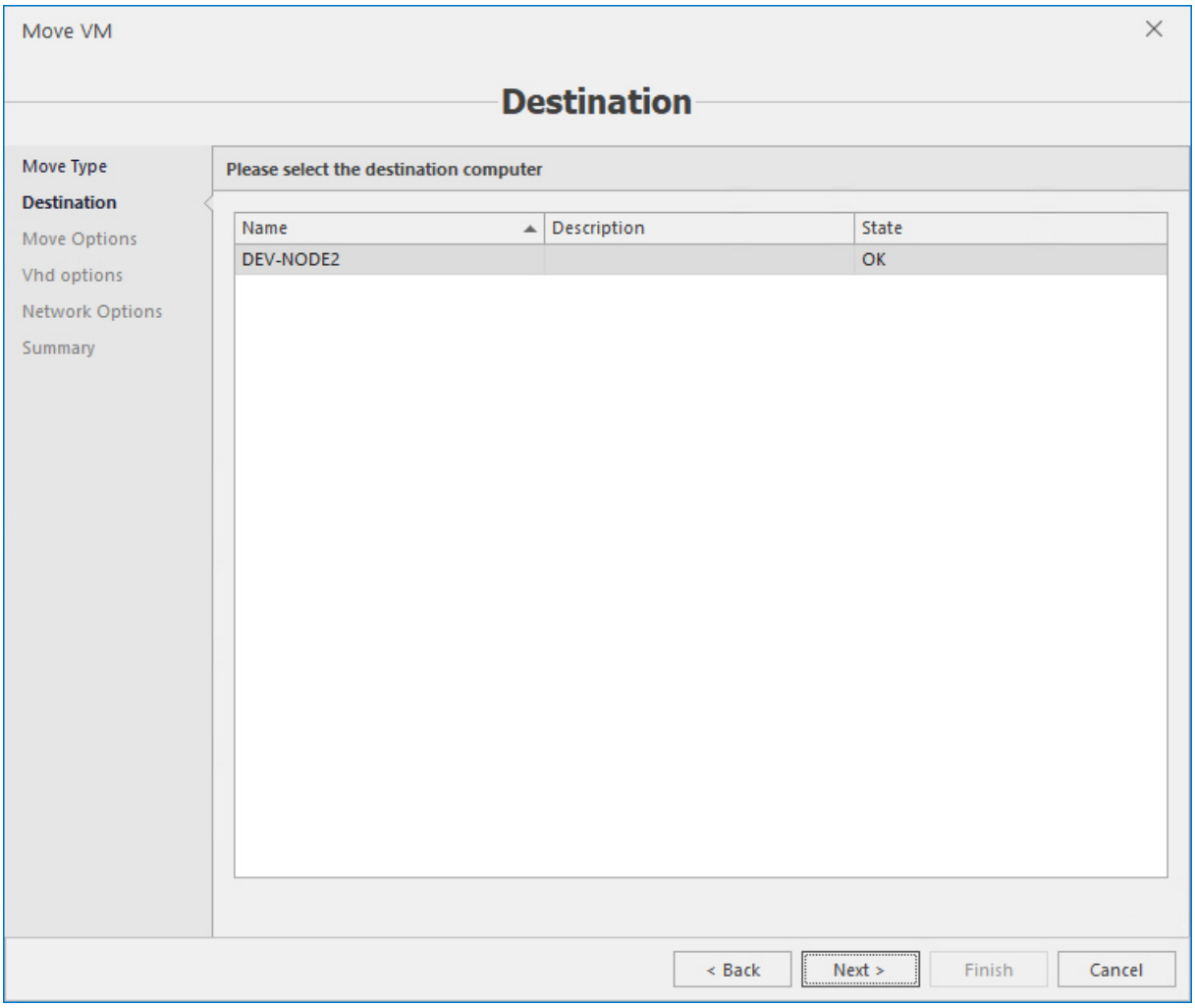

3. Specify move options:

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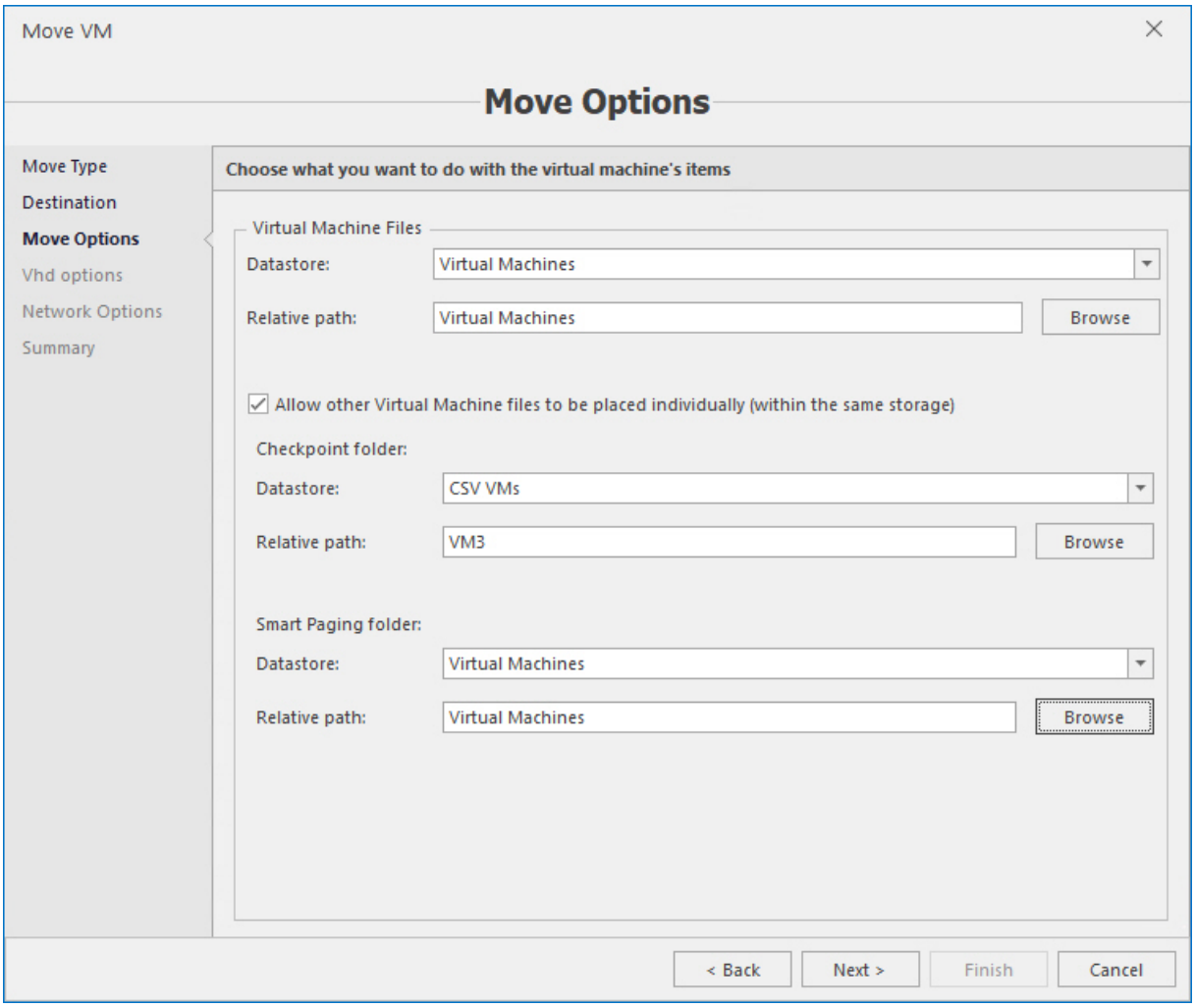

4. Select the parameters to move the VHD:

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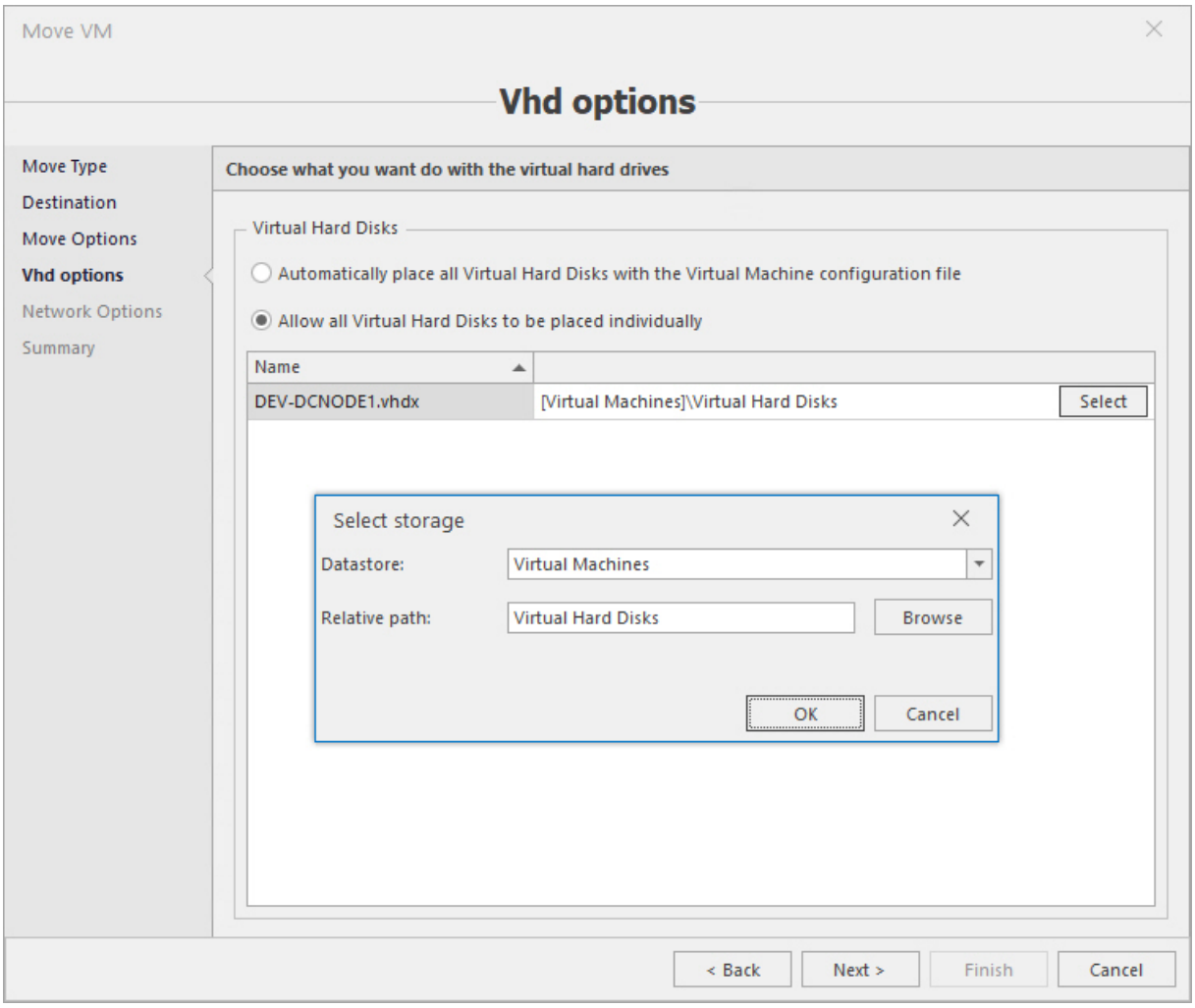

5. Select physical network that will be used for the operation:

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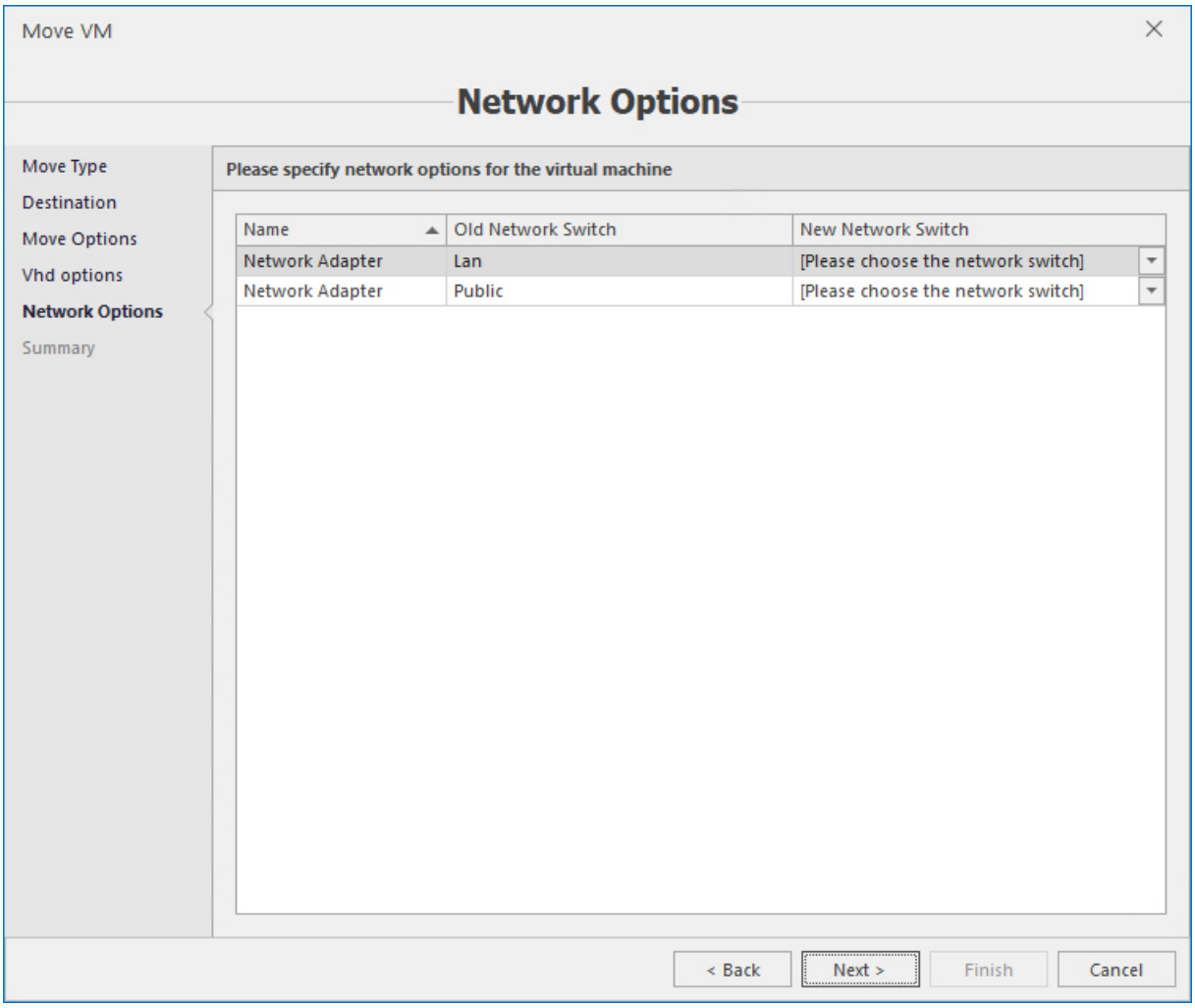

6. Check summary information and, if everything is correct, press **Finish** to move a VM/storage.

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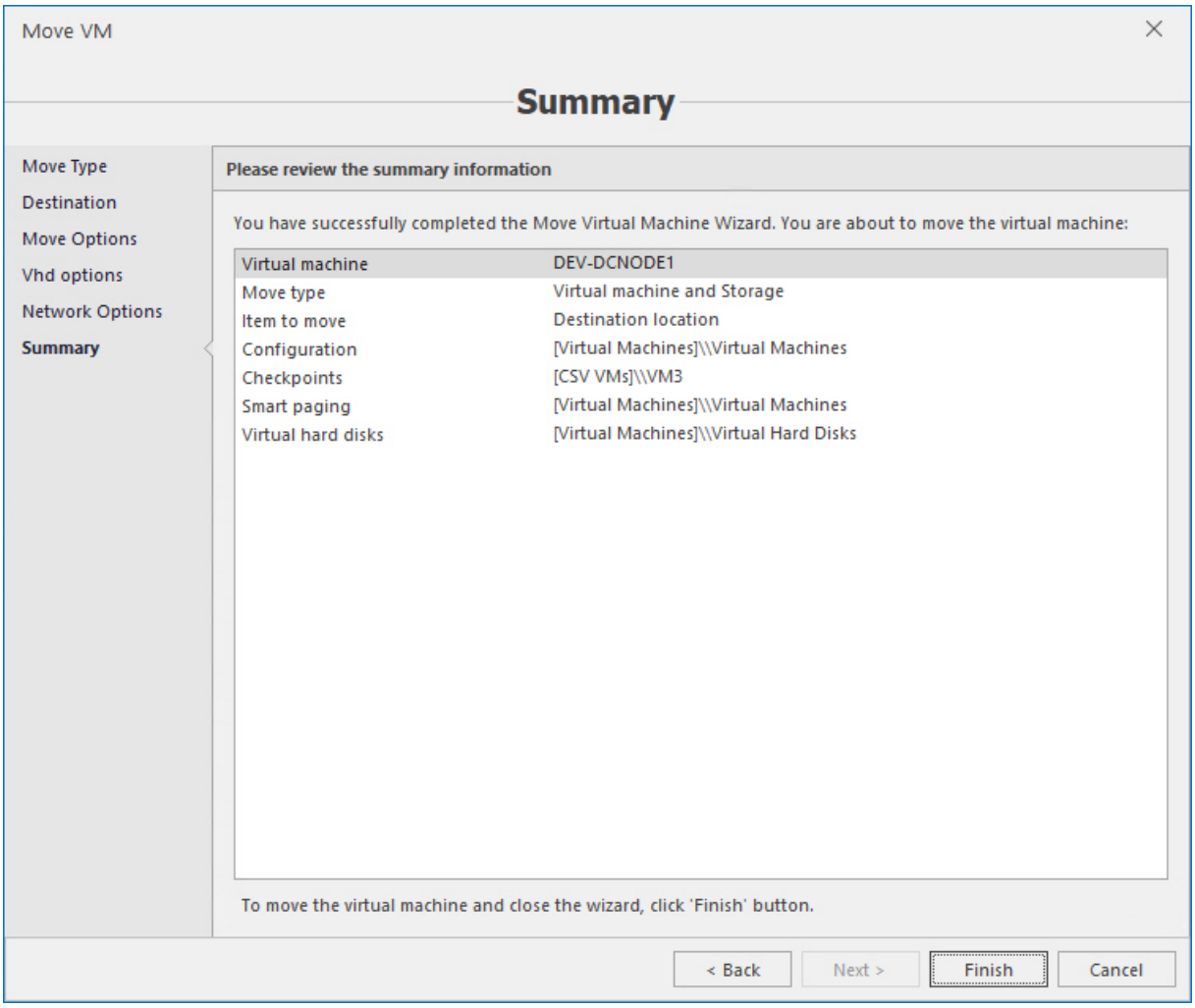

6.4.10 Live and quick VM migration

These operations apply to clustered VMs. To move the VM between nodes that joined into a cluster, first select the cluster in the Acronis Cloud Manager object tree, and then select the VM that you need to move to another node and click the **Move** button in the toolbar. You may select multiple VMs for this action. To do this, first select the target host in the object tree. Then select the VMs that you need to migrate on the right pane, using **Ctrl+Shift** keys and click the **Move** button on the main command ribbon or the corresponding context menu command by using the right-click.

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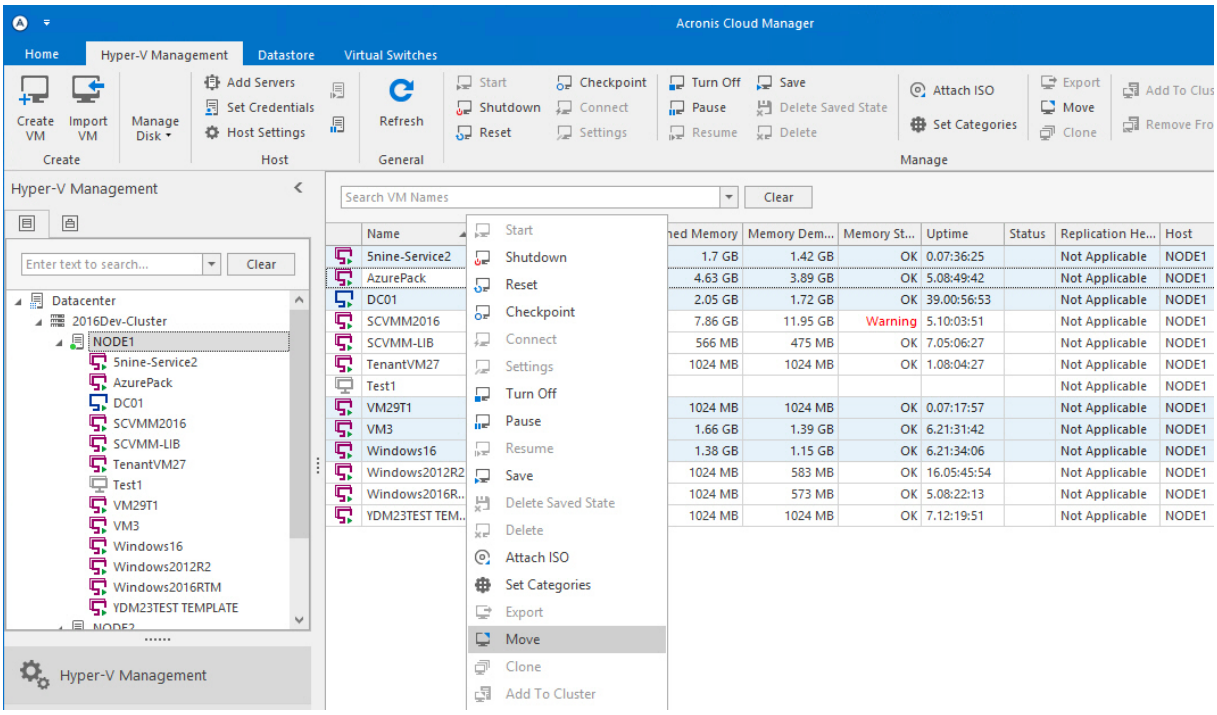
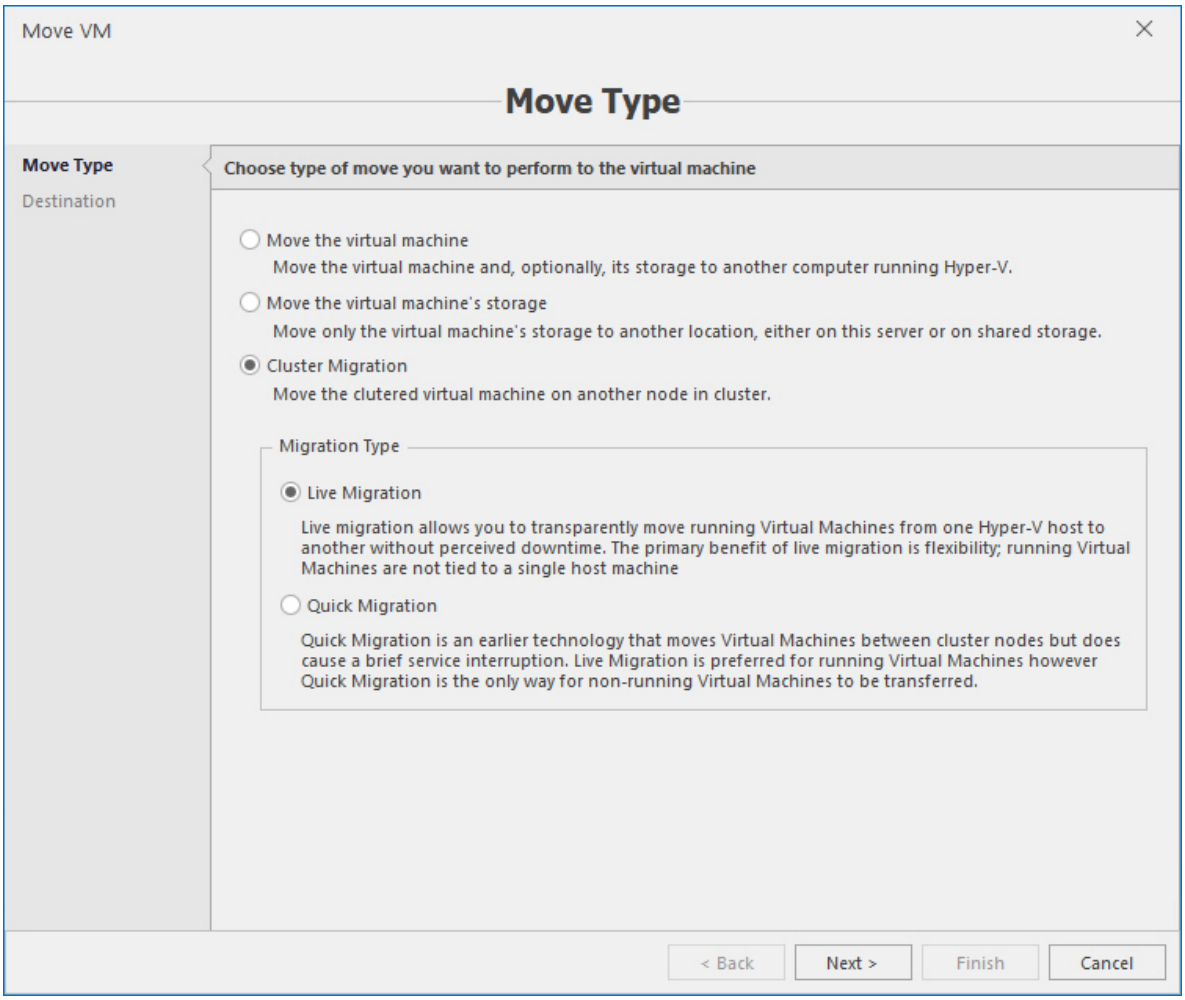


- Select the **Cluster migration** option and the migration type:



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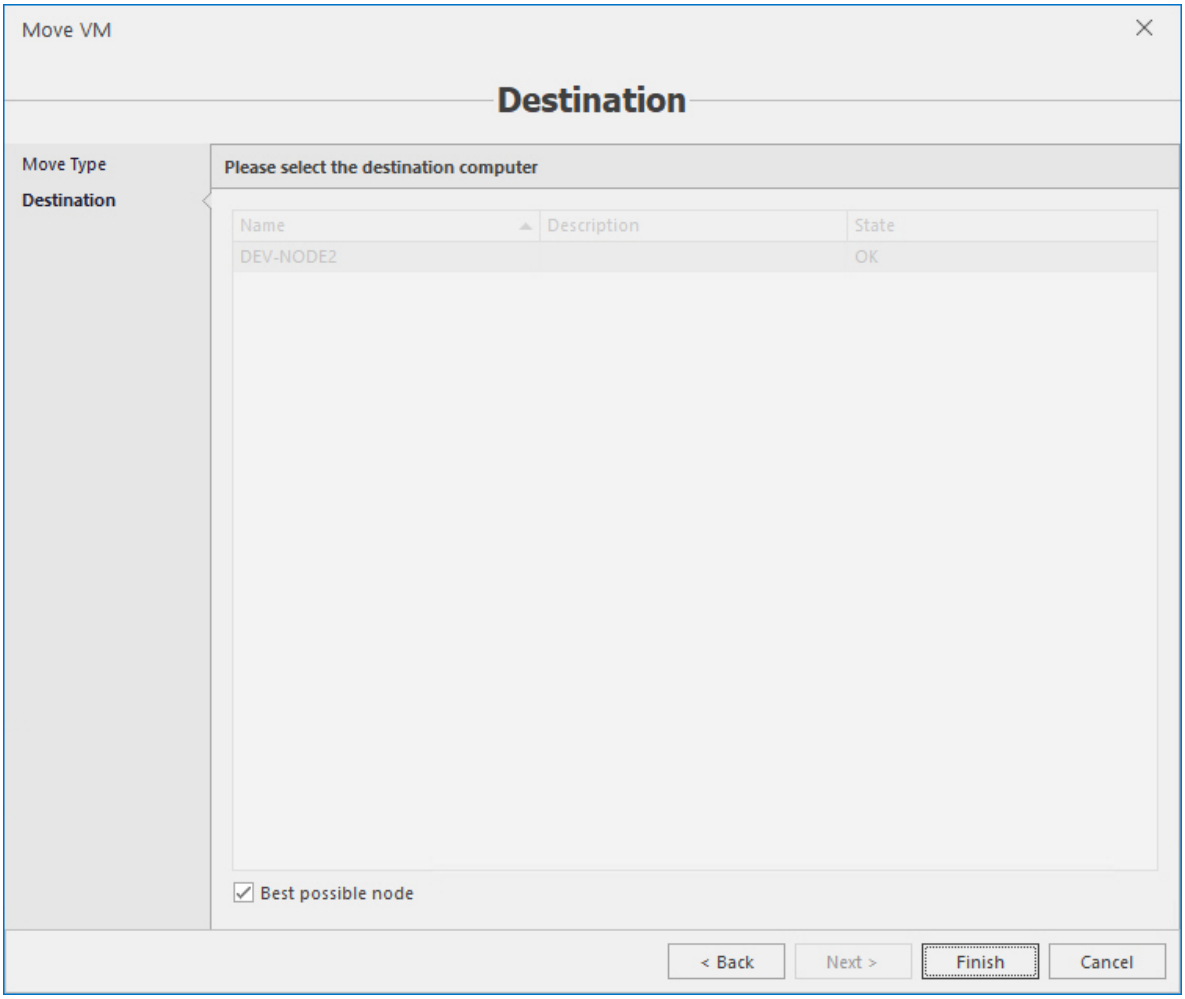
- **Live migration**. With this option, a virtual machine will be migrated without switching to the saved state and losing the access. This operation is applicable to virtual machines that are in active (running) state only.
- **Quick migration**. With this option, a virtual machine will be migrated to another node as quickly as possible, but it will be switched to the saved state during the operation. That means access to this virtual machine will be temporarily lost until it returns to the running state on the new node. This operation is applicable to virtual machines in any state – active (running), paused, saved or off.

- Select either **Best possible node** so that the system will choose it automatically or select the exact node you would like the VM to be moved to.



Press **OK** to start migration.

6.4.11 Guest console connection

If management console is on the same network as management server and Hyper-V hosts then you need only set access credentials for every hosts in the objects tree.

Select the host and press the **Set credentials** button in the toolbar.

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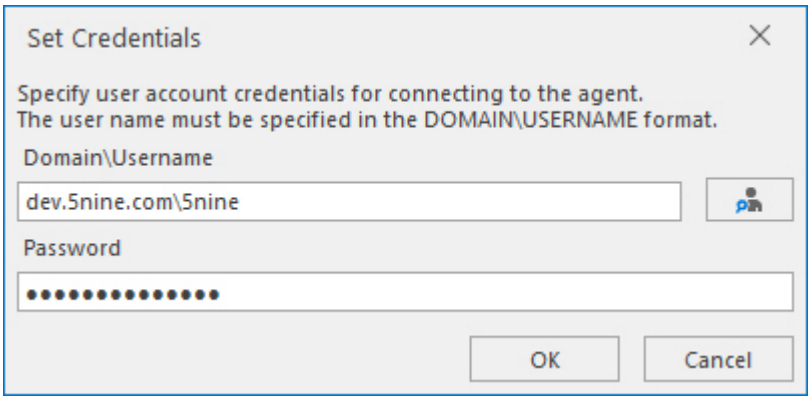
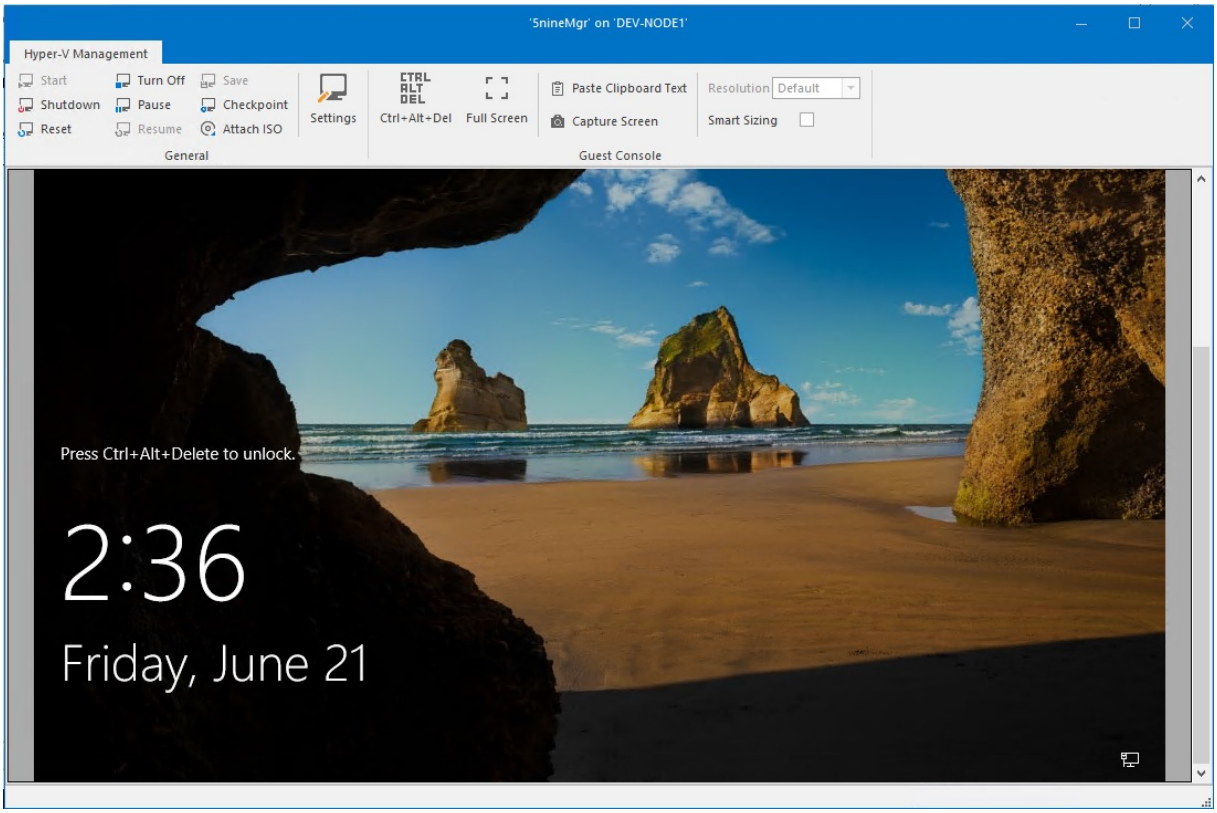


Note

If everything is configured, select the VM and click the **Connect** context menu command. Guest console for the selected VM will be opened in a separate window.



6.5 Hyper-V replication

Hyper-V replica allows virtual machines running at a primary site to be efficiently replicated to secondary location (replica site) across a WAN link. Primary and replica server must be Microsoft Hyper-V 2012 R2 as a minimum.

When replication is underway, changes in the primary virtual machines are transmitted over the network periodically to the replica virtual machines. The exact frequency varies depending on how long a replication cycle takes to finish (depending in turn on the network throughput, among other

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things). In the latest versions of Windows Server, you can configure the replication frequency, so that the changes are sent every 30 seconds, every 5 minutes, or every 15 minutes.

You can also access recovery points up to 24 hours old (previously, recovery points up to 15 hours old were available).

If the primary server should fail unexpectedly, perhaps of a major hardware failure or a natural disaster, you can bring up the replica virtual machines to take over the workload — this is *unplanned failover*. In unplanned failover, there is the possibility of data loss, since there was no opportunity to copy over changes that might not have been replicated yet.

6.5.1 Prerequisites

To take advantage of the Hyper-V replica, which is included as part of the Hyper-V server role, the following pre-requisites must be met:

- Hardware that supports the Hyper-V role on Windows Server;
- Sufficient storage on both the primary and replica servers to host the files used by virtualized workloads;
- Network connectivity between the locations hosting the primary and replica servers;
- Properly configured firewall rules to permit replication between the primary and replica sites;
- An X.509v3 certificate to support mutual authentication with certificates (if desired or needed)

To start VM replication, select the VM and press the **Replicate** button in the toolbar.

6.5.2 Host replication settings

Replication settings is a part of host settings. You need to set replication settings if a Hyper-V host is supposed to be used as a replica server.

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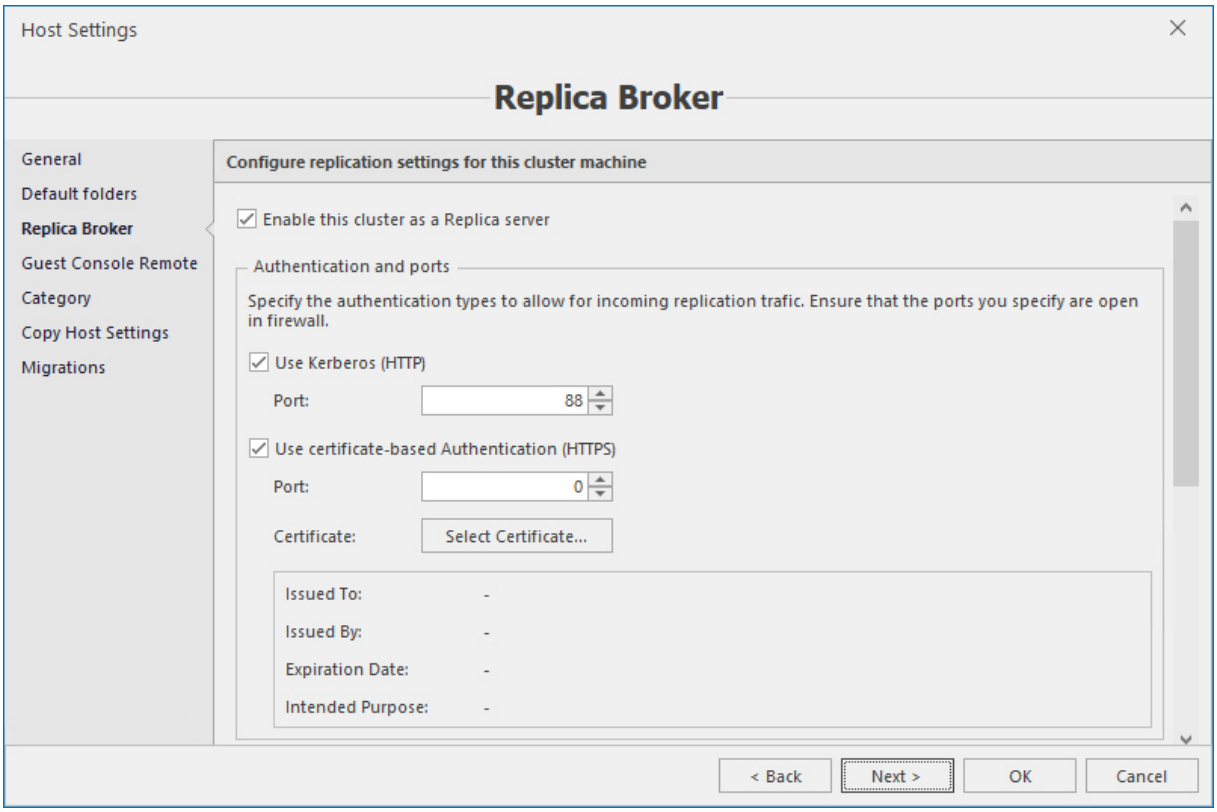

There are the following settings:

- **Enable this computer as a replica server** – mark this option to set the current Hyper-V host as a replica server.
- Authentication parameters:
  - **Use Kerberos (HTTP)** – this authentication option uses Kerberos authentication protocol via HTTP port 80 (default).
  - **Use certificate-based authentication (HTTPS)** – this authentication method uses pre-installed certificate and works via HTTPS port 443 (default). Press the **Select Certificate** button to choose pre-installed certificate on the current Hyper-V host:
- Authorization and storage parameters:
  - **Allow replication from any authenticated server**. Any Hyper-V host that is set as a replica server in the environment will be allowed to send replica files. Specify the default location by typing or browsing to the folder to store replica files.
  - **Allow replication from the specified servers**. Only specified Hyper-V hosts will be allowed to send replica files. Click **Add** to add the authorized server to the list:
  - **Default storage for replica files on the current Hyper-V host**. Default location on the current Hyper-V server to store replica files.

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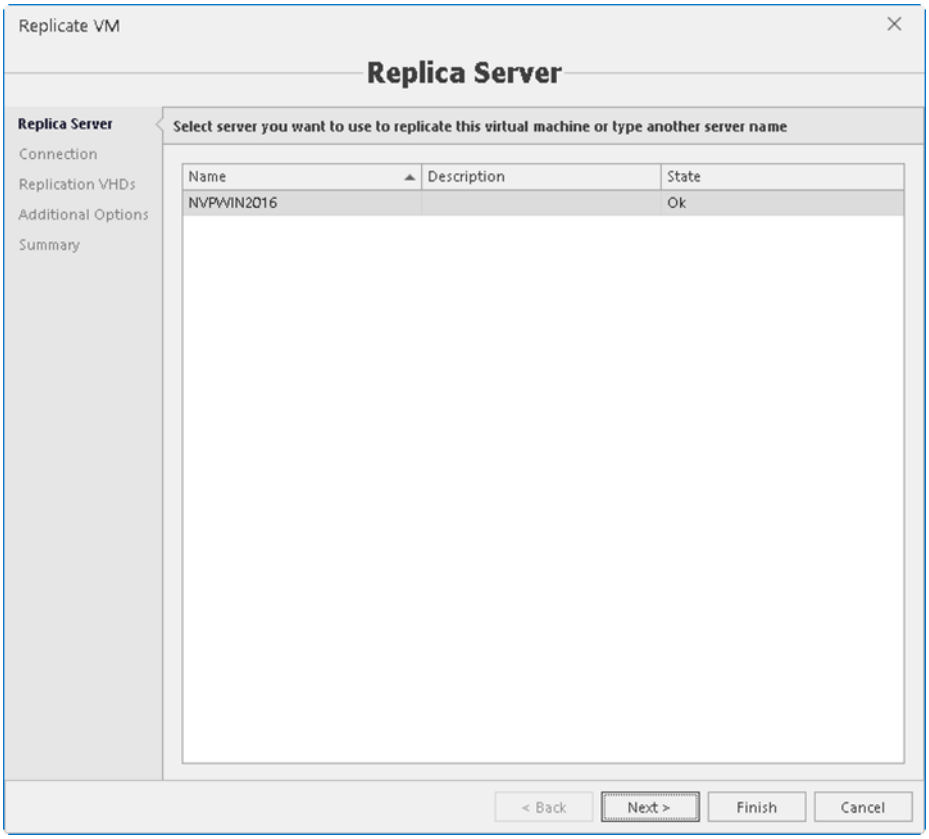
6.5.3 Starting VM replication

To start VM replication, select the VM and select the **Replicate** command on the main ribbon or from VM's context menu. VM replication wizard will be shown.



1. Select replica server where you want the VM replicated from the list and press **Next**.

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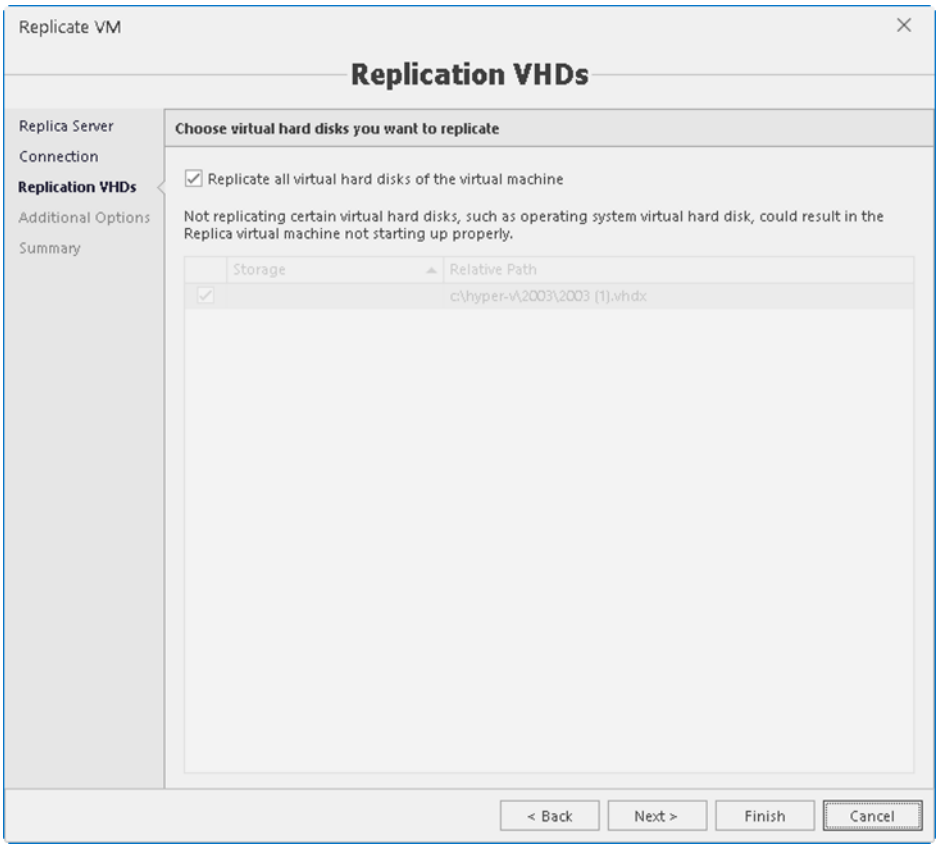

2. Define additional replication options:

- Replication frequency
- Recovery points
- Schedule resynchronization
- Initial replication options

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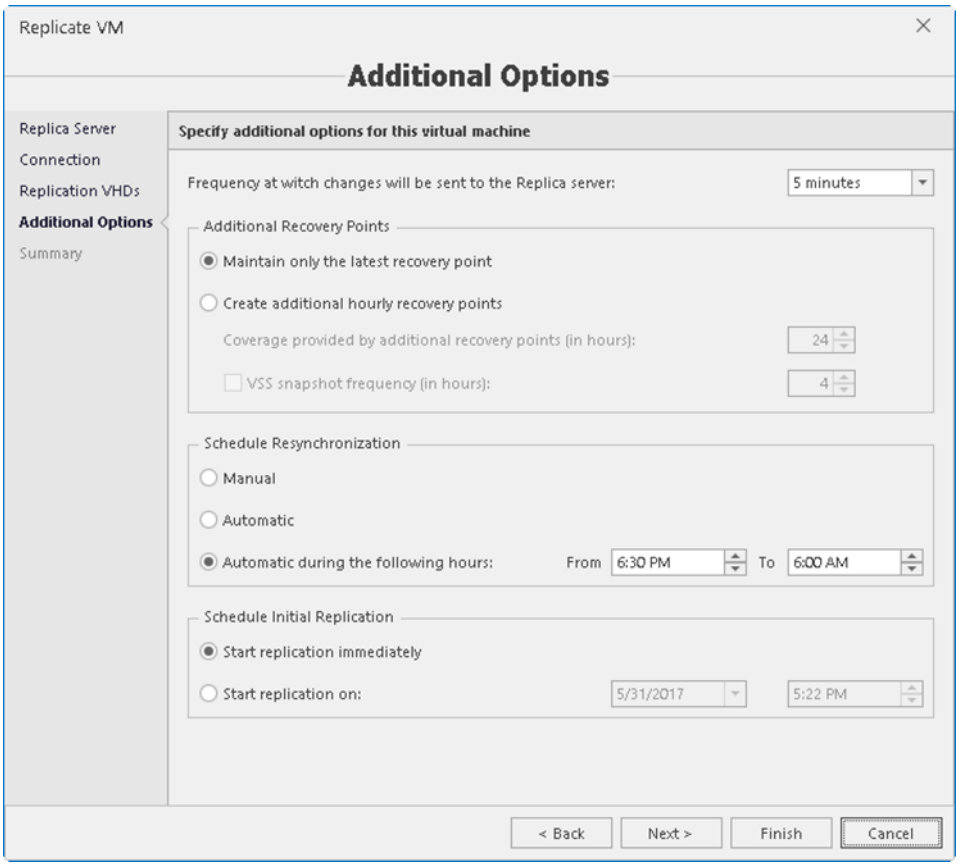
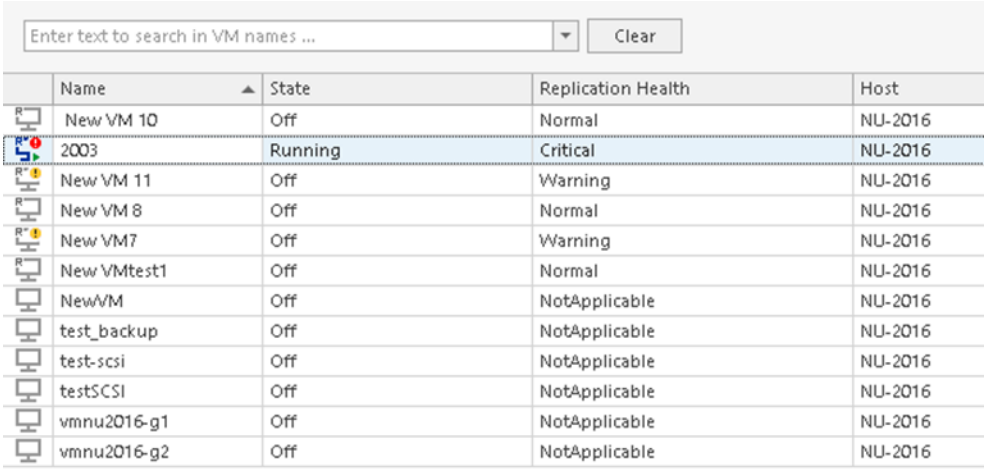


3. Press **Finish** to start VM replication. Once VM is replicated its replication health will be shown in the **Replication health** column in the list of VM and in VM details.



Name	State	Replication Health	Host
New VM 10	Off	Normal	NU-2016
2003	Running	Critical	NU-2016
New VM 11	Off	Warning	NU-2016
New VM 8	Off	Normal	NU-2016
New VM7	Off	Warning	NU-2016
New VMtest1	Off	Normal	NU-2016
NewVM	Off	NotApplicable	NU-2016
test_backup	Off	NotApplicable	NU-2016
test-scsi	Off	NotApplicable	NU-2016
testSCSI	Off	NotApplicable	NU-2016
vmnu2016-g1	Off	NotApplicable	NU-2016
vmnu2016-g2	Off	NotApplicable	NU-2016

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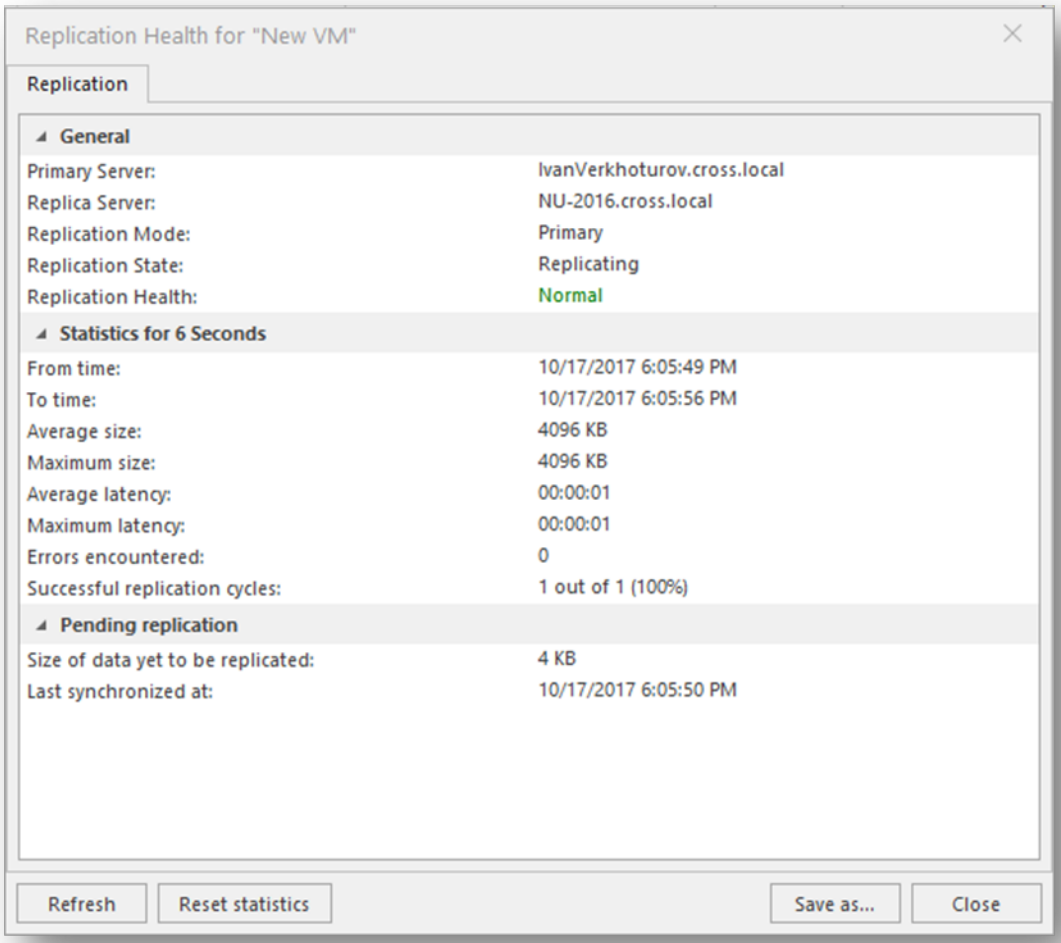
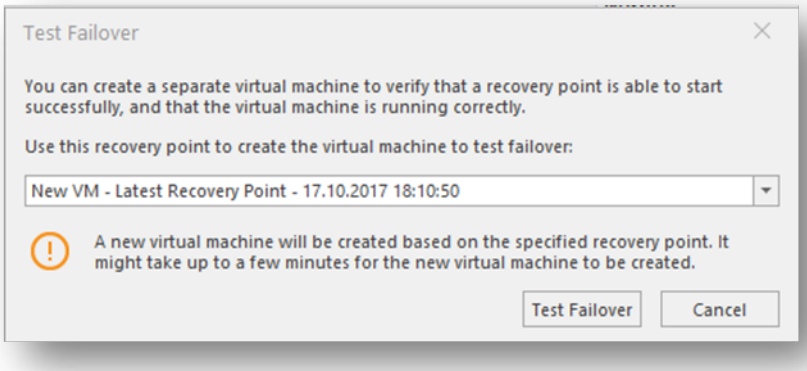
Please note - Status window with details about replication health is available:



Note

Acronis Cloud Manager also allows administrators to perform replication failover testing to ensure that everything will work as expected in the event of a disaster.



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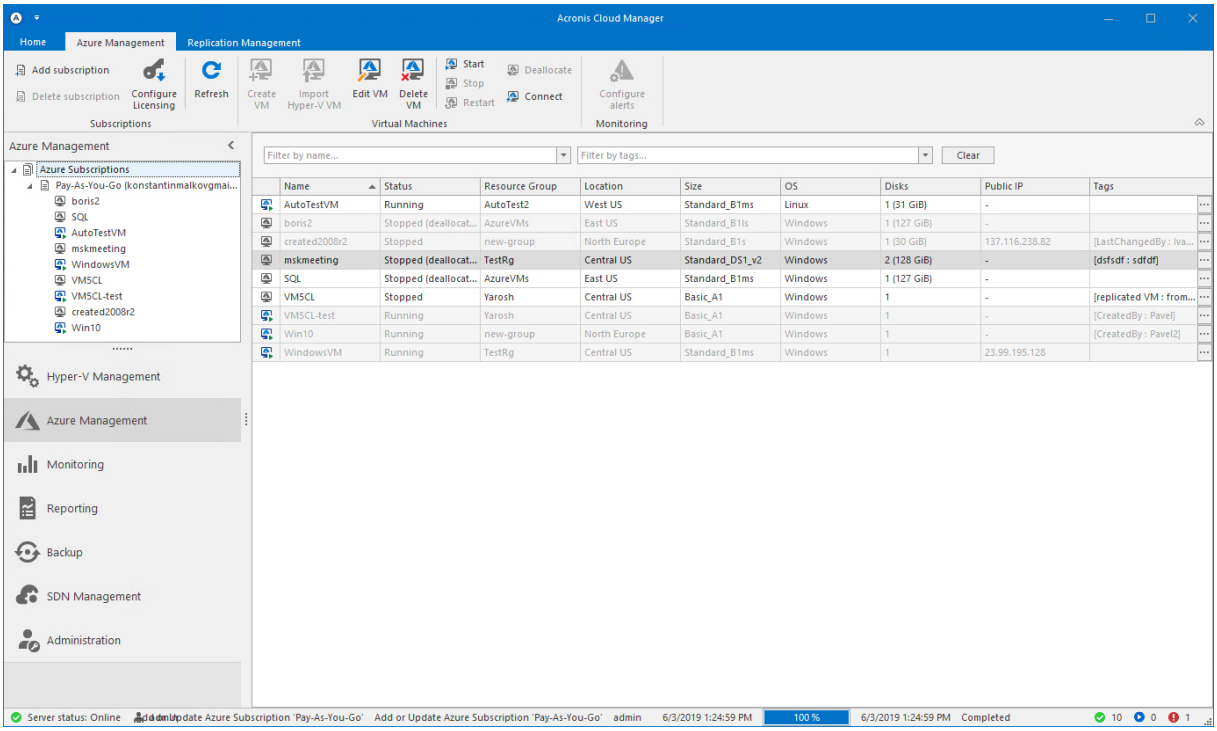
7 Azure management

Acronis Cloud Manager includes a special plugin to control Microsoft Azure subscriptions from its GUI. It allows performing basic operations with Azure cloud virtual machines and convert Hyper-V VMs into Azure.

7.1 General view

The **Azure management** section view looks similar to **Hyper-V management** – there is an object tree on the left pane and VM list on the right pane. Tools and controls are logically grouped and located on the upper ribbon.



Object tree contains Azure subscriptions instead of hosts as root entries, having VMs under them.

7.2 VM view

Selecting a VM from the list on the right pane will enable corresponding controls on the upper ribbon, which are applicable for the current VM state (i.e. **Start** if VM is not currently running, etc.), and the list of the latest alerts for selected VMs in the lower part of the right pane:

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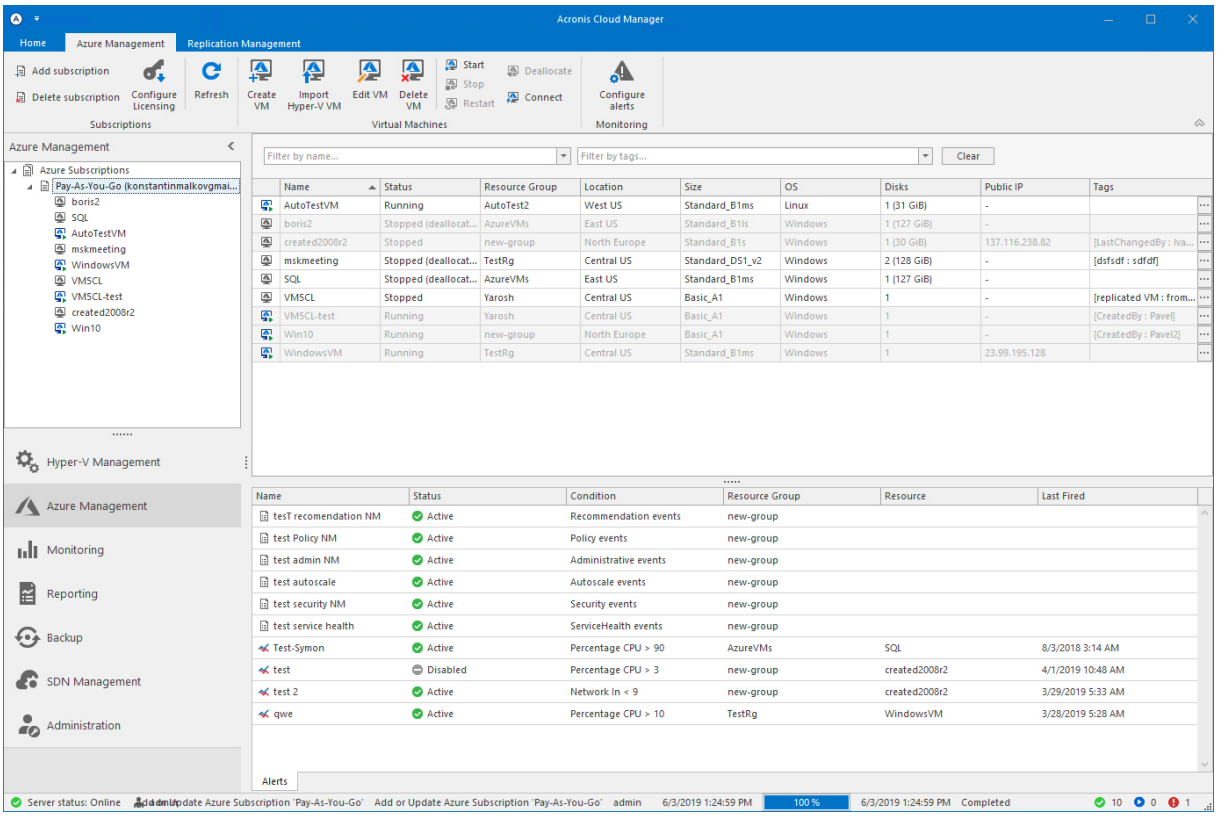
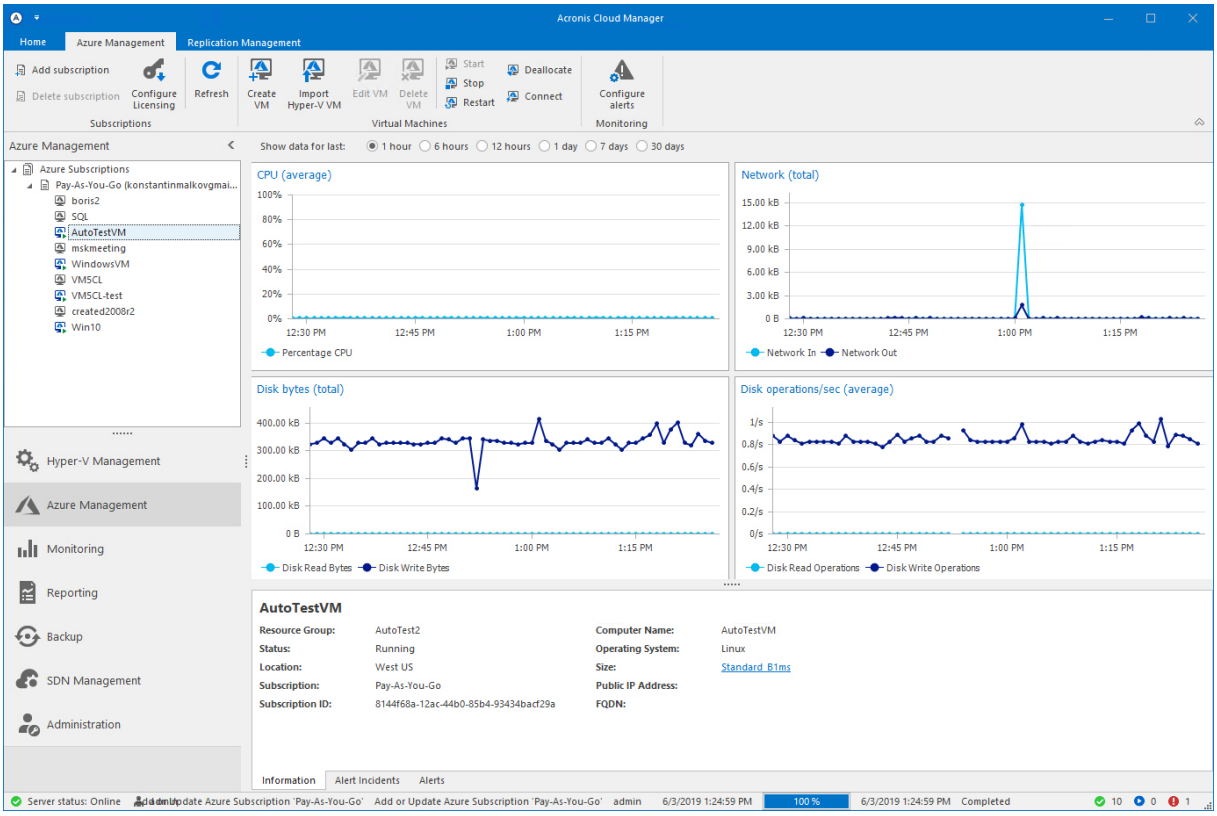


Selecting VM in the object tree on the left pane will display graphs for VM performance counters, VM info and alerts on the right pane:



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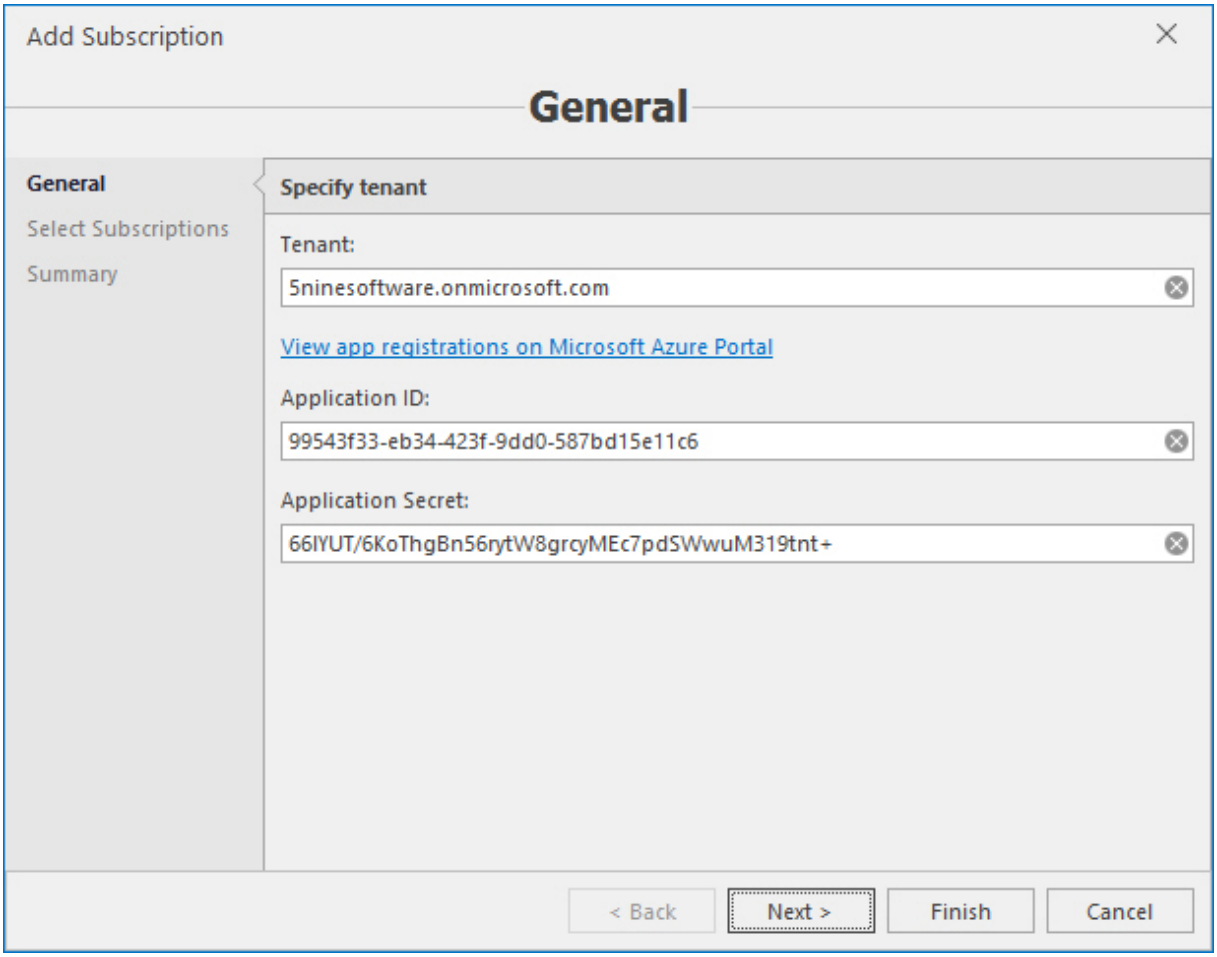
7.3 Adding and removing Microsoft Azure subscription

First thing you have to do when starting your work with Azure management is to add your Microsoft Azure subscription to the object tree. To do this, click the **Add subscription** button on the main ribbon, which will open the **Add subscription** wizard:



On the first screen, specify your tenant ID, application ID and application secret key. If required, the link **View app registrations on Microsoft Azure portal** will open your browser and lead you to Microsoft Azure portal to review your subscriptions.

Note
You will have to login to your Microsoft account first to be able to view the Azure subscriptions.

Click **Next**.

On the second screen, select the subscriptions that you want to add to the object tree among available ones in the list and click **Next**:

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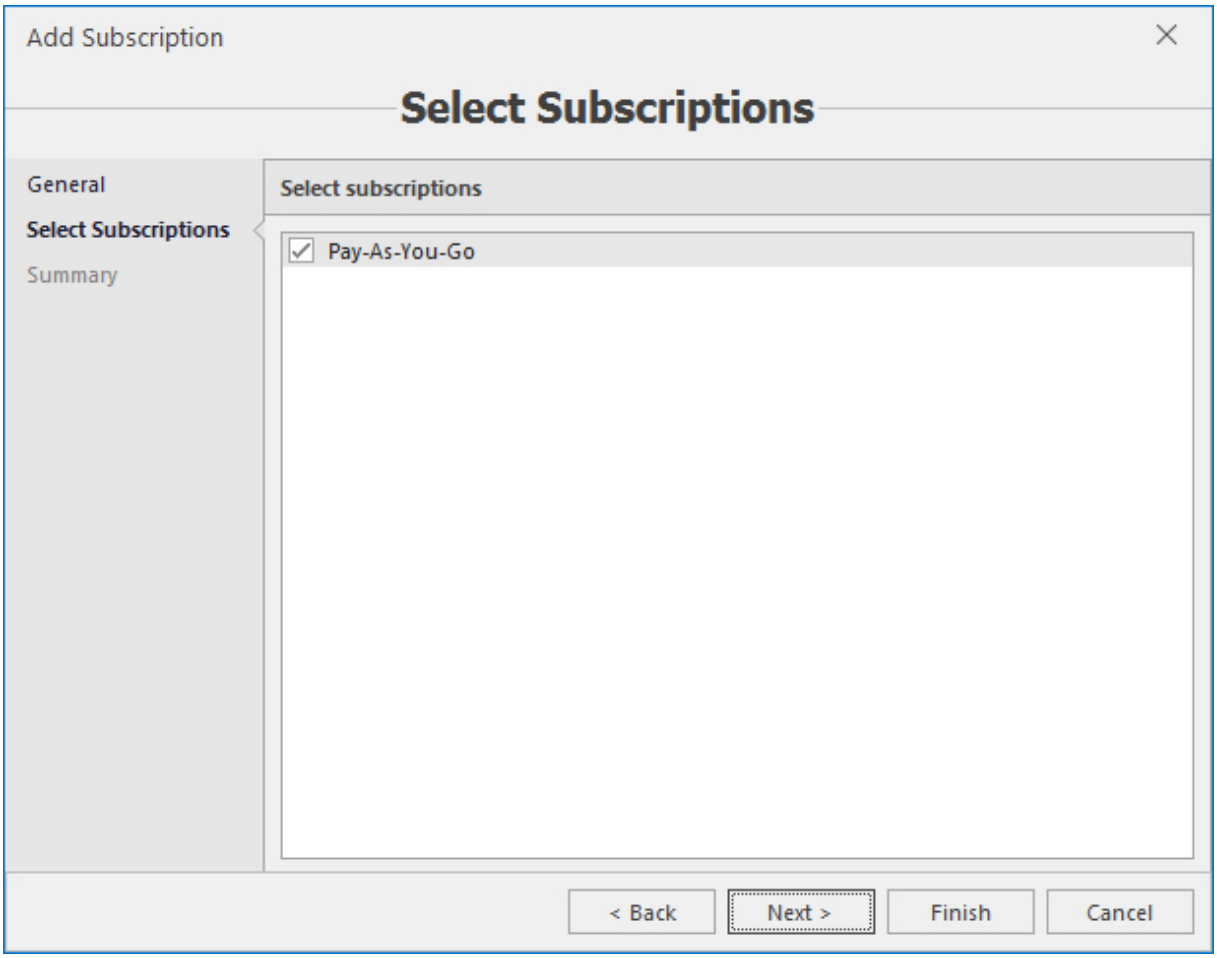

Review the summary on the third screen and click **Finish** to add the selected subscription(s) to the object tree:

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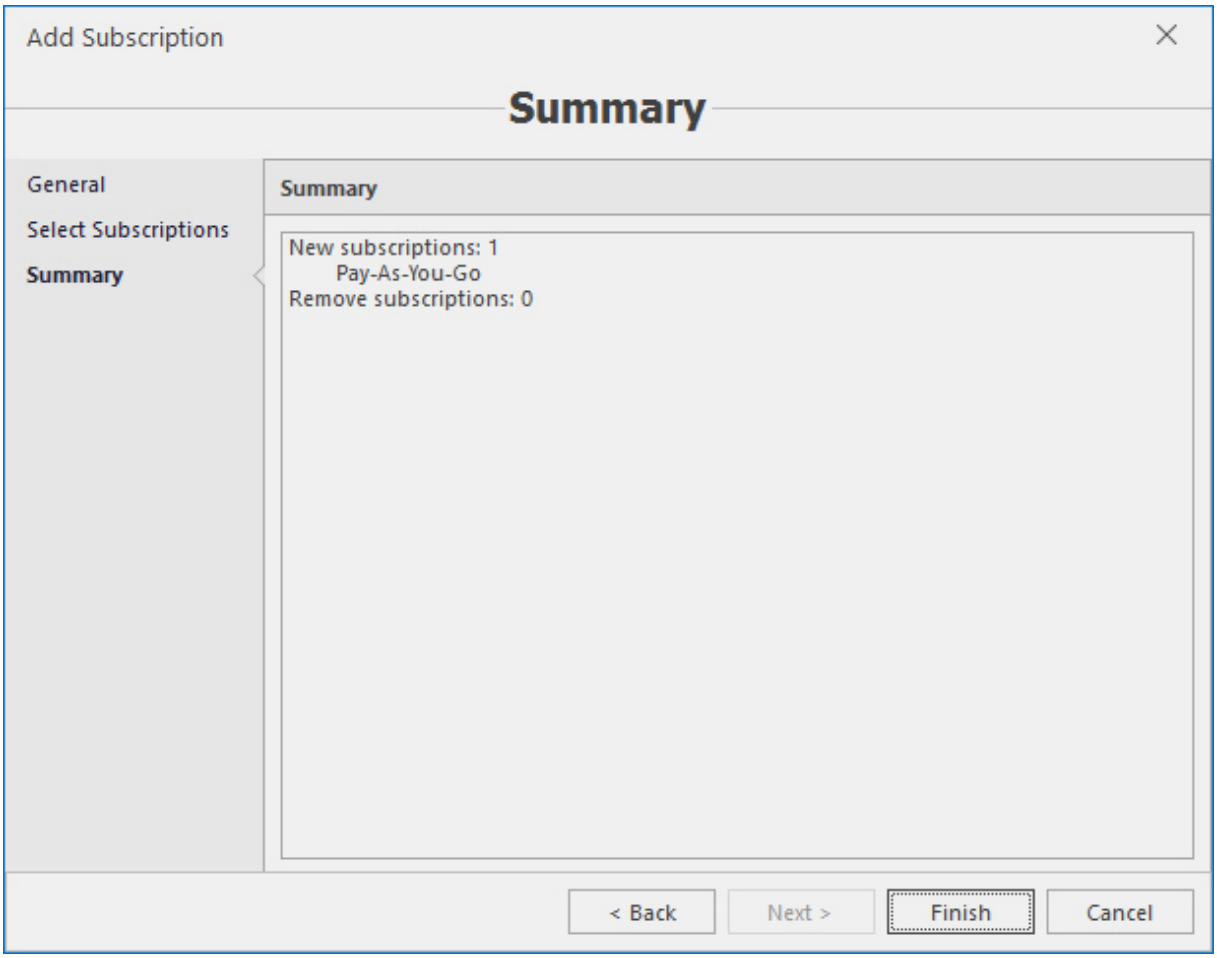
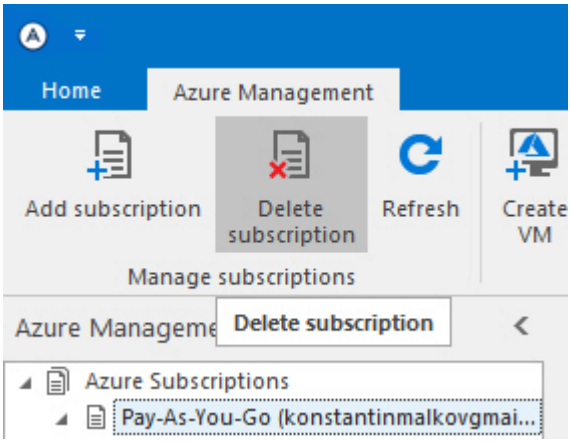


The subscription will be added to the tree.

To remove Microsoft Azure subscription from Acronis Cloud Manager's tree, select the required subscription in the tree and click the **Delete subscription** button on the main menu ribbon:



7.4 Role-based access control

Azure subscriptions are added separately on global and tenant levels. Global administrator can delegate permissions on Azure subscriptions (full access, separate Azure VMs and/or operations)

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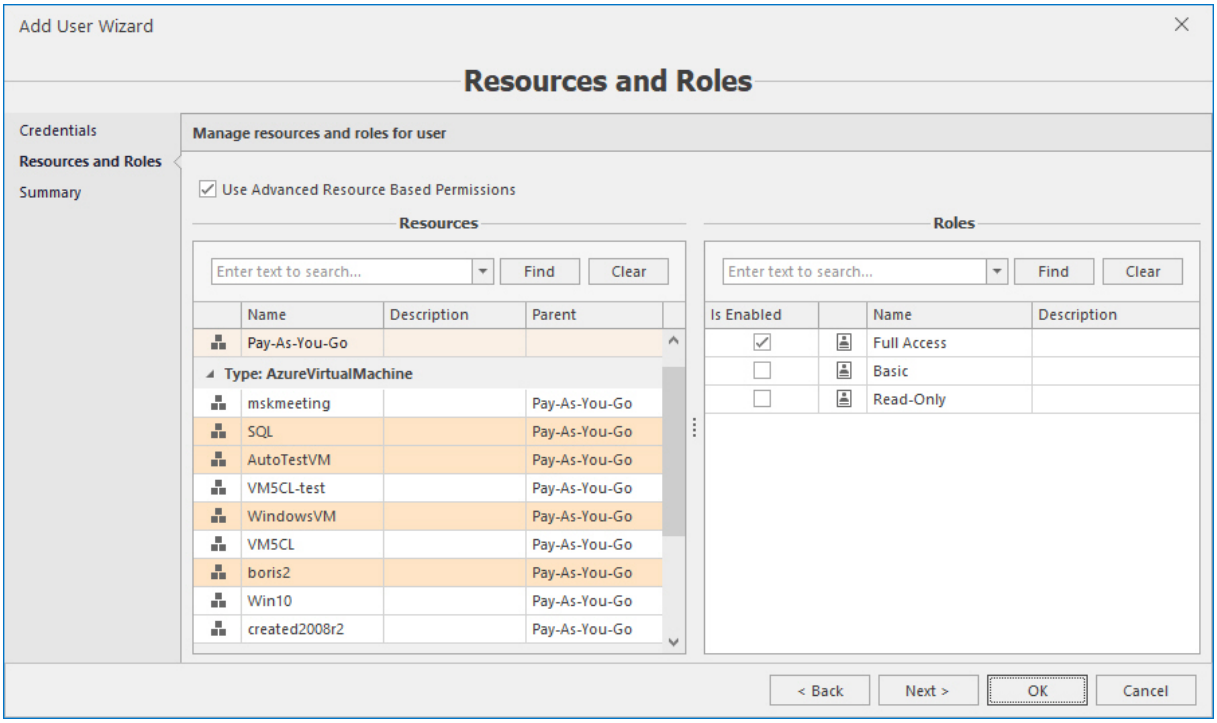
added on global level to global users without administrative privileges and to tenant administrators. Tenant administrator can delegate permissions to tenant users without administrative privileges.

Permissions for Azure subscriptions are delegated in the standard way as it's done for any other type of resources (please, refer to the "Managing users, tenants and roles" (p. 42) section above for detailed information).

Adding Azure resources to global users:



Select subscriptions and VMs you need to delegate permissions on and click **OK** to add those resources to the user. Operations available for each resource are configured in roles settings (please, refer to the "Managing users, tenants and roles" (p. 42) section above for detailed information). Tenant administrator is able to do the same on tenant level.

Adding Azure resources to tenant:

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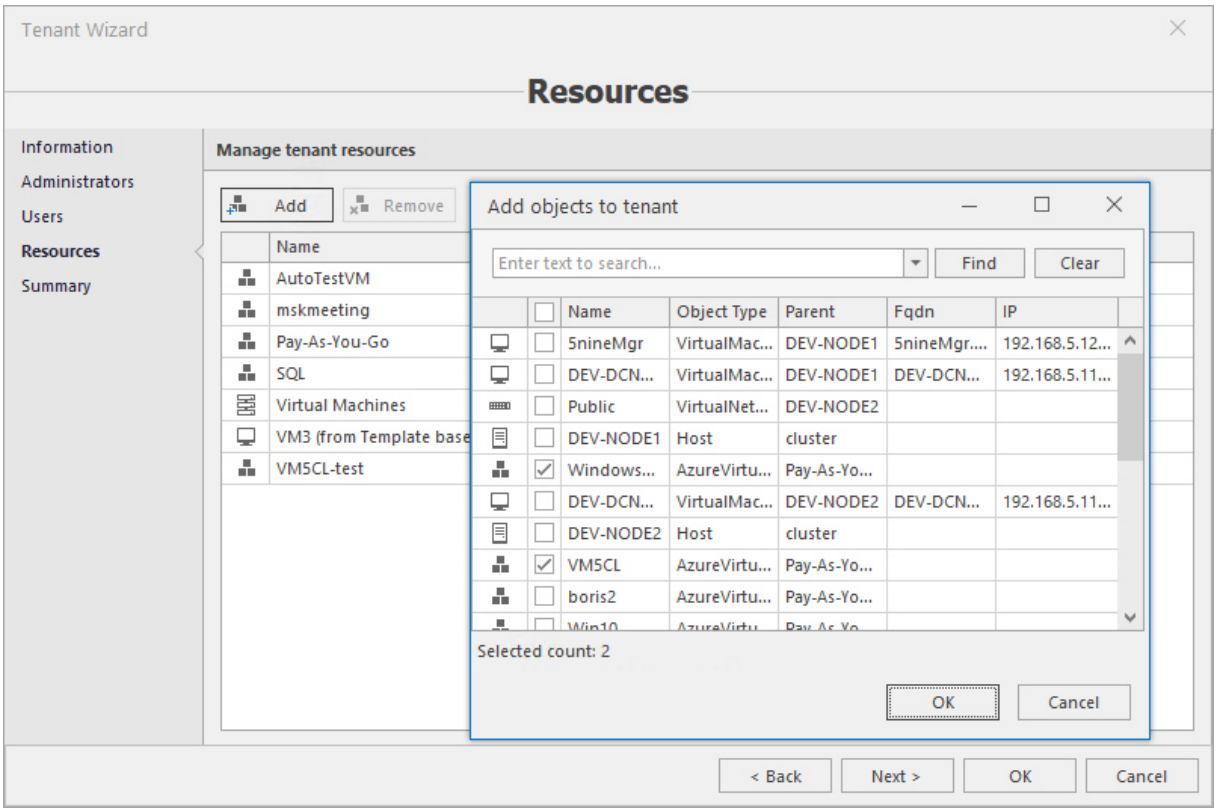

7.5 Configuring Azure licensing

Azure management part is licensed per VM. Initially, a free license is installed by default, which includes quota for a maximum number of 5 virtual machines from the cloud. Azure license is installed and works separately on a global level and for each tenant. Default 5 VM licenses are only available to global users and additional Azure VM licenses can be purchased which requires a separate license file.

Without the valid Azure license, Acronis Cloud Manager will still display Azure VMs, but all of them will be inactive and inoperable – no actions against them will be possible. After installing the Azure license, you will need to configure it – select VMs from your added Azure subscriptions that you need to be active and available for management. To configure the license, click the **Configure Licensing** button on the main ribbon:

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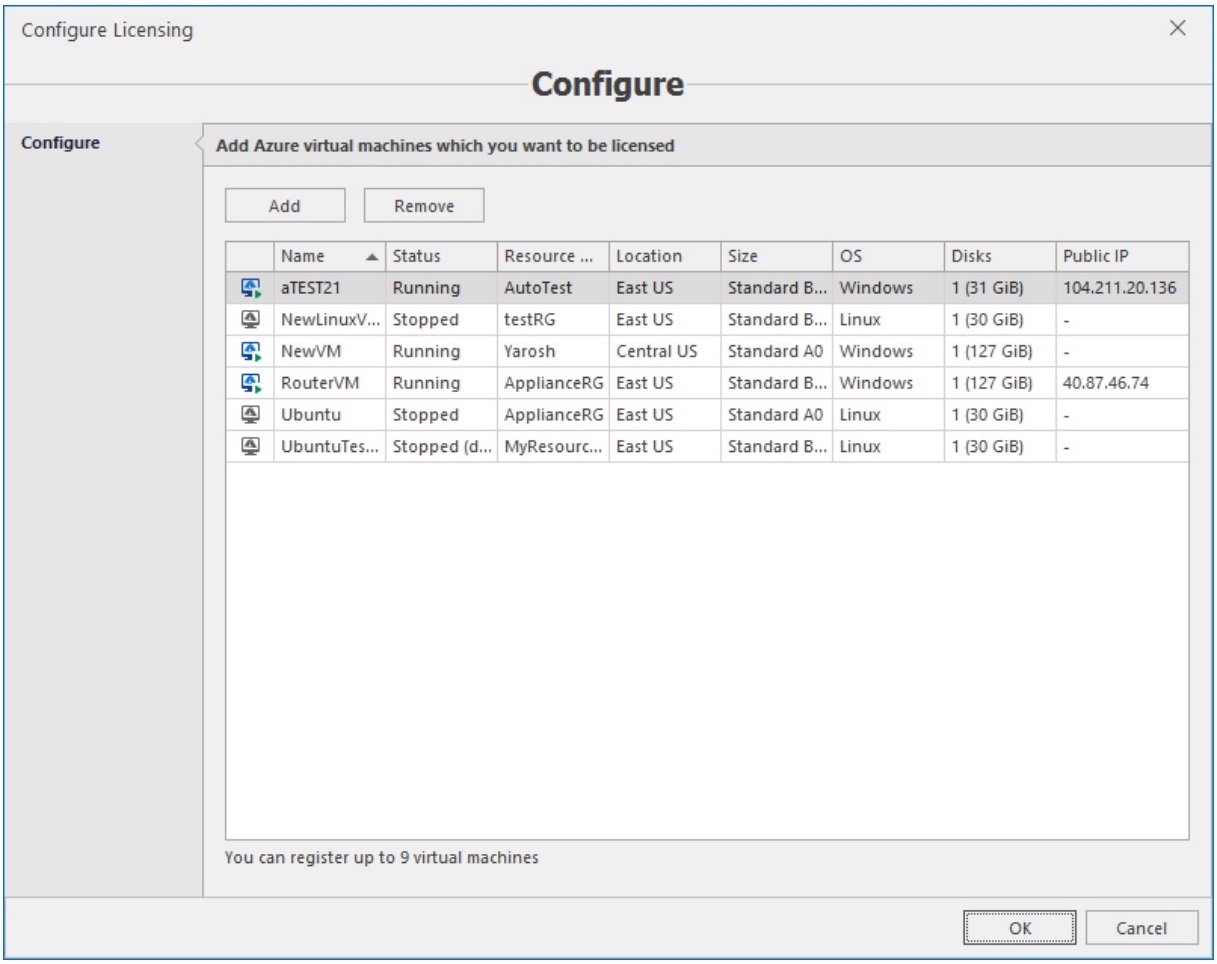

The wizard displays virtual machines that have been already selected from the subscription(s) limited by max number of the license quota. It is written in the lower part of the wizard how many VMs you may currently register. To add new VMs from the subscription click the **Add** button:

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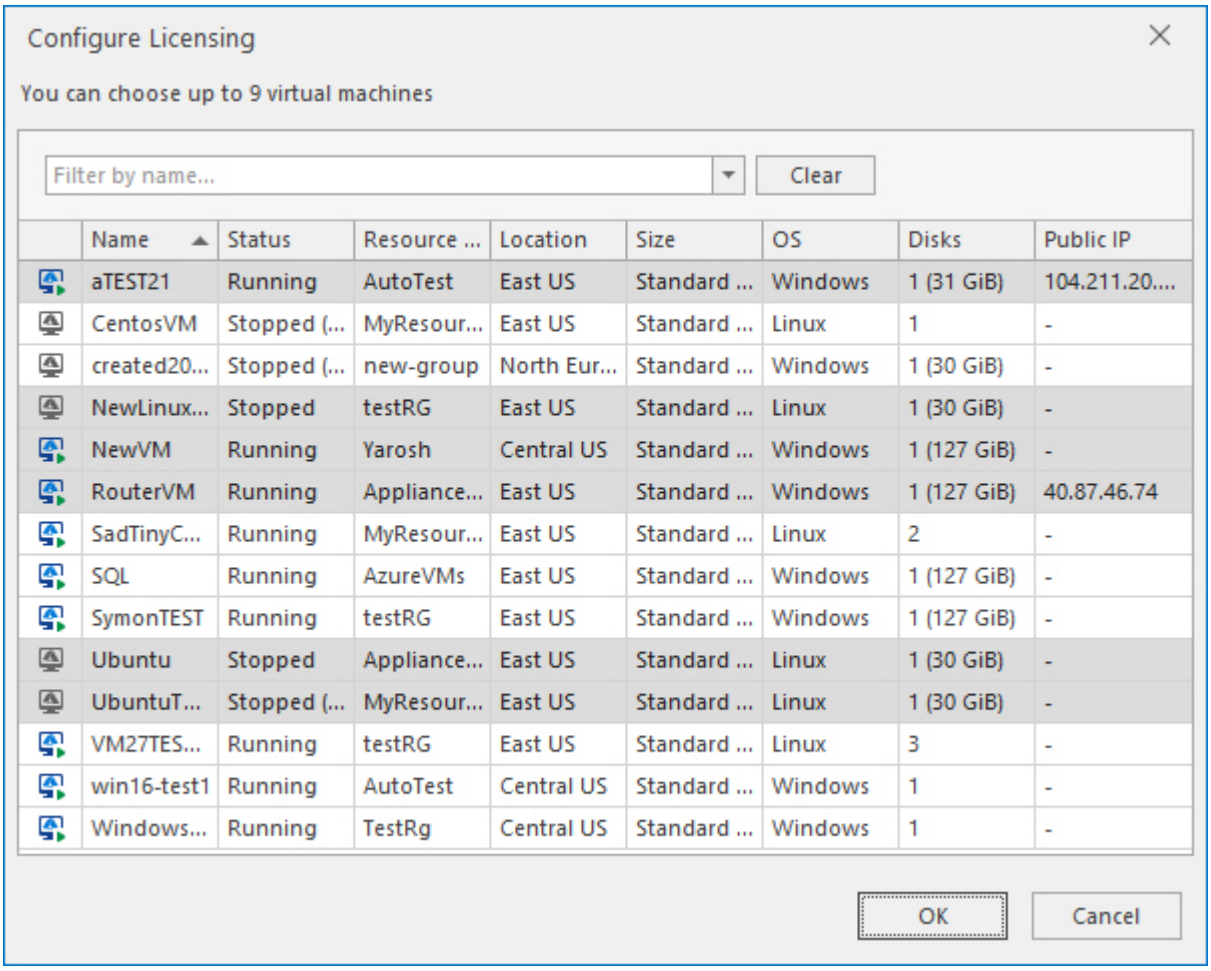

Choose VMs, using your mouse, **Shift+Ctrl** keys as needed, then click **OK** in the dialog window and on the main window of the wizard. Selected VMs will become active and available for management.

7.6 Creating/deleting VM

To create a new Azure VM, click the **Create VM** button on the main ribbon. The **Create Azure virtual machine** wizard will open:

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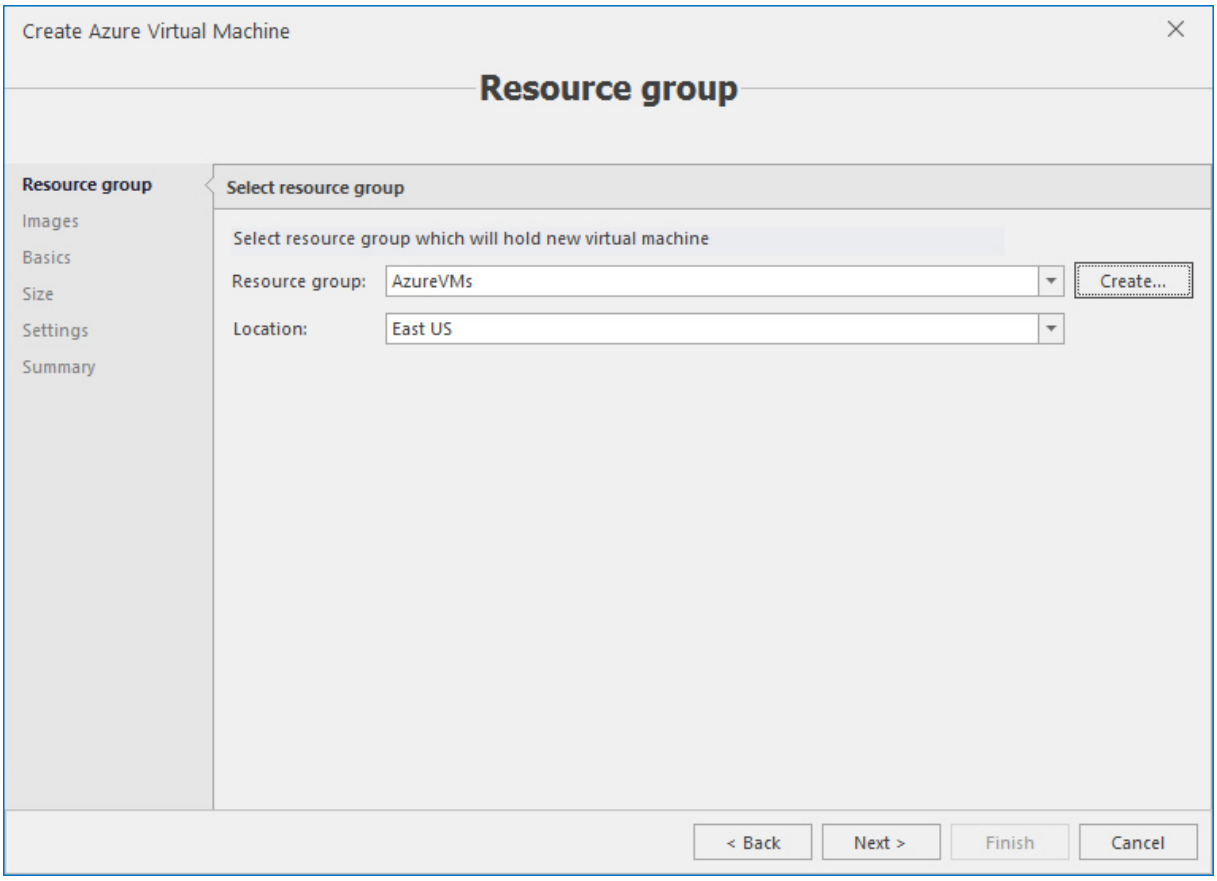
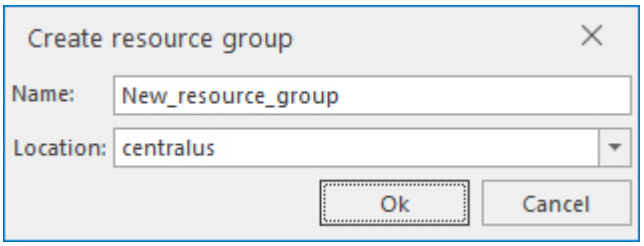


Select resource group and location, create the new resource group if necessary – click the **Create** button to the right from the **Resource group** field.



Type in the name and select the location.Then click **Next**.

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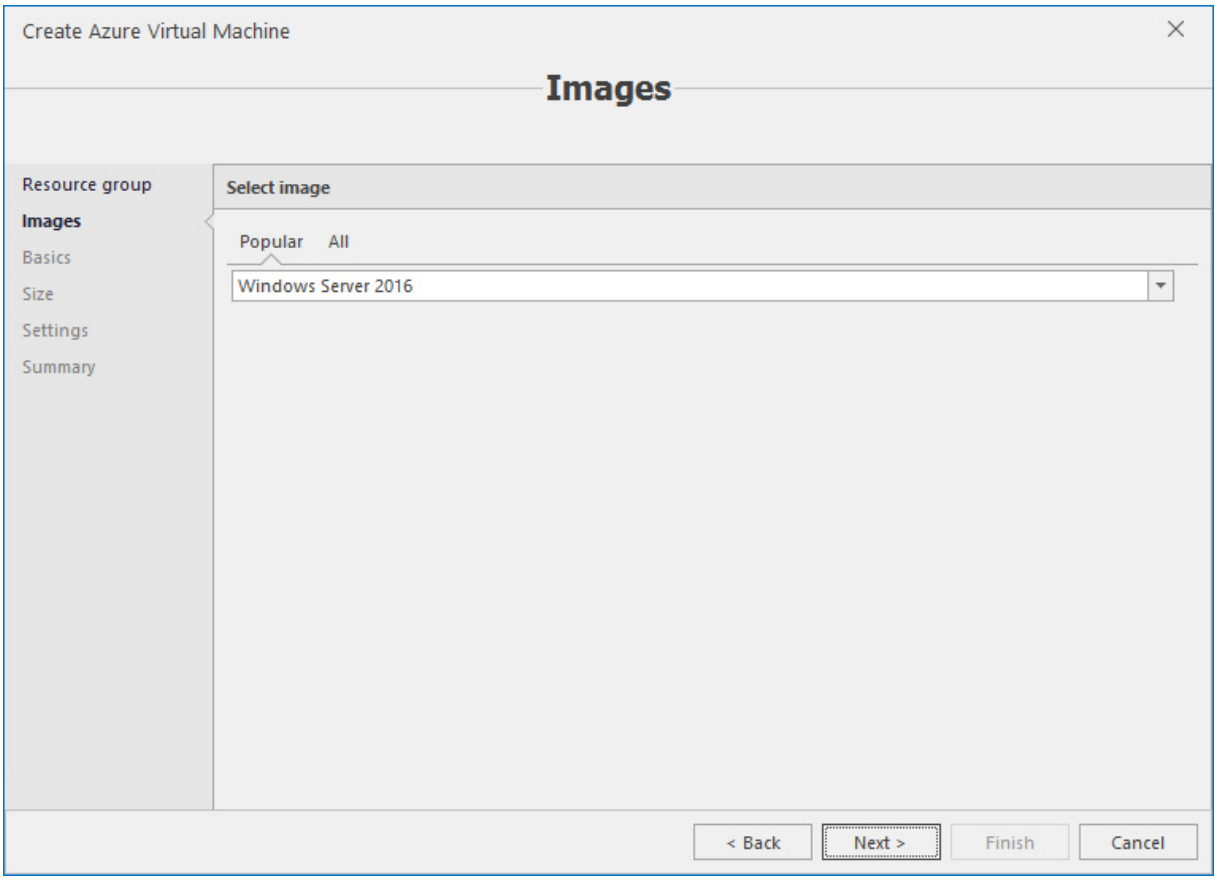

Either select one of popular images, or specify publisher, name of group of related images and SKU. Click **Next**.

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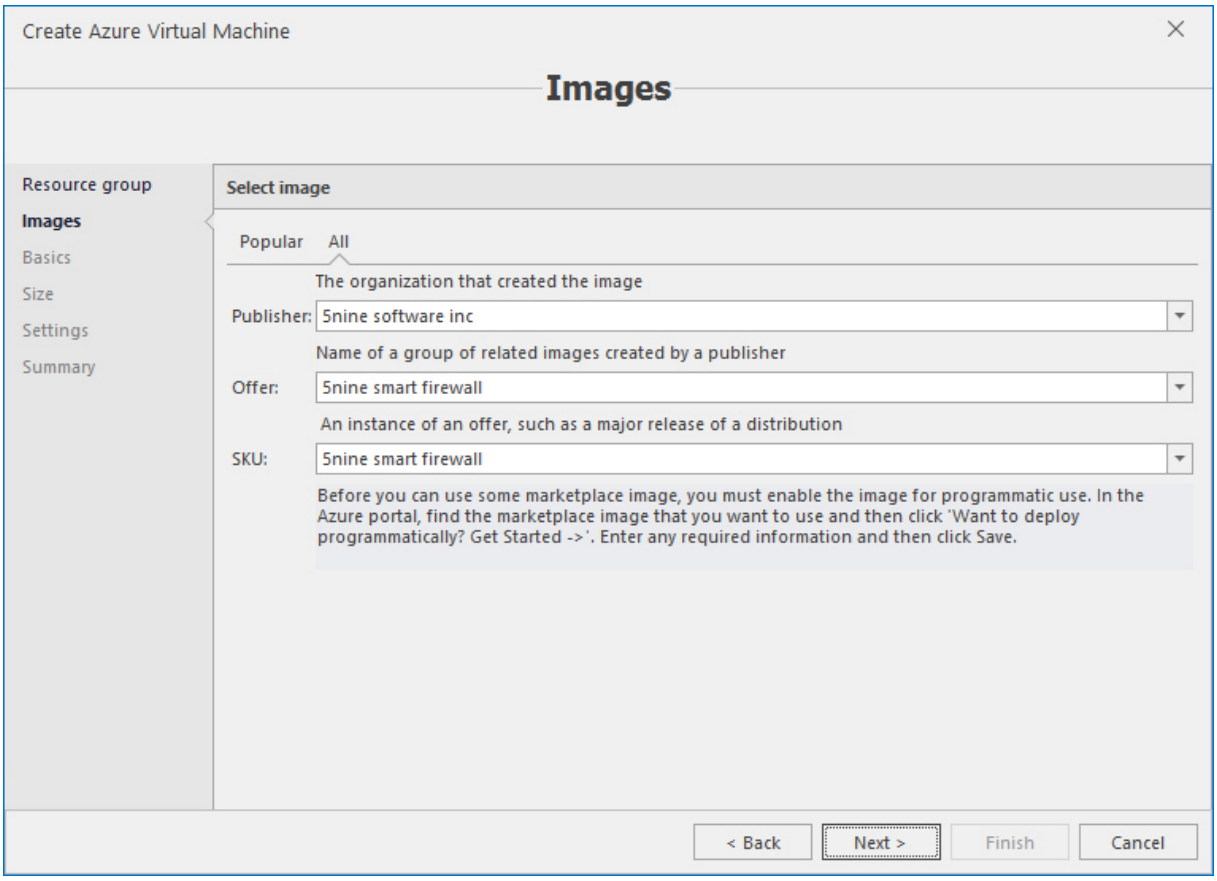
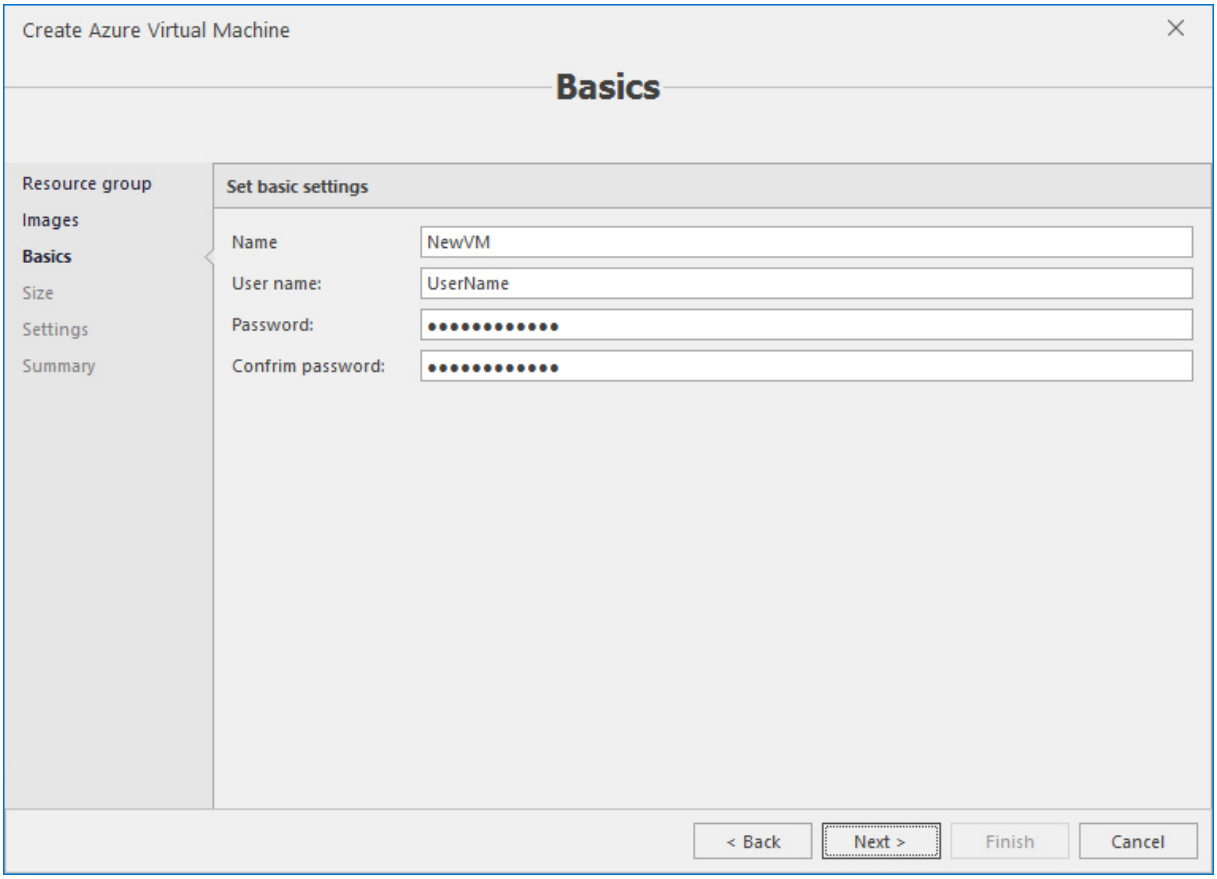


Enter VM name and credentials – user name and password. Click **Next**.



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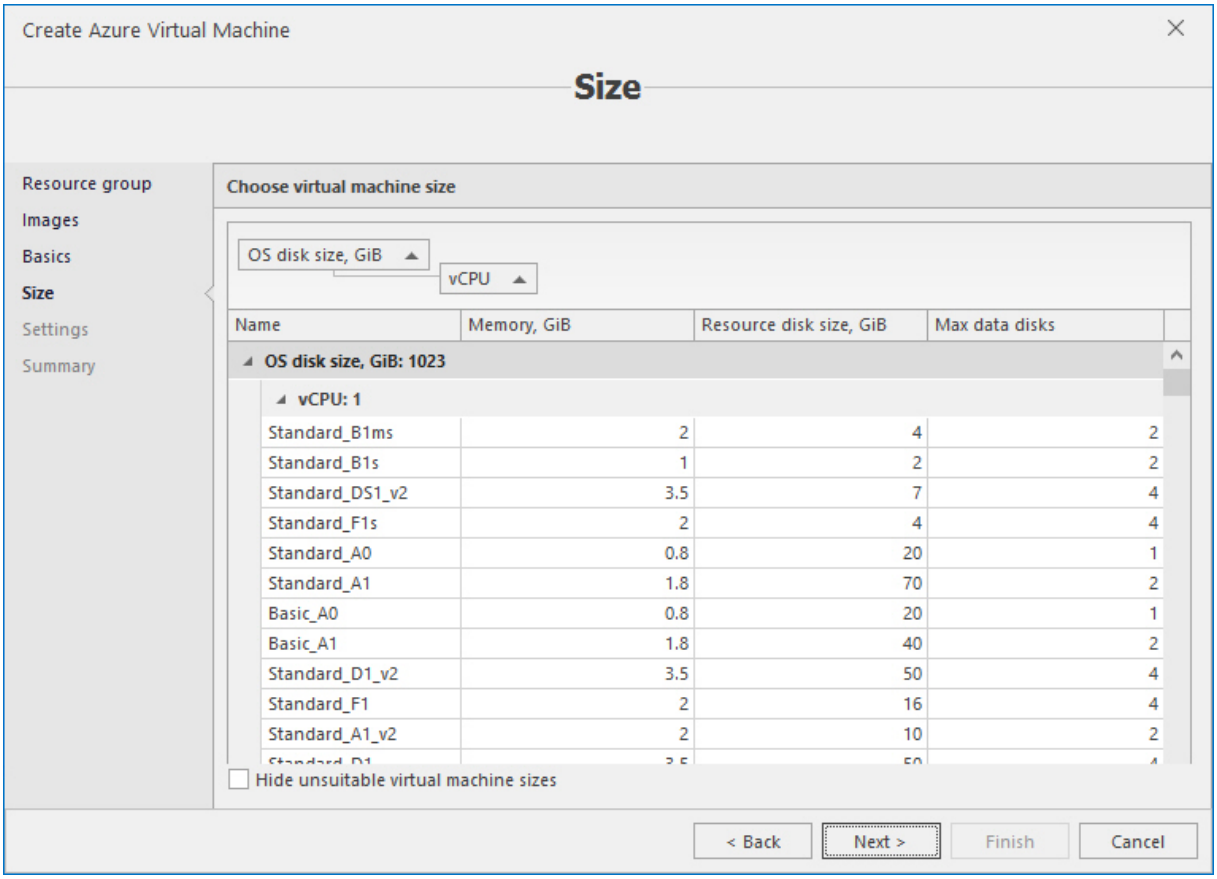
Select available VM size. Click **Next**.



Set IP addresses. Click **Next**.

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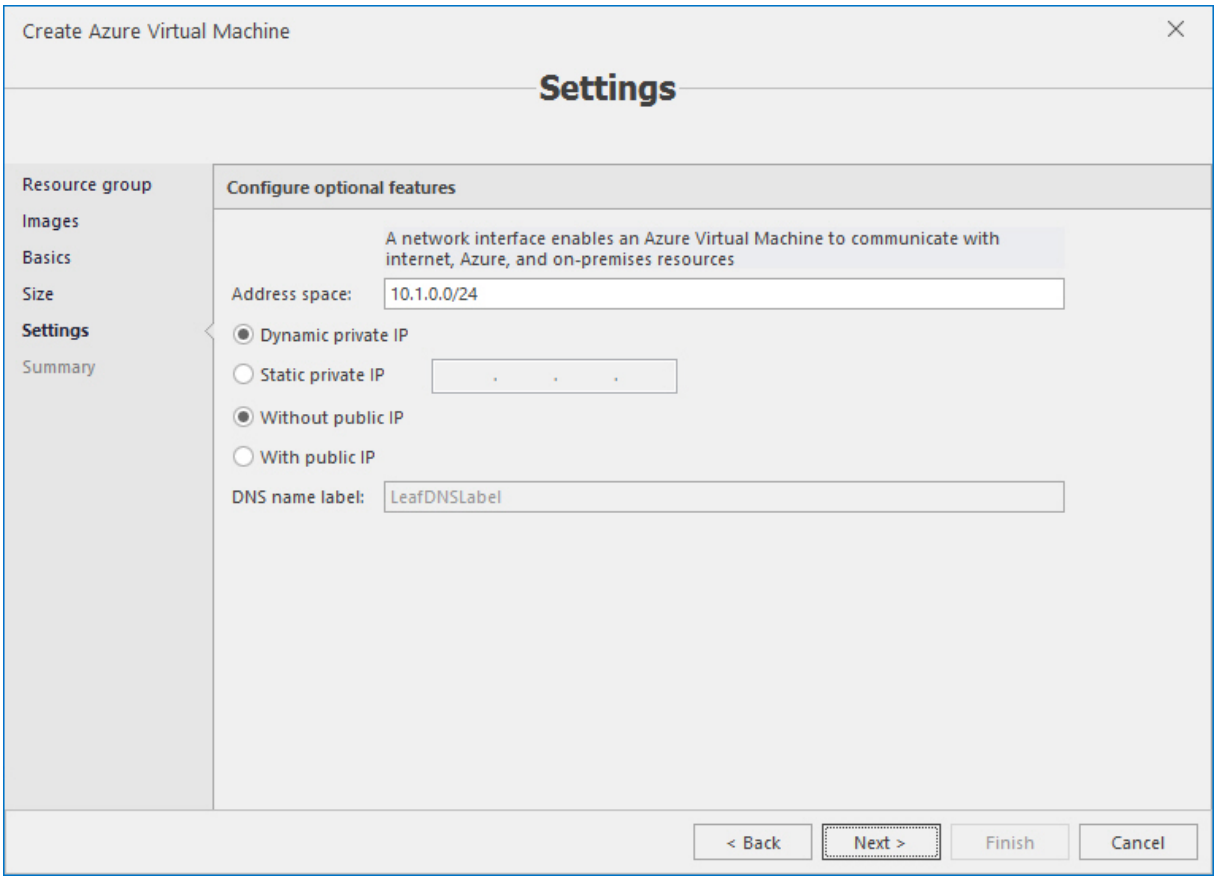
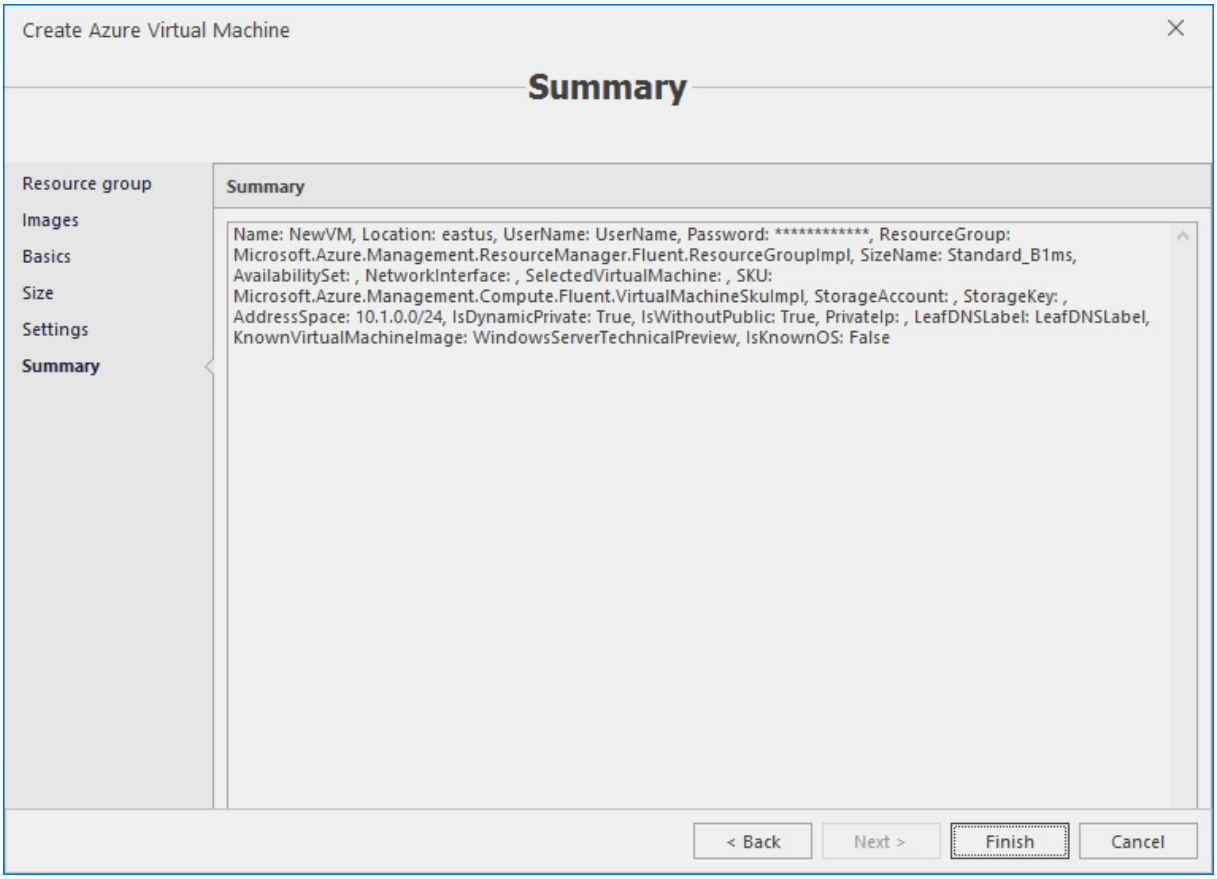


Review the summary and click **Finish**.



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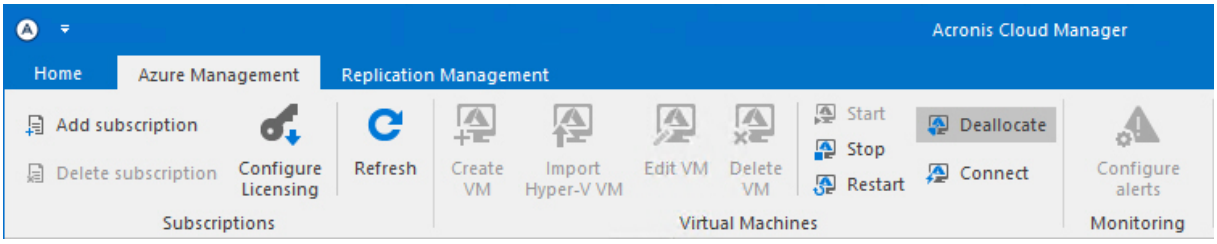
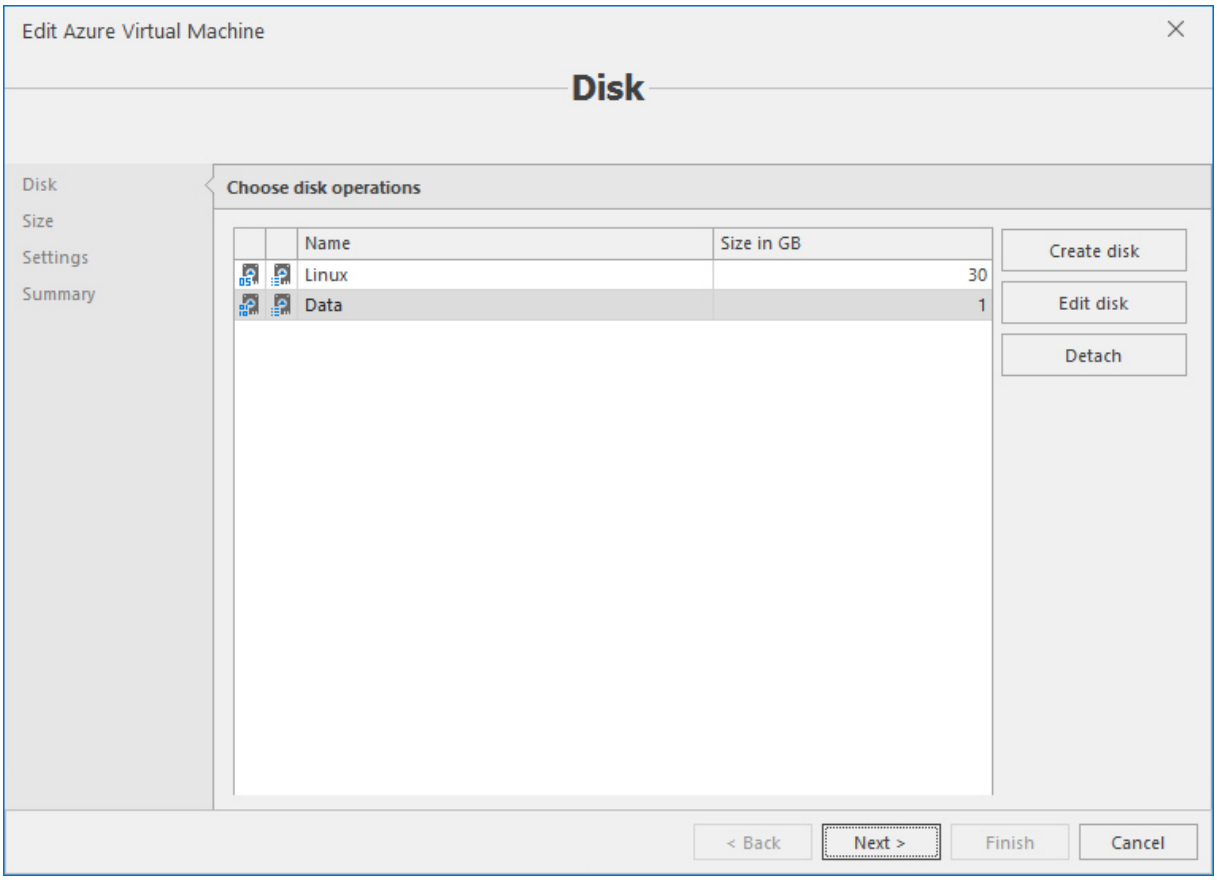
To delete Azure VM, select it, make sure it is in stopped state, and then click the **Delete VM** button on the main ribbon.

7.7 Editing VM

To edit Azure VM, you need to deallocate its resources first. Select virtual machine and click the **Deallocate** button on the main ribbon:



When the process is finished (you may control this using Jobs dialog window), click the **Edit VM** button on the main ribbon. The **Edit Azure virtual machine** wizard will be opened:



The following actions with virtual disk are available on the first screen: create new disk, edit disk and detach disk.

1. To create virtual disk, click the **Create disk** button.

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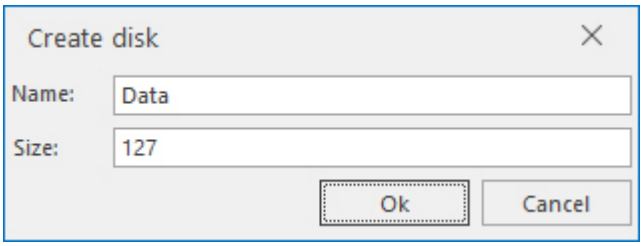
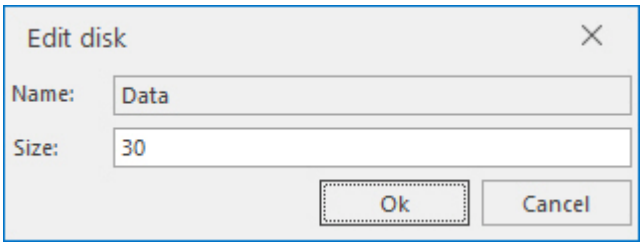


Enter the name for a new disk and its size, and then click **OK**.

2. To edit the virtual disk, select it and click the **Edit disk** button.

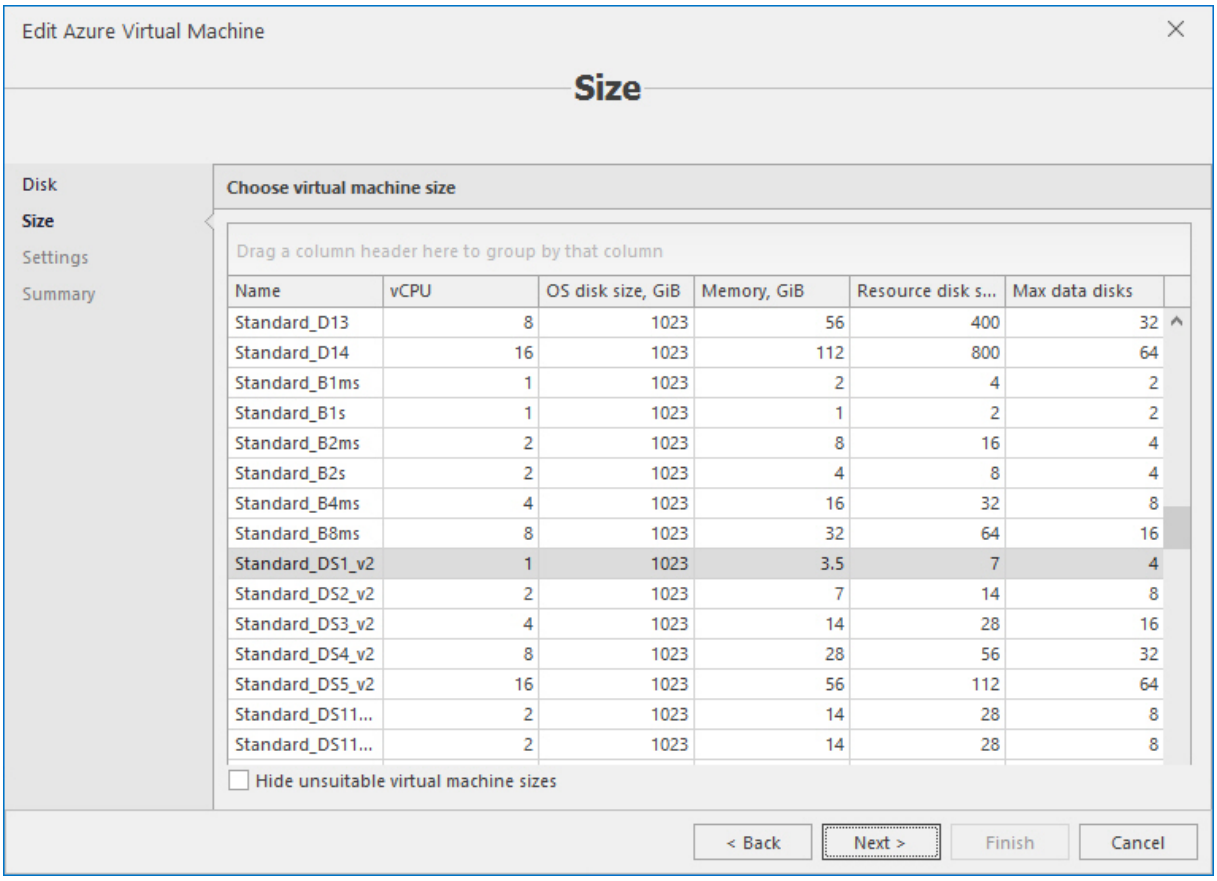


Edit the necessary parameters for the virtual disk (name and/or size), and then click **OK**.

3. To detach virtual disk, select it and click the **Detach** button.

Click **Next**.

On the next screen, select the new size for Azure VM if necessary. Click **Next**.



On the next screen, edit Azure VM IP settings, if necessary. Click **Next**.

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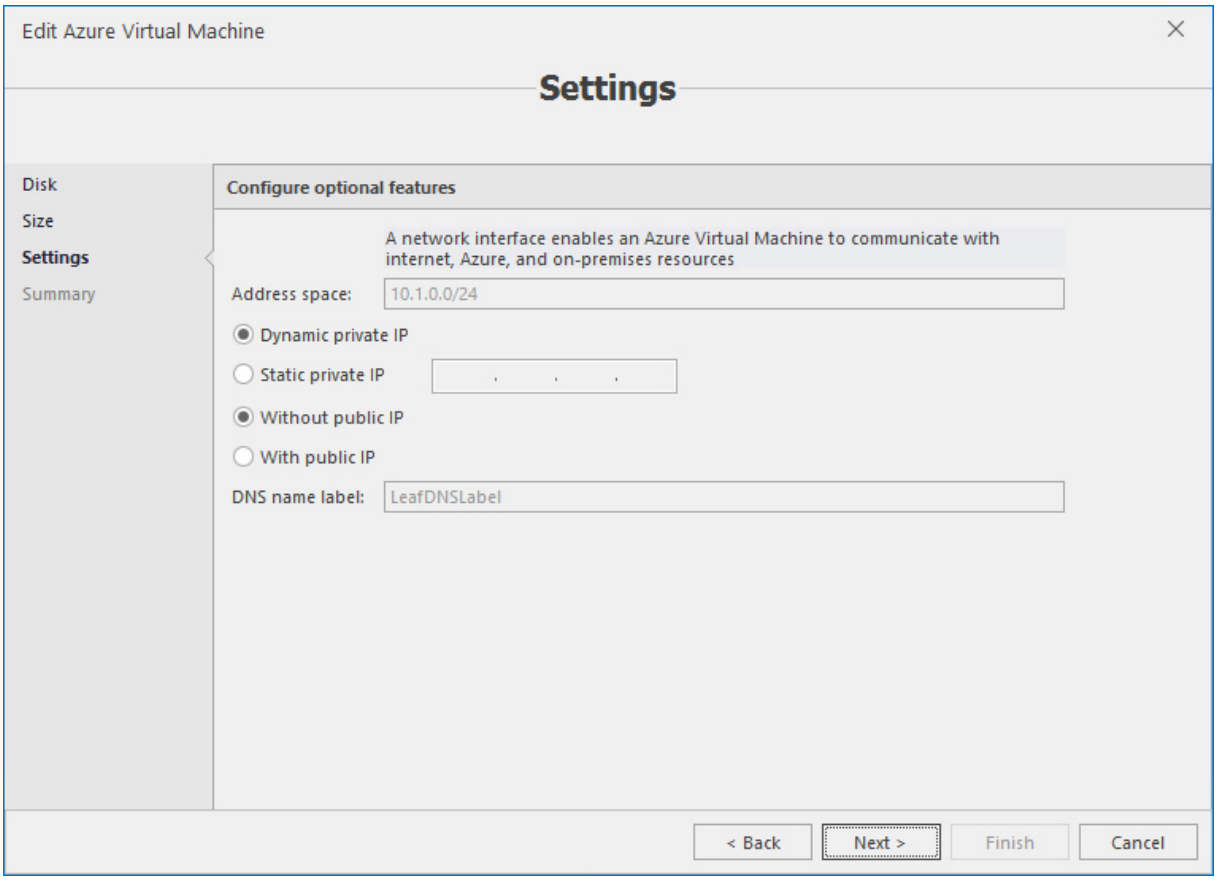
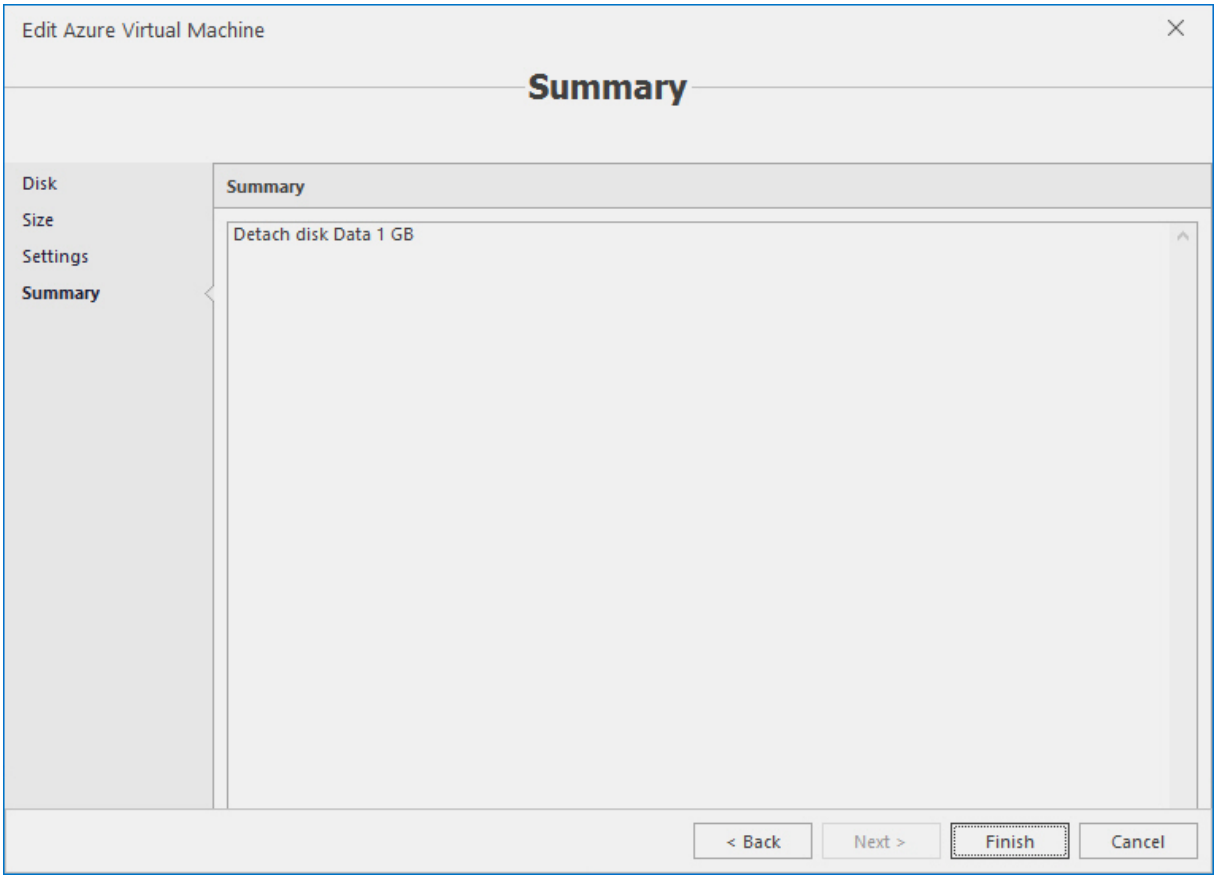


Review the summary and click **Finish**.



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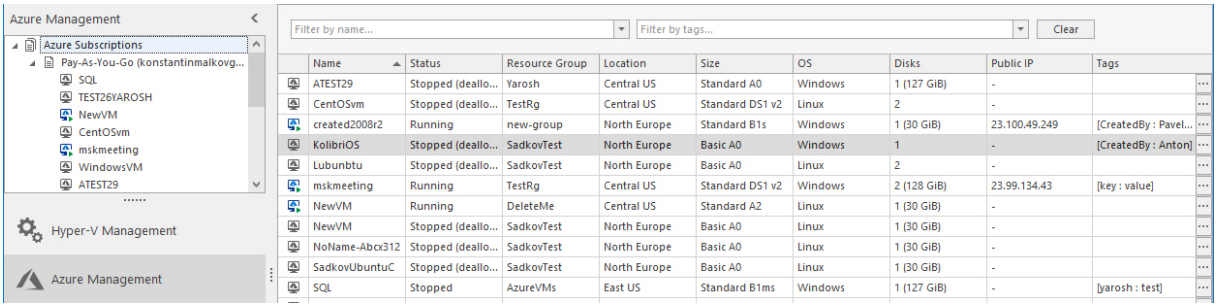
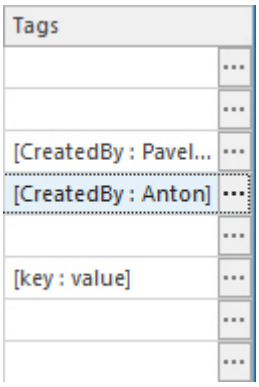
7.8 Editing tags

Tags, which are used in Microsoft Azure to categorize and logically order resources, can be edited using Acronis Cloud Manager GUI. To view and edit tags, select either the root branch of the object tree or the exact subscription to view Azure VM list:



The **Tags** column shows tags for each object:



Click the button located to the right from each row to open the **Edit tags** dialog:

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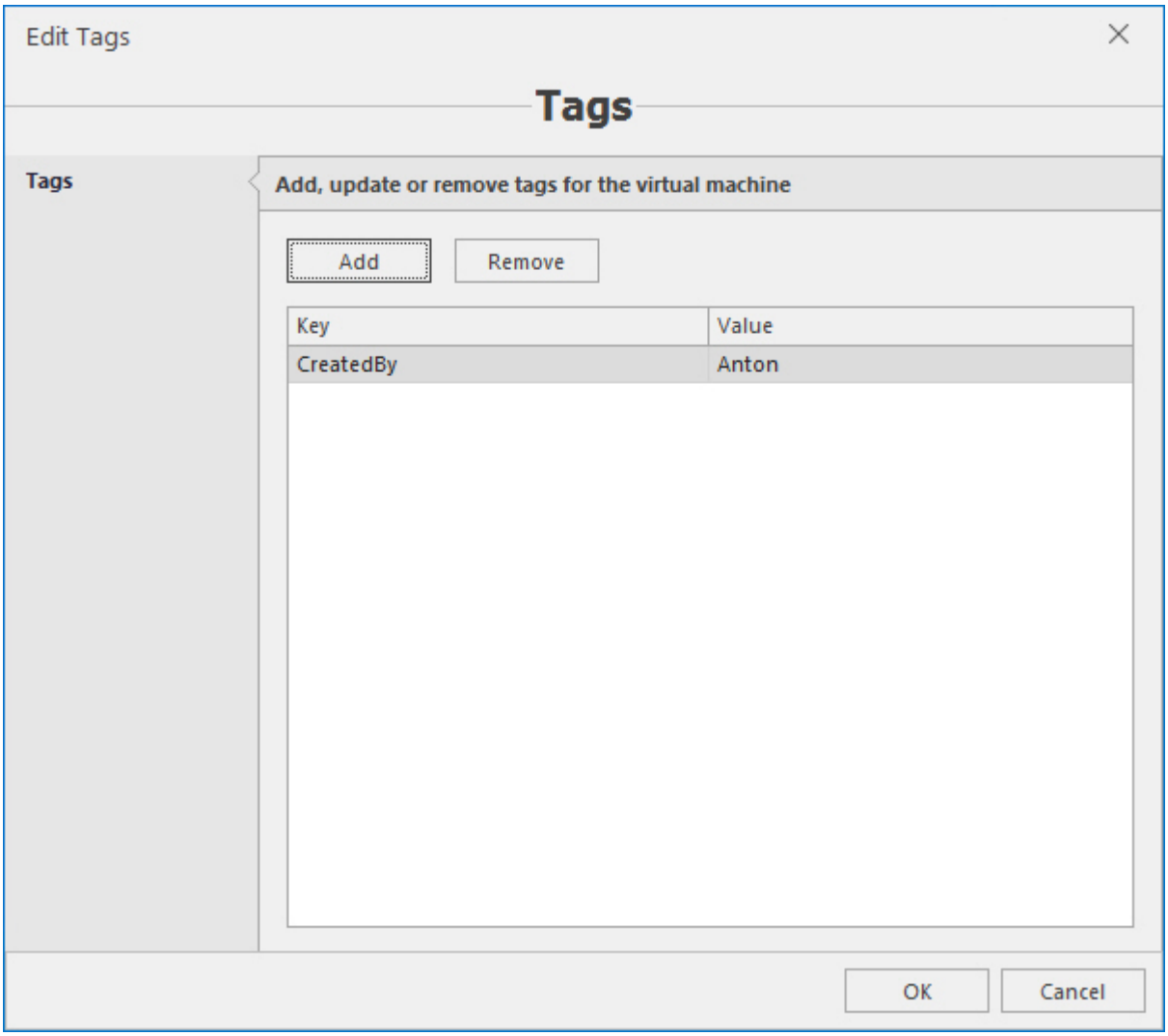
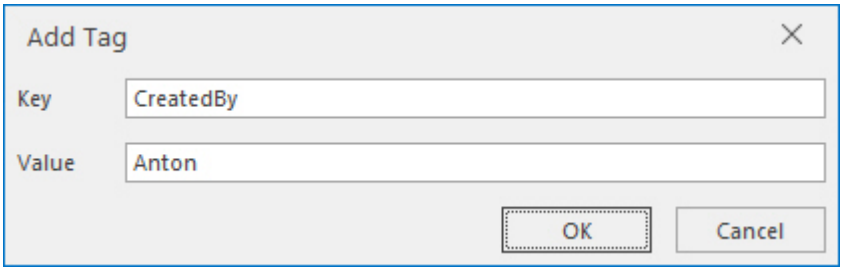


To add the new tag, click the **Add** button and type in its parameters, and then click **OK**:



To remove the tag, select it and click the **Remove** button.

At the end, click **OK** in the **Edit tags** dialog to complete the operation.

7.9 Importing Hyper-V VM into Azure

Note
Only stopped VM can be imported into Microsoft Azure.

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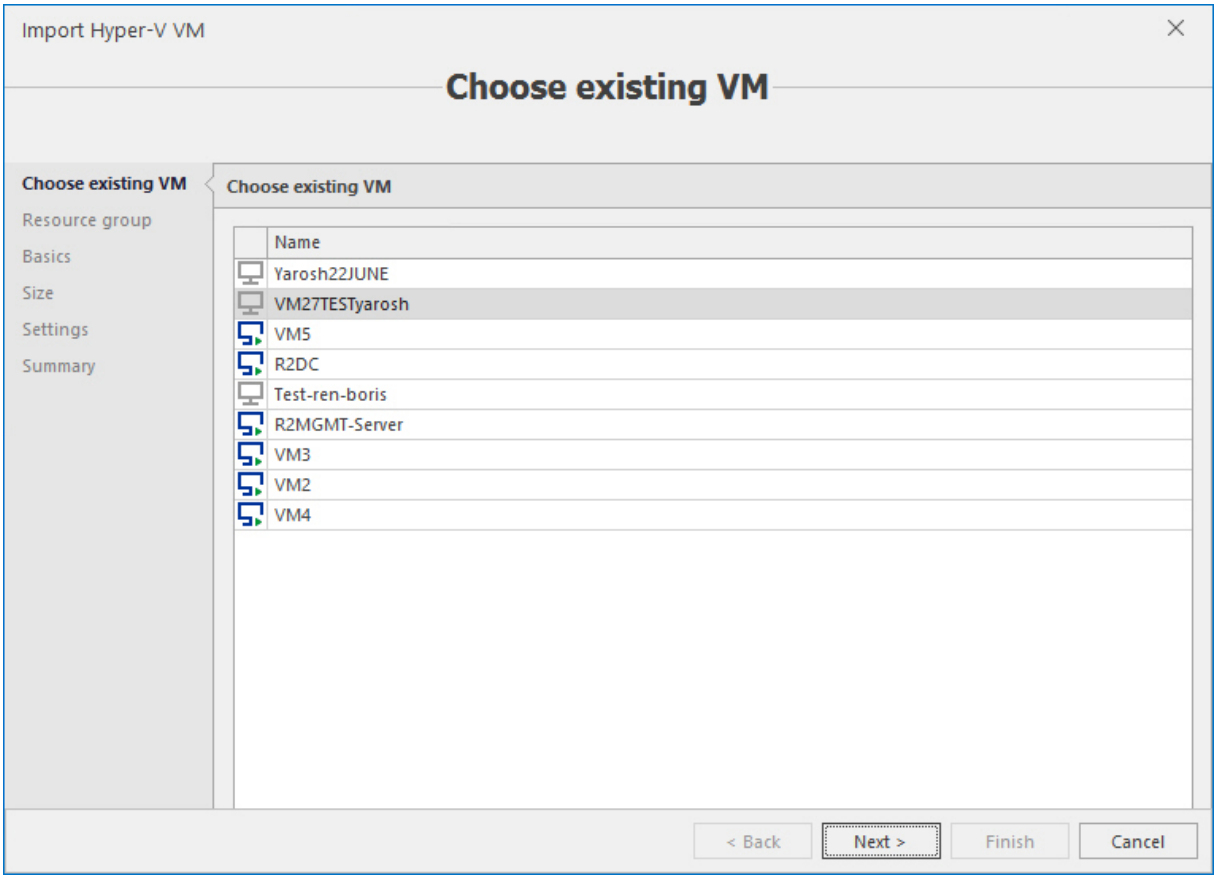
To import Hyper-V VM into Azure, select it, make sure it is in stopped state, and then click the **Import Hyper-V VM** button on the main ribbon. The **Import Hyper-V VM** wizard will be opened:



On the first screen, select VM that needs to be imported into Microsoft Azure. Click **Next**.

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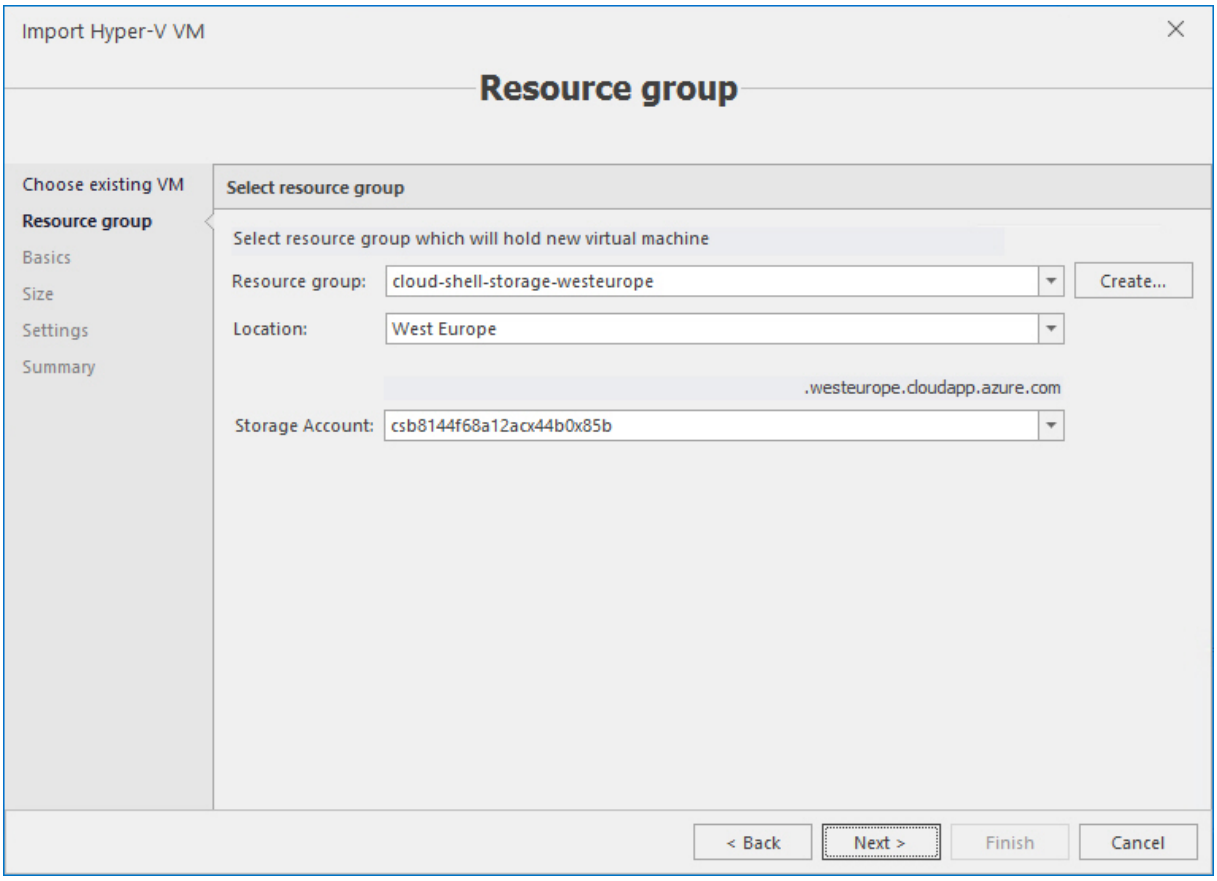
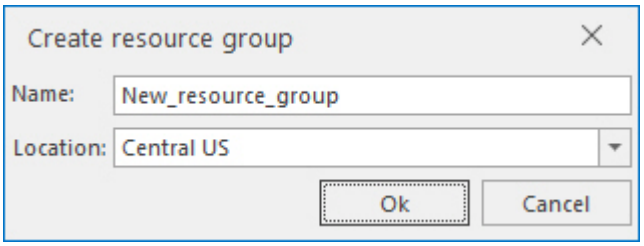


On the next screen, select resource group, location and storage account. To create the new resource group, click the **Create** button to the right from the **Resource group** field:



Enter the name for the new resource group and select the location. Click **OK**. Click **Next** in the main window.

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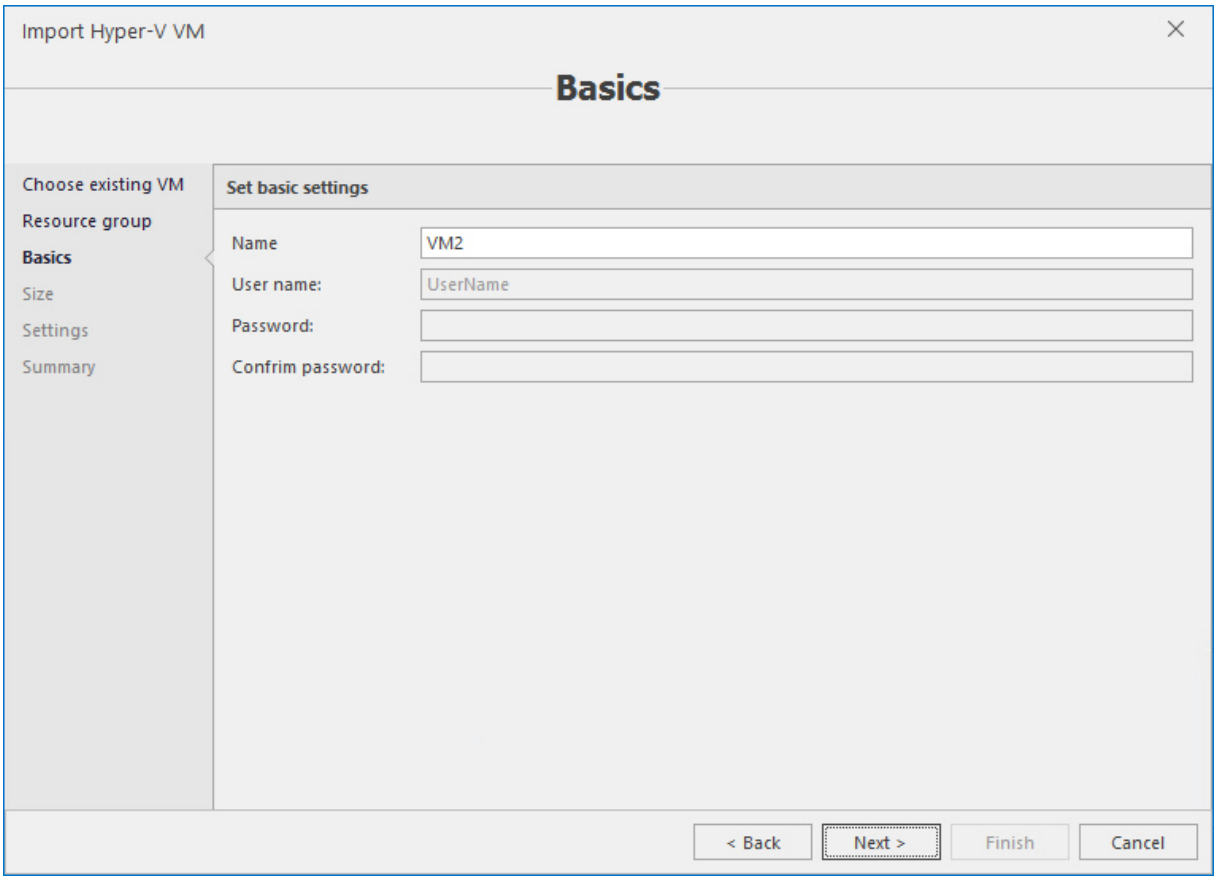

On the next screen, edit the name for virtual machine as it will appear in Microsoft Azure. Only this parameter can be edited. Click **Next**.

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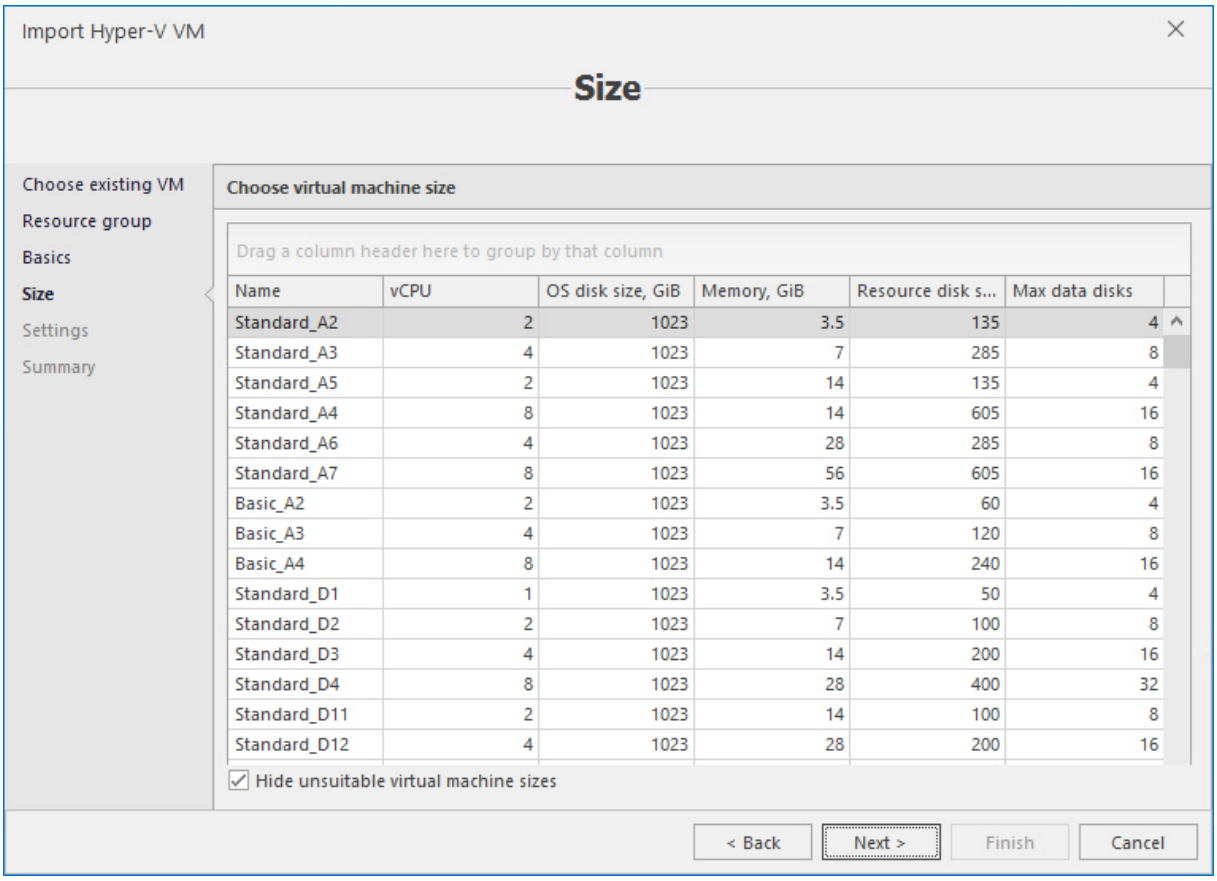
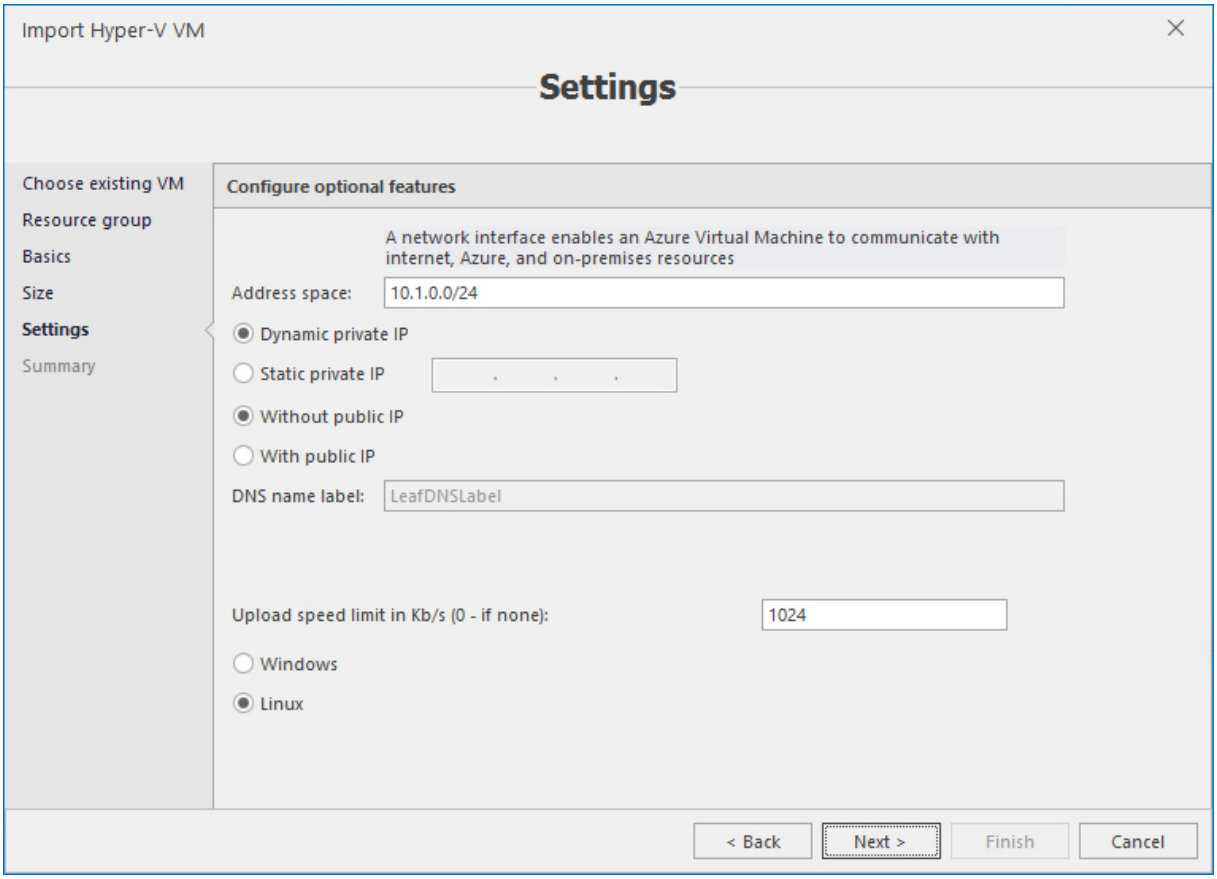


Select size for VM. Click **Next**.



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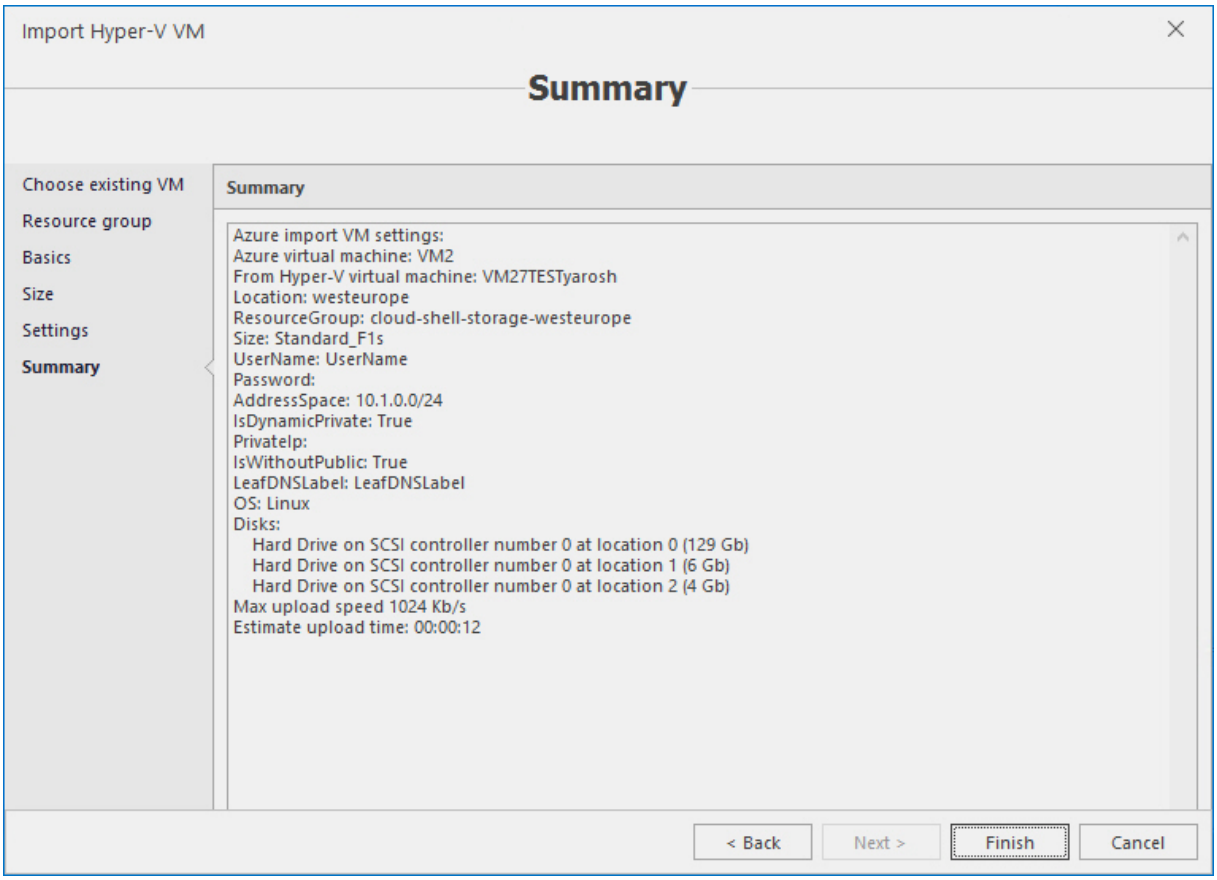
Configure the following settings for VM:

- IP addresses;
- Upload speed limit in Kb/s (0 – if none);
- Guest OS type.

Click **Next**.



Review the summary and click **Finish**.

7.10 Configuring Azure monitoring alerts

To configure Azure monitoring alerts, click the **Configure alerts** button on the main ribbon.

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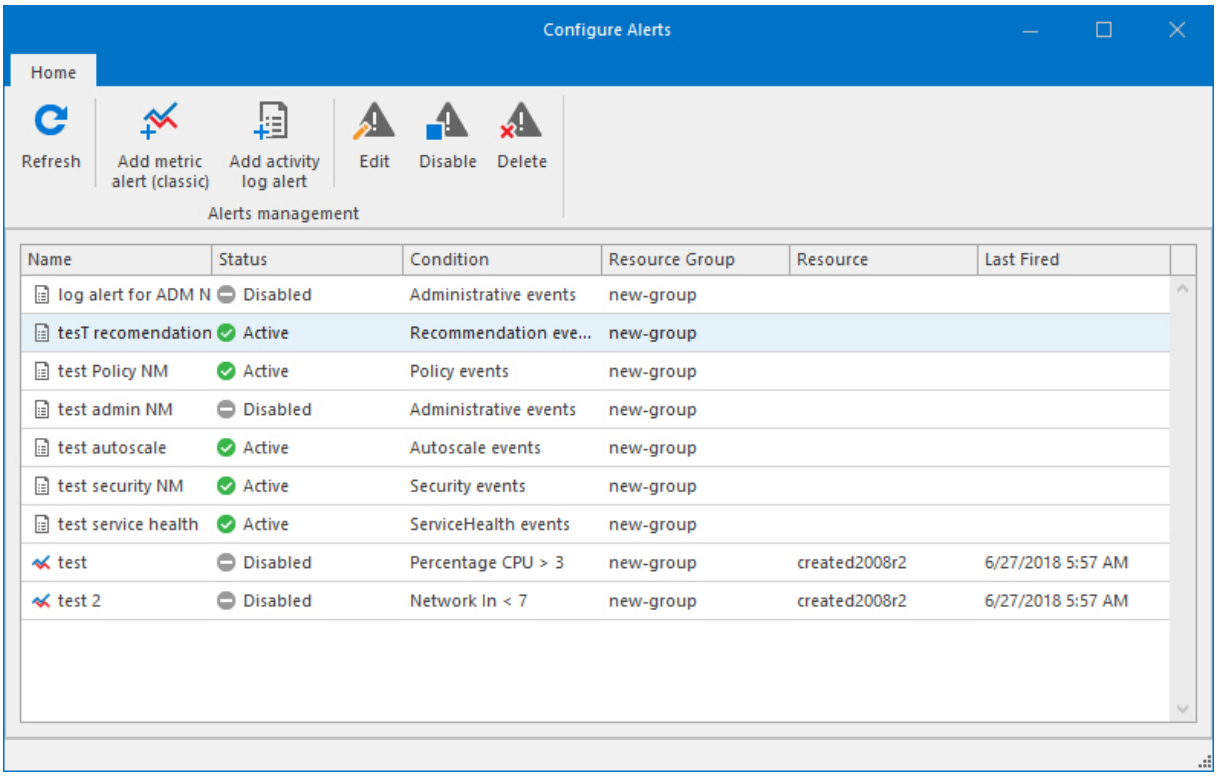

There are two types of alerts – metric alert (classic) and activity log alert. Metric alerts contain numerical data, such as, CPU percentage, disk write/read operations in bytes and sec, network performance etc. Activity log alerts contain information about various services, security issues and actions.

7.10.1 Configuring metric alerts

To add metric alert, click the **Add metric alert (classic)** button on the main ribbon. The **Add metric alert (classic)** wizard will be opened:

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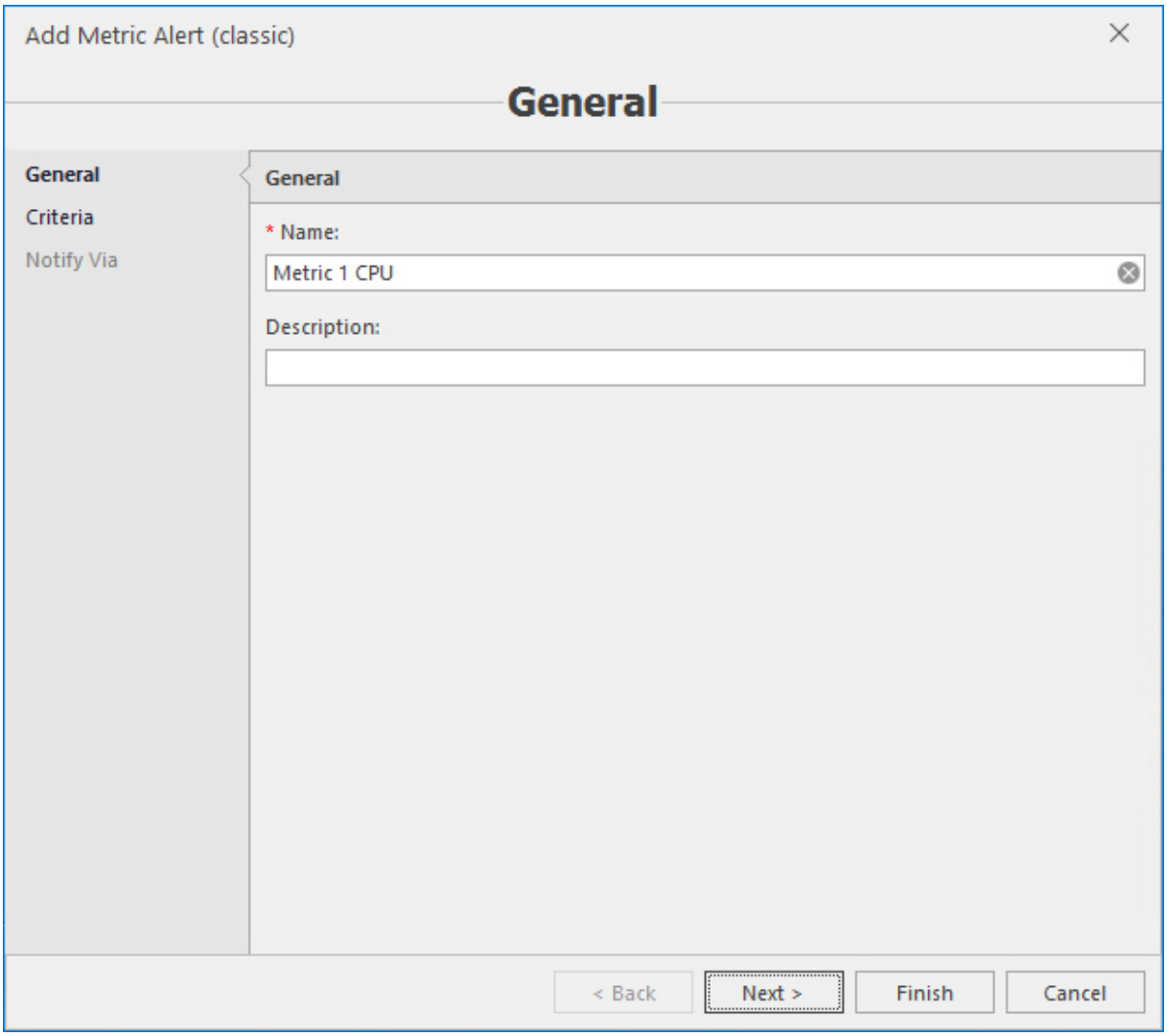

On the **General** screen type the name and description (if necessary) and click **Next**.

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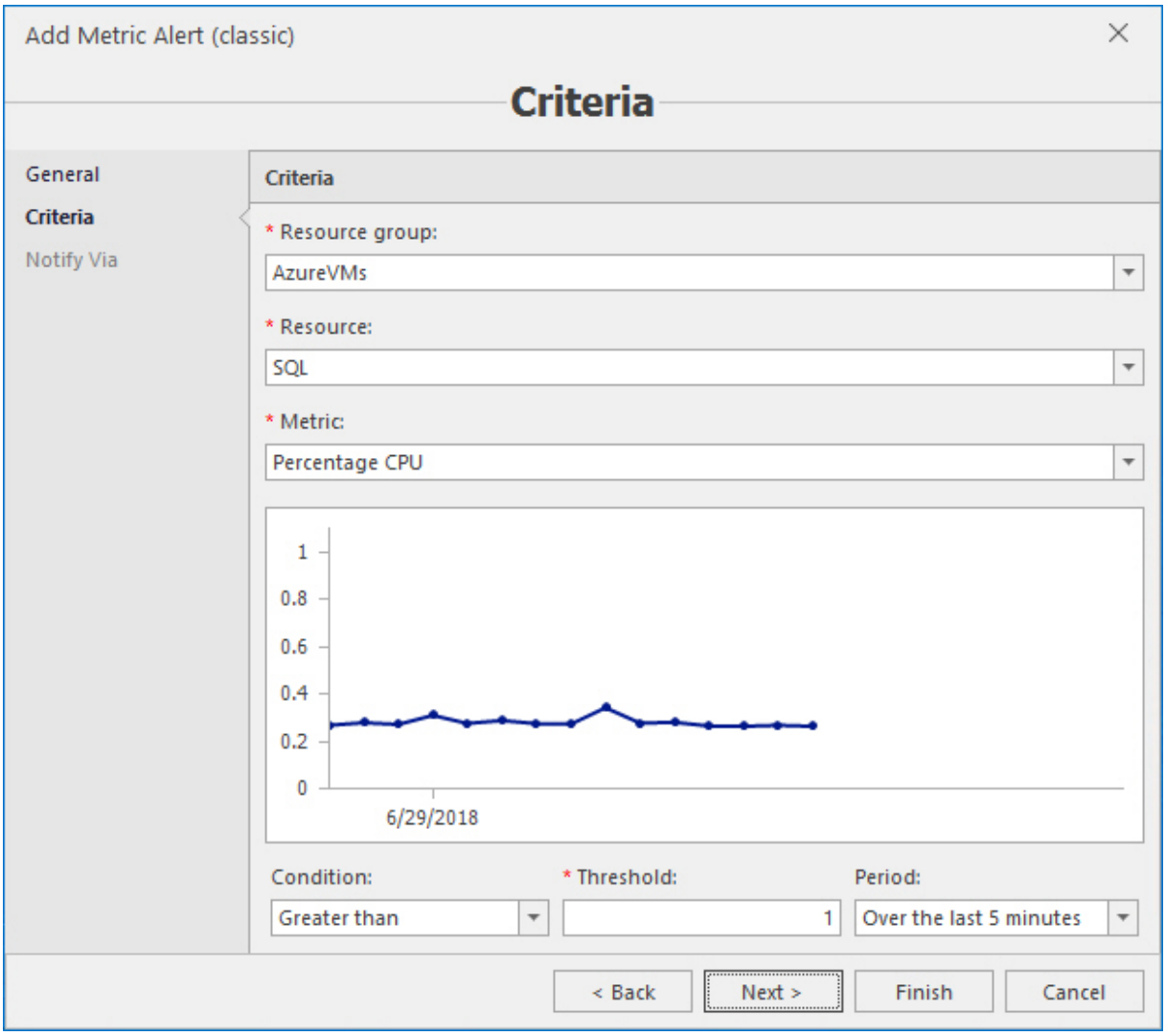

On the next screen, specify the criteria for the alert – resource group, resource, metric, condition, threshold and period. Click **Next**.

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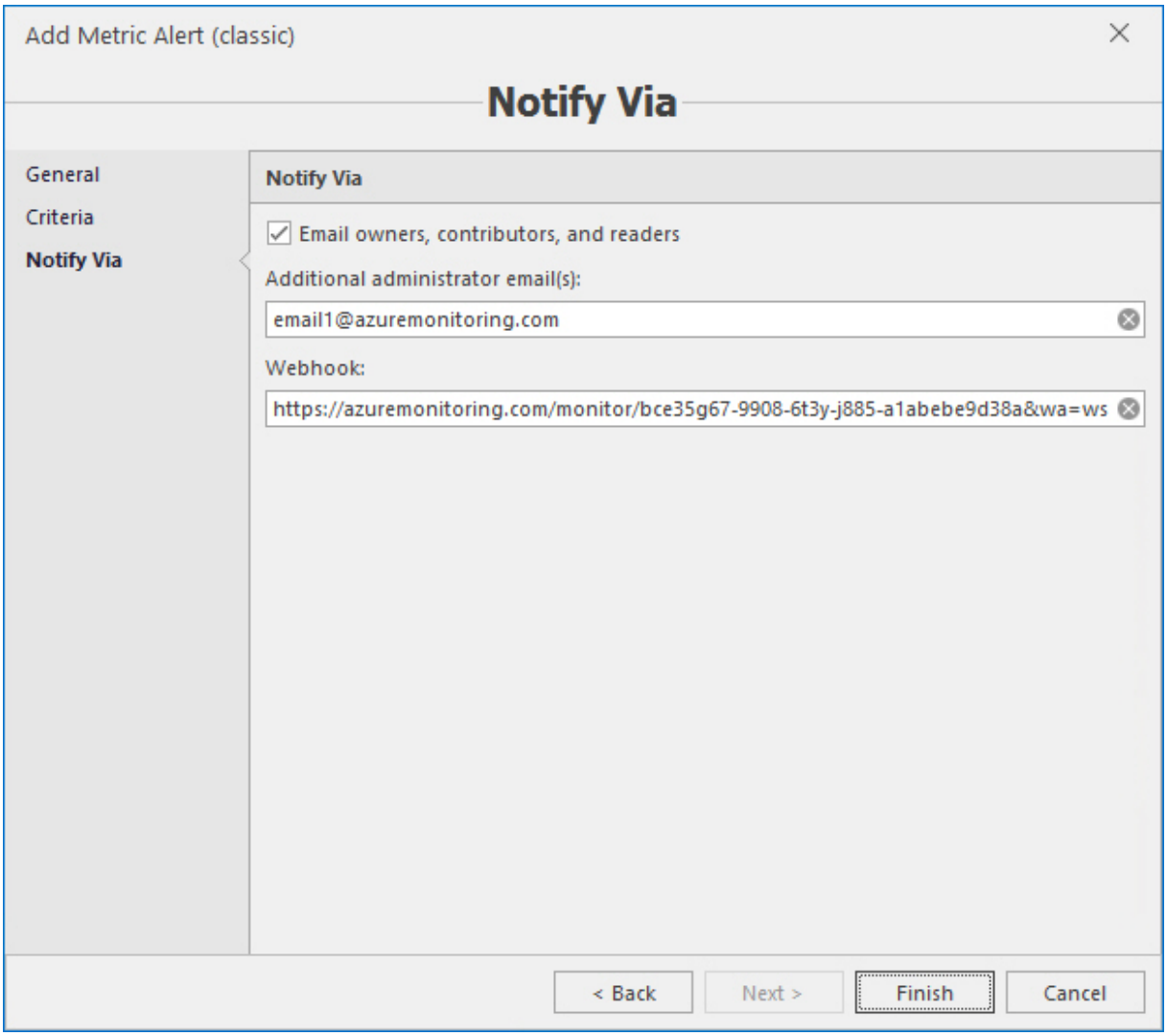

On the last screen determine, whether and who should be notified – email owners, contributors and readers associated with Microsoft Azure subscription and/or additional email addresses, and/or specific http/https endpoint, where the alerts should be sent. Click **Finish**.

To edit the metric alert, select it in the **Configure alerts** window and click the **Edit** button on the main ribbon. Then repeat the same actions as when adding the alert – edit alert settings as required. To remove the metric alert, select it in the **Configure alerts** window and click the **Delete** button on the main ribbon.

7.10.2 Configuring activity log alert

To add activity log alert, click the **Add activity log alert** button on the main ribbon. The **Add activity log alert** wizard will be opened:

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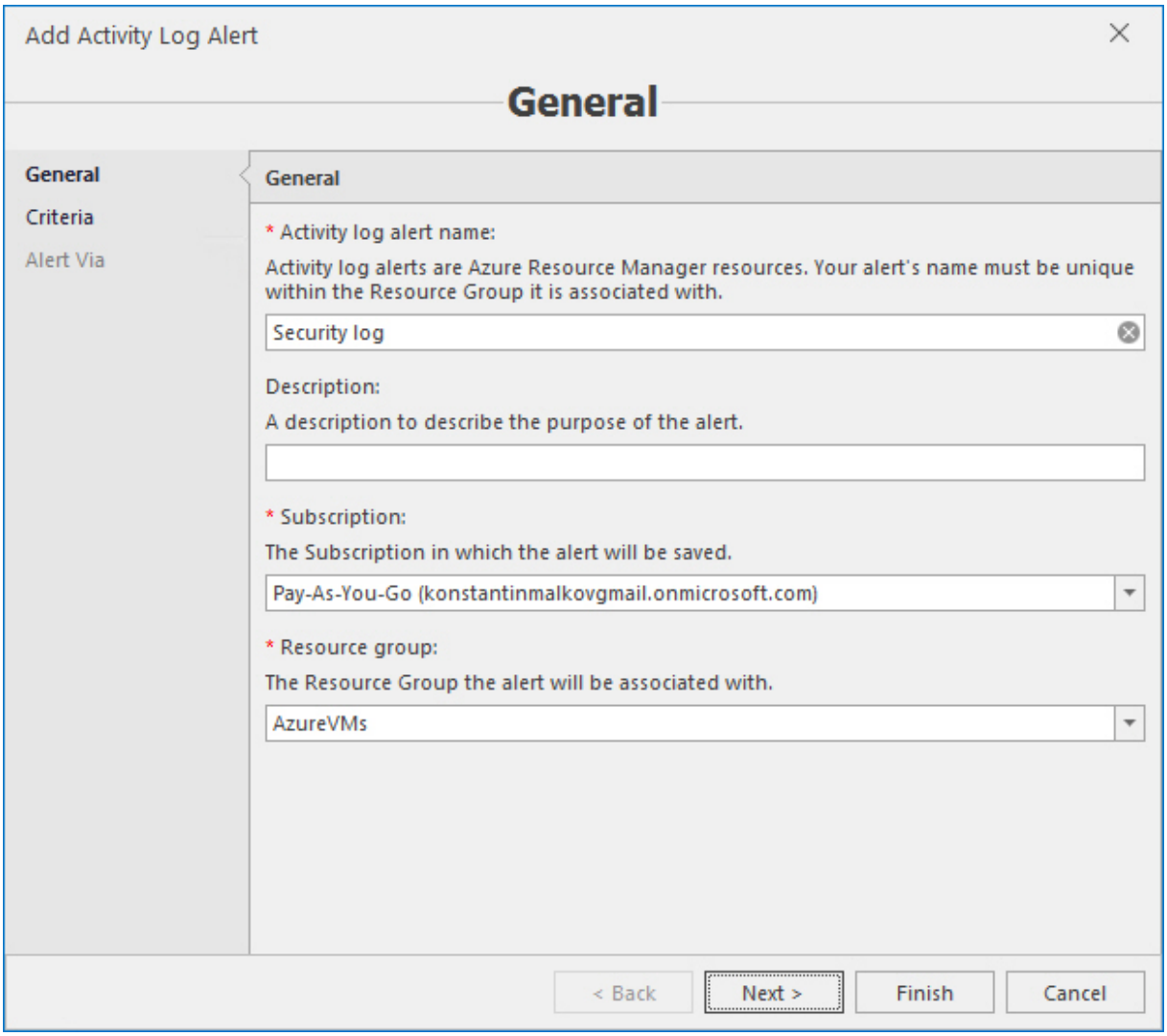

On the **General** screen, specify the following parameters – activity log alert name, description (if necessary), Microsoft Azure subscription and resource group. Click **Next**.

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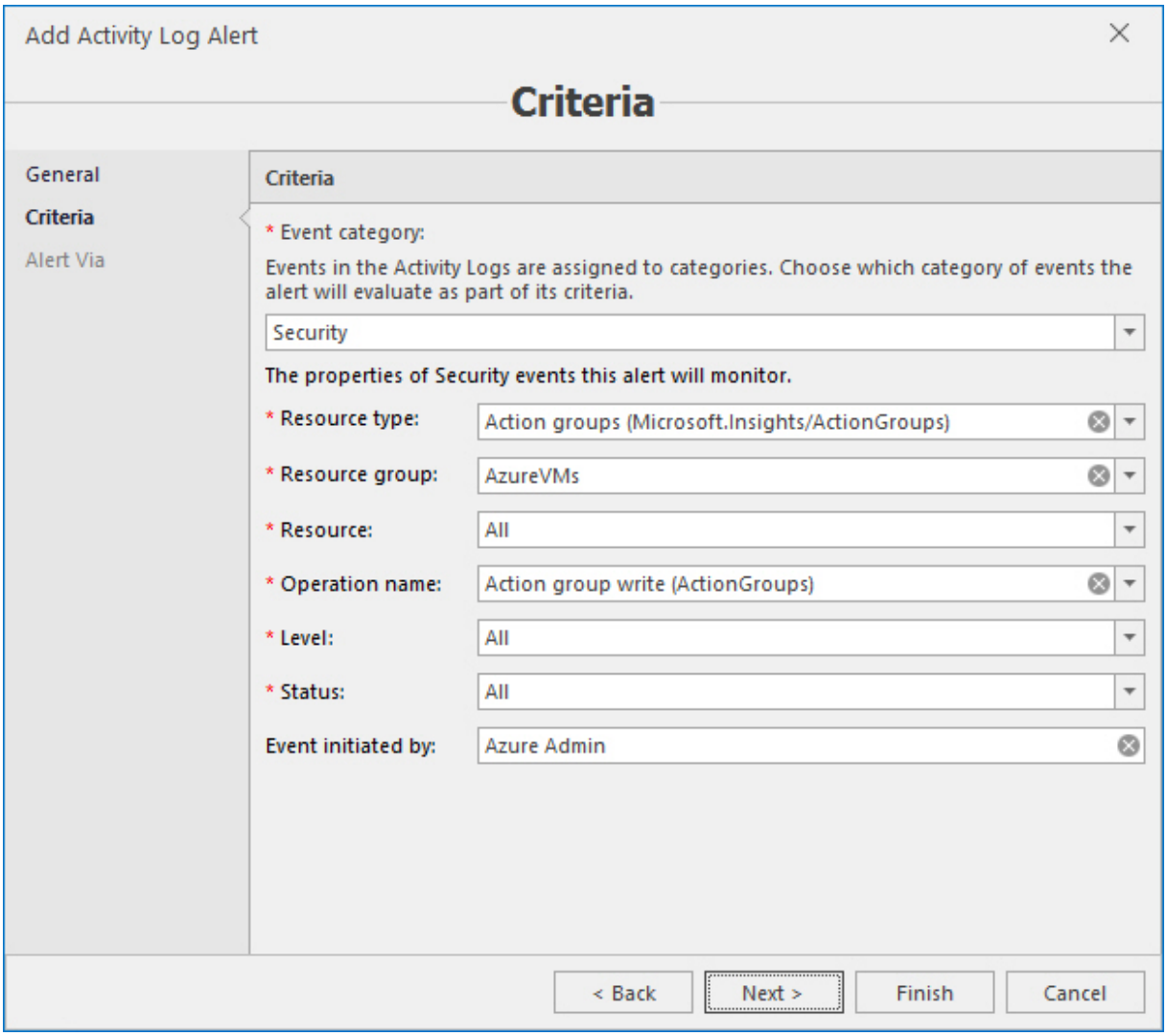

On the next screen, specify criteria for the activity log alert. Events in the activity logs are assigned to categories. First, select the required category, then select properties. The **All** value that is set by default will include all values in each property. Also, you may type the name or another ID of the person who created the alert, if required. Click **Next**.

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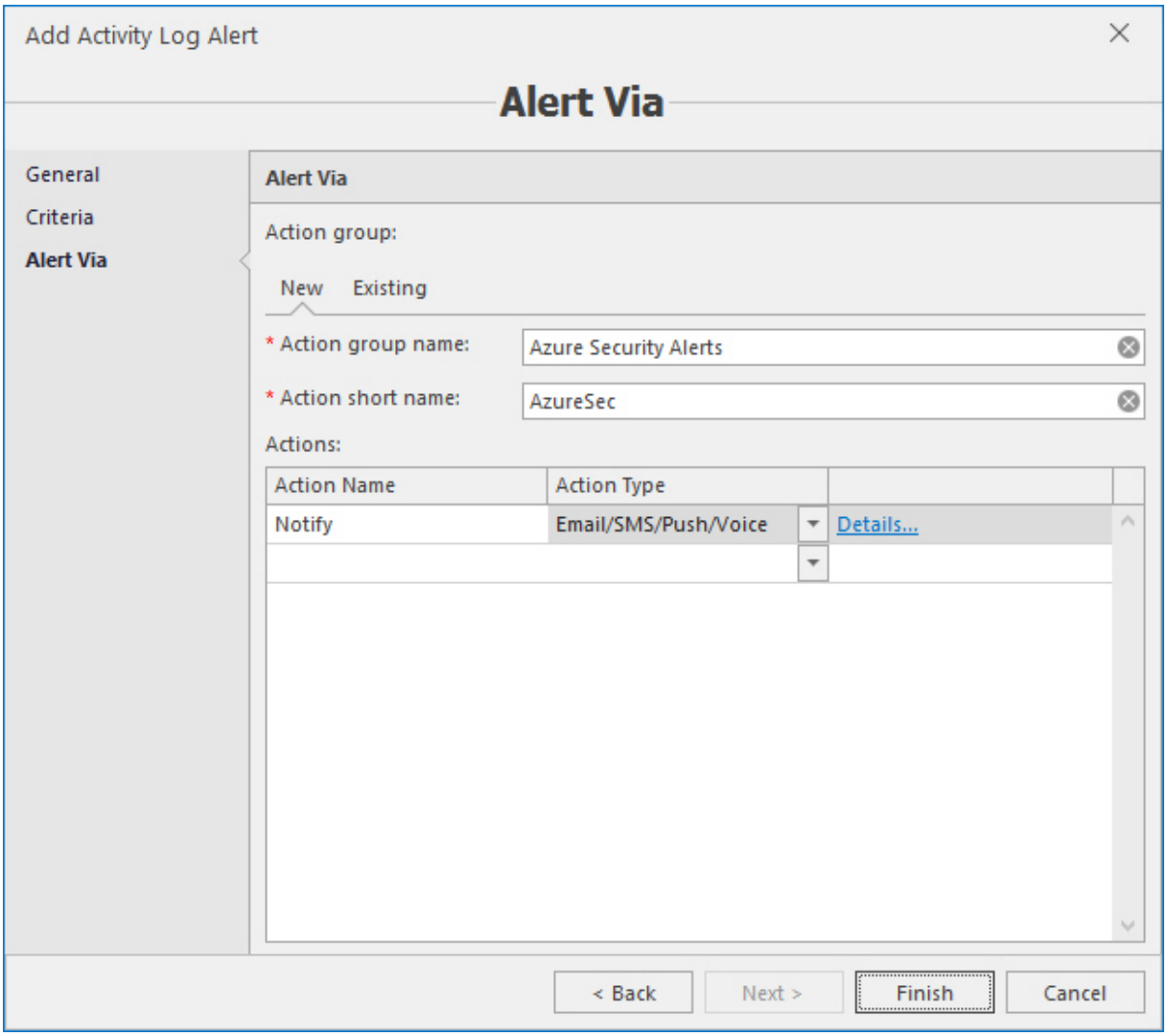

On the last screen, specify notification actions associated with the alert. You can configure the new group or select the existing one.

To configure the new notification action group, stay on the **New** tab and enter full and short name for the new group. Then specify action name and type.

Click on **Details** link. The following dialog will be opened:

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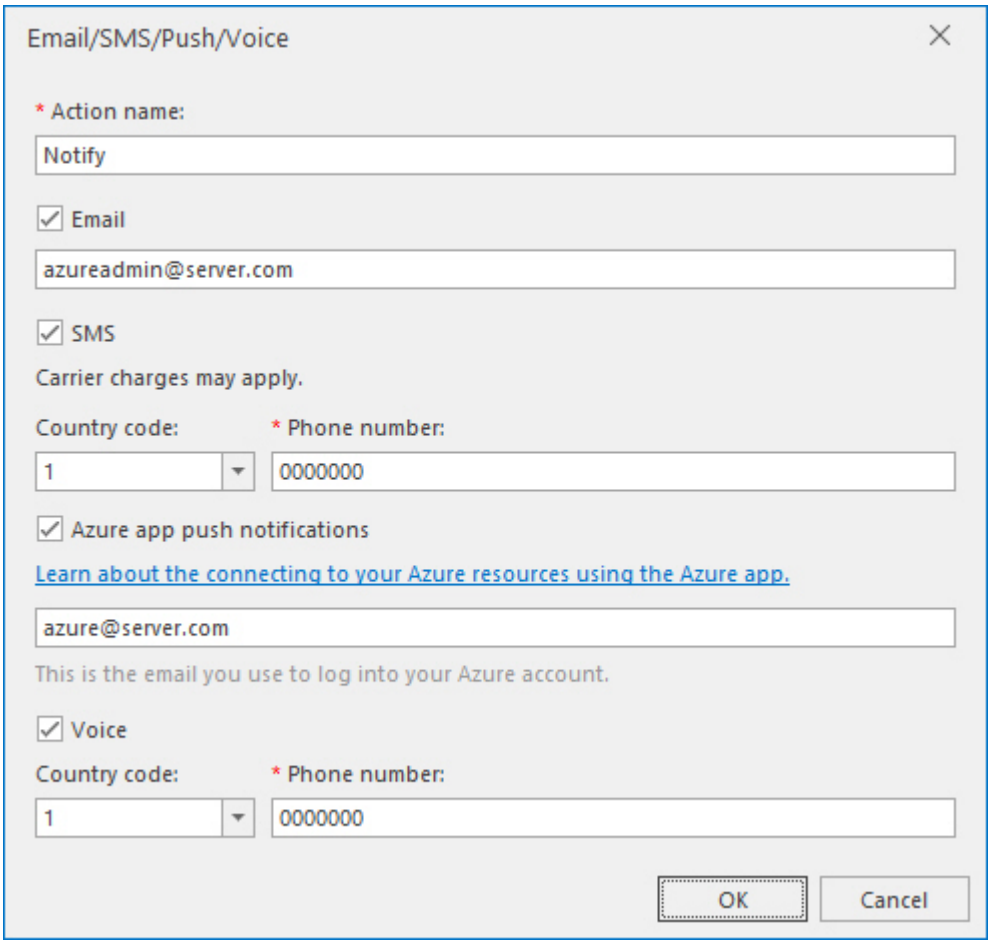

Fill up the parameters for notification methods as required – email, SMS, push and/or voice. Click **OK**. You may add several actions into the new group.

To select the existing action group, move to the **Existing** tab:

Select the required action group from the drop-down box.

Click **Finish** on the wizard when you complete the operation to add the new activity log alert.

To edit the activity log alert, select it in the **Configure alerts** window and click the **Edit** button on the main ribbon. Then repeat the same actions as when adding the alert – edit alert settings as required. To remove the activity log alert, select it in the **Configure alerts** window and click the **Delete** button on the main ribbon.

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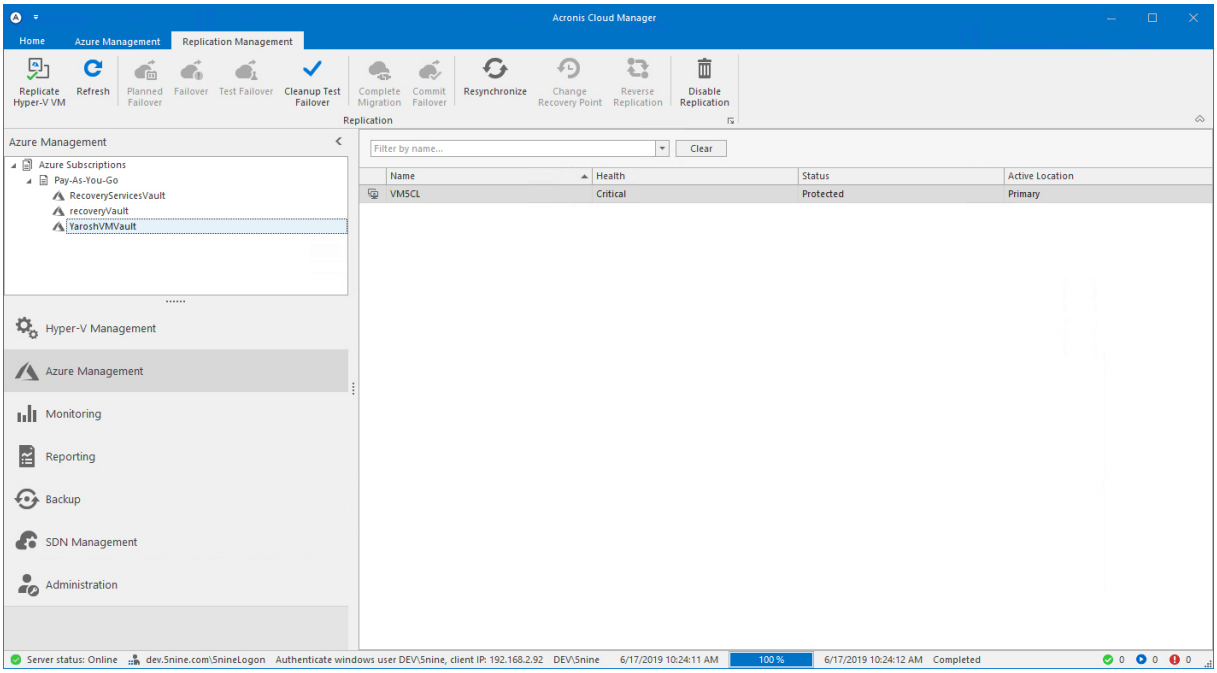
7.11 Hyper-V VM replication into Azure

The **Azure management** plugin provides ability to replicate Hyper-V VMs into Azure, which acts as a replica server instead of the other Hyper-V server since that happens in the Hyper-V replication environment. This Acronis Cloud Manager feature is managed on the **Replication management** tab:



To start Hyper-V VM replication into Azure, first select the subscription to which VM will be replicated. To be able to start replication into Azure using Acronis Cloud Manager, the recovery vault with all necessary parameters must be configured on Azure portal for the selected subscription.

Click the **Replicate Hyper-V VM** button on the main ribbon.

Configure replication parameters:

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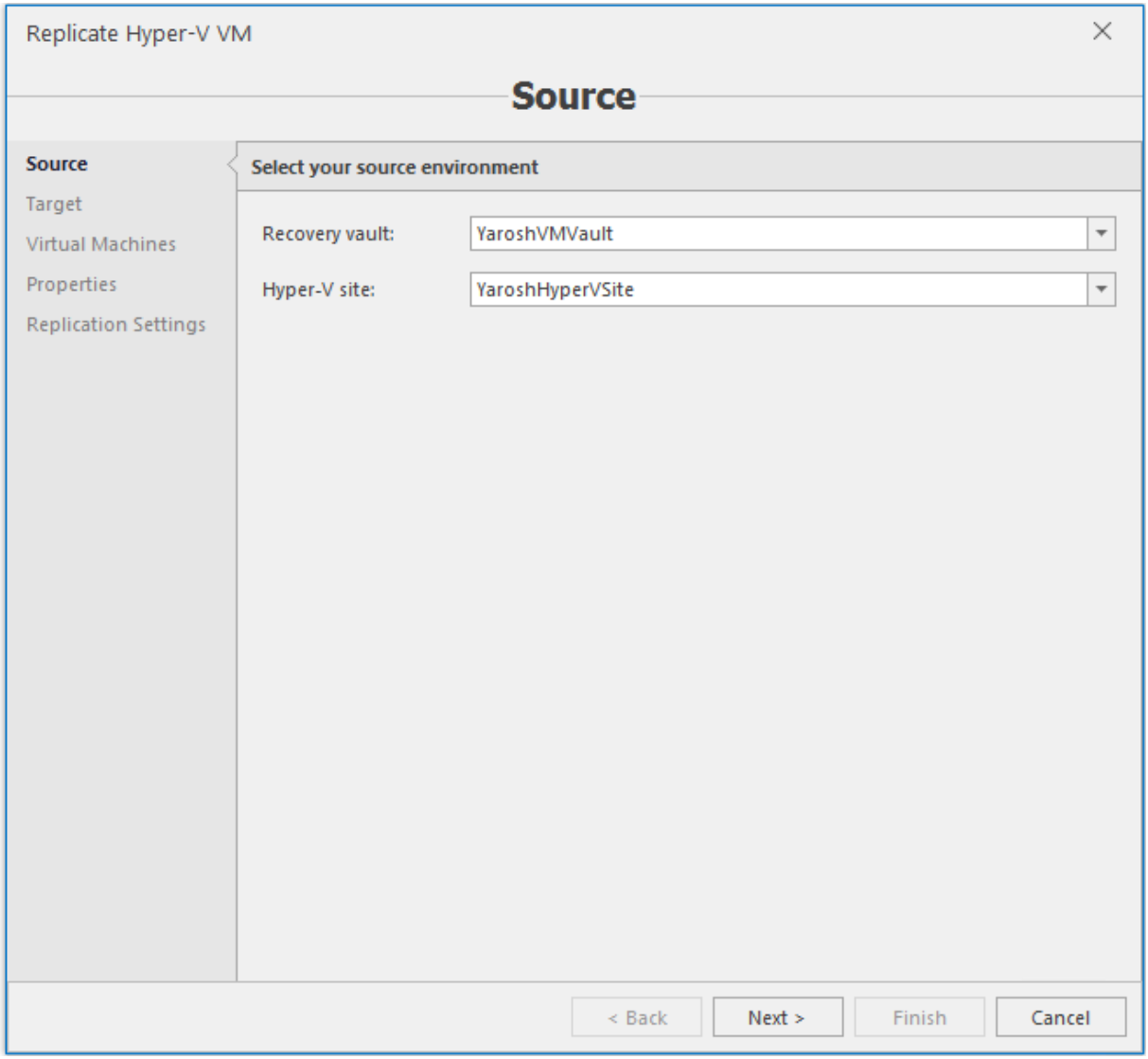

Select the recovery vault and Hyper-V site. These parameters must be configured on Azure portal in advance. Click **Next**.

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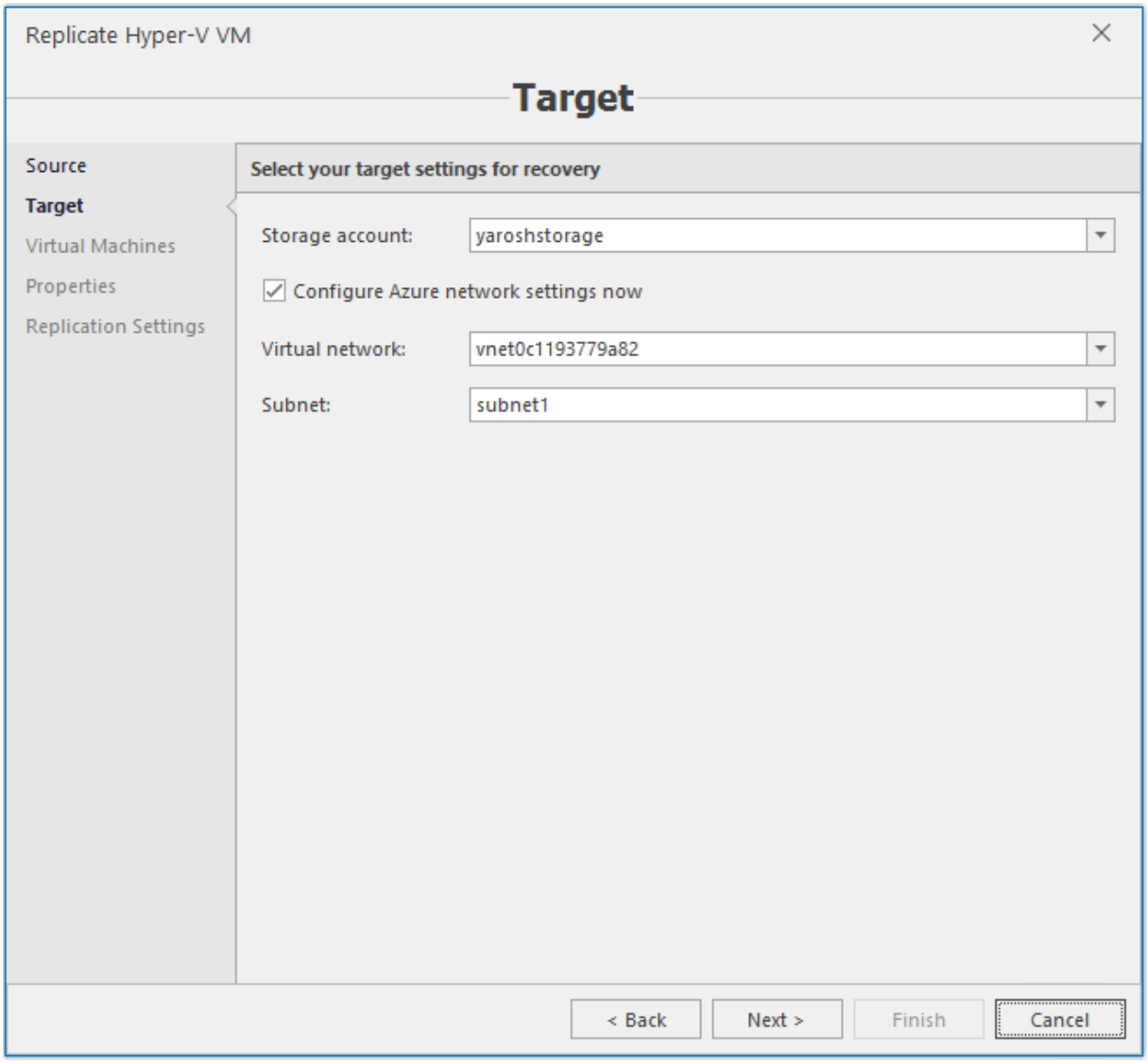

Configure the target settings for recovery – storage account, virtual network and subnet. Click **Next**.

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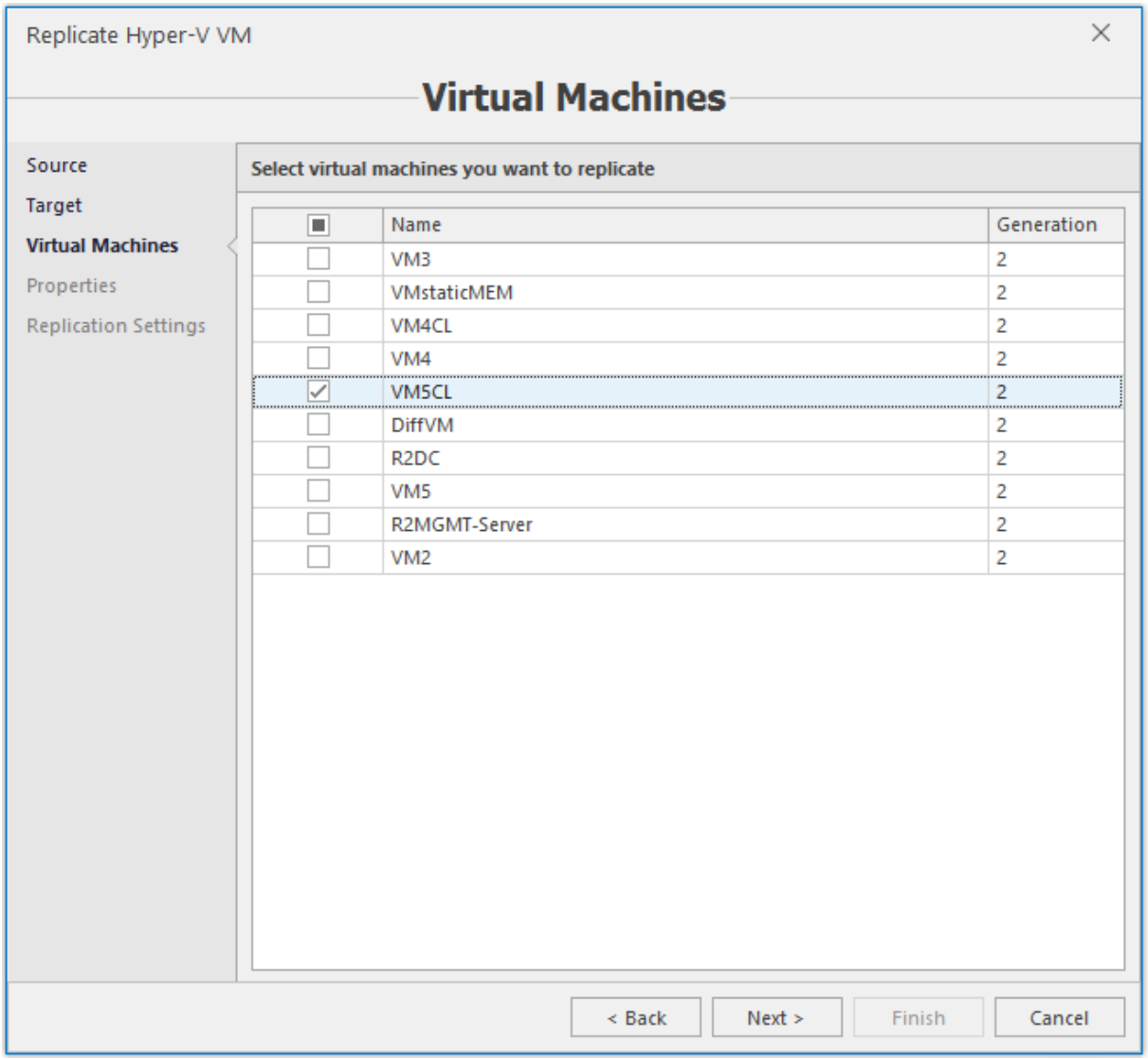

Select virtual machines for replication. Click **Next**.

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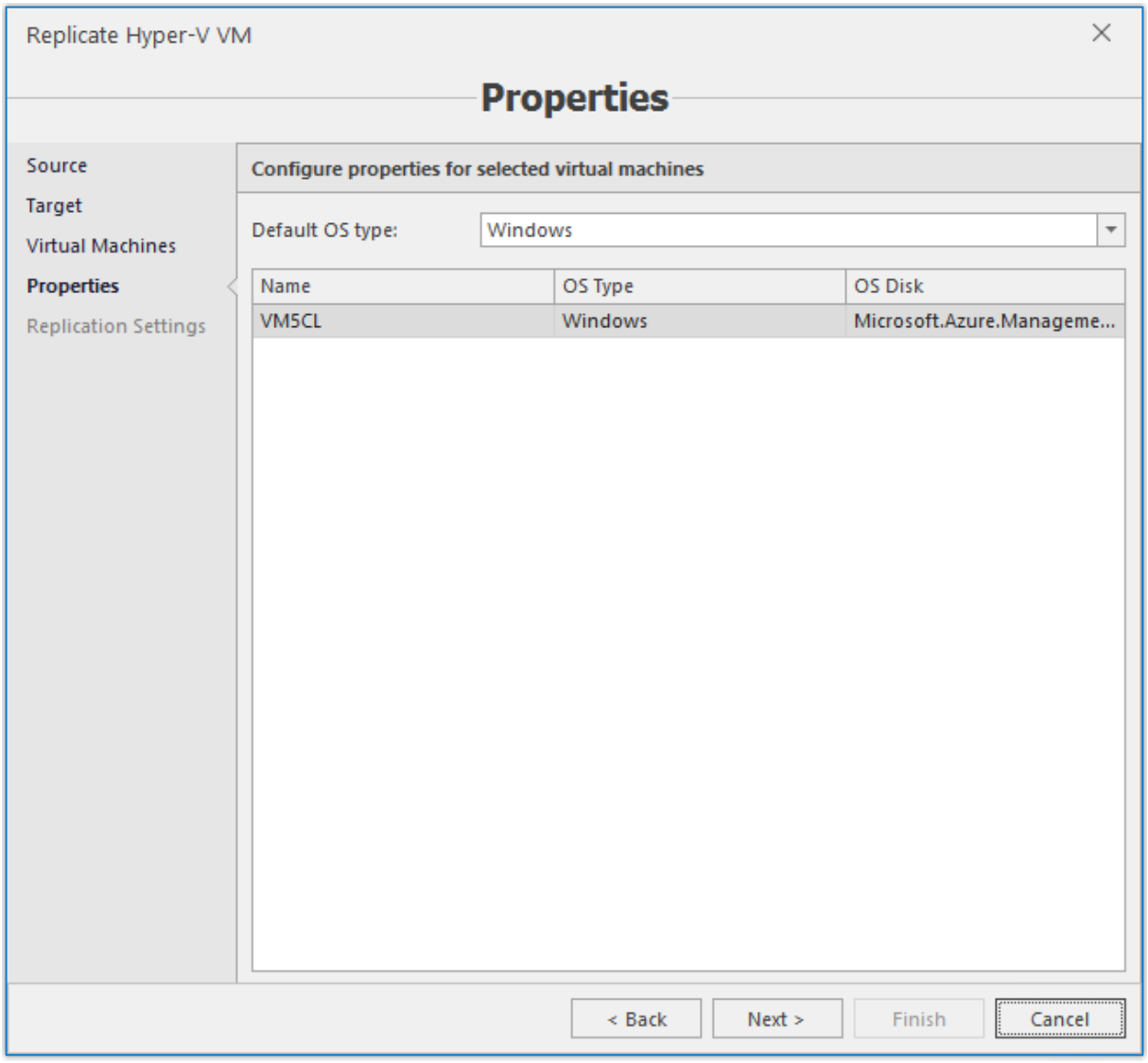

Select the operating system of the VM (Windows/Linux). Click **Next**.

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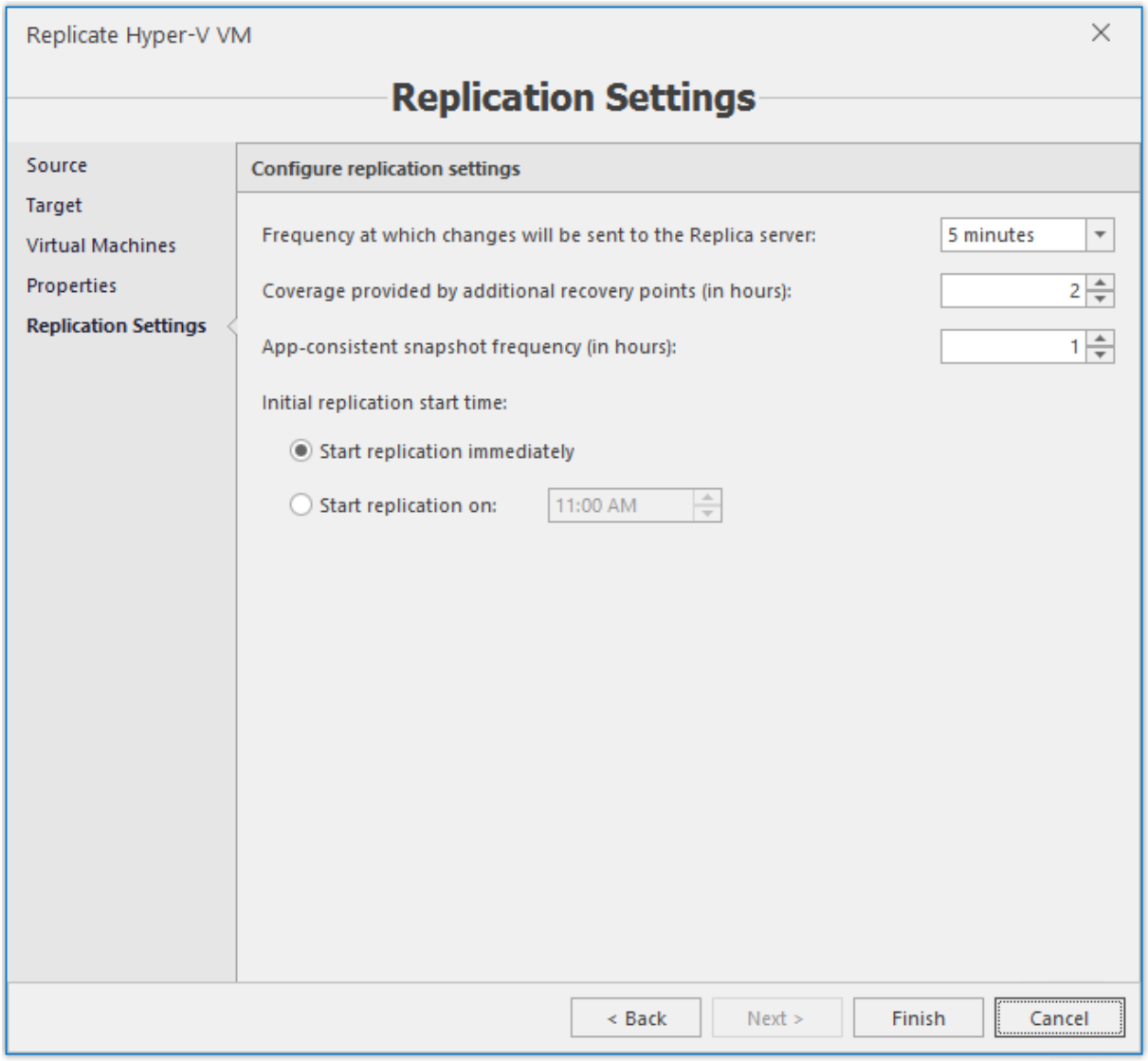

Configure the general replication settings:

- Frequency to send changes to the Replica server (Azure).
- Coverage period in hours, which additional recovery points provide.
- Application-consistent snapshot frequency in hours.
- Replication start time: immediately upon completing the replication configuration wizard or deferred start (at which moment in the future).

Click **Finish** to save replication configuration settings and start replication in accordance with the configured schedule.

Other replication operations available: failover, test failover, planned failover, commit failover, complete migration, resynchronize, change recovery point, reverse replication. Disabling replication into Azure will erase the replicated VM from Azure and, if configured, stop the replication on the VM:

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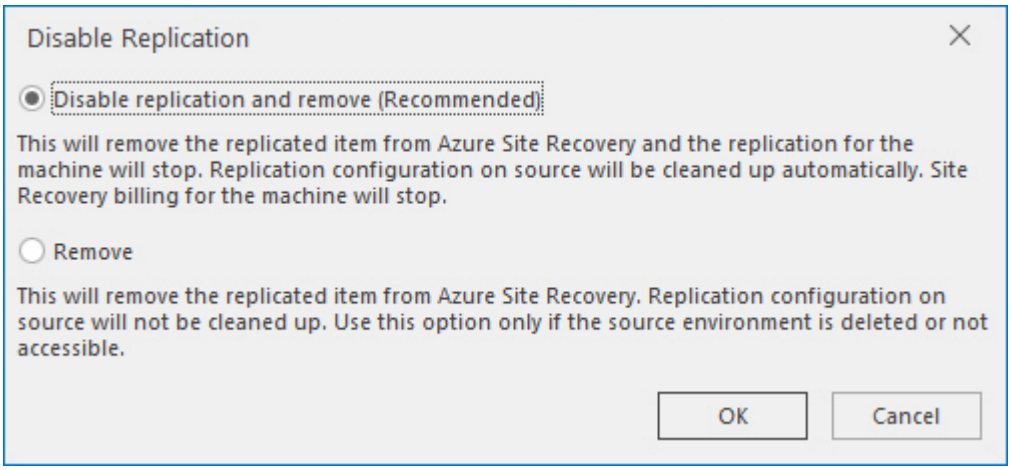

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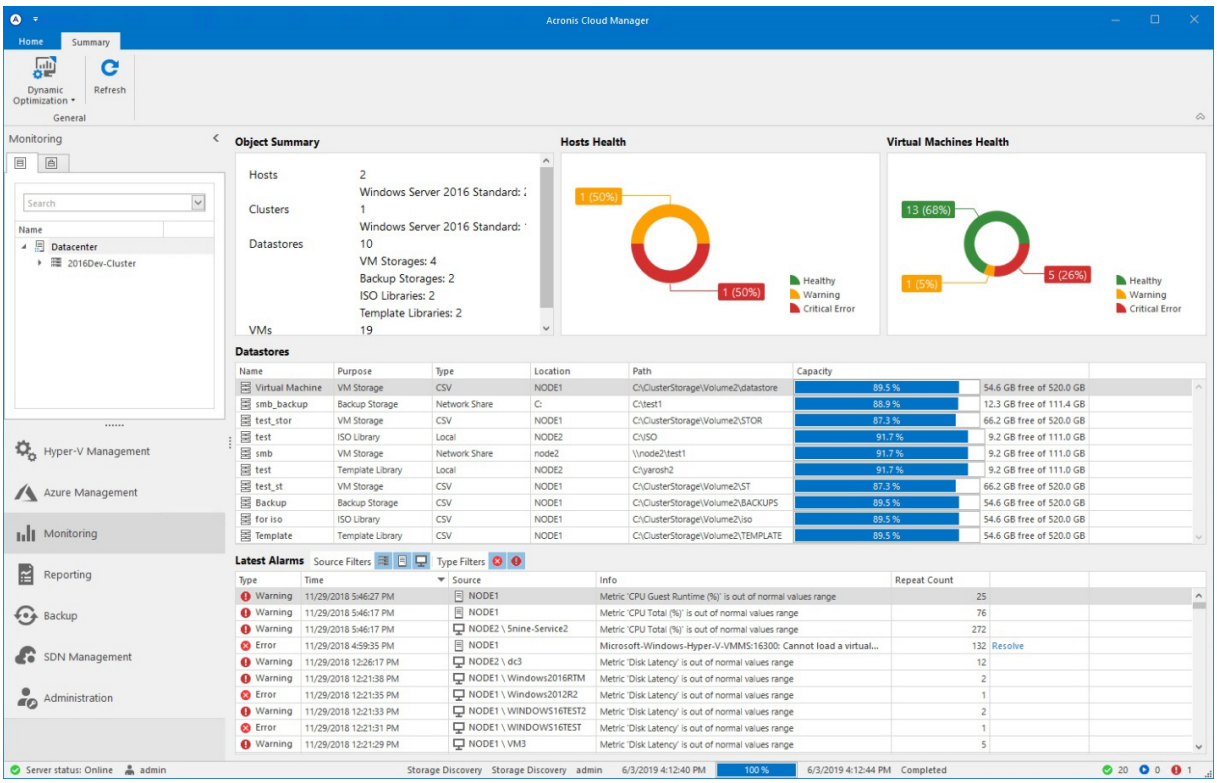
8 Hyper-V monitoring

Acronis Cloud Manager provides basic capabilities for cluster, host and VM monitoring. The **Datacenter** view provides consolidated data for the entire environment.

8.1 Datacenter monitoring

Datacenter monitoring contains consolidated data for all managed objects – clusters, hosts and virtual machines. It also displays datastore information and the list of latest alarms.



8.2 Cluster monitoring

Cluster monitoring has the following tabs containing information about cluster performance indicators:

- **Summary**.
- **Disk**.

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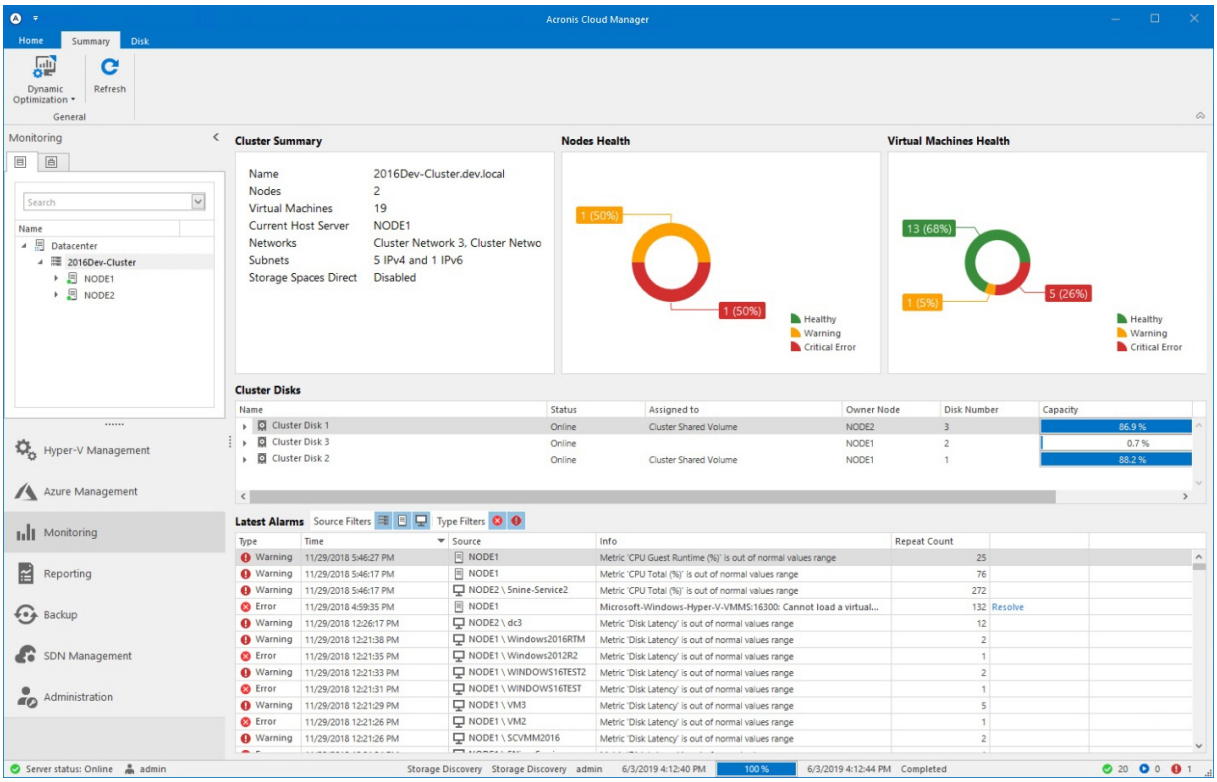
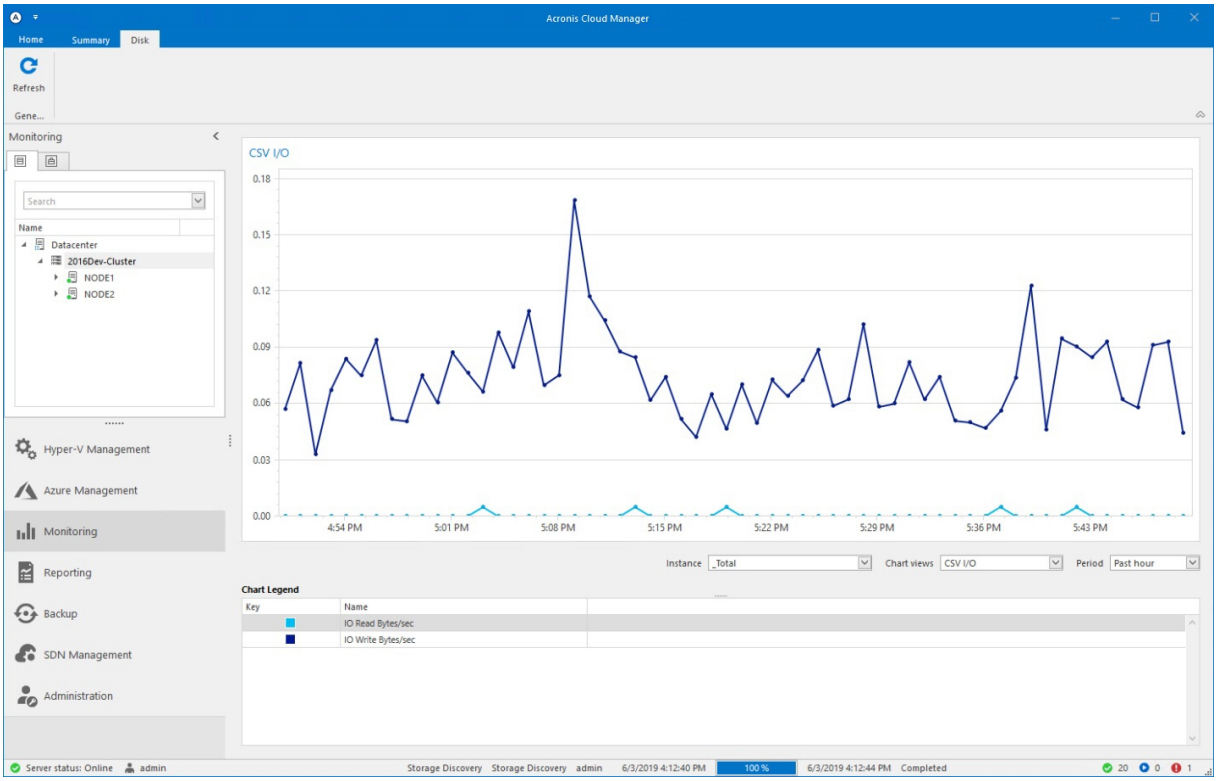


Note

Summary contains consolidated data for the cluster, overall nodes health diagram, overall VMs health diagram, cluster disks info and the list of latest alarms.

The **Disk** tab shows detailed diagram for CSV volumes I/O and historical data.



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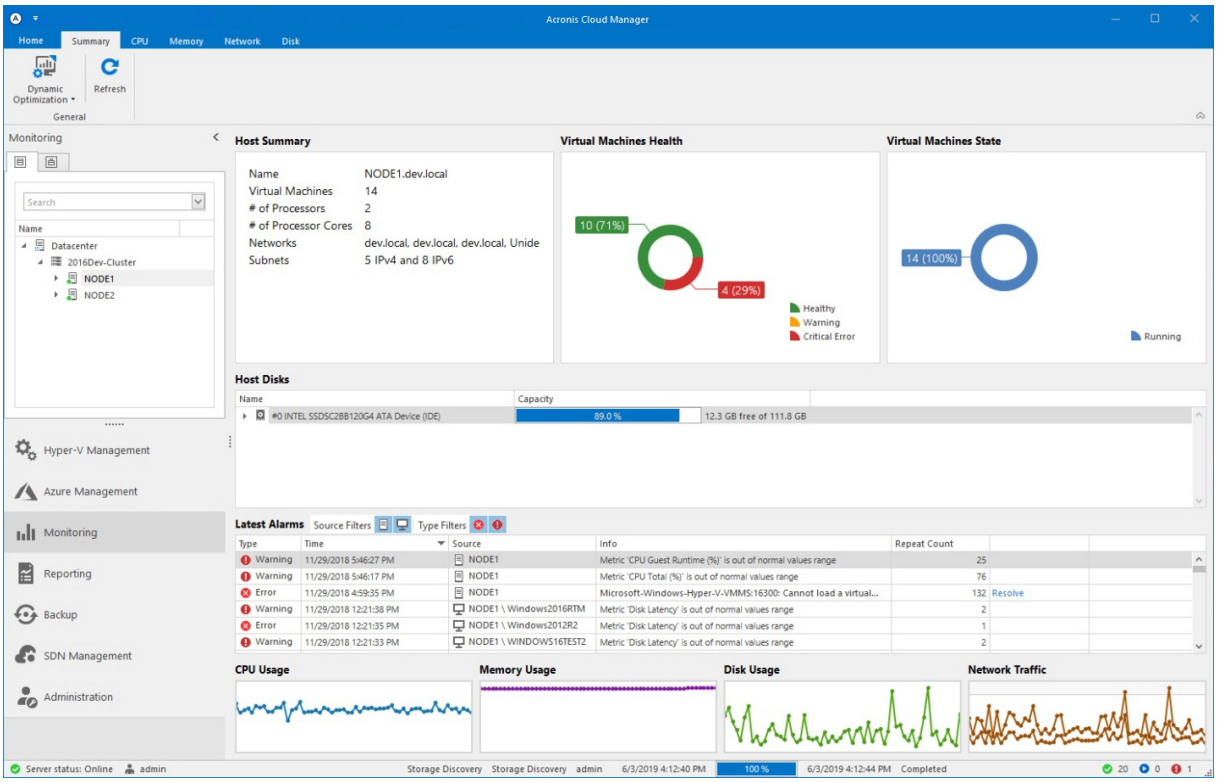
8.3 Host monitoring

Host monitoring has the following tabs containing information about host performance indicators:

- **Summary**.
- **CPU**.
- **Memory**.
- **Network**.
- **Disk**.

The **Summary** tab contains consolidated host information, VM states and health diagrams, host disks information, CPU total usage (%), memory consumption (Mb), disk read/write speed (MB/sec) and network in/out traffic (MB/sec) and the list of latest alarms.



Note

CPU, **Memory**, **Network** and **Disk** tabs show more indicators and historical data for the host.

E.g., the **Memory** tab displays the detailed information about the host memory consumption:

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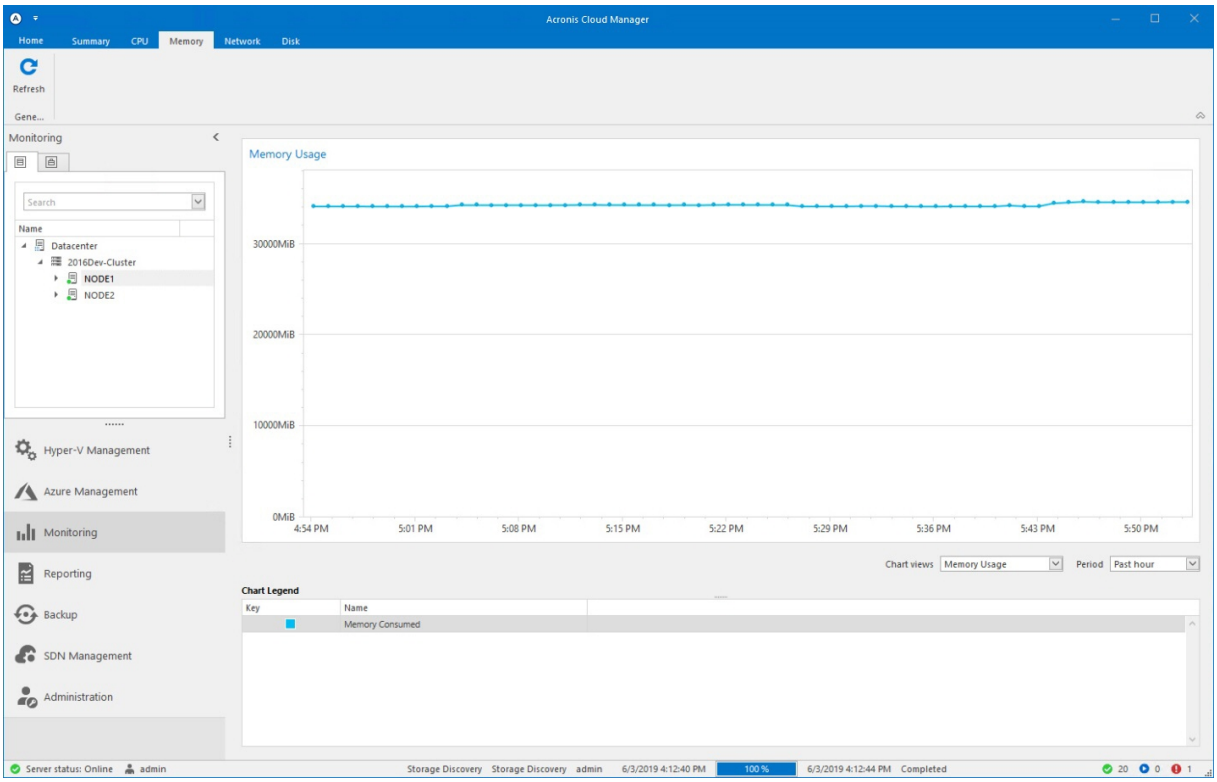

8.4 VM monitoring

VM monitoring has the following tabs containing information about VM performance indicators:

- **Summary**.
- **CPU**.
- **Memory**.
- **Network**.
- **Disk**.

The **Summary** tab contains VM CPU total usage (%), memory consumption (Mb), disk read/write speed (MB/sec) and network in/out traffic (MB/sec).

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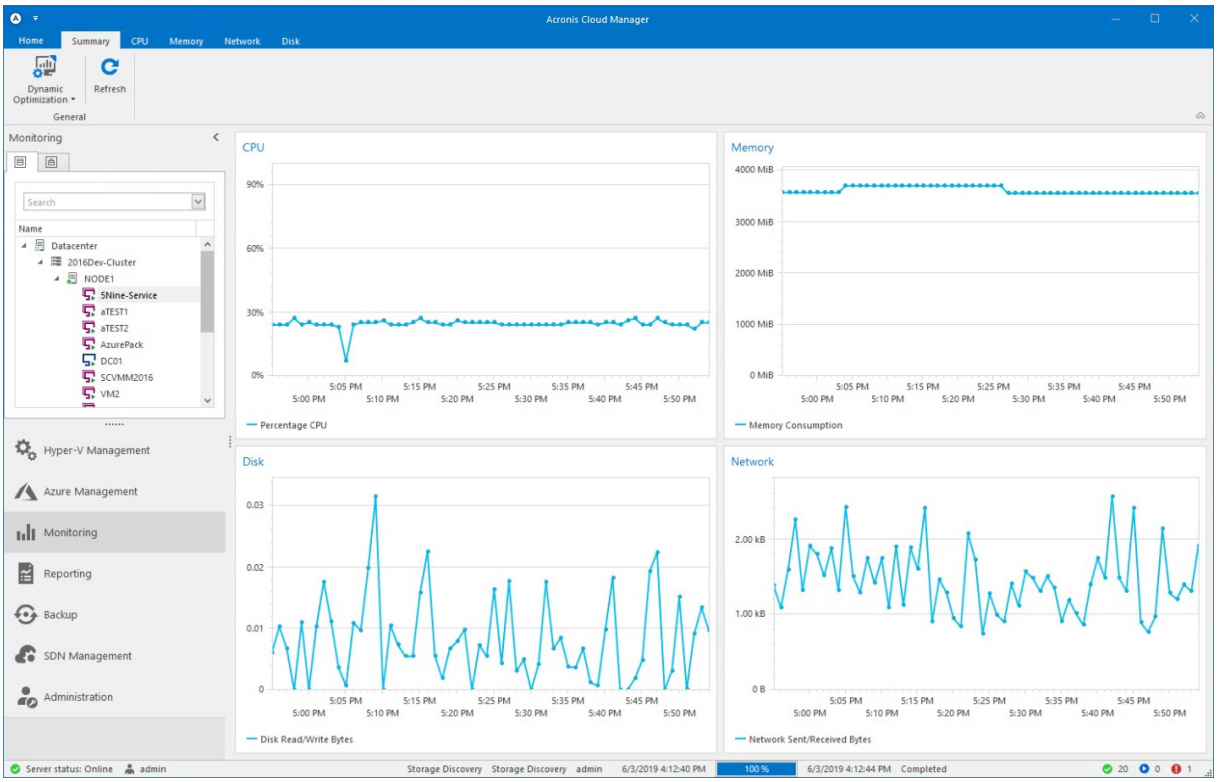
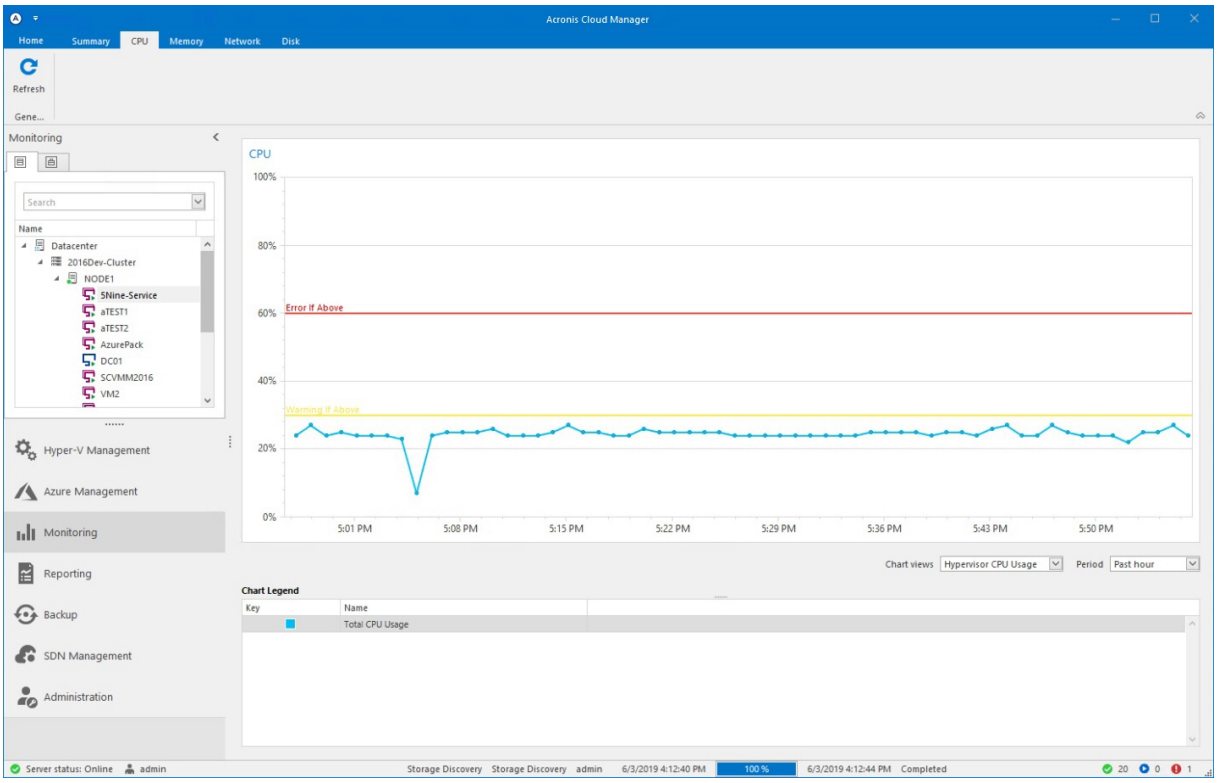


Note

CPU, **Memory**, **Network** and **Disk** tabs show more indicators and historical data for the VM.



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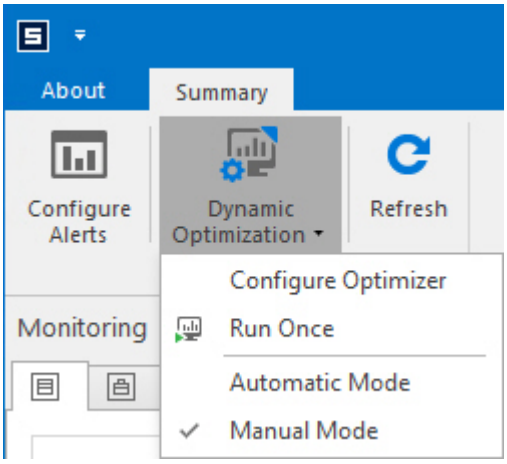
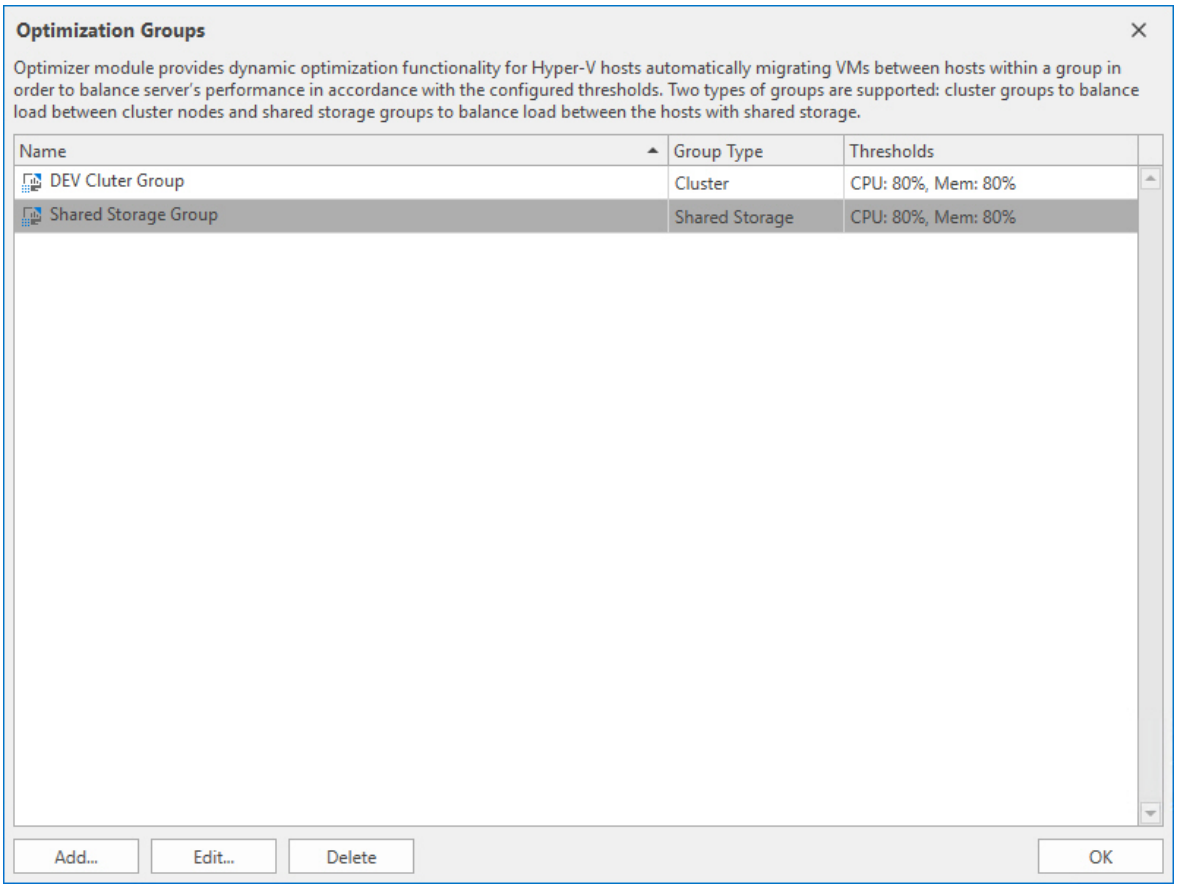
8.5 Optimizer

Optimizer is an active part of Acronis Cloud Manager monitoring feature. It provides dynamic optimization for Hyper-V servers' VM load based on the configured parameters and each server's performance. Selected VMs will be dynamically migrated to a less loaded Hyper-V host (cluster node) in accordance with the configured thresholds.

1. To configure optimizer, click the **Dynamic optimization** – **Configure optimizer** menu item on the main ribbon of the **Monitoring** plugin screen:



2. In the **Optimization groups** dialog window, you can add, edit and remove optimization groups.



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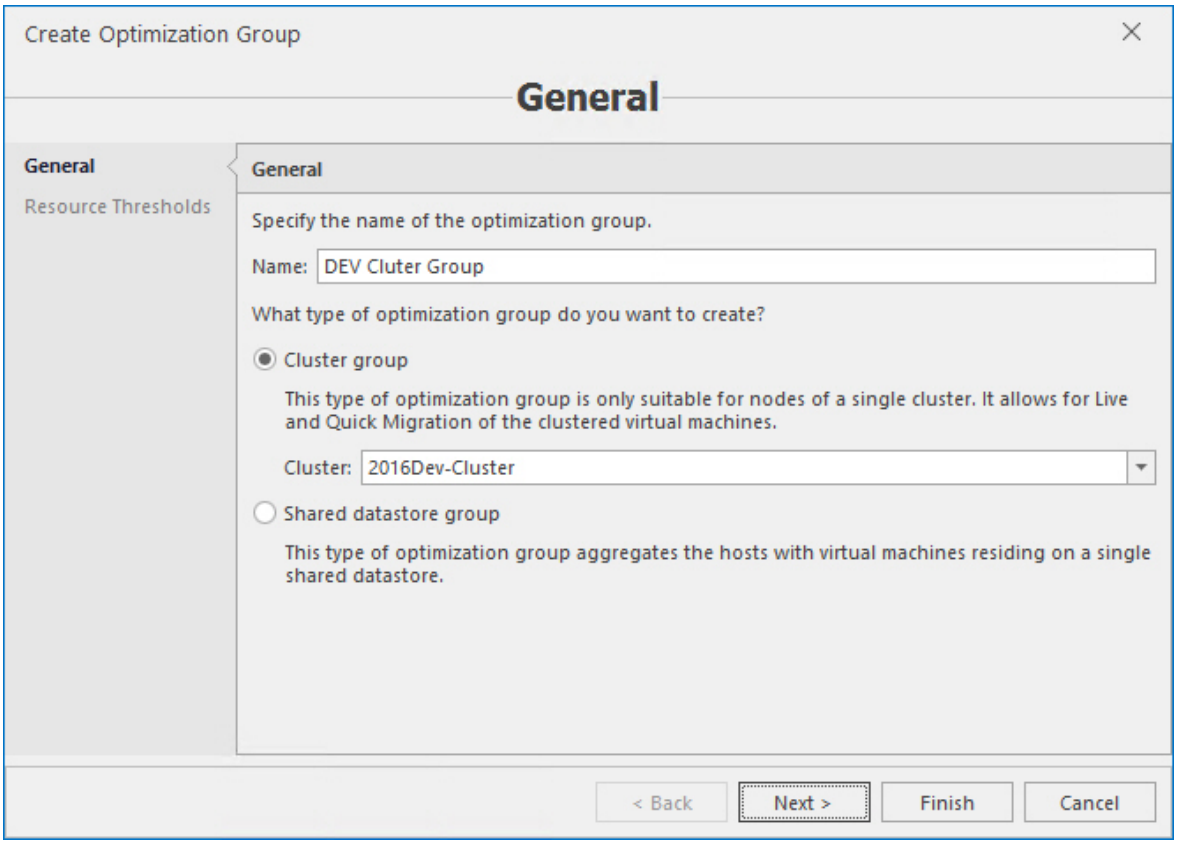
3. To add the new group, click **Add** to open the **Create optimization group** wizard.
4. Set the optimization group parameters: specify group name and choose the group type:



If the **Cluster group** type is selected, then choose the available cluster from the drop-down box.

If the **Shared datastore group** type is selected, then you will need to choose the datastore on the next screen:

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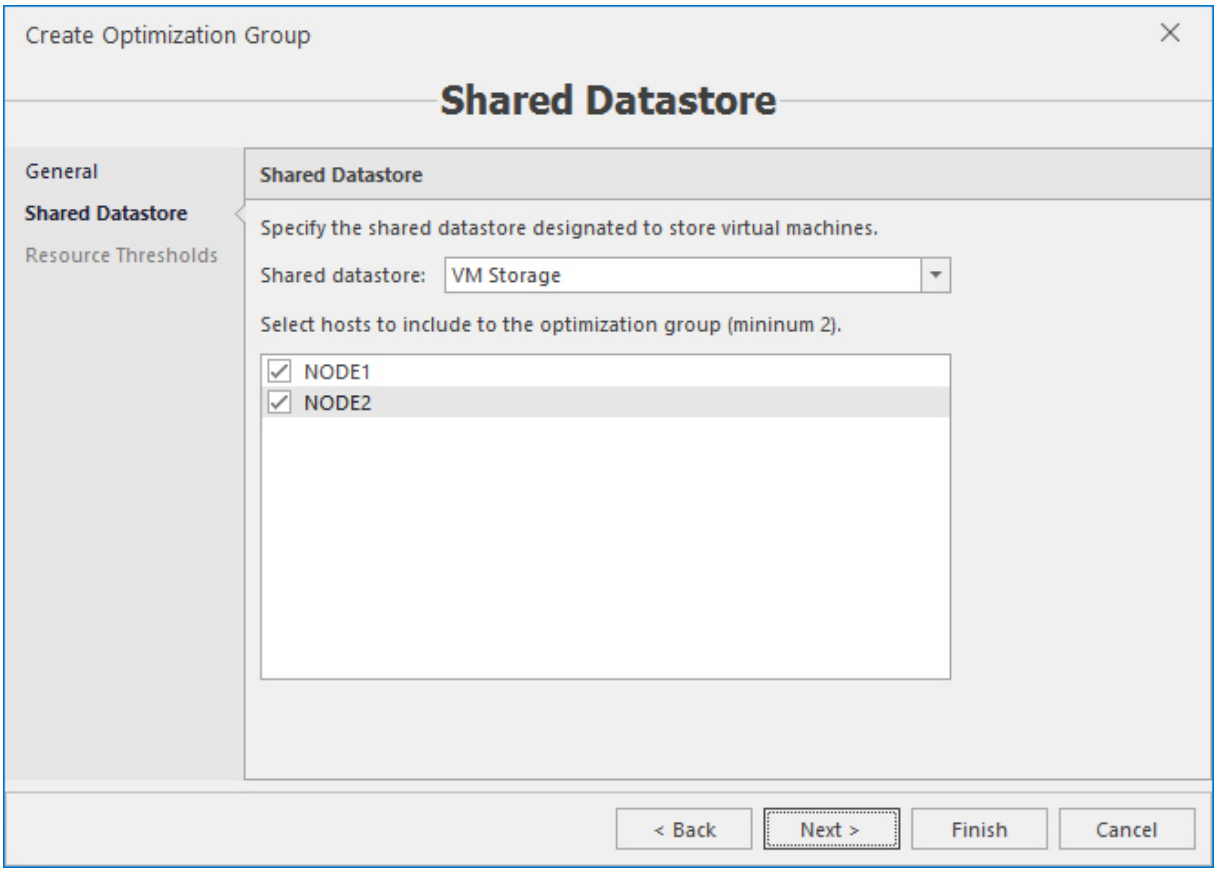
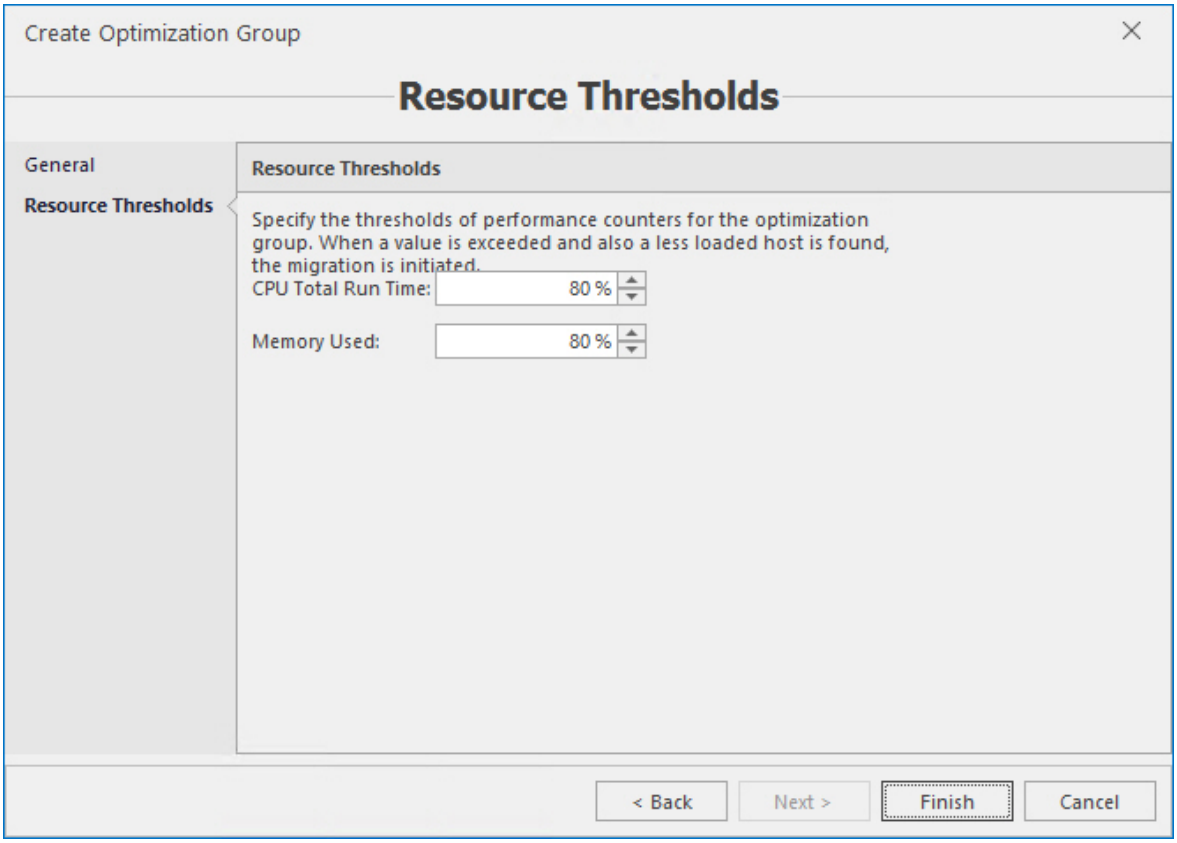


5. Set the resource thresholds for Hyper-V server's CPU and memory consumption:



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6. Click **Finish** when complete.
7. To choose automatic or manual optimizer mode, select the corresponding option in the **Dynamic optimization** menu on the main ribbon.
8. To run the optimizer once, click the **Run once** item in the **Dynamic optimization** menu on the main ribbon.

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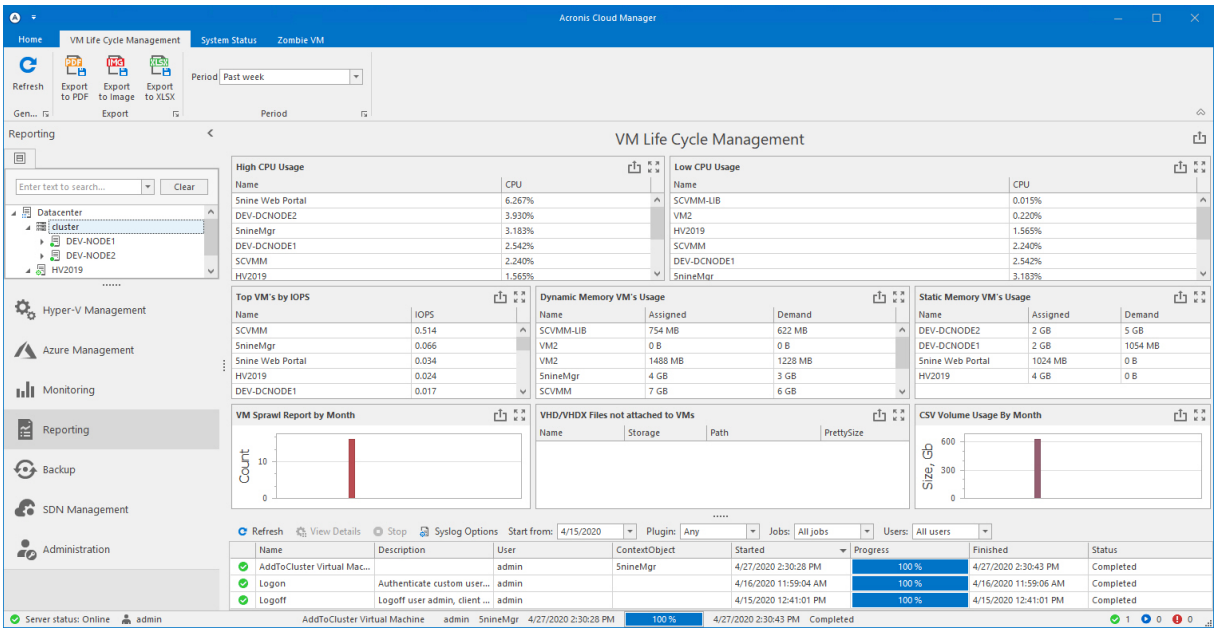
9 Reporting

The Acronis Cloud Manager **Reporting** plugin is designed to provide consolidated data about virtual machines. It consists of three tabs – **VM life cycle management**, **System status** and **Zombie VM**.

9.1 VM life cycle management

The **VM life cycle management** tab contains consolidated information about various resources utilization by virtual machines during the last week, last month or a period, specified by user.



The **VM life cycle management** tab represents the following data:

- High CPU usage;
- Low CPU usage;
- Top VMs by IOPS;
- Dynamic memory usage;
- Static memory usage;
- VM sprawl report;
- VHD/VHDX files not attached to VMs;
- CSV volume usage.

Each section can be maximized to the full window size:

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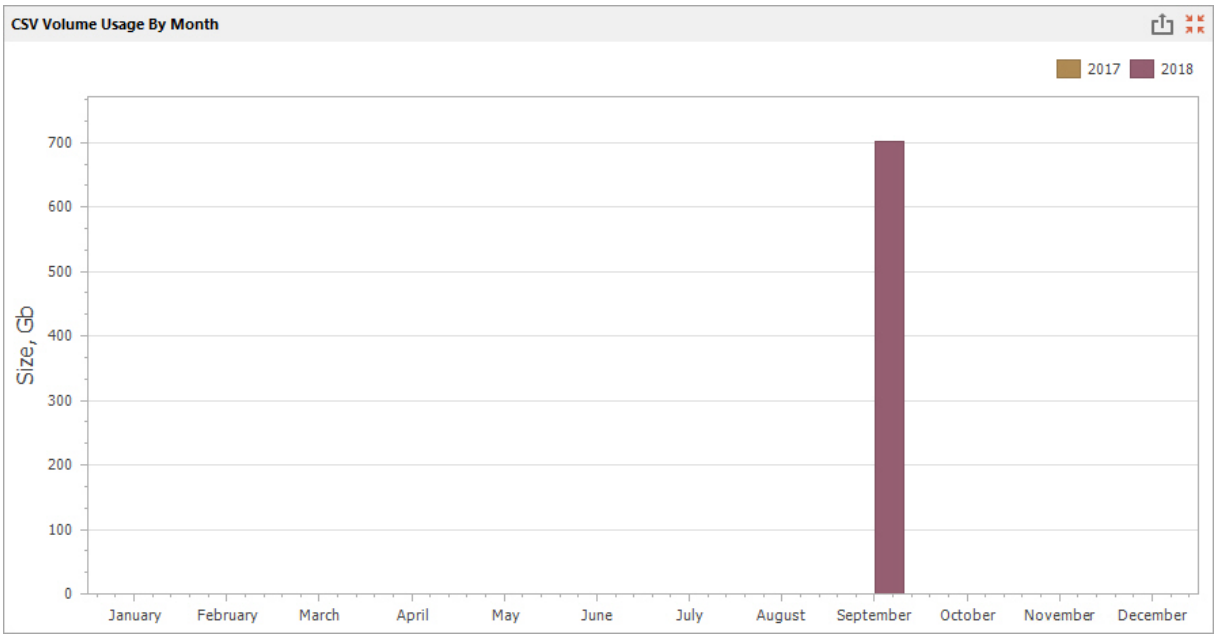
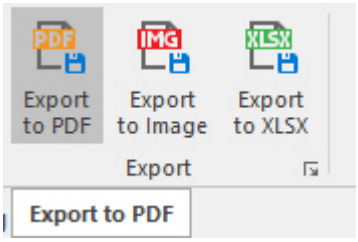
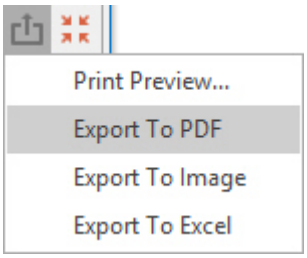


The whole report or just any single separate section (as needed) can be exported into different output formats – PDF file, PNG image, XLSX document or printed and print-previewed:

- By usage of the corresponding main ribbon buttons (for the whole report);



- By usage of the upper-right buttons for both whole report and a single section.



9.2 System status

The **System status** tab contains system status report in the table view. There are different parameters of Hyper-V hosts and virtual machines configuration – CPU, memory, physical/virtual disks, checkpoints and replication data.

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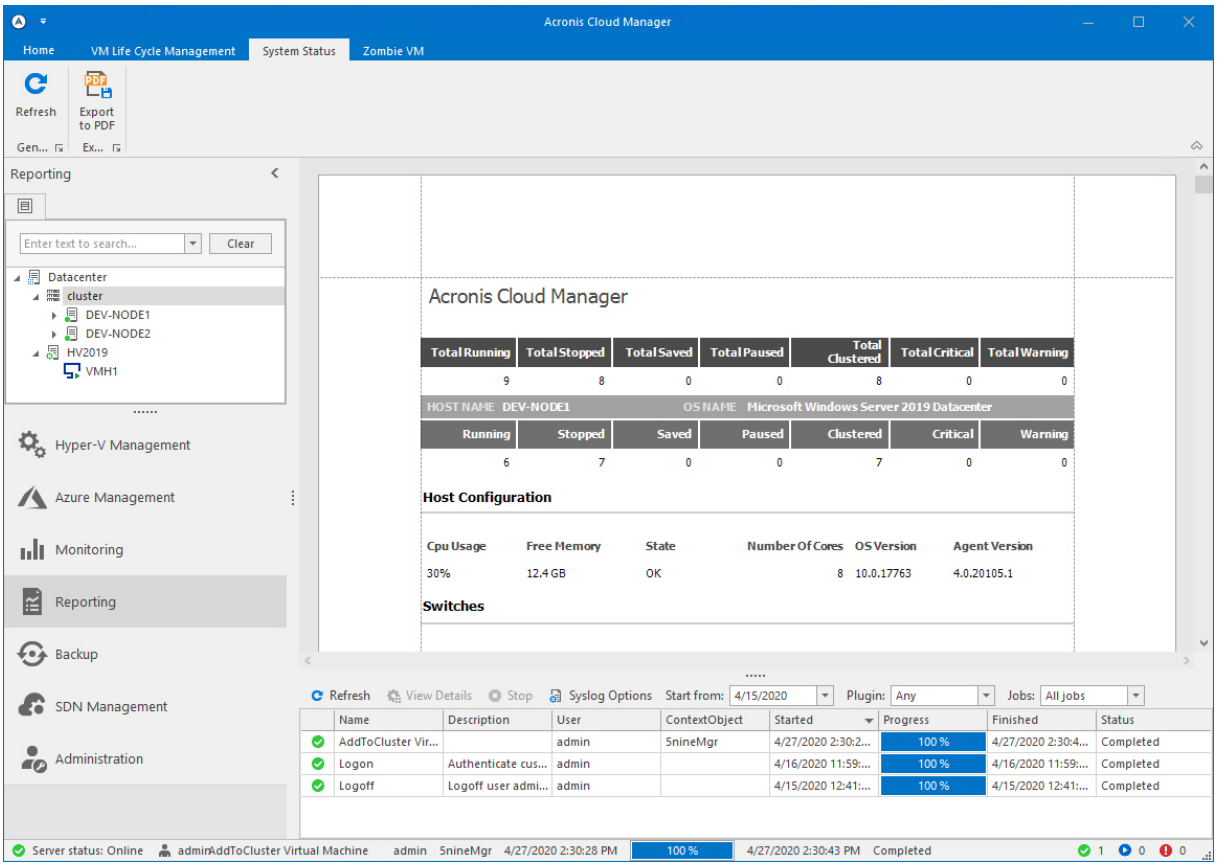

To generate system status report, after opening the System Status tab, click the Refresh button on the main ribbon and then select sections to show in the report:

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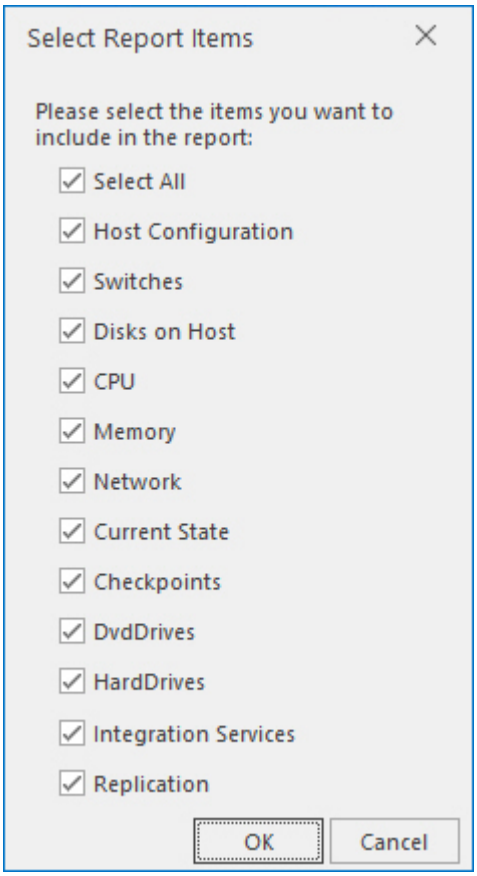

To export the report to pdf file, click “Export to PDF” button on the main ribbon.

9.3 Zombie VM

The **Zombie VM** tab displays all VMs by rank to identify VMs with very low CPU usage, network performance and virtual disk growth.

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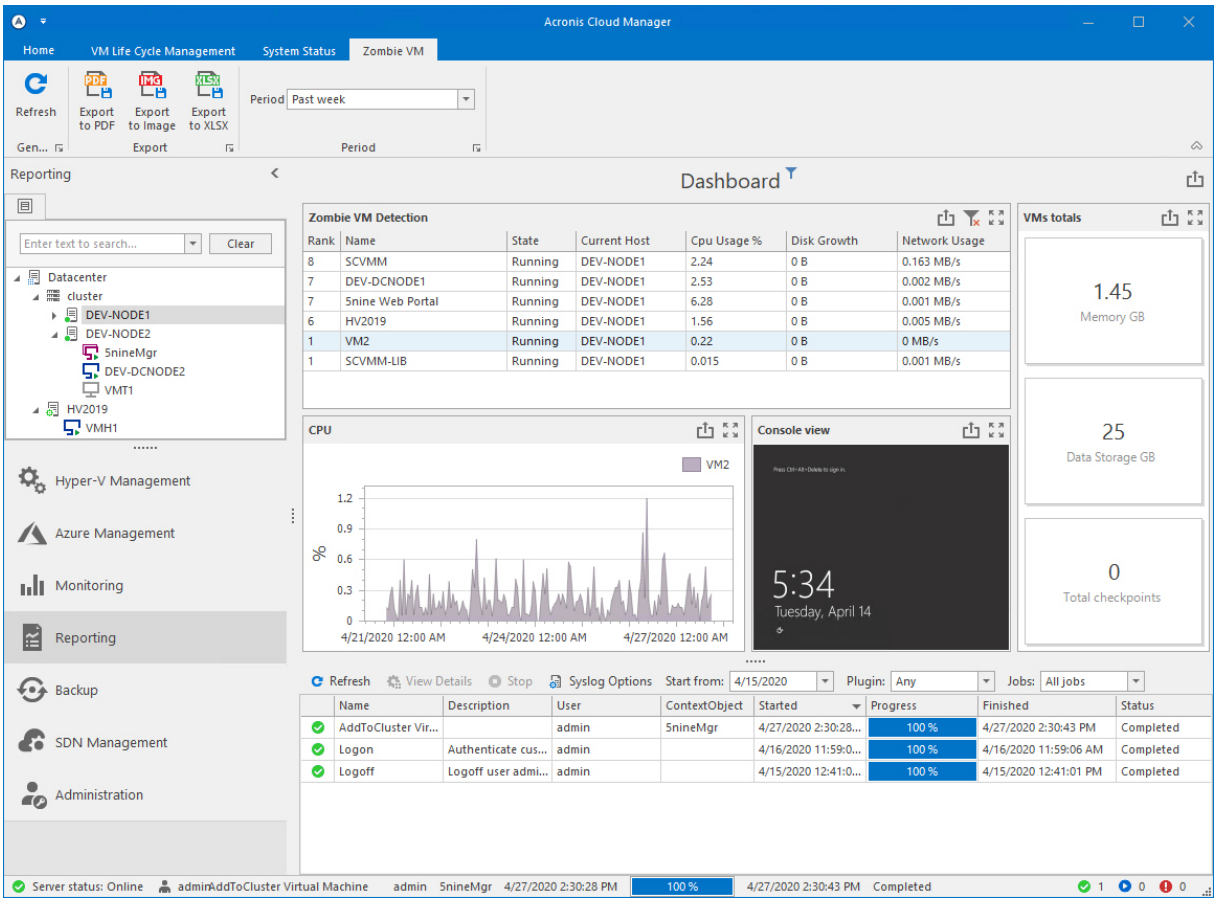
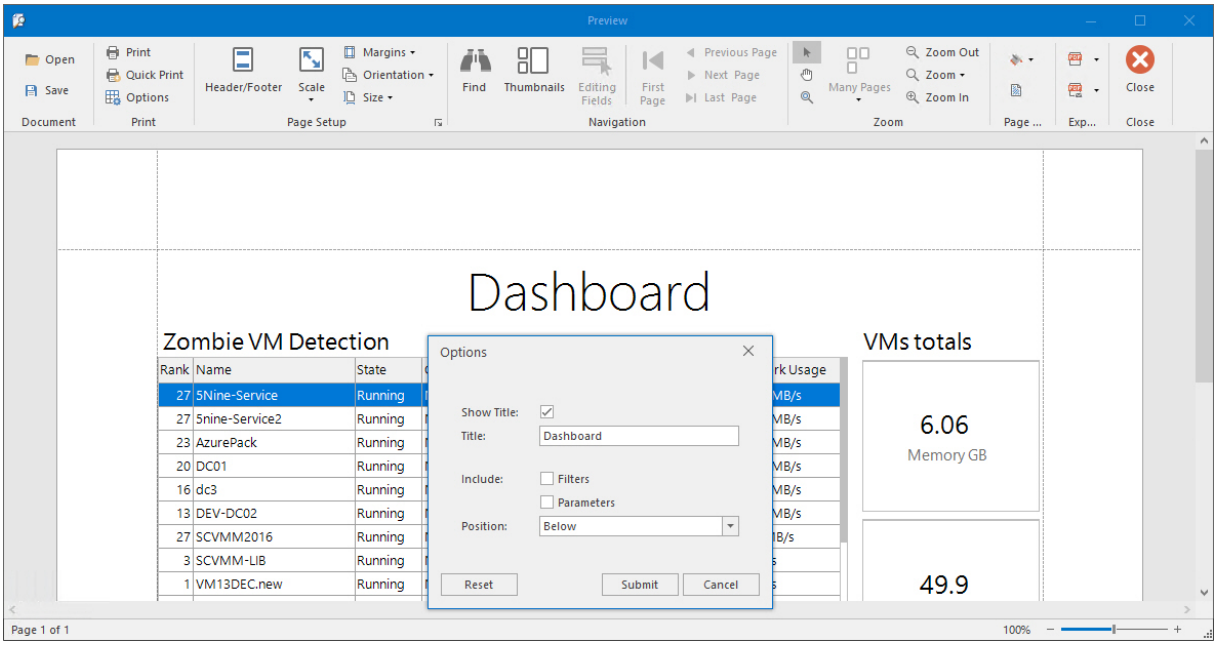


Any section can be exported into different output formats – PDF file, PNG image or XLSX document. Use the corresponding buttons on the main ribbon or the subsequent upper-right commands on each block. They also can be printed and print-previewed:



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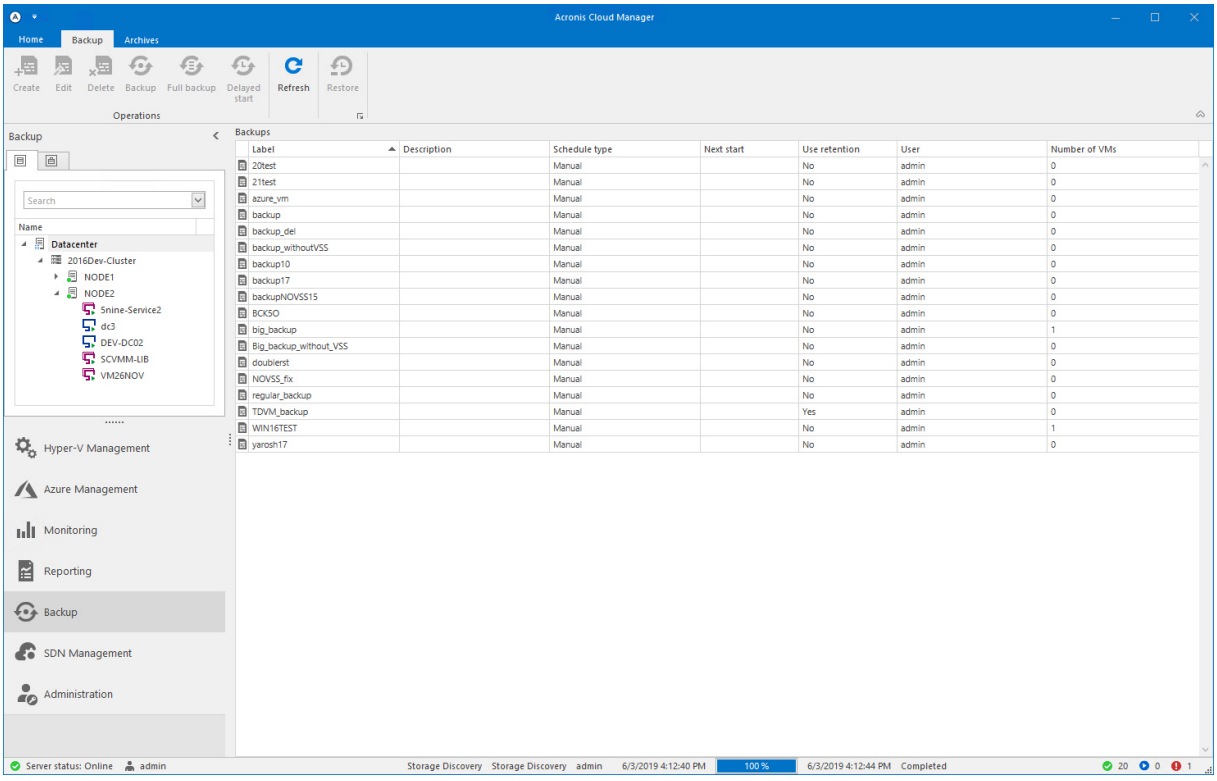
10 Hyper-V backup and restore

The Acronis Cloud Manager **Backup** plugin performs the entire VM backup on-demand immediately, with specified delay or by schedule. All backup jobs are started from job templates initially created by user from backup wizard. Job templates are kept for further usage and the new jobs can be launched from them manually at any time. Recurrent and deferred backup jobs are launched automatically in accordance with the scheduled configured in their job templates.
There is an option to perform the offsite backup copy to Microsoft Azure cloud and restore from it.



The **Backup** plugin consists of two tabs: **Backup** and **Archives**. On the **Backup** tab there are list of backup job templates and commands to work with them – create, delete, edit, start (full, incremental, delayed).

On the **Archives** tab there are list of backup jobs that are started, in progress and completed (both successful and failed ones) and commands to work with them – restore, delete, view job info.

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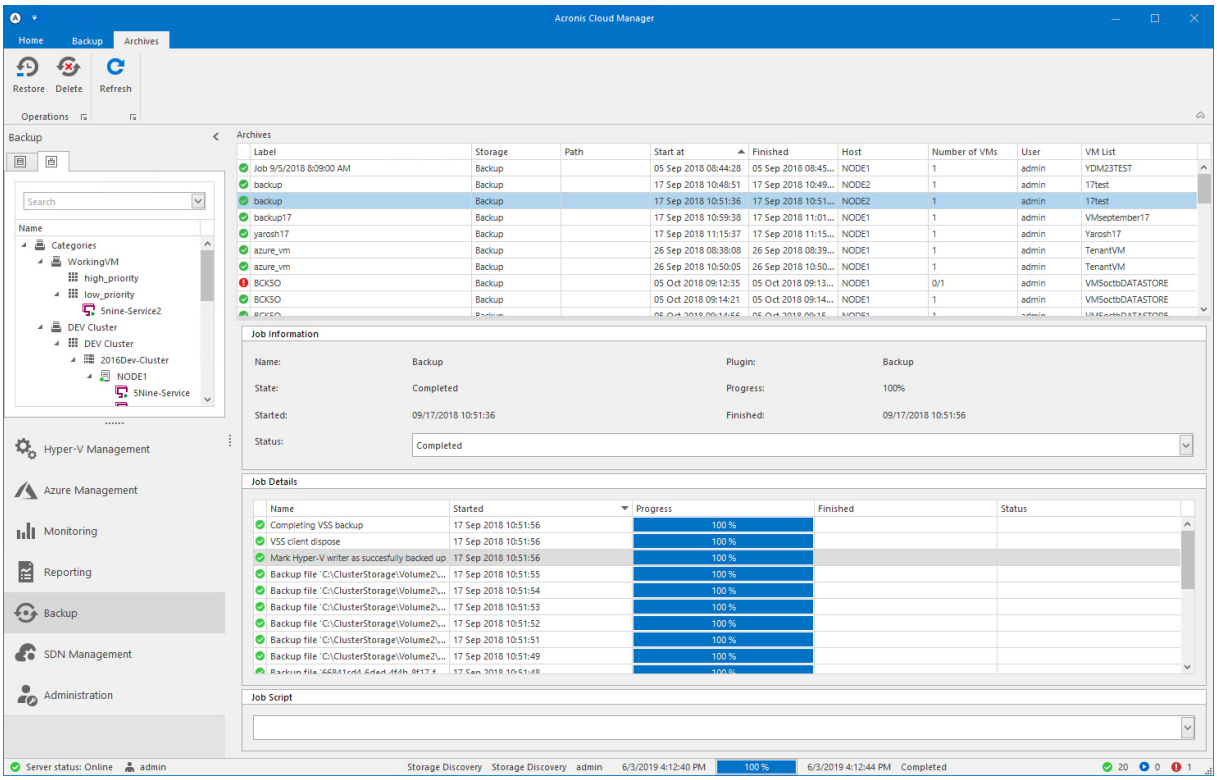

There are different backup job types:

- *Full* – always performs the entire VM backup.
- *Incremental* – performs only first entire VM backup, then saves only changed virtual disks parts in subsequent backups. Normally, the scheduled jobs are used for incremental backup that allows additional saving of a storage disk space and ensure safety of data.

  To keep track of changing data blocks, Acronis Cloud Manager backup uses changed block tracking technology (CBT) for Hyper-V virtual disks (A)VHD(X).

The CBT is implemented as a file system filter driver to be installed on every Hyper-V host within Acronis Cloud Manager agent setup. The CBT driver keeps track of changed data blocks of virtual disks. Information on data blocks that have changed is registered in special files. When an incremental job is run, Acronis Cloud Manager uses these files to understand what blocks of data have changed since the last run of this incremental job, and copies only changed data blocks from the disk image.

10.1 Creating backup job

1. To create a VM backup job, start backup wizard by pressing the **Create** button. Specify the name of the backup job and provide the job description. For Windows 2016 OS or later you can bypass the usage of Volume shadow copy service (VSS) for the backup by checking the **Do not use VSS** box. Click **Next**.

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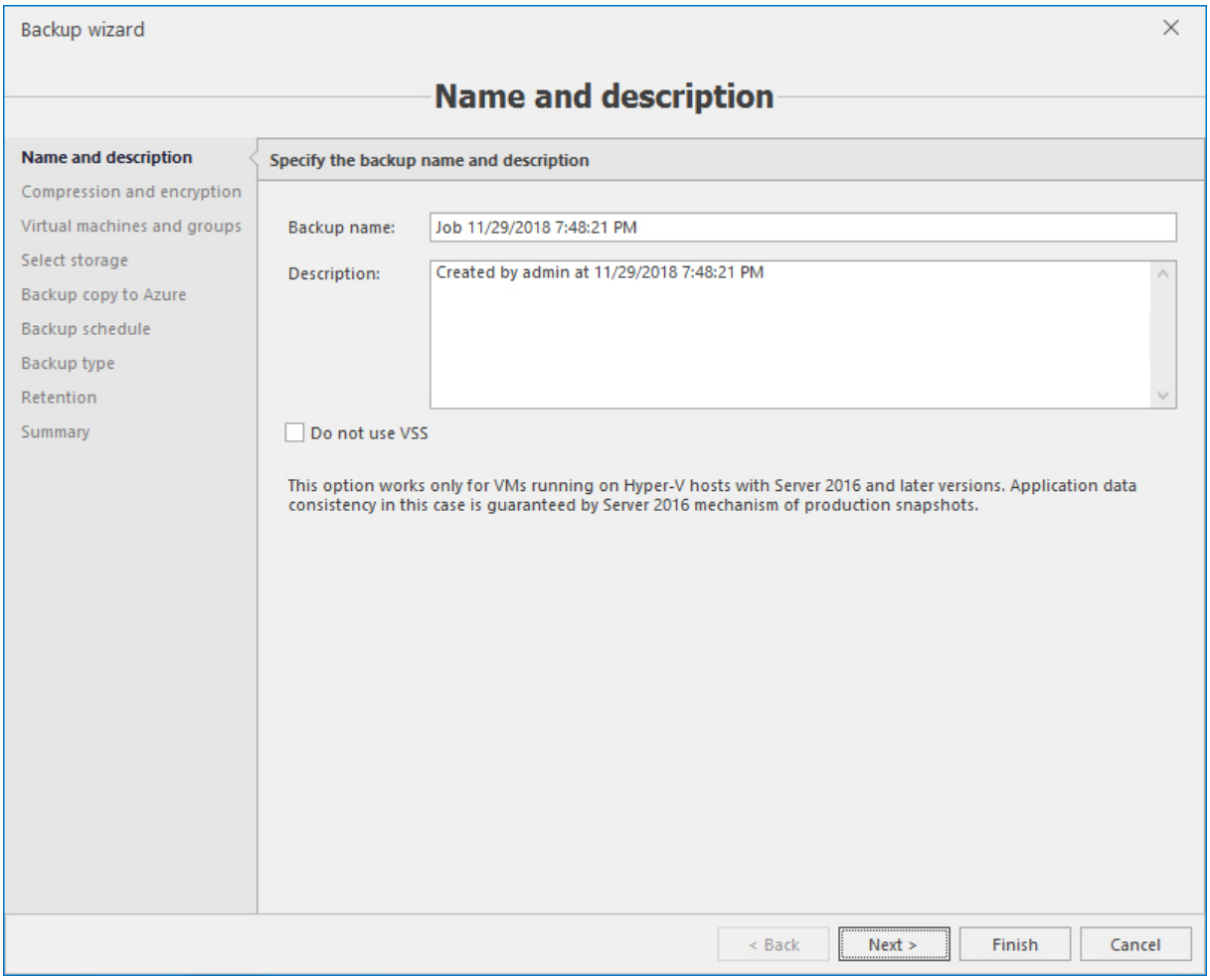

2. Define compression and encryption options.

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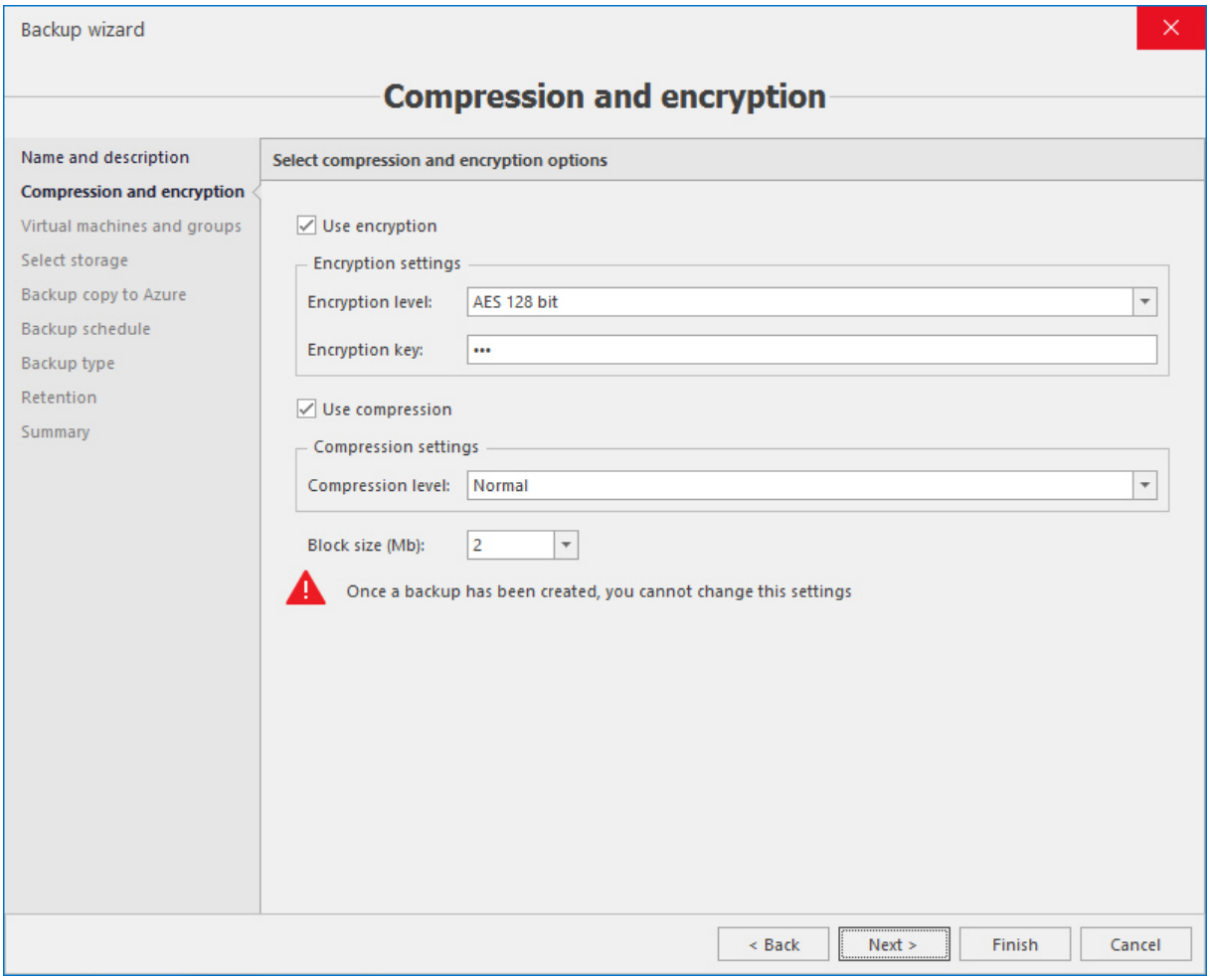

3. Select virtual machines or groups to be placed into backup job.

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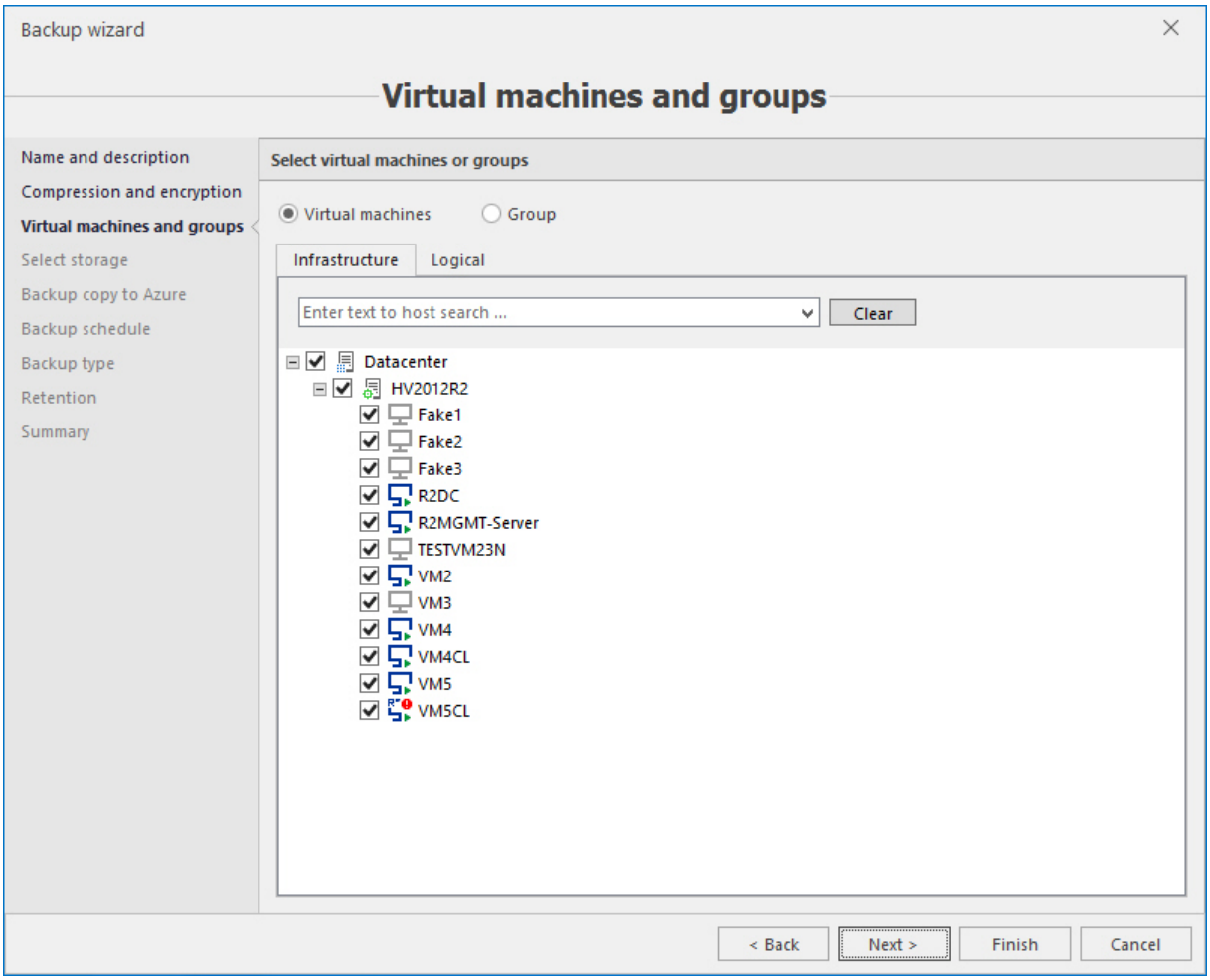

4. Select the storage and folder for each VM Hyper-V host where backup files will be placed.

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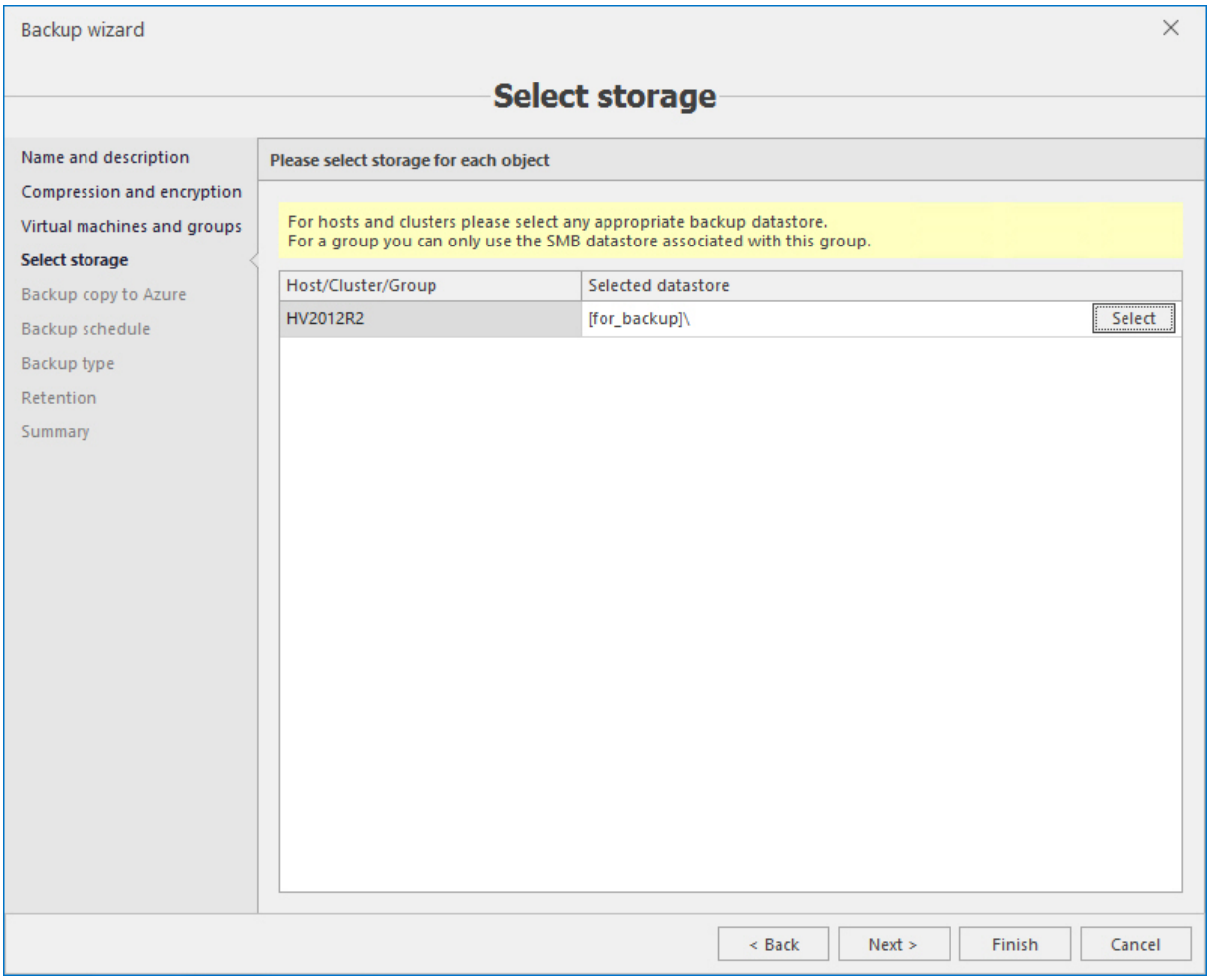

5. Specify parameters to create an offsite backup copy to Microsoft Azure cloud, if necessary (skip this screen if an offsite backup copy to Microsoft Azure is not needed):

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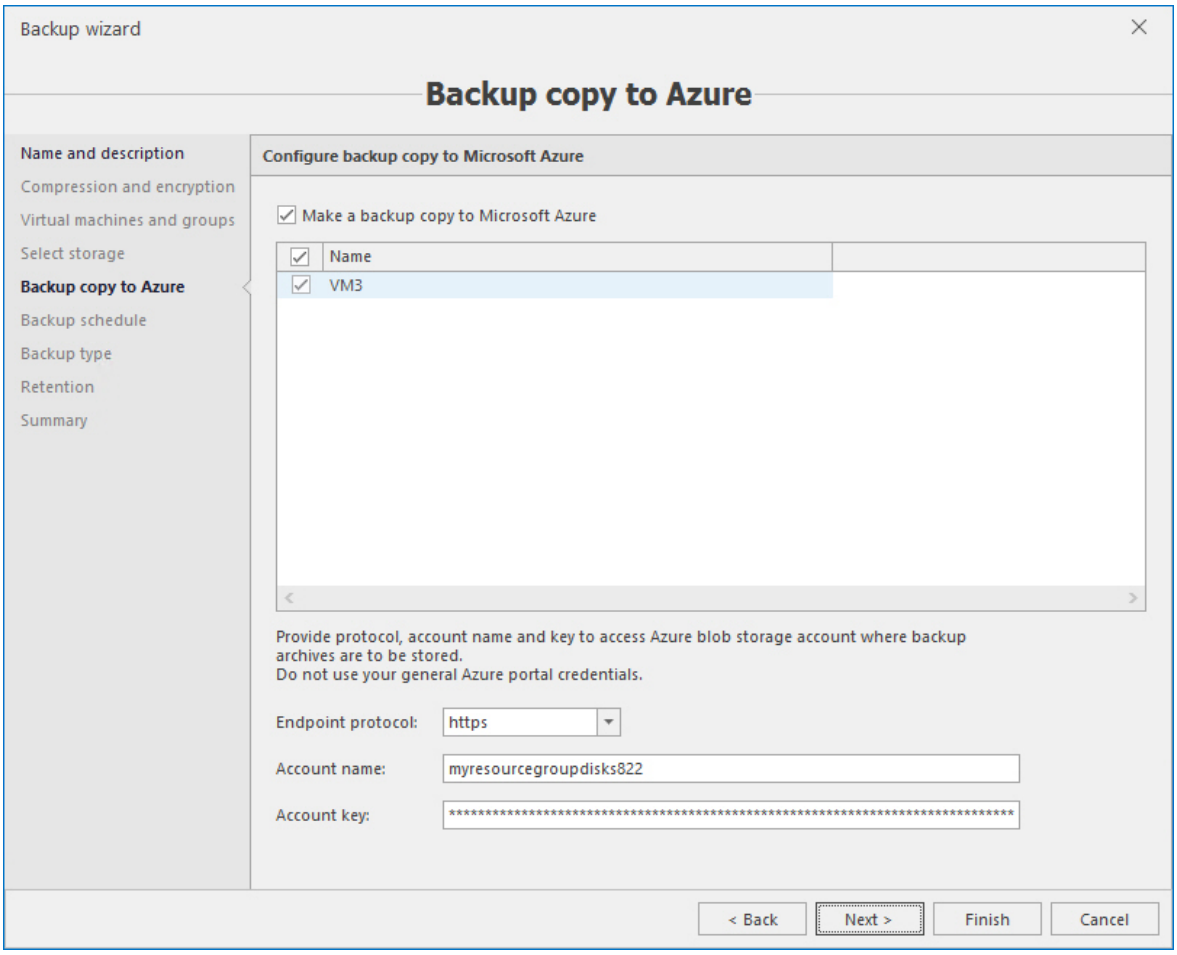

- Enable the checkbox for **Make a backup copy to Microsoft Azure** option.
- Select VMs to make backup copy to Microsoft Azure from the list of selected VMs into the backup job.
- Select endpoint protocol (http or https) and specify the storage account name and access key to access Microsoft Azure cloud.

Note

Storage account name and access key are different from your general Azure portal credentials, which will not be accepted! The proper parameters can be retrieved at the following address on the portal: **Home –> Storage accounts –> <your_storage_account_name> –> Access keys**. You may generate the new key(s) for the existing storage account in there and/or create the new storage account(s).

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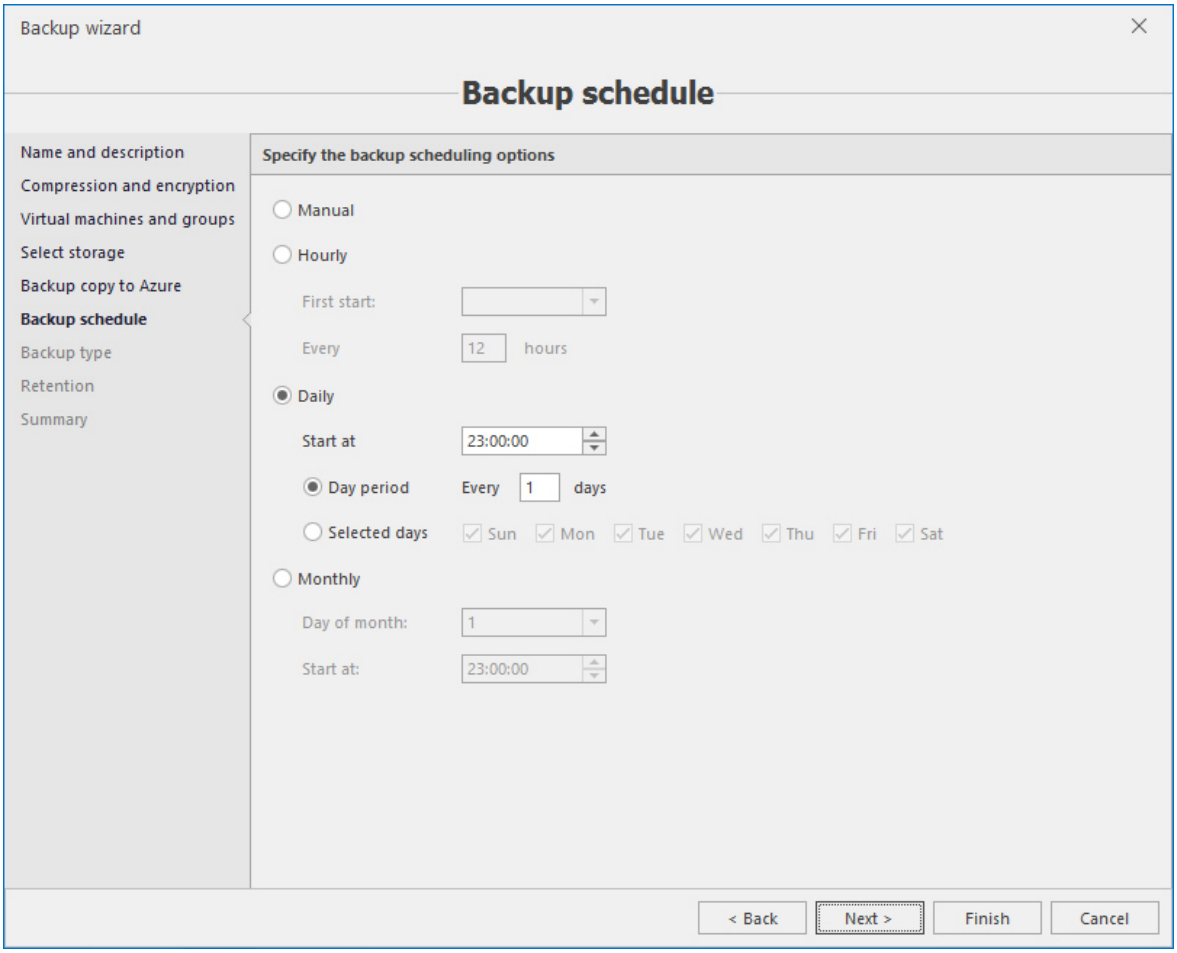
6. Configure backup job schedule:



7. Select the backup job type.
   For incremental backup job you can determine the frequency of performing full backup job between incremental backup jobs.

Note
Cloud Manager does not allow to leave at “0”, some value must be configured for full backups. The number of incremental backups to perform before doing a full backup should balance between ease of restoration jobs due to the number of backup archives files and the speed of performing backups. This will vary widely between environments based on the frequency of backups and the rate of changes between them.

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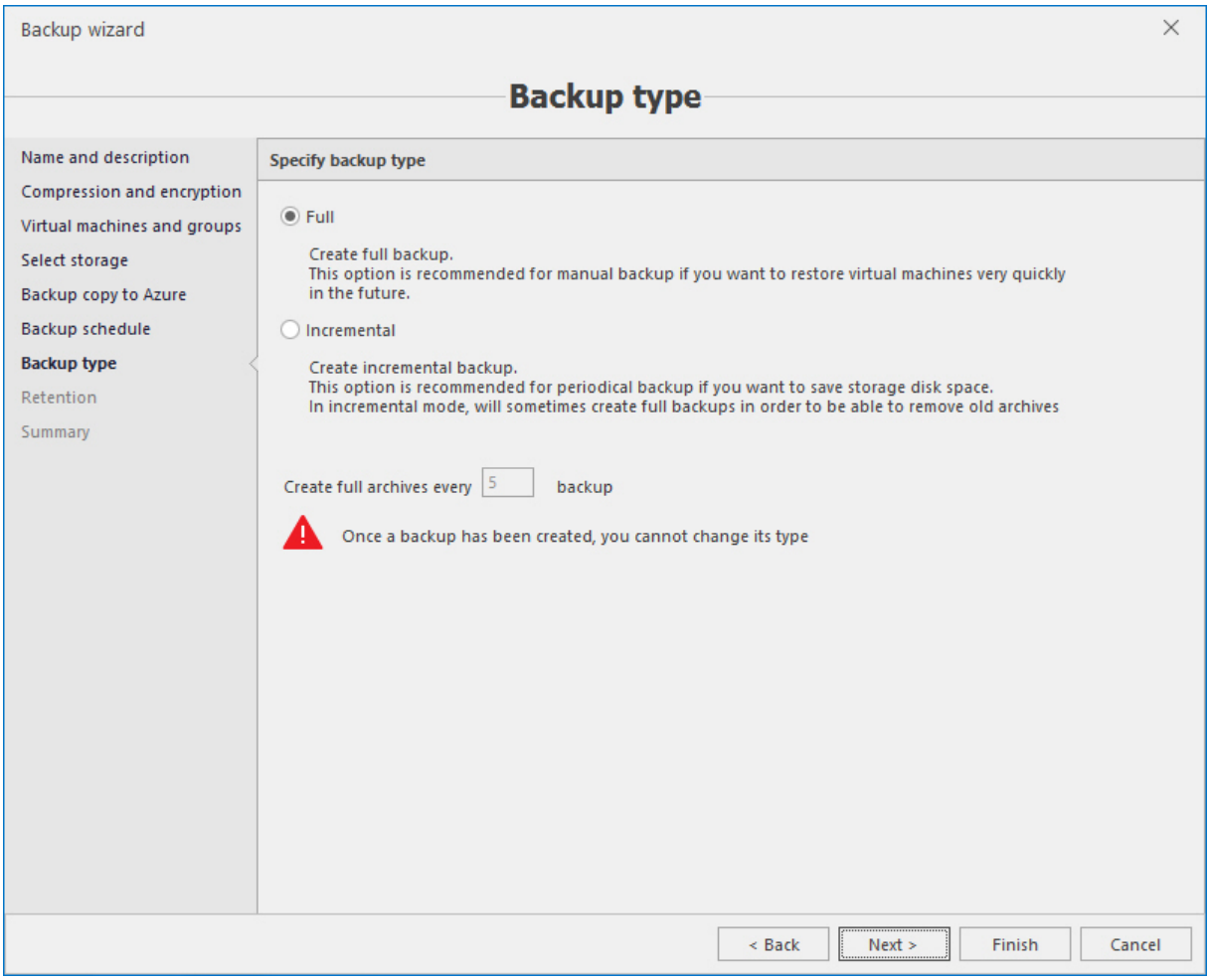

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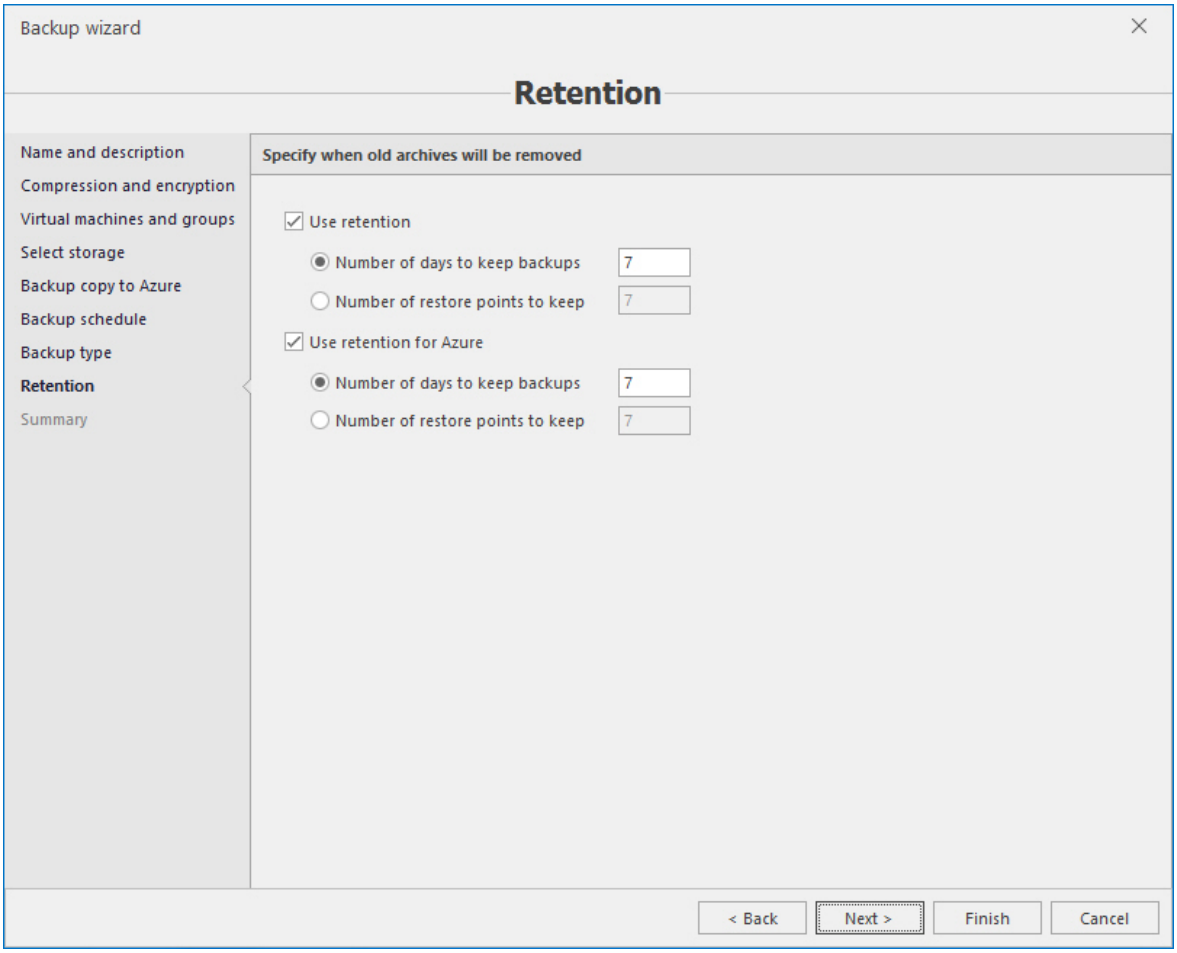
8. Review and set the retention parameters if necessary. It is disabled by default.



9. Check the summary information and if everything is correct. Check the **Run immediately** box if you need to launch the backup job right upon completing the backup wizard. Press the **Finish** button to create a backup job.

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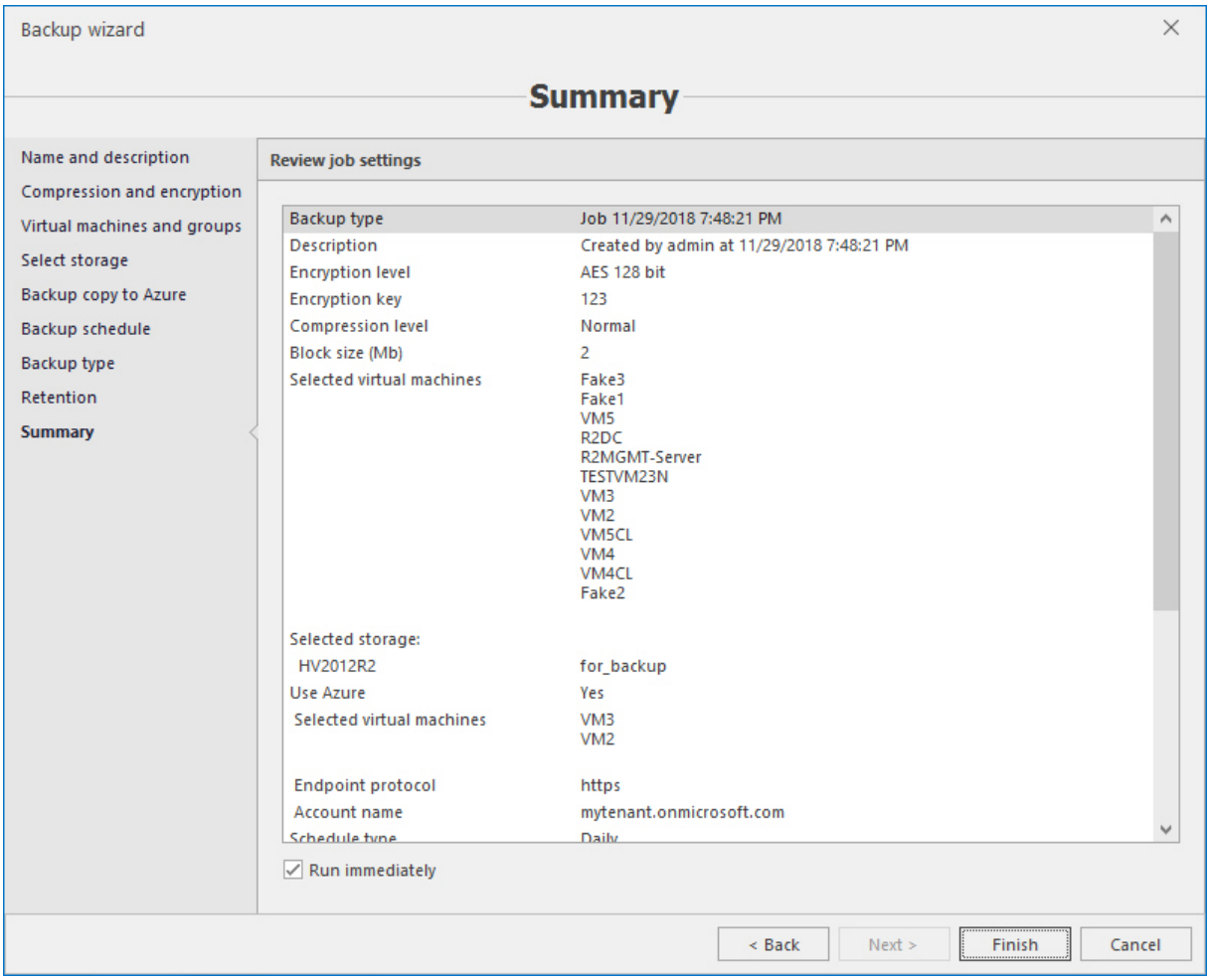
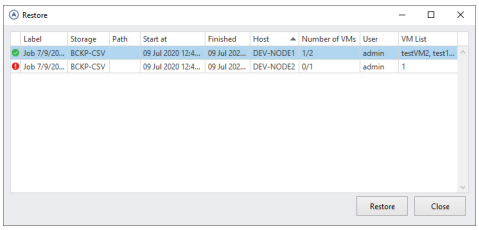


10.2 Restore

To restore a VM from backup, perform the following actions:

1. Select appropriate completed backup job on the **Backup** or **Archives** tab and start the **Restore** wizard by pressing the **Restore** button.

If you have chosen the job on the **Backup** tab, first the following dialog window will be opened:



Select the required archive and click **Restore**.

If you are on the **Archives** tab, select the required archive form the list of archives and then click the **Restore** button on the main ribbon:

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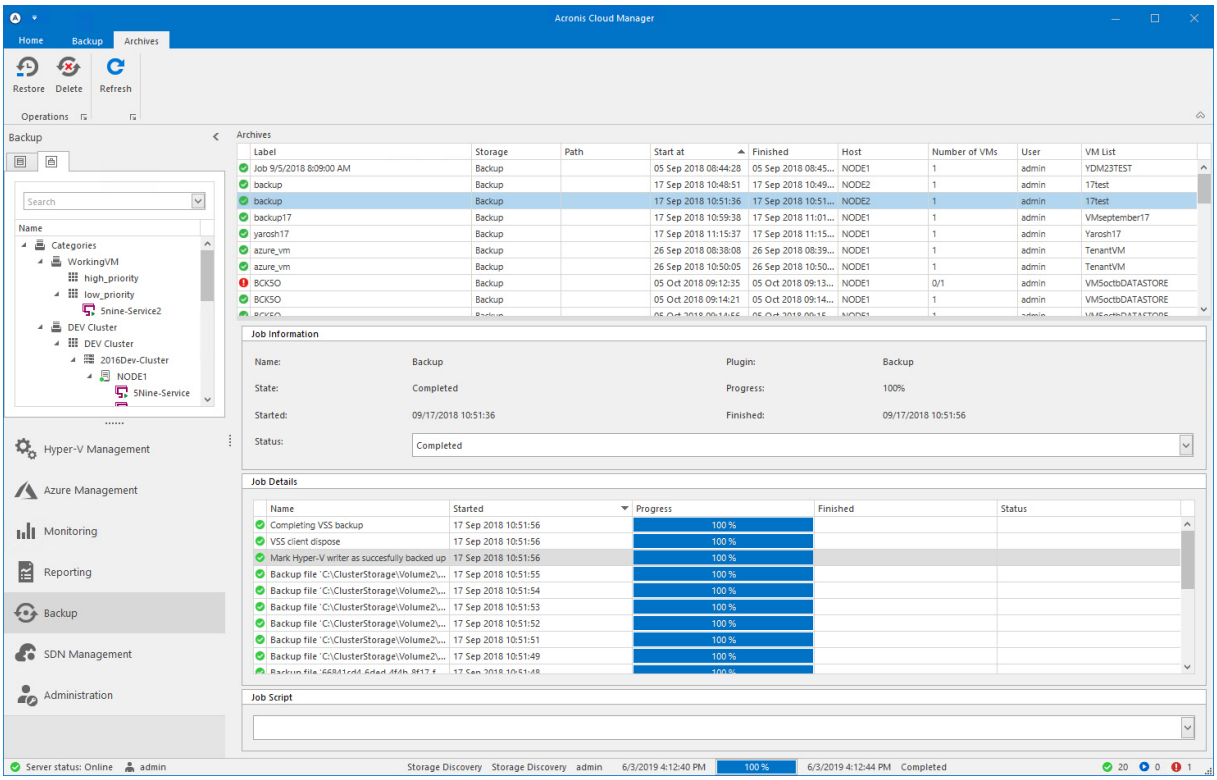

2. Select the restore mode:
   - **Restore entire virtual machine** – to restore the full copy of the VM.
   - **Browse and download virtual machine files** – to select and download the separate files from within the archived VM.

Specify the decryption key if encryption was used in the backup creation. If the decryption key was not specified, the field **Decryption key** will not appear. Click **Next**.

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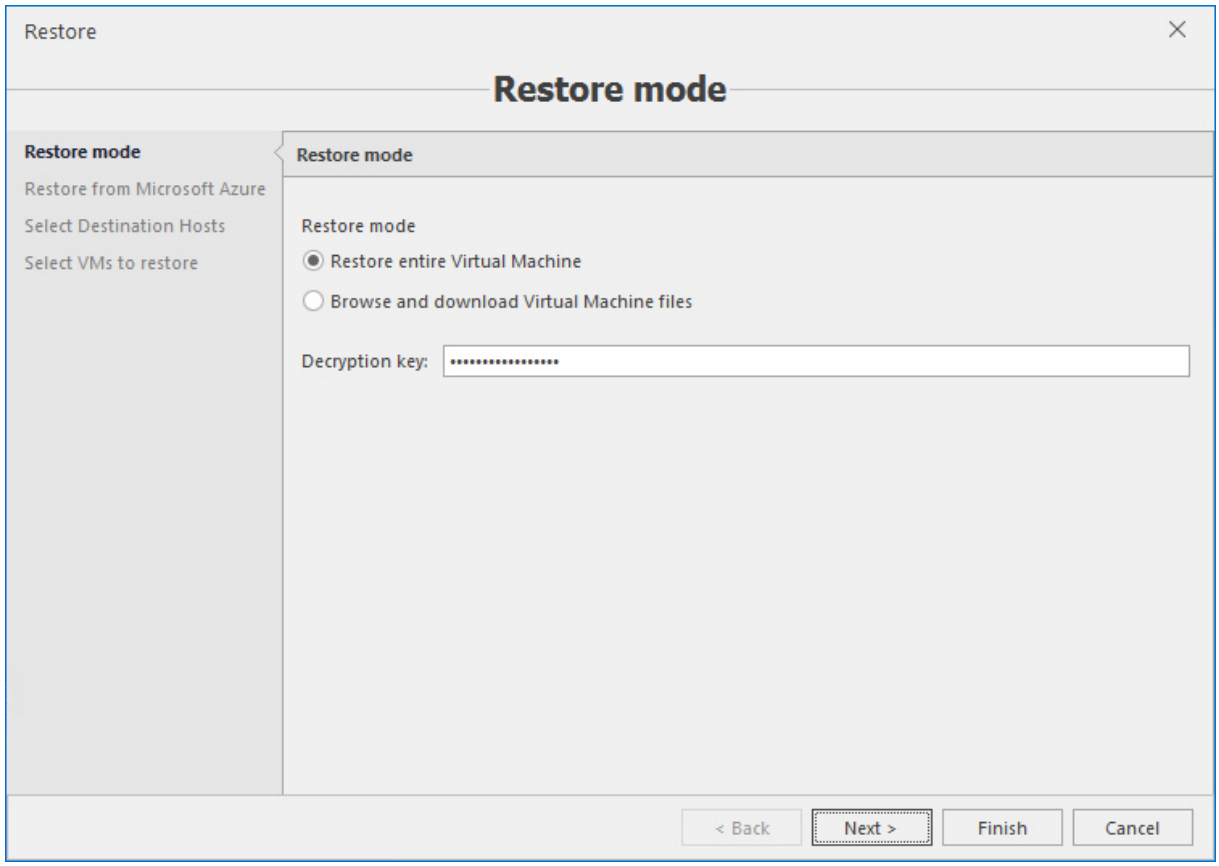

3. [Optional] The next page will appear only if in the corresponding backup job the **Make a backup copy to Microsoft Azure** option was enabled and on the first page of the **Restore** wizard the **Restore entire Virtual Machine** option was selected.

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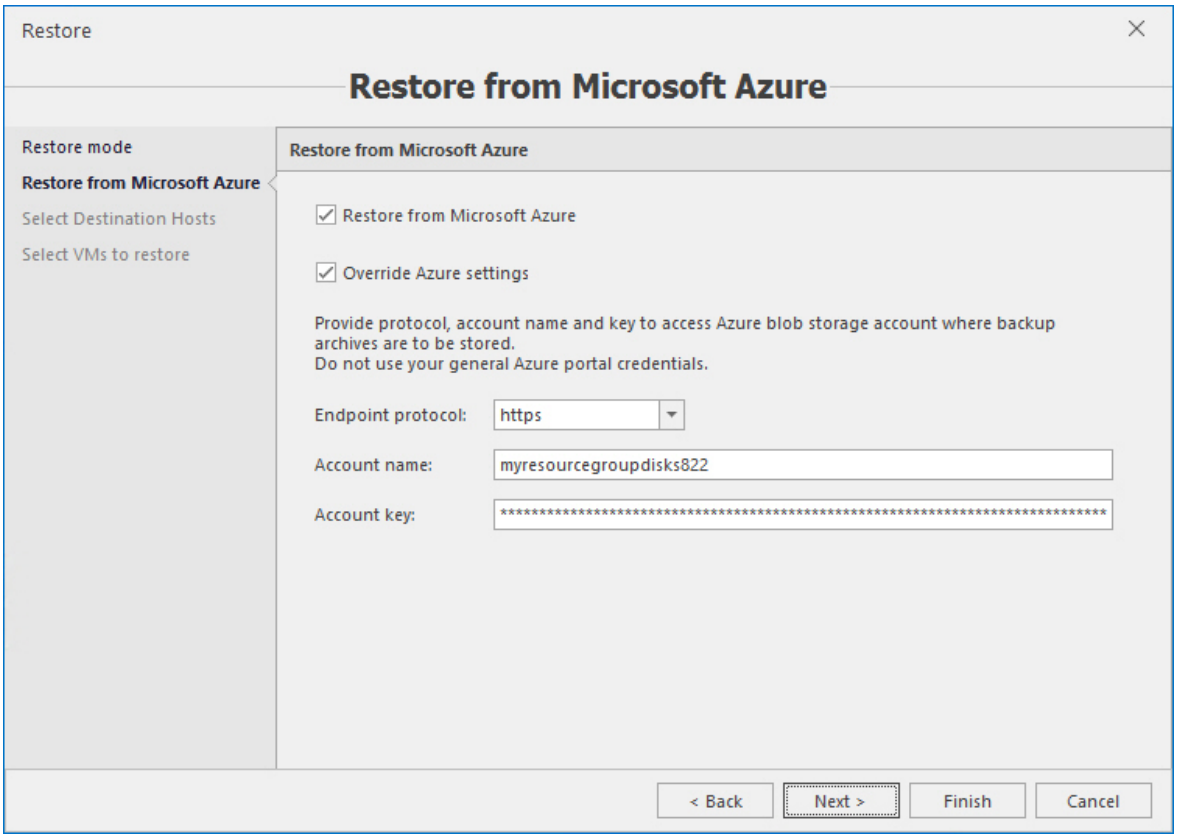

This step is optional and can be skipped. If you do not need to restore the VM from the Microsoft Azure off-site copy, just click **Next**. Otherwise, enable the **Restore from Microsoft Azure** option and specify the storage account settings to override the default ones if necessary, and then click **Next**.

4. Select a host or a cluster where you need to restore a VM. This step applies for the restore of the entire VM.

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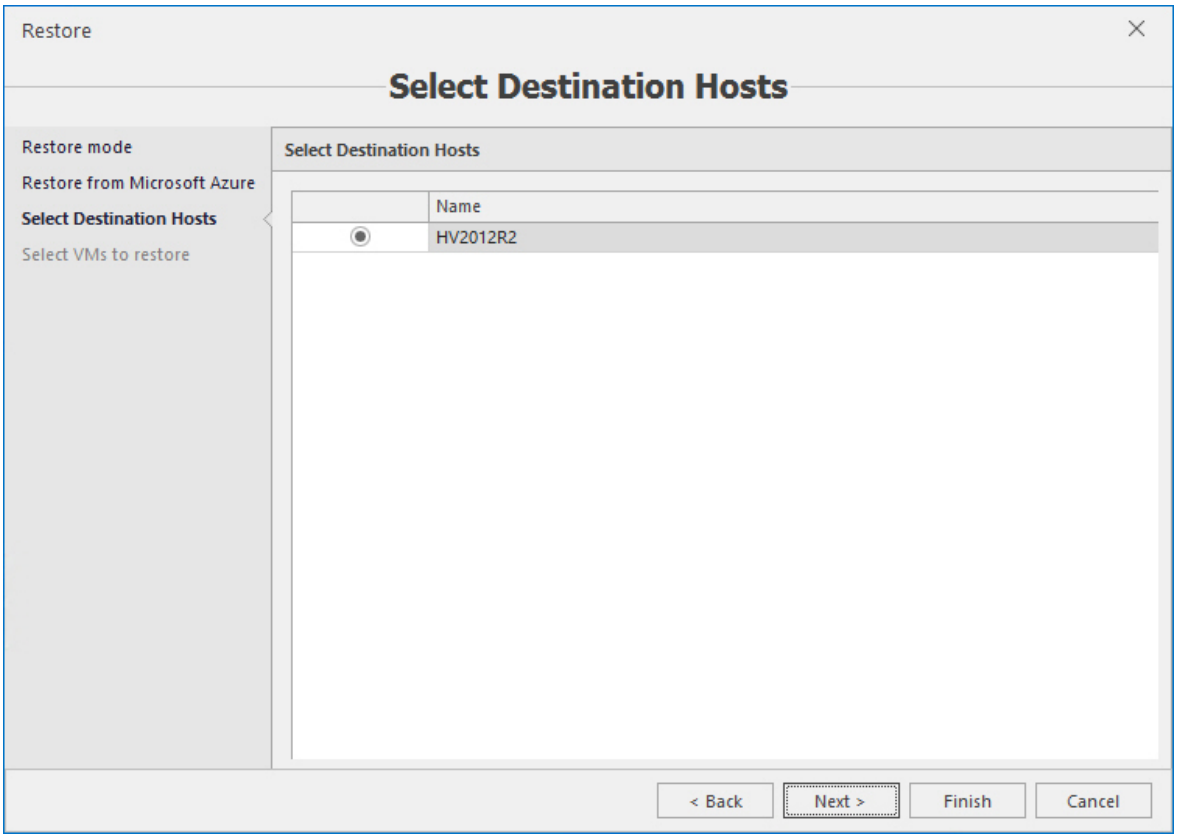
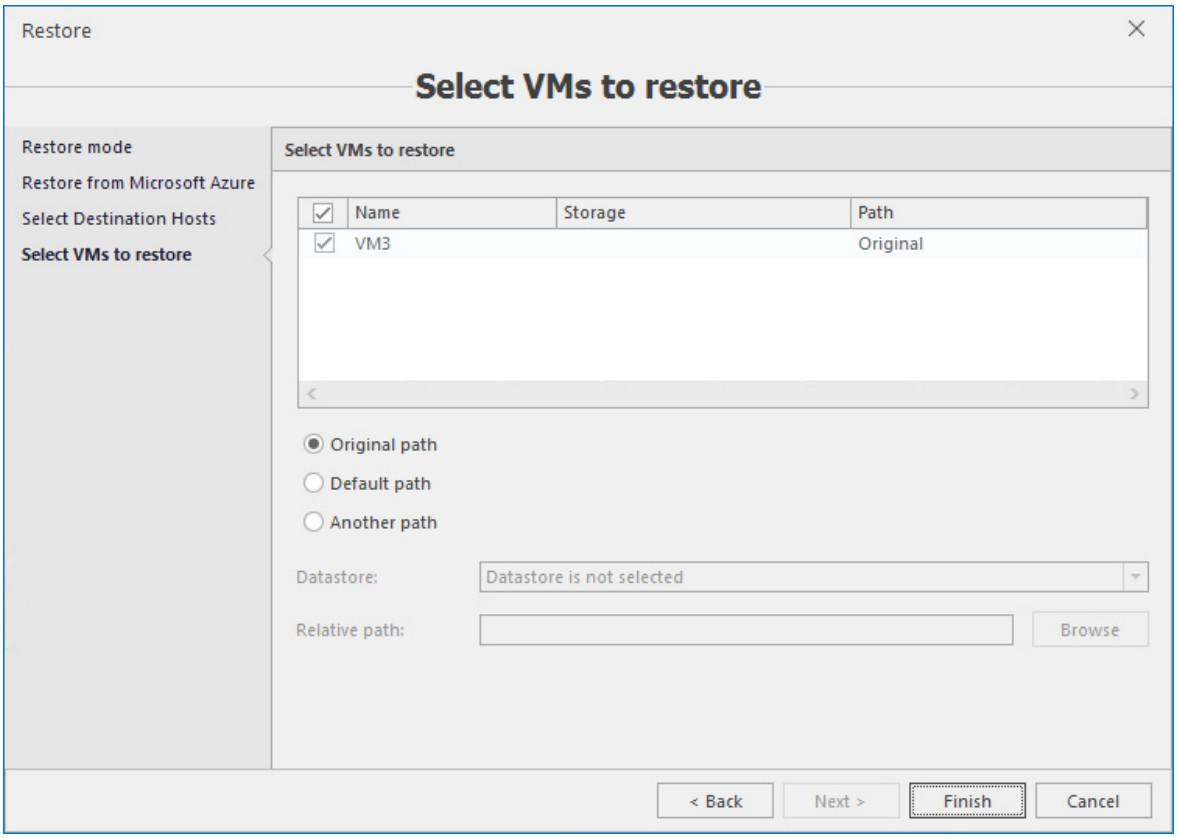


5. Select VMs you need to restore and the alternative path if necessary and click **Finish** to start the VM restore operation:



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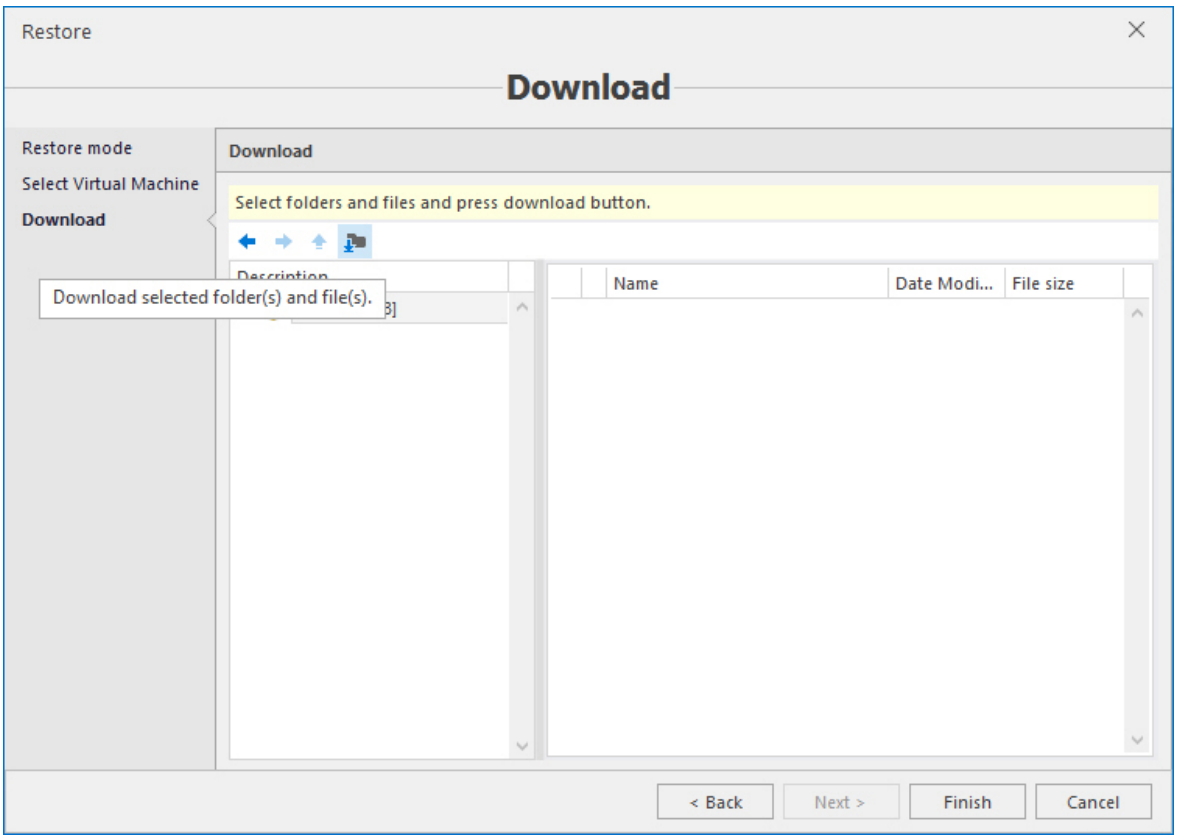
6. If you have selected to browse and download separate files from the archive, you will need to choose and download the required files:



7. When the files downloading is complete, press **Finish** or **Cancel** to exit the wizard.

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11 SDN management

Software defined networking (SDN) provides a method to centrally configure and manage physical and virtual network devices such as routers, switches, and gateways in your datacenter.

For Hyper-V hosts and virtual machines (VMs) that run SDN infrastructure servers, such as network controller and software load balancing nodes, you must install Windows Server 2016 Datacenter edition or later. For Hyper-V hosts that contain only tenant workload VMs that are connected to SDN-controlled networks, you can run Windows Server 2016 Standard edition.

New in Windows Server 2016, the network controller provides a centralized, programmable point of automation to manage, configure, monitor, and troubleshoot both virtual and physical network infrastructure in your datacenter. Using network controller, you can automate the configuration of network infrastructure instead of performing manual configuration of network devices and services.

Network controller is a highly available and scalable server role and provides one application programming interface (API) - the *Southbound API* - that allows network controller to communicate with the network, and a second API - the *Northbound API* - that allows you to communicate with network controller.

Network controller provides Windows PowerShell and the representational state transfer (REST) API. Microsoft provides management APIs, Acronis Cloud Manager provides graphical user interface (GUI) to these APIs so that system administrator can easily work with SDN objects.

This GUI provides basic management features for the main SDN objects:

- Network controllers;
- Logical networks;
- Virtual machine networks;
- Logical switches;
- Network interfaces;
- Virtual switches;
- IP address pools.

Acronis Cloud Manager provides a graphical user interface for operations with all these objects via PS or REST interfaces of network controller.

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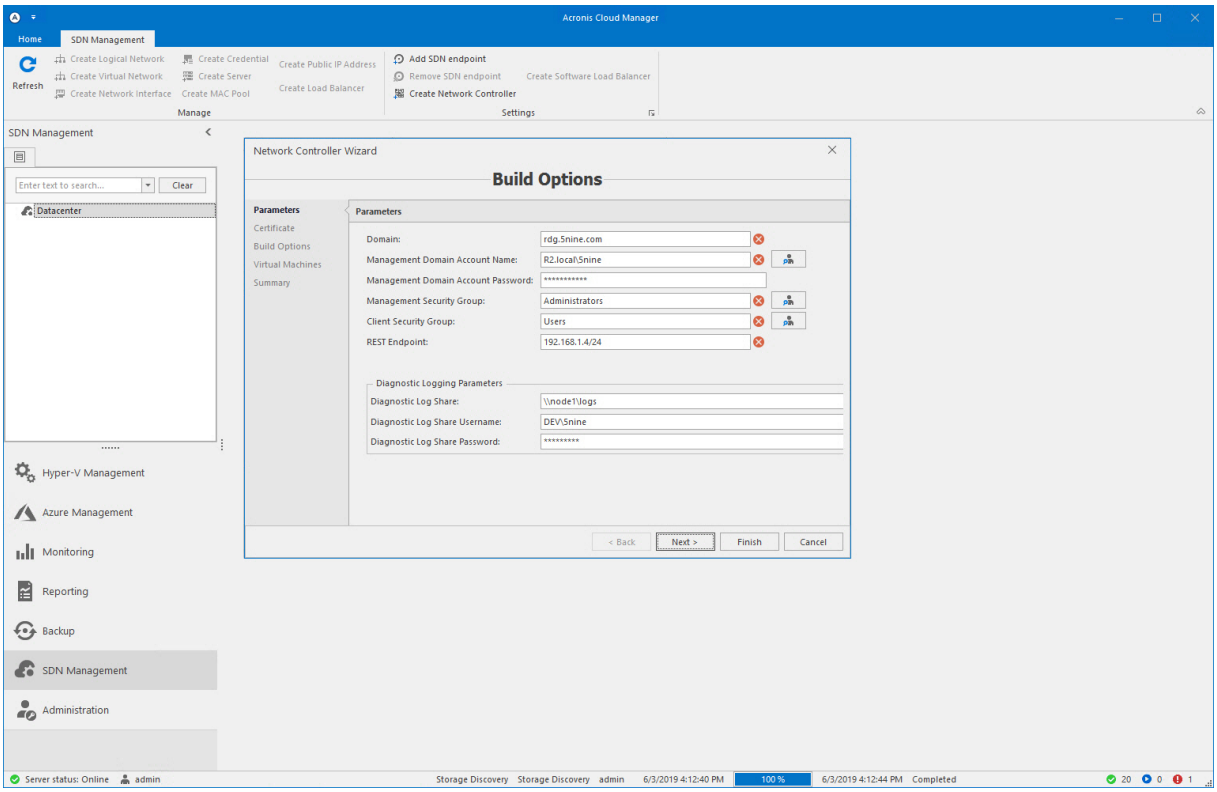

11.1 Network controller deployment

To start the network controller deployment, click the **Create network controller** button on the main ribbon:

Fill in parameters:

- **REST endpoint** – IP address or FQDN of northbound network controller interface (REST API). If FQDN is specified – *A* record must be created in DNS. If an IP address is used, it must be chosen from the vacant part of the pool. This IP address will be set for the NC cluster. It is not needed to create the cluster manually and set the IP in advance.
- **Domain** – active directory domain.
- **Management domain account name** – domain account used for network controller deployment. Will be added to local administrators group. Must be member of **Management Security Group** specified below.
- **Management domain account password** – password for domain account.
- **Local administrator password** – password assigned to local administrator account.
- **Management security group** – active directory security group. Members of this group will have full access to the network controller.
- **Client security group** – active directory security group. Members of this group will have read-only access to the network controller.
- **Diagnostic log share** – file share for storing logs of network controller and managed server. If not specified – logs will be stored locally on each NC node or managed server with retention 14 days.

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- **Diagnostic log share username** – user name of the account, which have write access to logs file share.
- **Diagnostic log share password** – password of log share access account.

Click **Next**.

Set certificate. Network controller can be deployed with self-signed or CA certificate. Acronis Cloud Manager can work with both types of certificate. If you want to use CA certificate – you need to prepare certificate template with two **Enhance key usage** attributes – *server authentication* (1.3.6.1.5.5.7.3.1) and *client authentication* (1.3.6.1.5.5.7.3.2). Click **Next**.

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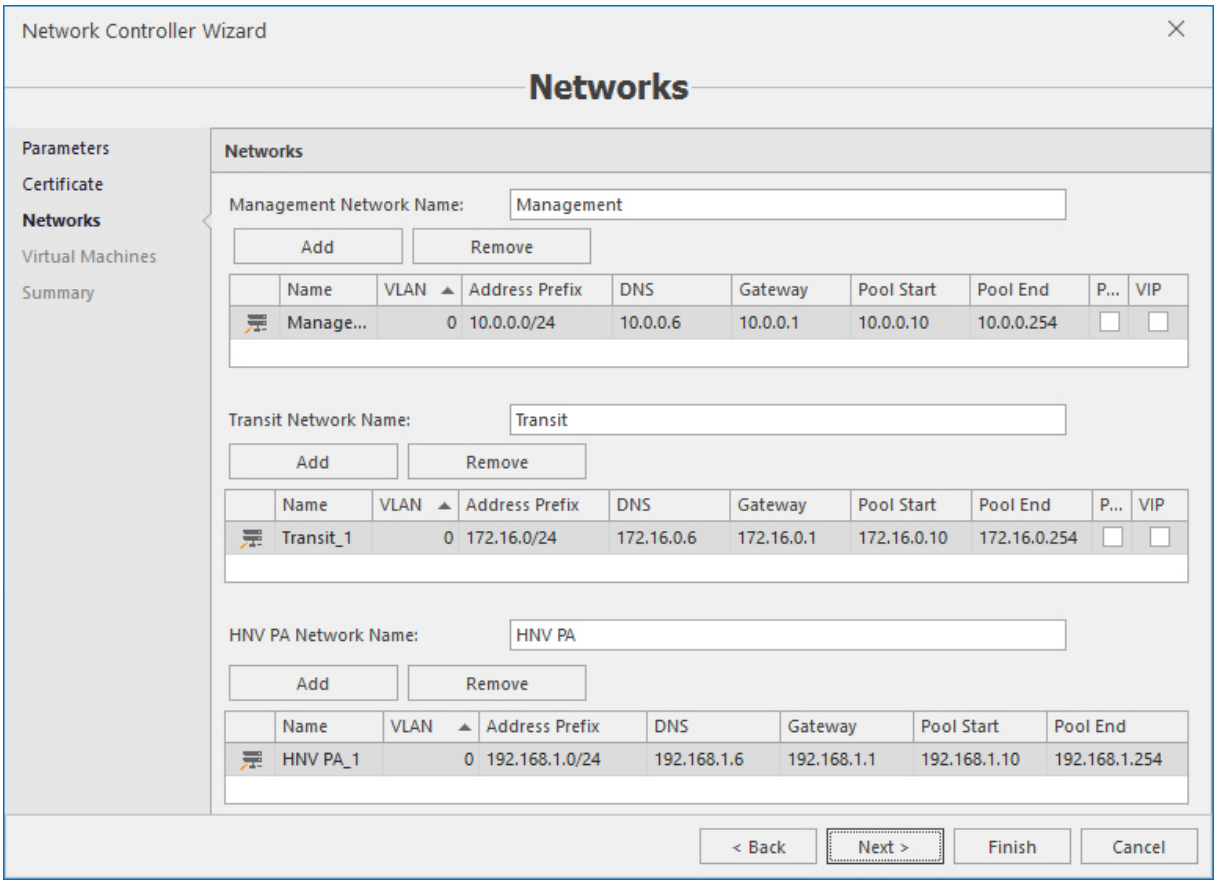

Set networks:

- Management network – management network is used for communication between network controller, network controller service VMs (SLB, GW) and managed devices. Must be specified for use in feature deployment of NC services (SLB, GW).
- Transit network – transit network is used for communication between service VMs (SLB, GW) and BGP router(s).
- HNV PA network – HNV PA network is used for creation of virtualized (VXLAN) VM networks. Every Hyper-V host will acquire two addresses from this network pool. These addresses will be used to create tunnels between Hyper-V hosts.

Click **Next**.

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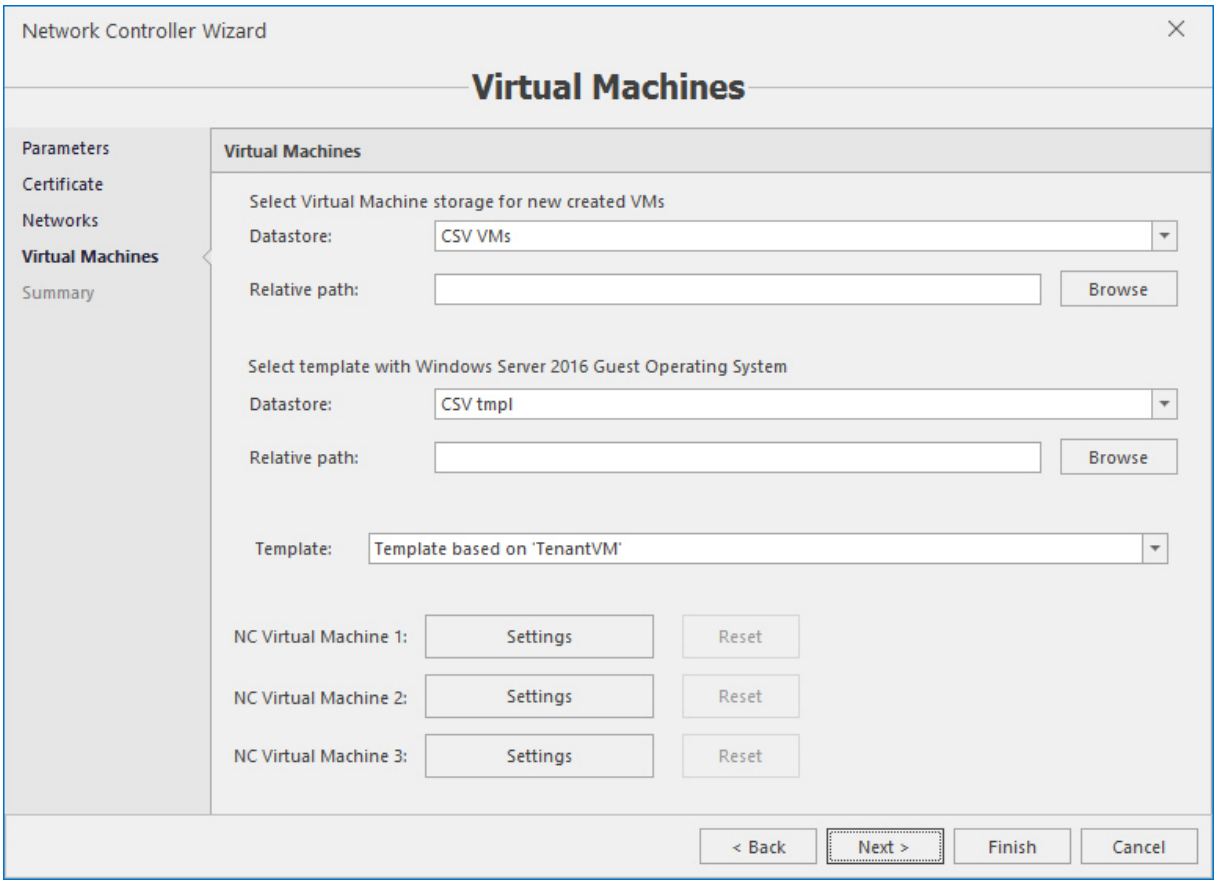

Select virtual machines that will be used for network controller. The following parameters must be specified for VMs that will be used for network controller deployment – datastore on which NC VMs will be placed and template from which network controller nodes will be deployed. Template must be syspreped VM with Windows Server 2016 or higher. Click **Finish**.

11.2 SDN management

SDN management includes the following operations:

11.2.1 Access control list

Defines set of ACL for network interfaces – direction of flow (ingress/egress), range of source/destination ports and address prefix. After the network controller deployment Acronis Cloud Manager creates default rule which allows all inbound traffic.

To add access control list, click the corresponding button on the main ribbon:

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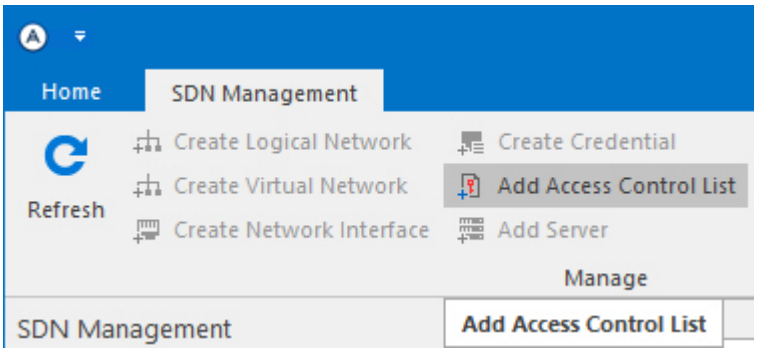
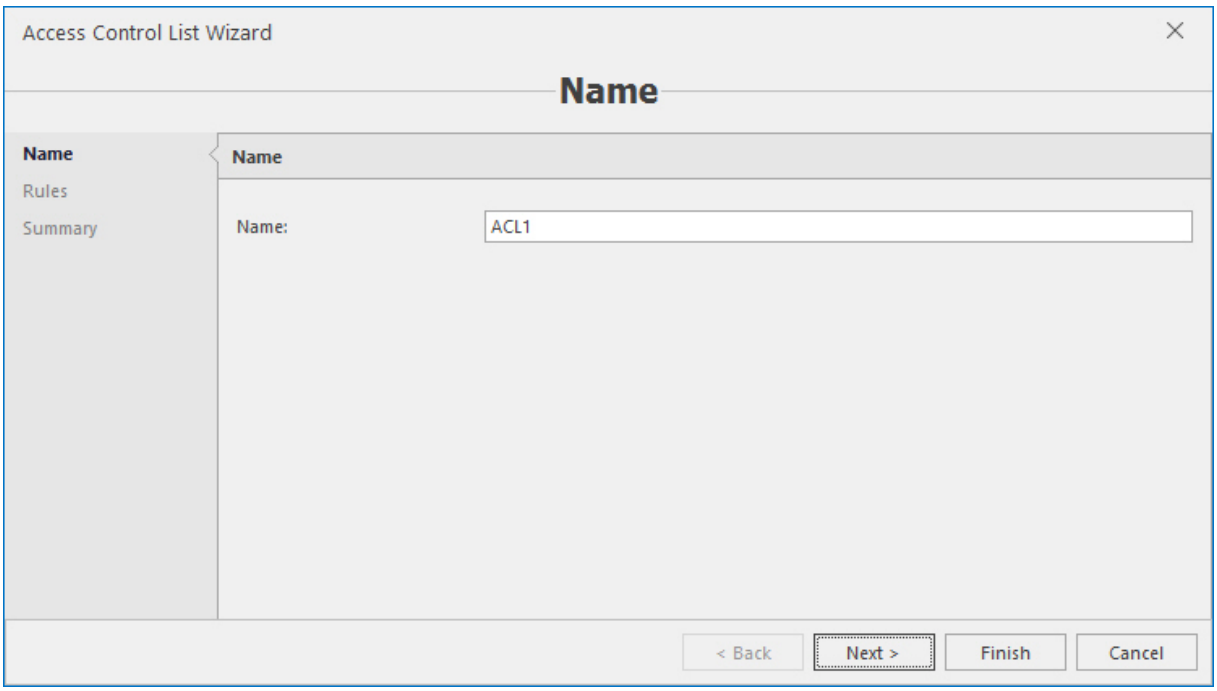


Specify name:



Specify rules:

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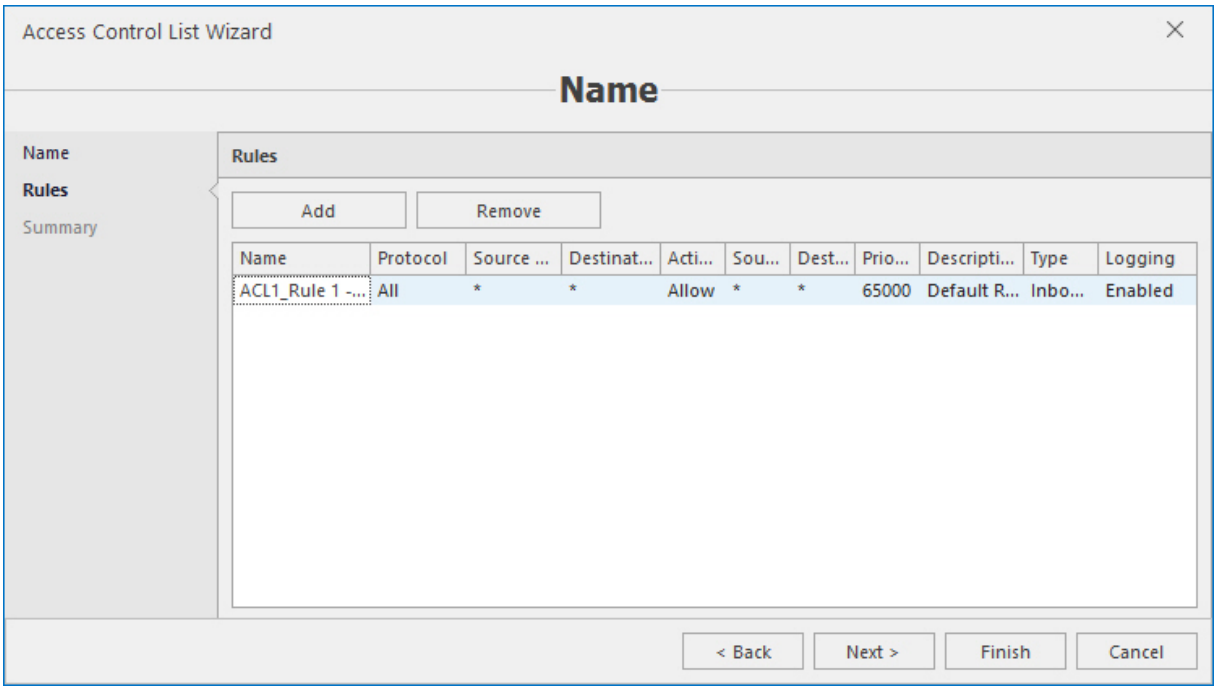

Rule includes:

- Source/Destination port range.
- Action: (Allow/Deny).
- Source/Destination address prefix in CIDR (use /32 to specify one address).
- Priority from 100 to 65000 (rules with low priority have high precedence).
- Description.
- Type: Inbound/Outbound.
- Logging: Enabled/Disabled.

Click **Finish**.

11.2.2 Logical network

Logical networks present abstraction of physical topology (i.e. provider addresses). After the network controller deployment, Acronis Cloud Manager creates PA network (used by host to build VXLAN tunnels), management network, and transit network (used for communication between SLB MUXes and BGP).

To add logical network click the corresponding button on the main ribbon:

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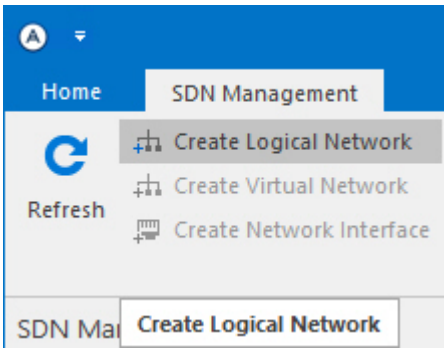
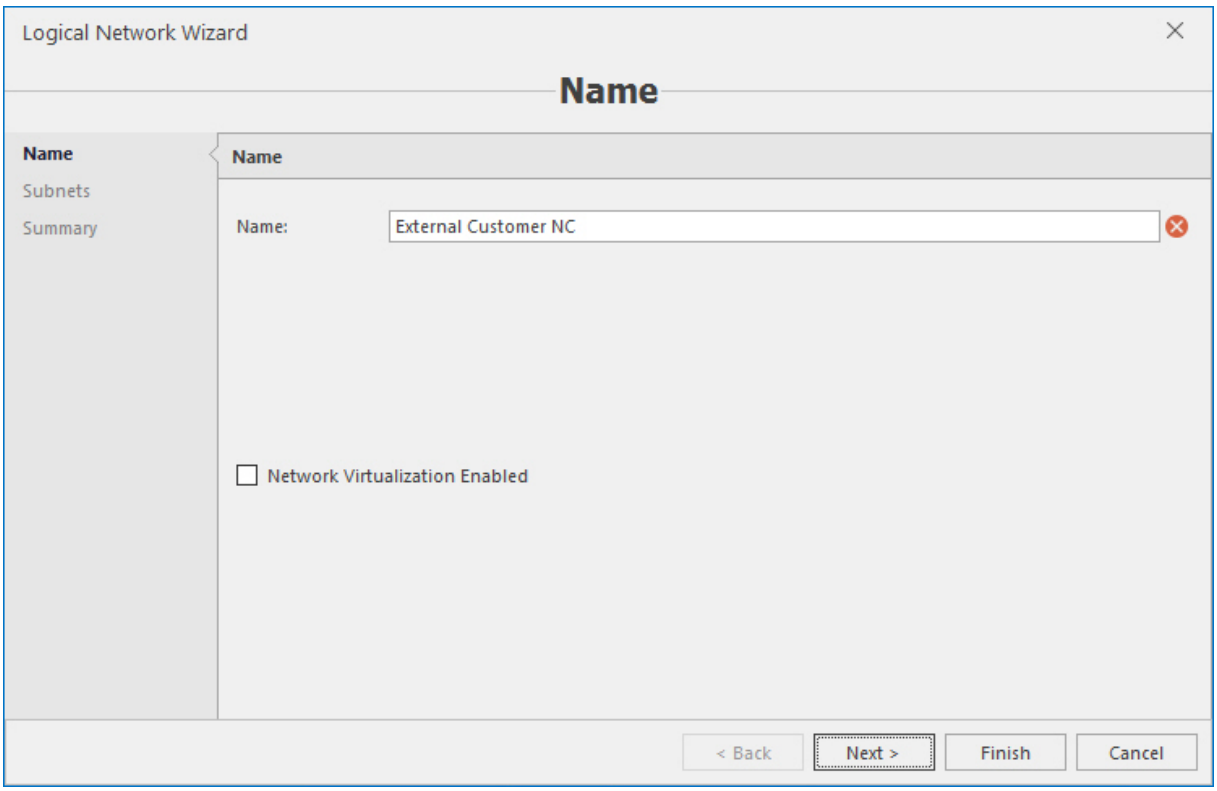


Specify name:



Specify subnets:

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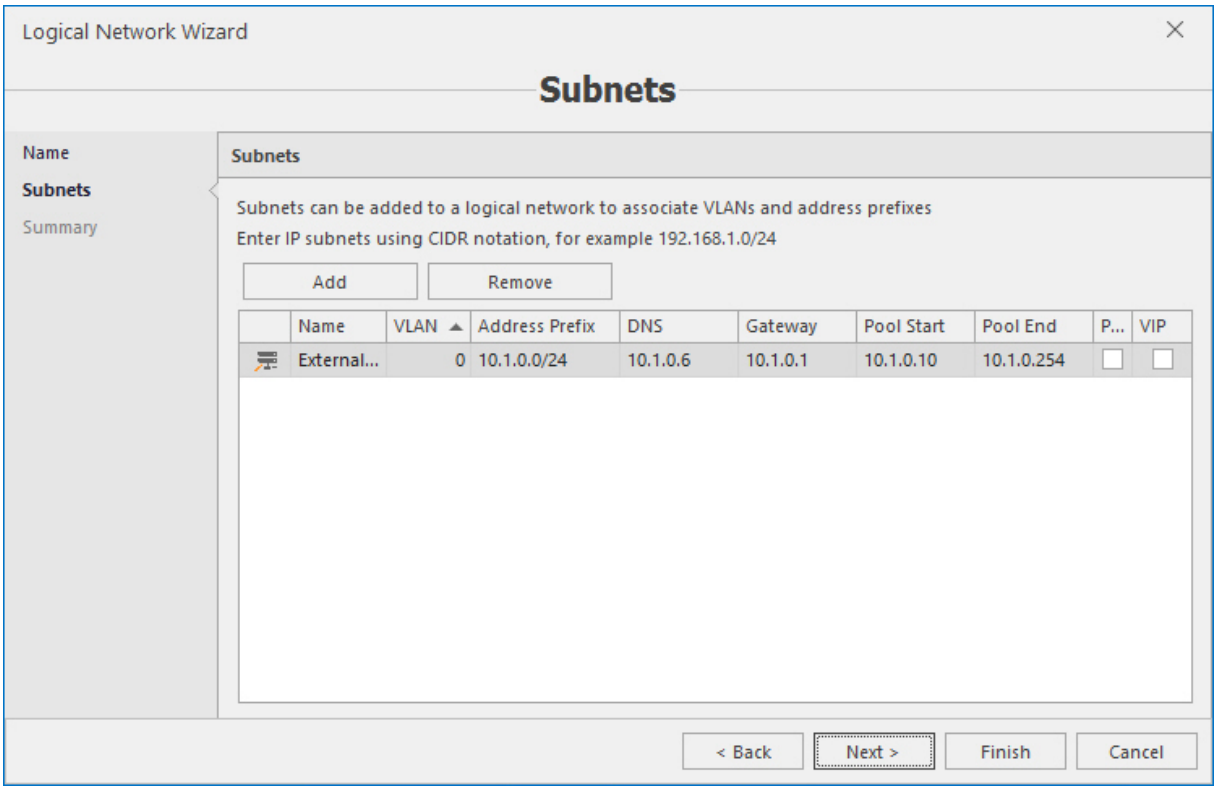
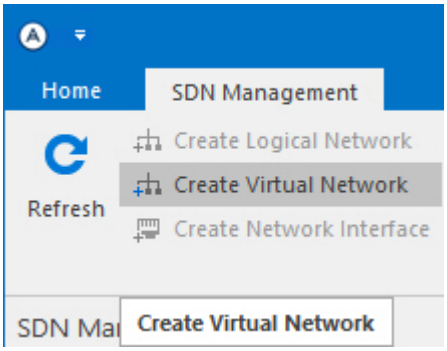


Subnet consist of VLAN ID, subnet address prefix, DNS server address, gateway address, IP range (must start from x.x.x.4, because first three addresses used internally by the network controller).

11.2.3 Virtual network

Virtual network is a network that virtualized using VXLAN. Virtual network must be created upon PA logical network.

To add virtual network, click the corresponding button on the main ribbon:



Specify name:

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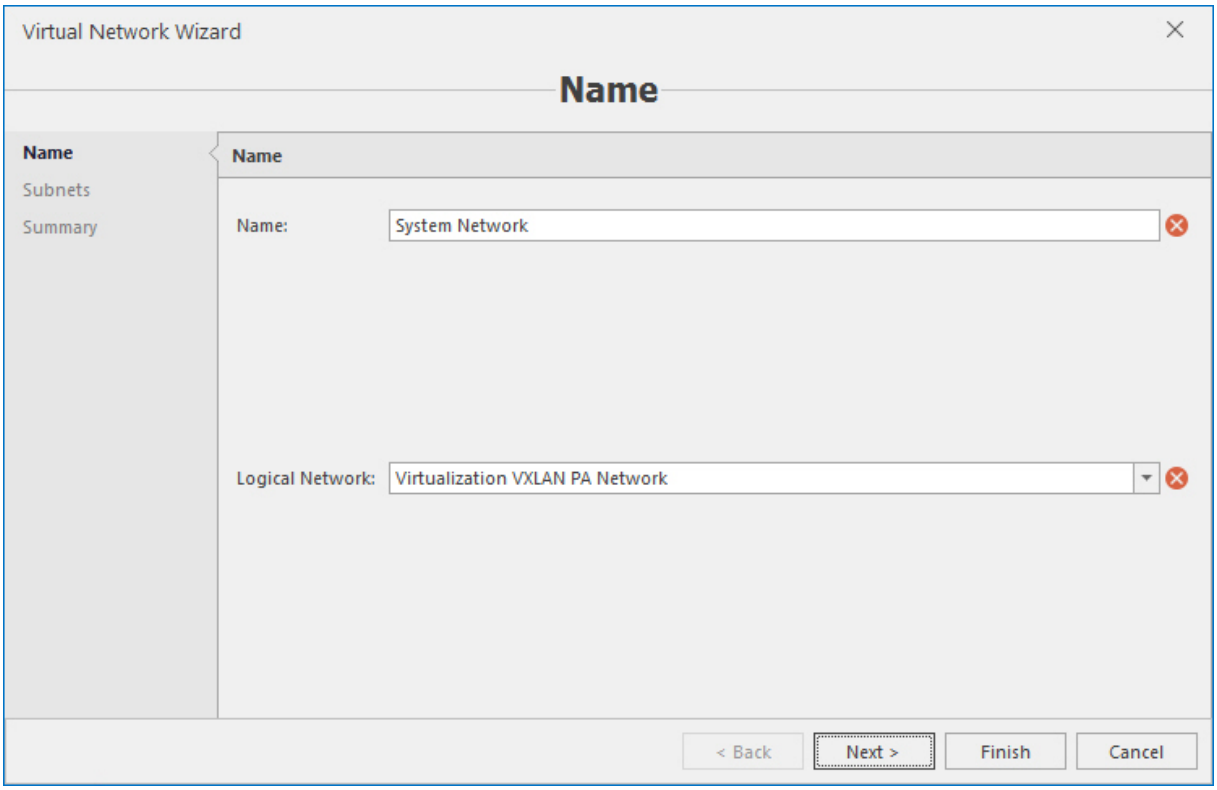
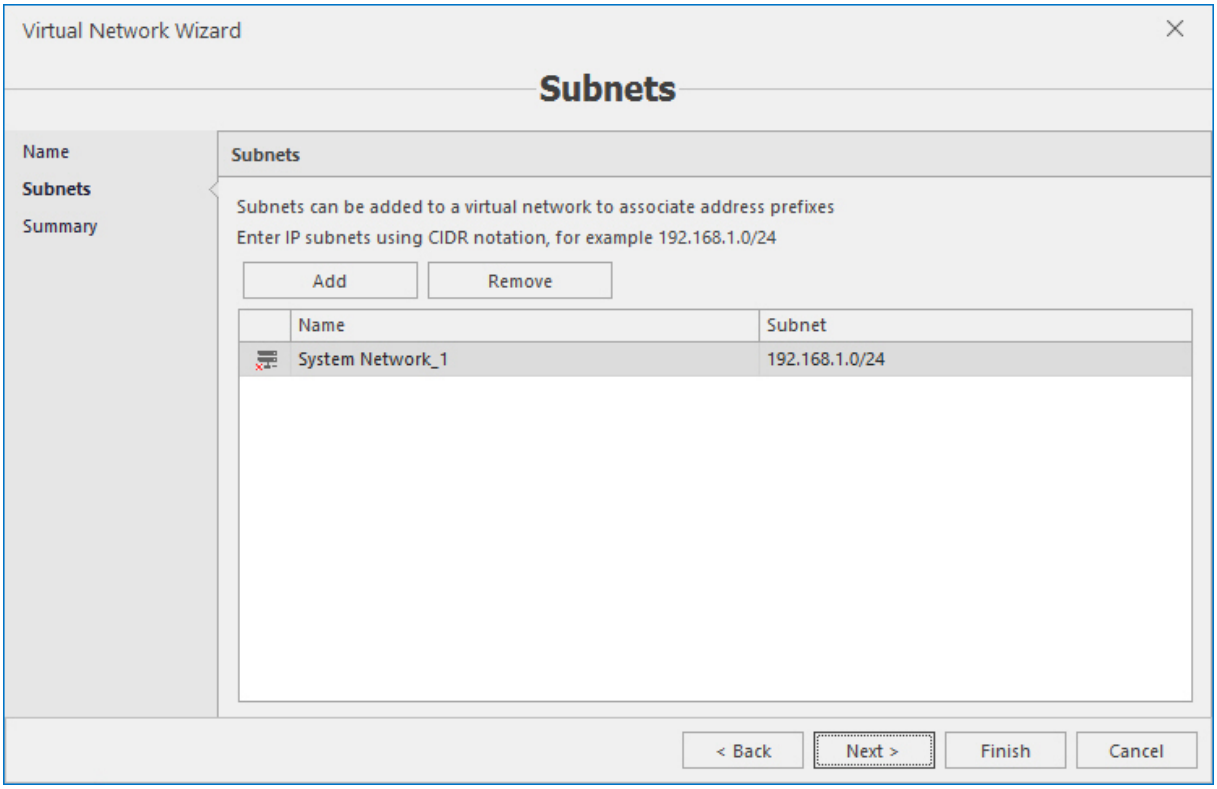


Specify subnets:



Subnet consists of subnet address prefix. x.x.x.1 assigned as subnet default gateway automatically. Network interfaces can use addresses from x.x.x.4.

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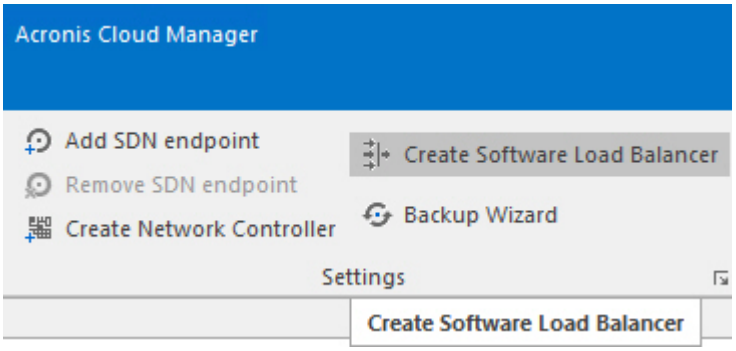
11.2.4 Load balancer

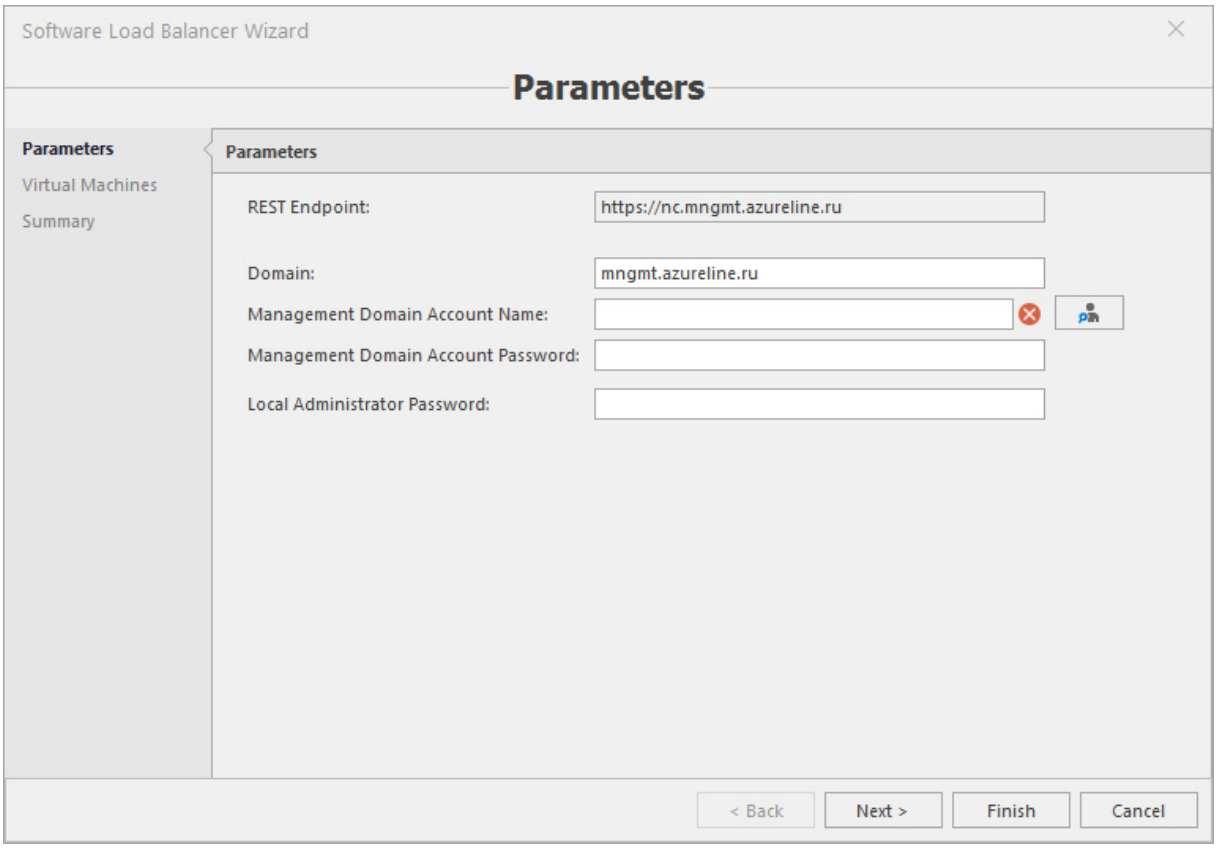
LB defines L4 load balancing for VMs: load balancer VIP, backend VMs.

Load balancer MUX - load balancer multiplexor is internally used by network controller. Network controller publishes load balancer VIPs to MUX, MUX publishes /32 route to BGP. Handles inbound traffic for load balancing.

To add MUXes, click the **Create software load balancer** button on the main ribbon:



Specify parameters:



- **Domain** – domain to join SLB MUXes.
- **Management domain account name** – account used for add VM to domain, and configure MUXes in NC. Must be member of network controller management group.

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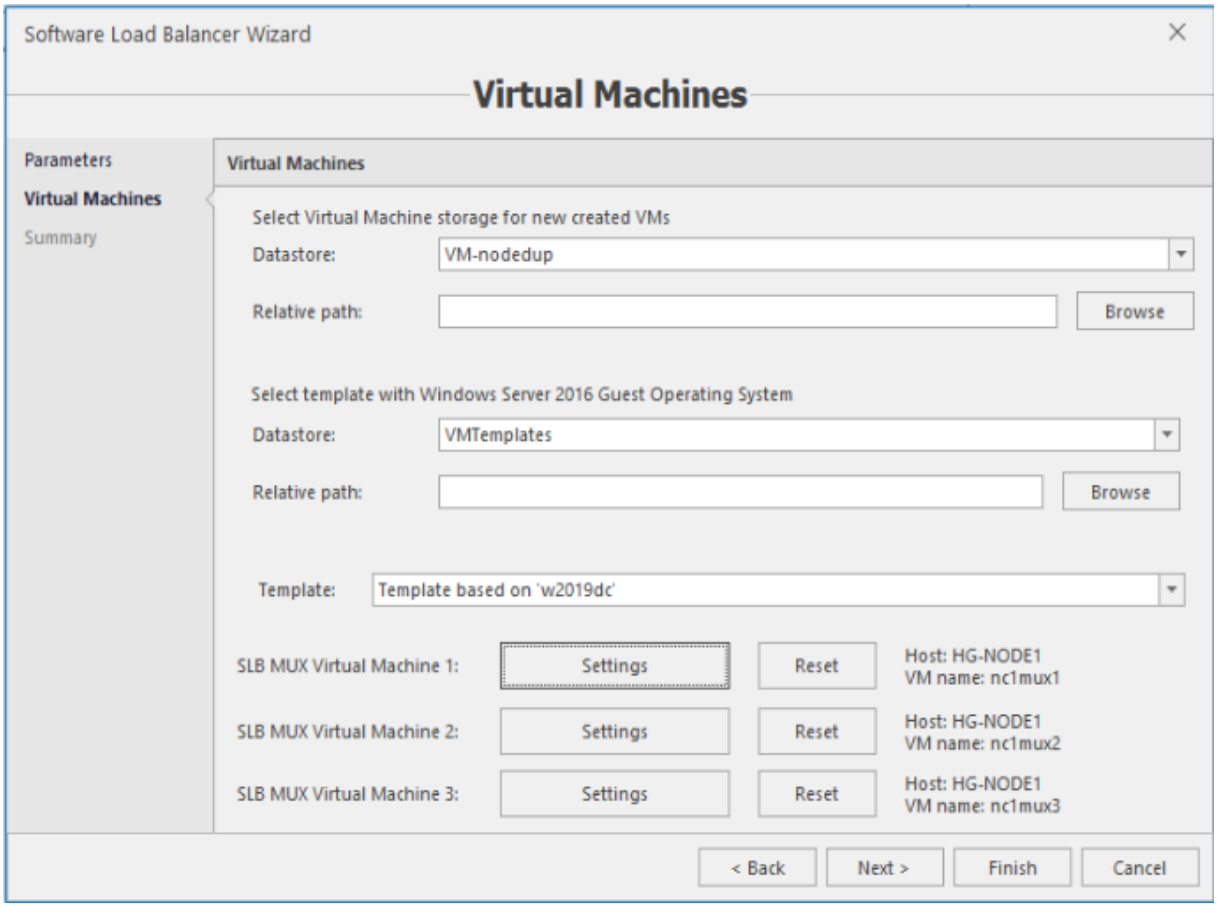
- **Local administrator password** – password for local administrator account. Local administrator account used for install and configure necessary windows roles for SLB.

Specify parameters for VMs:



Datastore for VM placement. Datastore contains VM templates. Master automatically fills VM parameters upon clicking the **Settings** button. You can change VM name or CPU/memory configuration per VM If needed.

11.2.5 Network interface

List of VM network interfaces managed by the network controller.

To add managed VM interface, open VM properties, and navigate to the **Network adapters** page. Choose the appropriate network adapter and open the **SDN** tab:

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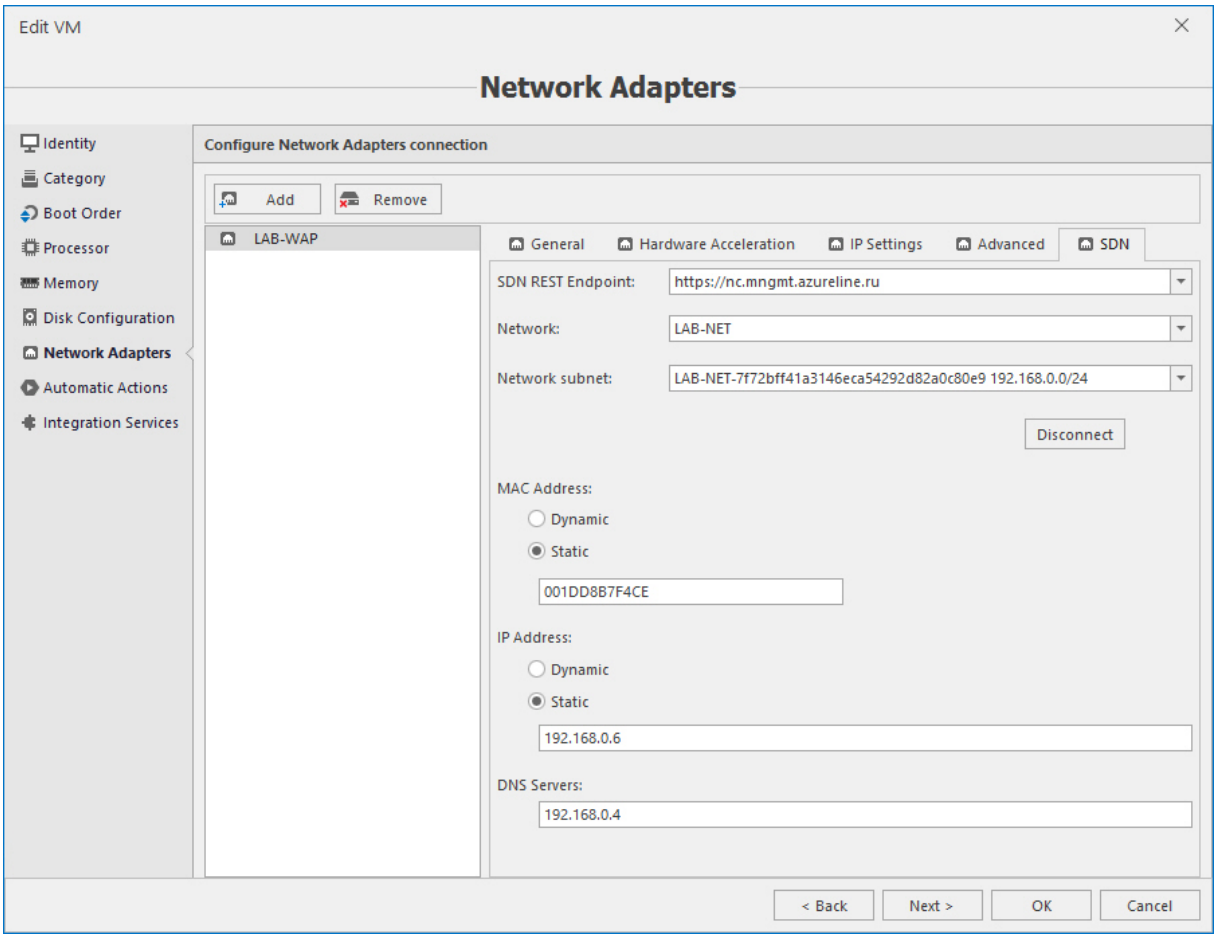
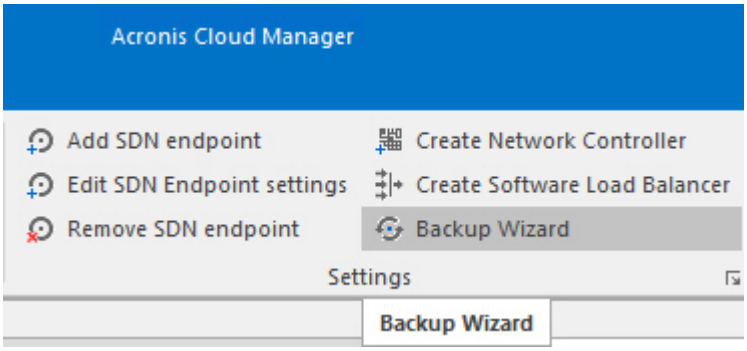


Choose the SDN REST endpoint of the appropriate network controller, network and network subnet. Configure MAC and IP addresses, and DNS servers as applicable. Click **OK** to save the configuration.

11.2.6 SDN backup

Acronis Cloud Manager provides ability to perform the network controller OVSDB backups.

To create manual backup, click the **Backup wizard** button on the main ribbon:



Specify the backup datastore parameters and click **Finish**:

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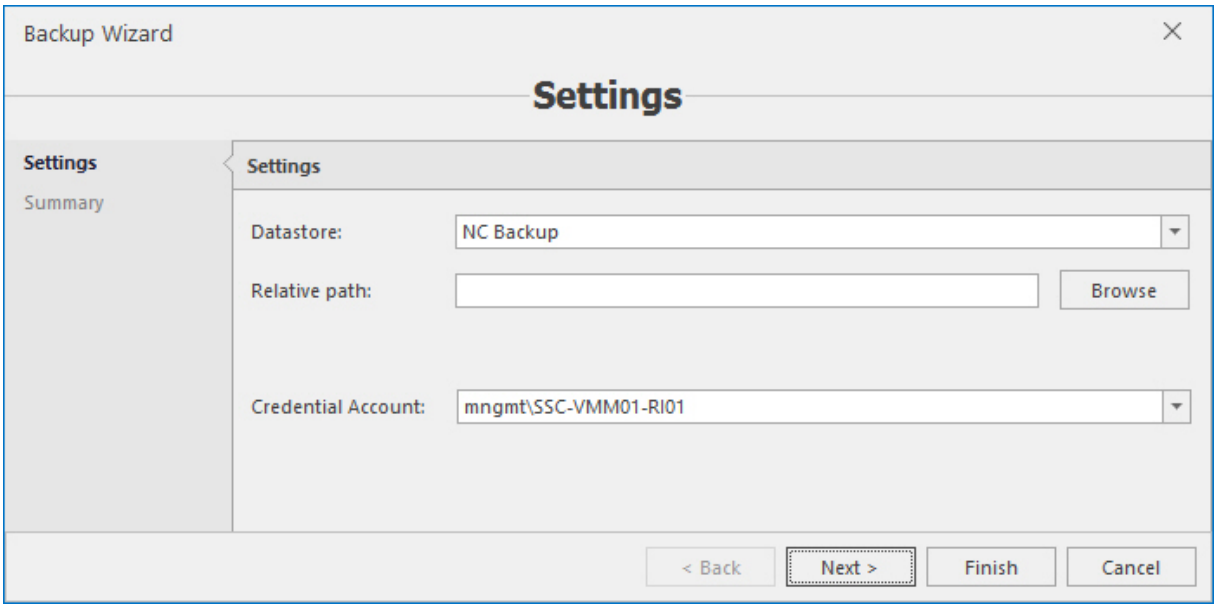
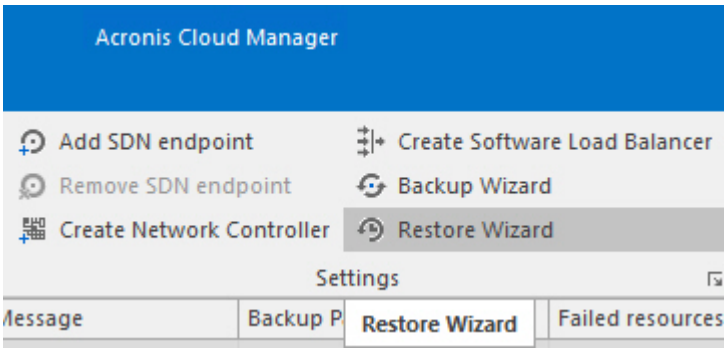


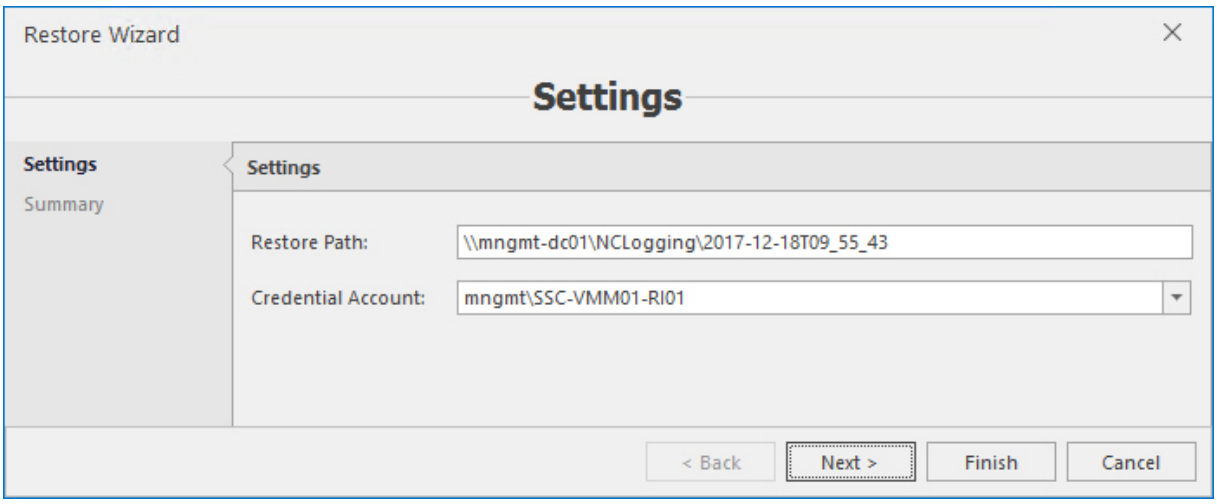
11.2.7 SDN restore

Acronis Cloud Manager provides ability to perform the network controller OVSDB restores.

To restore OVSDB, select backup and click the **Restore wizard** button on the main ribbon:



Review parameters, correct if required (they are filled in by default) and click **Finish**:



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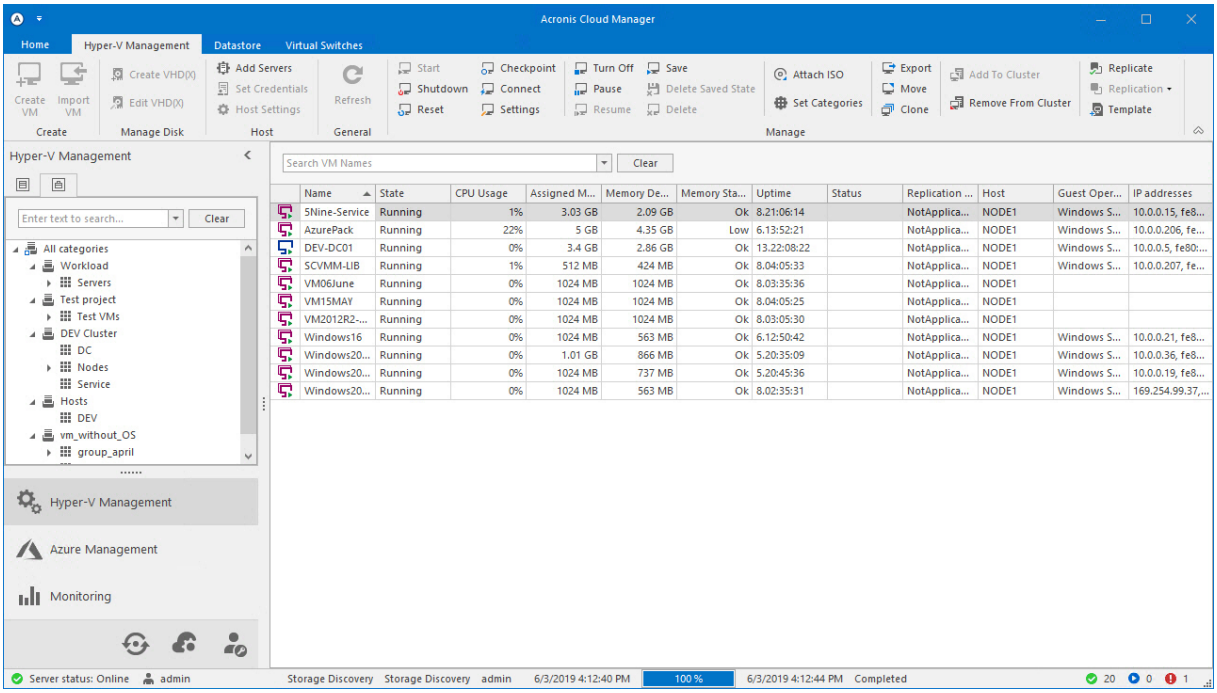
12 Logical view grouping

This feature allows administrators to combine multiple related resources into a single, logical tree through categorization and grouping. This new, customizable view has been added to the existing infrastructure view within the Hyper-V management console. A workload administrator, for example, can create a view of all relevant application VMs. Resource views can also be created to align with existing regional or functional administrative models.

Logical view grouping allows administrators to more effectively manage, monitor and optimize operations by providing fast, easy access to relevant resources. It decreases the time and effort needed to sort through and find a resource or group of resources while maintaining strict role-based access controls.



1. First thing you need to do is create categories and groups using the **Administration** plugin – **Categories** tab:

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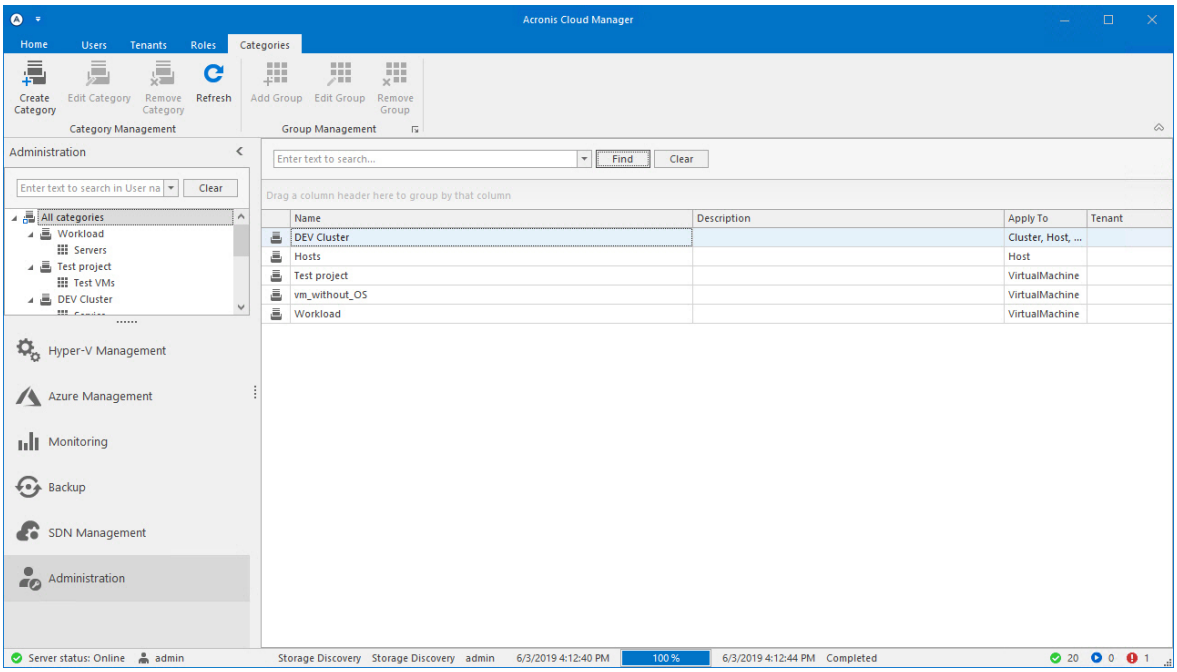
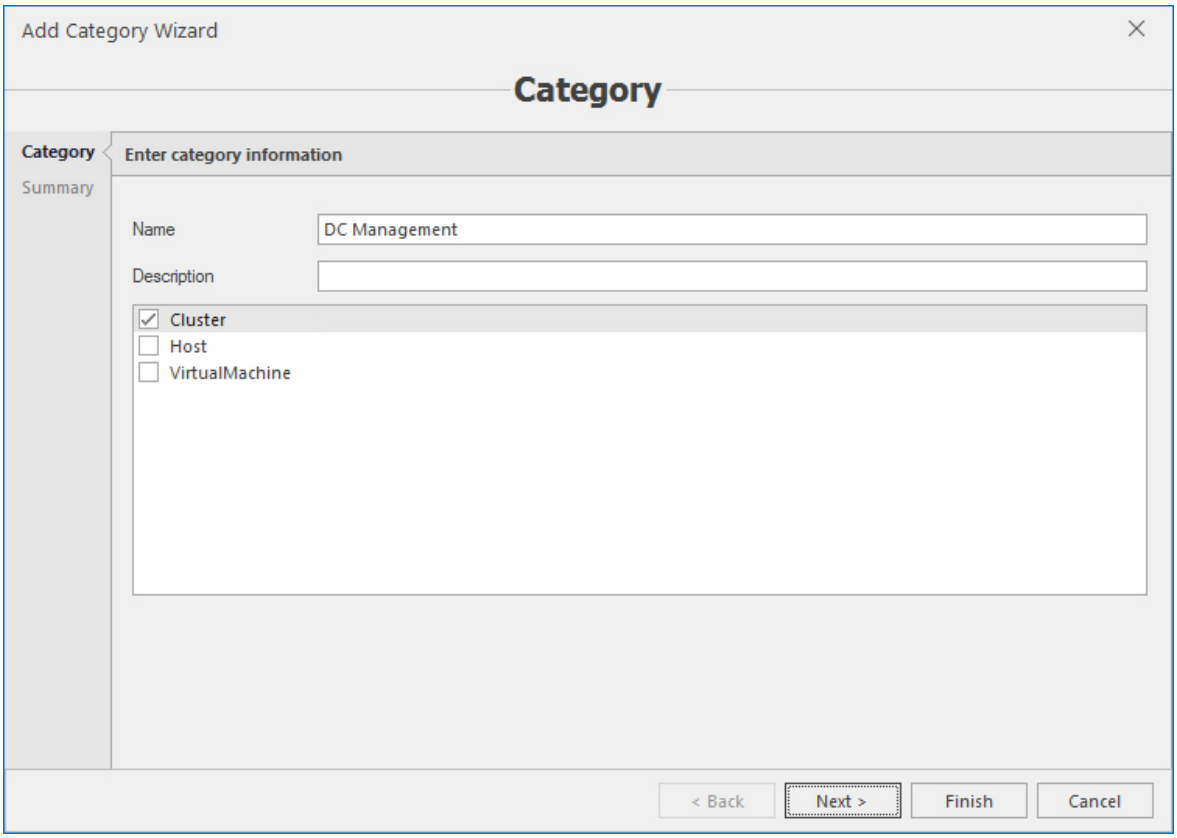


2. Click the **Create category** button on the left of the top bar and configure the new category parameters using the **Add category** wizard:



Note

The main point is to enable certain object types that will be allowed to be associated with this

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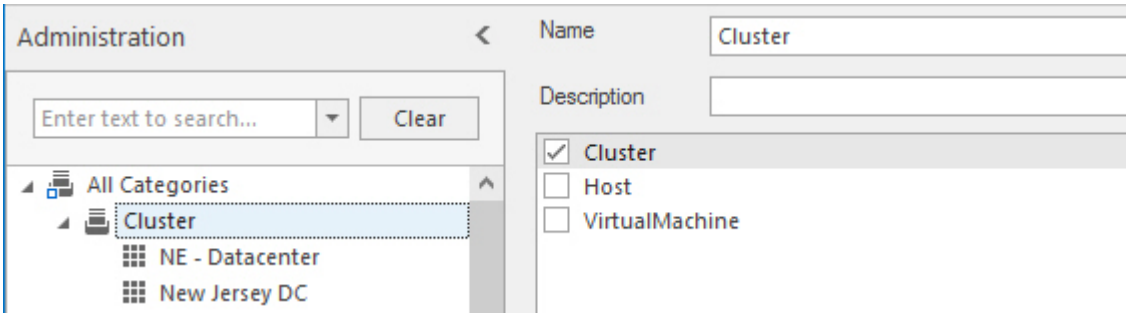
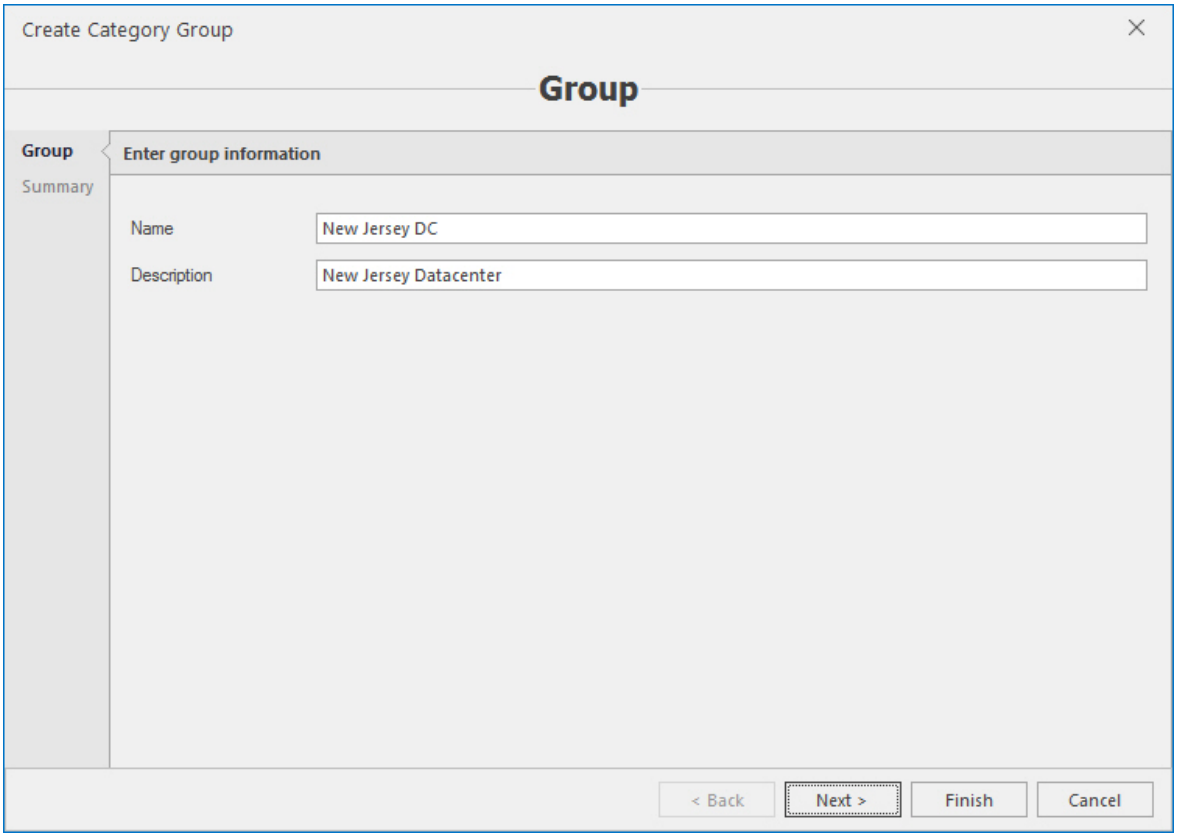
category. There are three object types – cluster, host and virtual machine. It is up to you whether allow all of them or just some or one in any category. Category availability will be then appearing accordingly.

3. Click **Next**, review summary and click **Finish** to complete the wizard.
   You will find your new category in the list then, where you will be able to alter it at any time:



4. Next step is adding groups into categories. Select the category and click the **Add group** button.



5. Specify the name for the group as will be displayed in your customized logical view. Click **Next**, review summary and click **Finish** to complete the wizard.

Note
Now that you completed the above steps, you can assign objects to the group in accordance with

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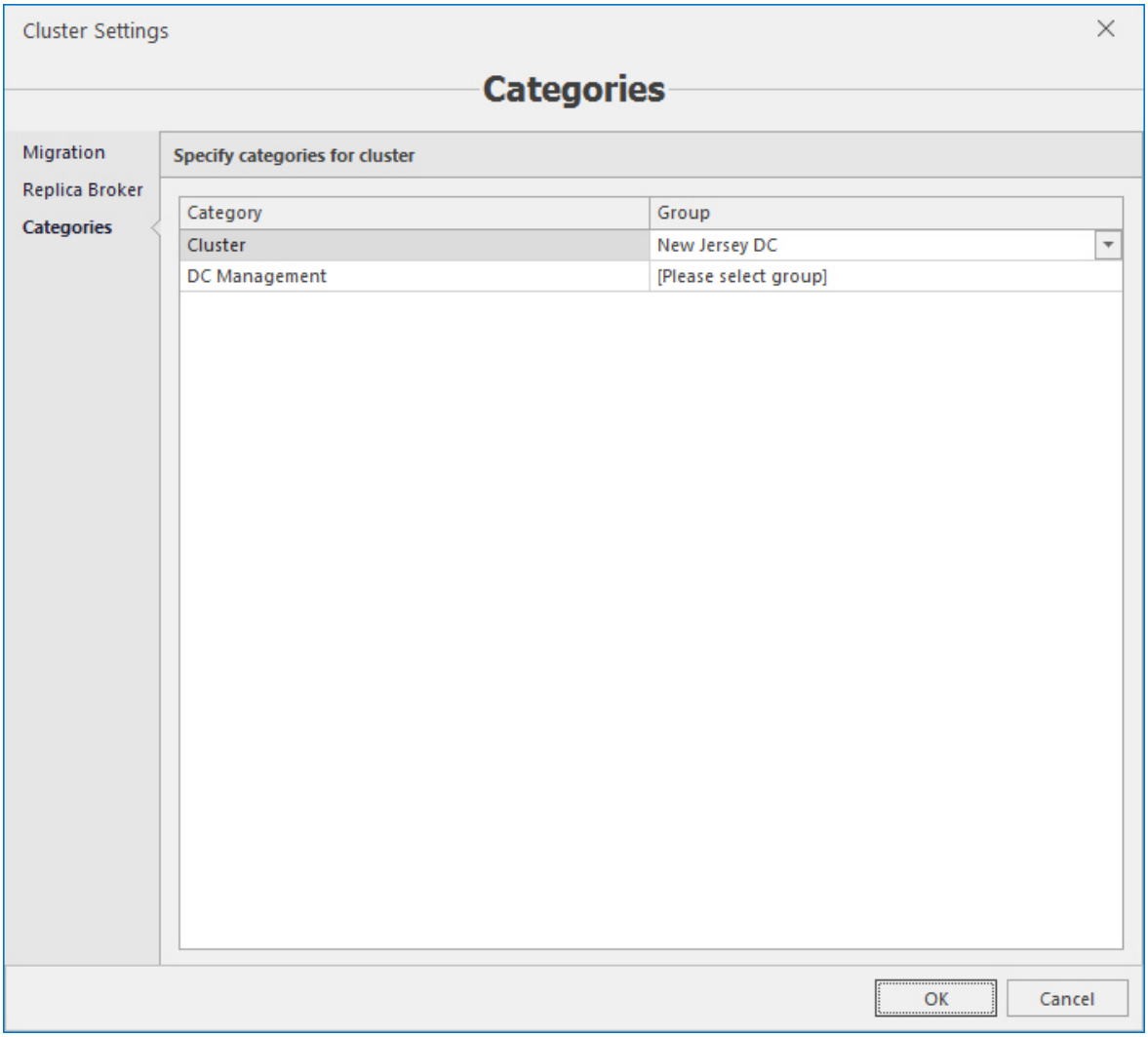
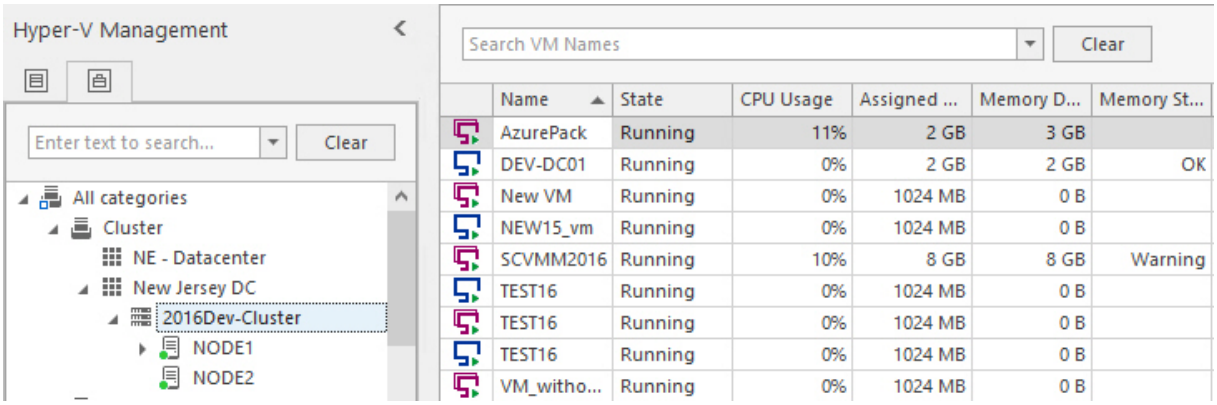
its settings/availability (in the given example it is for cluster). This is done in the object's settings – **Categories** section, which appears in the same way in cluster, host and virtual machine settings:



Your object will appear in configured group in the logical view – open the **Hyper-V management** plugin and go to the right tab, where logical view is displayed:



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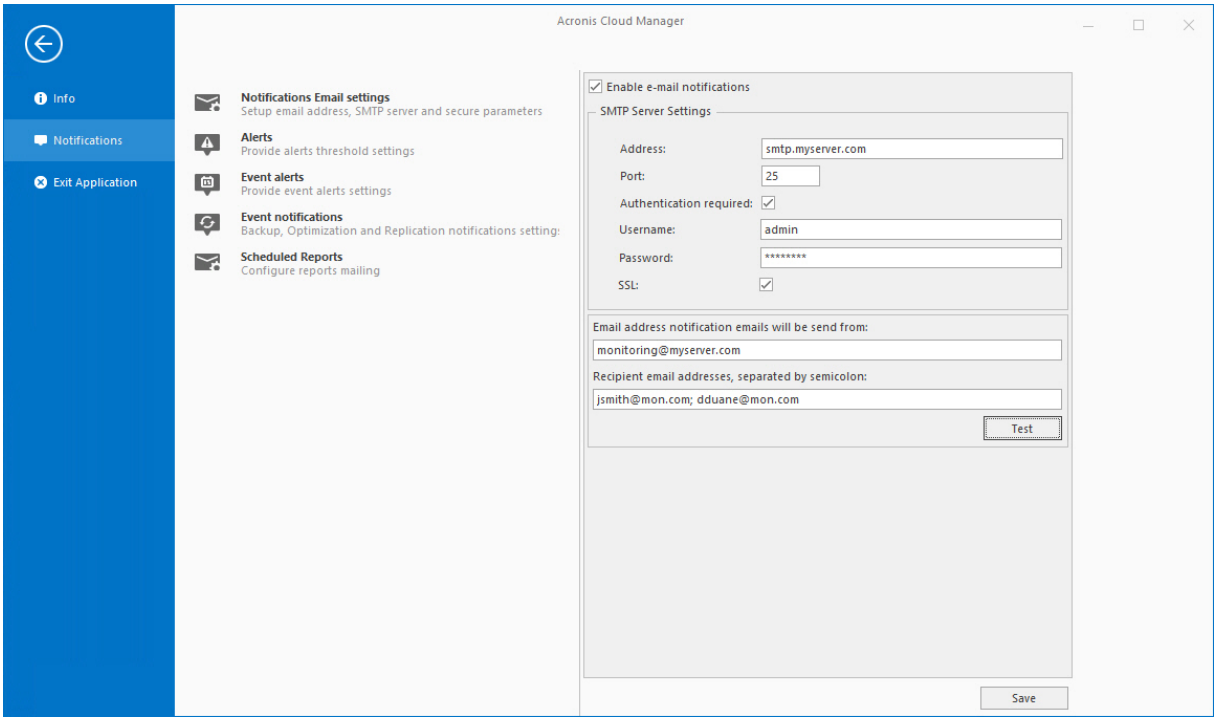
13 Notifications

Notifications are sent to configured email addresses and inform admin about various alerts – resource alerts, event alerts, backup & replication alerts and dynamic optimization alerts. There are also scheduled reports mailing settings for several types of data. Resource alerts work for physical/virtual performance parameters – CPU, memory, network and disk utilization; event alerts work for Microsoft Windows® clustering, HA, Hyper-V and security native events. Backup & replication alerts work for backup & replication successful/unsuccessful procedures. Dynamic optimization alerts are sent when VM migrations successfully completed. Scheduled reports are sent to configured emails – system status report, VM life cycle report and zombie VM report.

13.1 Email settings

To configure notifications email settings, open the **Home** tab and then select **Notifications** – **Notifications email settings**:



Configure the email server with the TCP port and authentication credentials, and specify the recipients' emails. Notifications will be sent to the specified email addresses.

13.1.1 Resource alerts

To set thresholds for warning and critical alerting on performance counters open the **Home** tab and select **Notifications** – **Alerts**.

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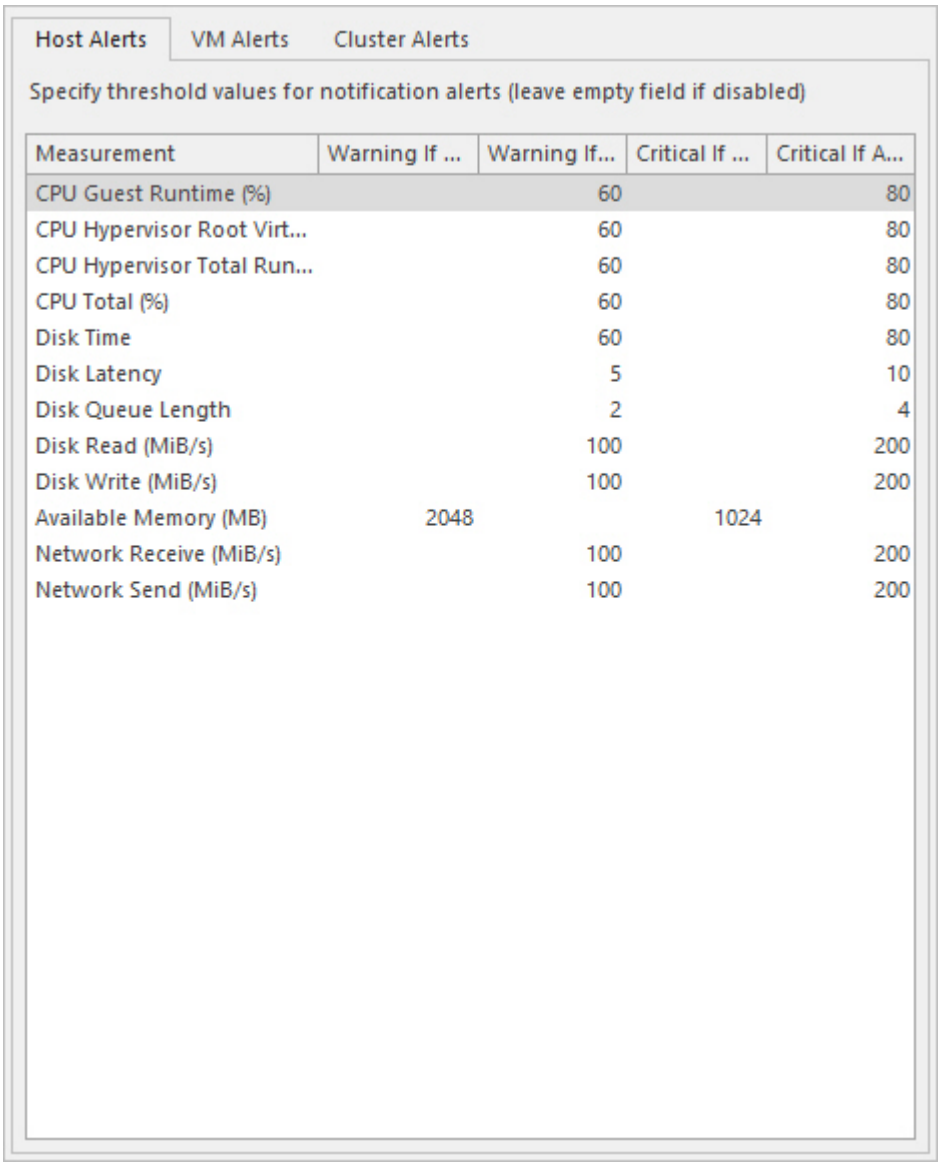

Note
There are separate sections for host, VM and cluster counters.

Values that are set to **0** mean they are disabled. Warning and error thresholds values can be set to trigger alerts when a value either falls below or above the setting.

13.1.2 Event alerts

Event alerts are configured to transfer native Microsoft events into the Acronis Cloud Manager **Monitoring** plugin. To configure event alerts, select **Notifications** – **Event alerts**. Select checkboxes for the desired events to enable alerting for that event:

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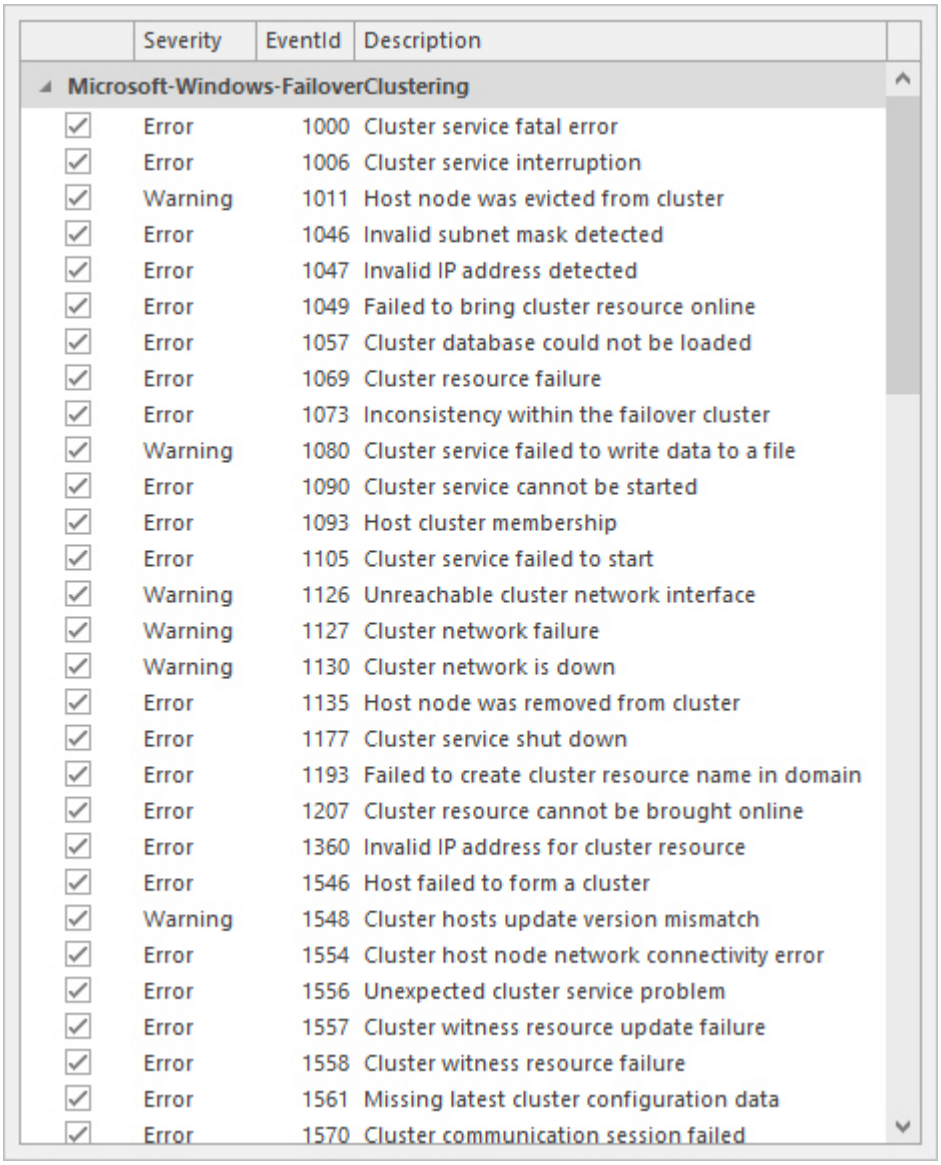

	Severity	EventId	Description
Microsoft-Windows-FailoverClustering			
☑	Error	1000	Cluster service fatal error
☑	Error	1006	Cluster service interruption
☑	Warning	1011	Host node was evicted from cluster
☑	Error	1046	Invalid subnet mask detected
☑	Error	1047	Invalid IP address detected
☑	Error	1049	Failed to bring cluster resource online
☑	Error	1057	Cluster database could not be loaded
☑	Error	1069	Cluster resource failure
☑	Error	1073	Inconsistency within the failover cluster
☑	Warning	1080	Cluster service failed to write data to a file
☑	Error	1090	Cluster service cannot be started
☑	Error	1093	Host cluster membership
☑	Error	1105	Cluster service failed to start
☑	Warning	1126	Unreachable cluster network interface
☑	Warning	1127	Cluster network failure
☑	Warning	1130	Cluster network is down
☑	Error	1135	Host node was removed from cluster
☑	Error	1177	Cluster service shut down
☑	Error	1193	Failed to create cluster resource name in domain
☑	Error	1207	Cluster resource cannot be brought online
☑	Error	1360	Invalid IP address for cluster resource
☑	Error	1546	Host failed to form a cluster
☑	Warning	1548	Cluster hosts update version mismatch
☑	Error	1554	Cluster host node network connectivity error
☑	Error	1556	Unexpected cluster service problem
☑	Error	1557	Cluster witness resource update failure
☑	Error	1558	Cluster witness resource failure
☑	Error	1561	Missing latest cluster configuration data
☑	Error	1570	Cluster communication session failed

13.1.3 Backup, replication and dynamic optimization alerts

To configure backup, replication and dynamic optimization alerts, select **Notifications** – **Event notifications**. Select checkboxes for the desired events to enable notifications for that event:

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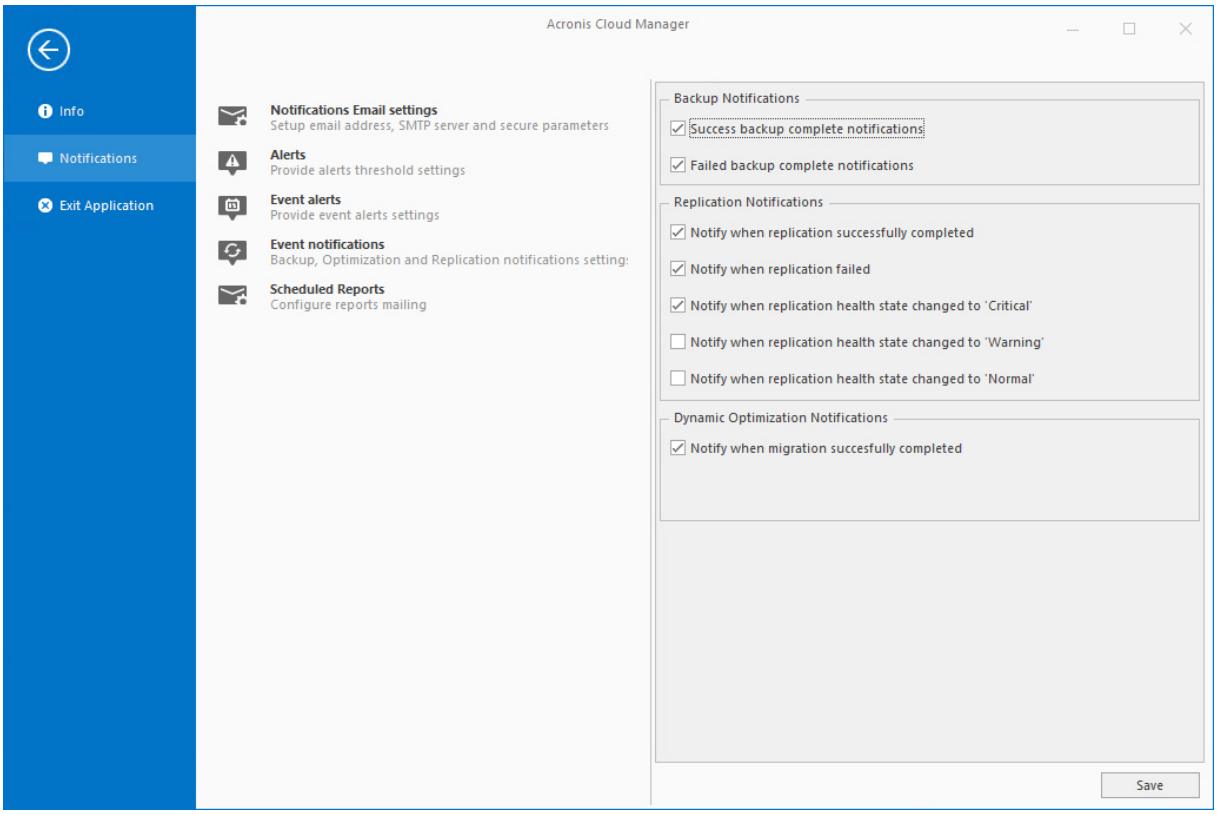
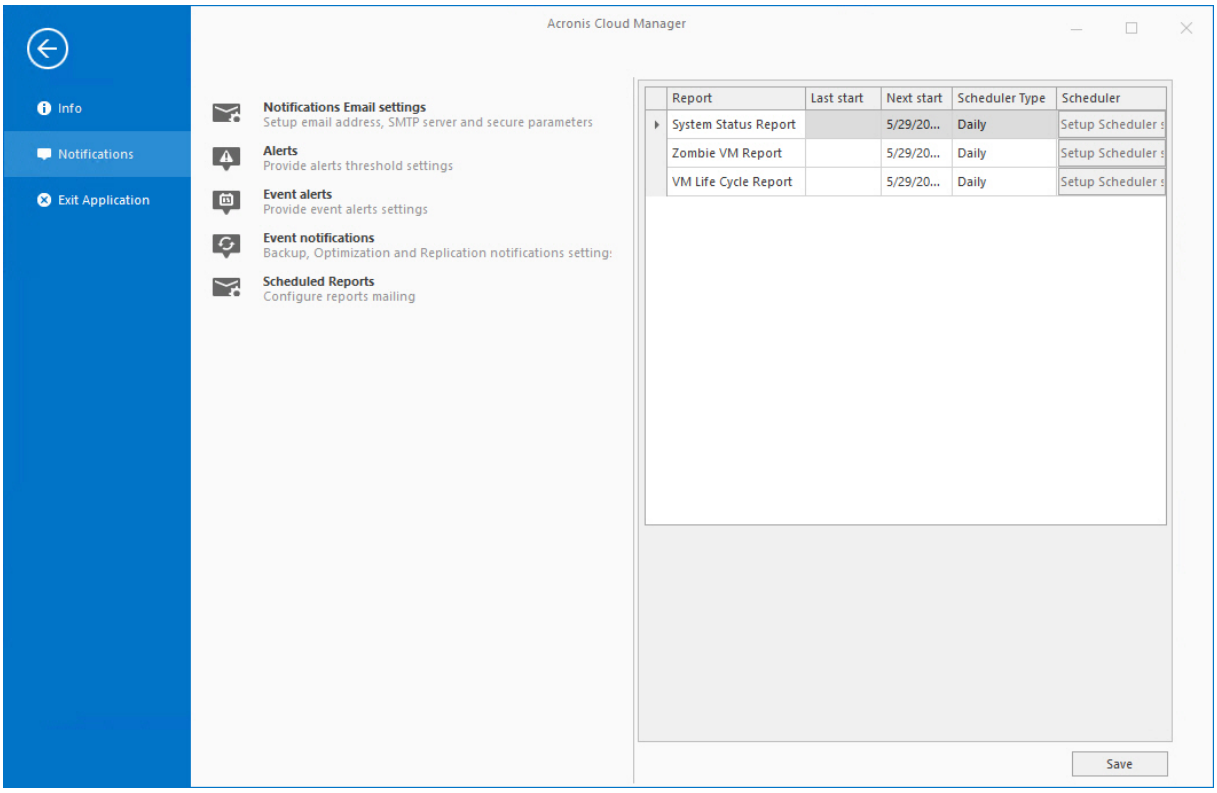


13.1.4 Scheduled reports

To configure scheduled reports mailing, select **Notifications** – **Scheduled reports**.



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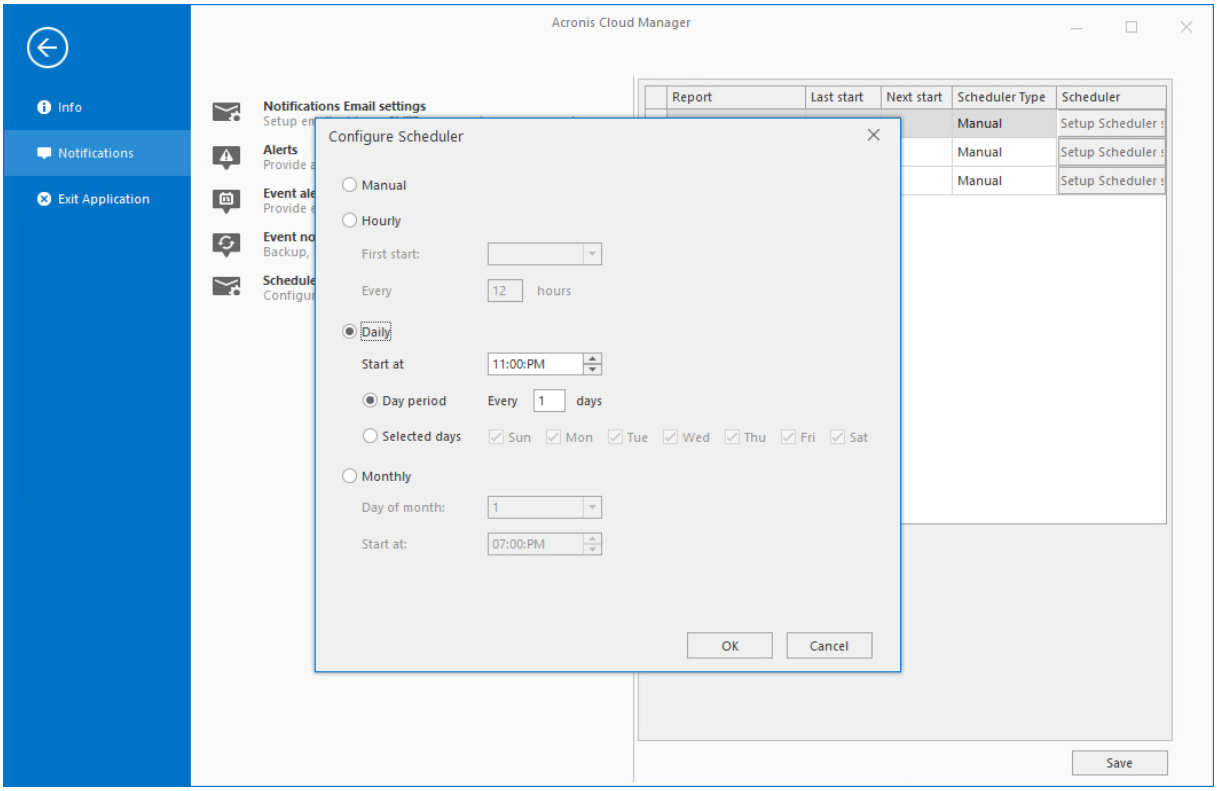
Under the **Scheduler** column, click the **Setup scheduler settings** button on the corresponding row to open the scheduler configuration dialog:



When all settings are done, click **Save** at the bottom of the window on the right side.

Note

These reports can be viewed in the **Reporting** plugin of Cloud Manager (refer to the "Reporting" (p. 164) section above).

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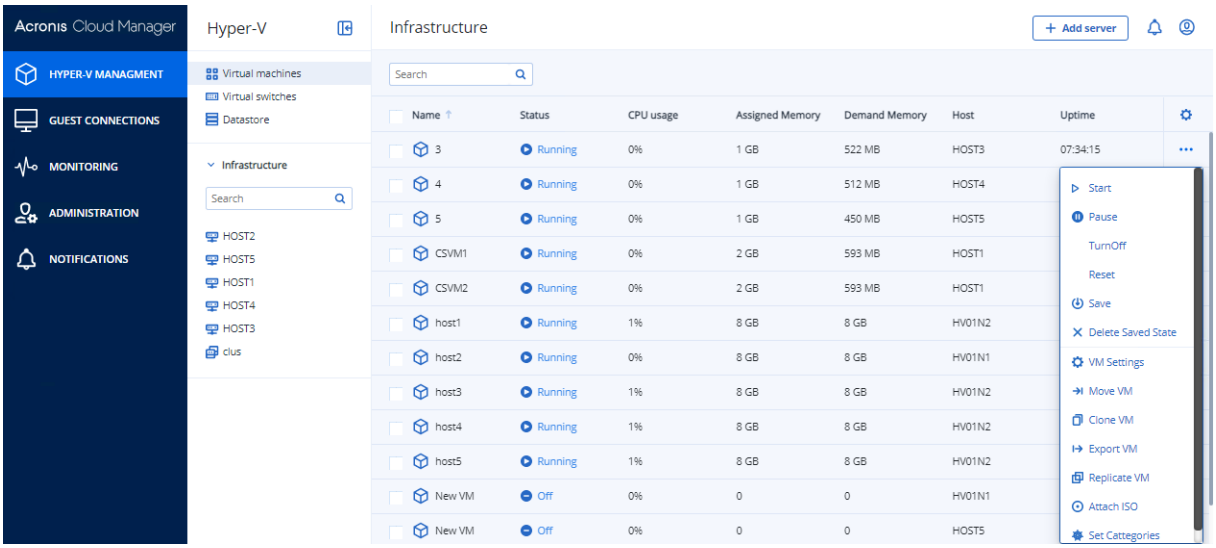
14 Web management console

Web management console is a web-based interface of Acronis Cloud Manager, which provides users with an access to all application's features through the web browser. Acronis Cloud Manager web management console supports both http and https protocols.



There are the following main parts of web console interface:

- Main navigation pane.

  Main navigation pane appears on the left side of the browser and contains the list of available plugins. You need to select the necessary plugin to open its content in the main browser's window to the right from the main navigation pain.
- Middle navigation pane.

  Middle navigation pane appears to the right from the main navigation pain and contains sub-menu with the selection of the objects and/or sections, applicable for the currently selected plugin.
- Data area.

  Data area appears in the main part of the browser's window and shows text and/or graphical information about objects. It also contains applicable buttons and controls to perform operations with the objects and initiate various procedures. Context menu commands are also available for the objects where applicable.

14.1 Web management console installation

Web management console arrives along with the main setup archive of the product as a pre-configured .vhd file. It already contains all necessary software and required OS (Ubuntu Linux 18.04). All you need to do is prepare in advance generation 1 Hyper-V virtual machine, in accordance with system requirements and attach that vhd to this machine. Then review and configure a few settings inside the created virtual machine and on the management server side as described below.

You need to do the following:

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1. Create generation 1 Hyper-V virtual machine in your environment that Acronis Cloud Manager is supposed to work in. This virtual machine must be connected to the external virtual switch and has the access to the management network, where the main application components will be working. Requirements to the machine you can find in the "Deployment and configuration" (p. 12) - "Acronis Cloud Manager web portal" (p. 13) section above.
2. Attach vhd disk that arrived with the installation package to the created VM. Open the guest console and login to the system:
   login: **acronis**
   password: **CloudManager5**
3. Execute the following commands:
   `ip addr show` (you will get the IP address of the portal by this command)
   Then execute:
   `sudo ./initsettings.sh`

   Note
   If you provide there http:// based address of management server, then portal will be configured without using ssl/tls. You will need to edit config file **C:\Program Files\5nine\5nine Cloud Manager Management Service\5nine.Manager.exe.config**:
   should replace **https** with **http** in the key: `add key="ManagementServiceExternalUrl" value="http://*:16080"`.

4. If you wish to use ssl/tls then BEFORE running the portal configuration script you need to install a valid certificate for management server – self signed will not work. Installing pfx is available only within the management service installation wizard.
5. Install the certificate for the portal.
6. Open in a browser **http://** or **https://** using portal IP.
7. If required, run commands in Ubuntu to reconfigure FQDN address, change the default password of the user etc.

14.2 Web management console operations

In current release there are the following features implemented in Acronis Cloud Manager web management console:

- Hyper-V management: all operations with VMs, virtual switches and datastores.
- Guest console VM connection: access VM directly from the web portal via guest console.
- Hyper-V monitoring: various performance indicators and alerts for Hyper-V objects.
- Administration: operations with users, tenants, roles and permissions.

Next release will include other features:

- Azure management: operations with Microsoft Azure subscriptions.
- Hyper-V backup & replication.

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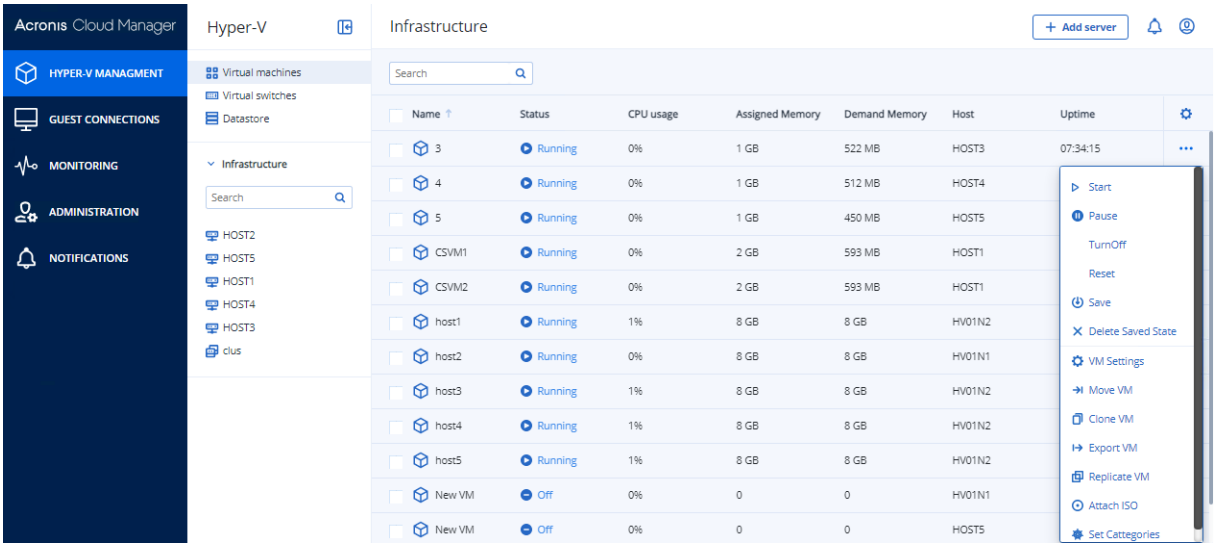
- Reporting: creating various reports for Hyper-V environment/resources.
- New self-service tenant portal, based on the new features – resource pools and quotes.

14.2.1 Hyper-V management

Hyper-V management plugin has the same features as desktop console including operations with VMs, virtual switches and datastores. The submenu appears on the middle pane to open the necessary section: Virtual Machines, Virtual Switches and Data Storages.



Guest connection view is implemented via Guacamole remote desktop gateway (see https://guacamole.apache.org/).

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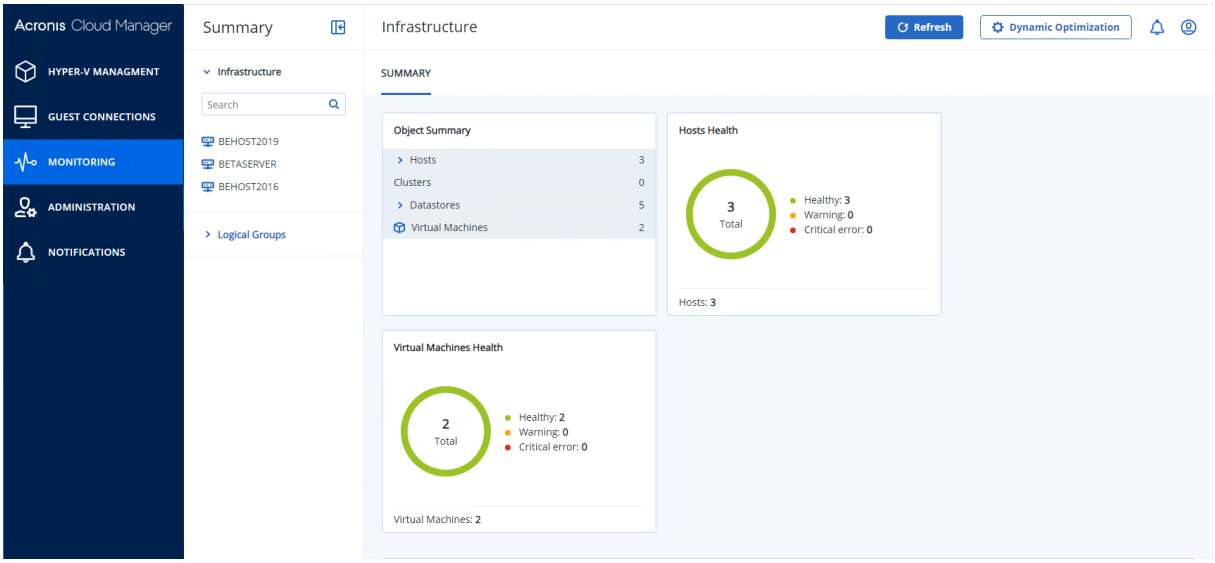
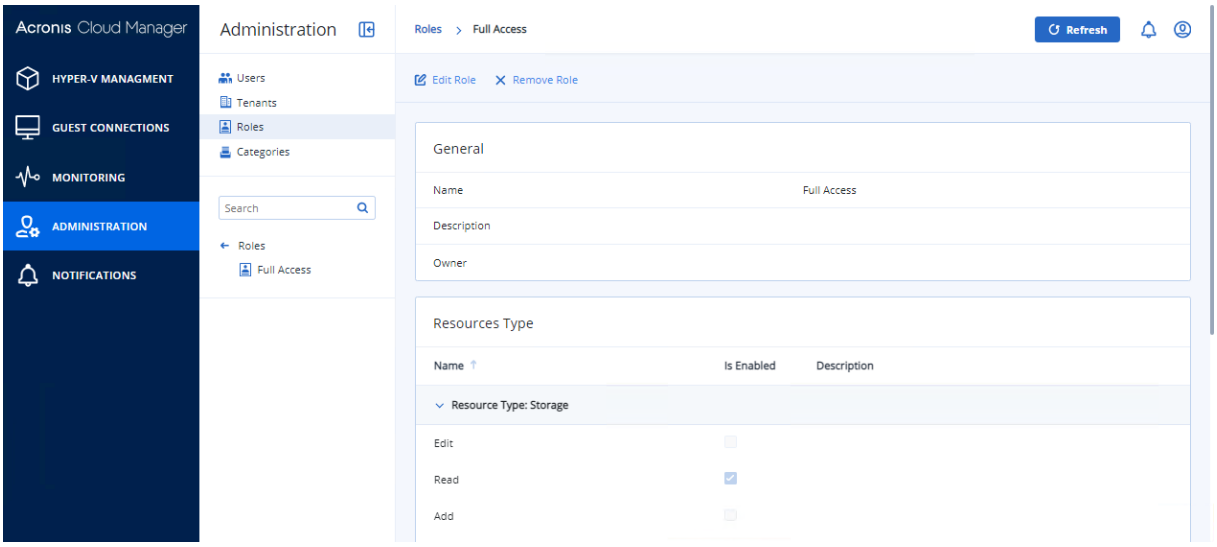
14.2.2 Hyper-V monitoring

Hyper-V monitoring plugin has the same features as desktop console including various performance graphs and alerts for Hyper-V hosts and VMs.



14.2.3 Administration

Administration plugin has the same features as desktop console including all operations with tenants, users and roles within the role-based access model and jobs management.



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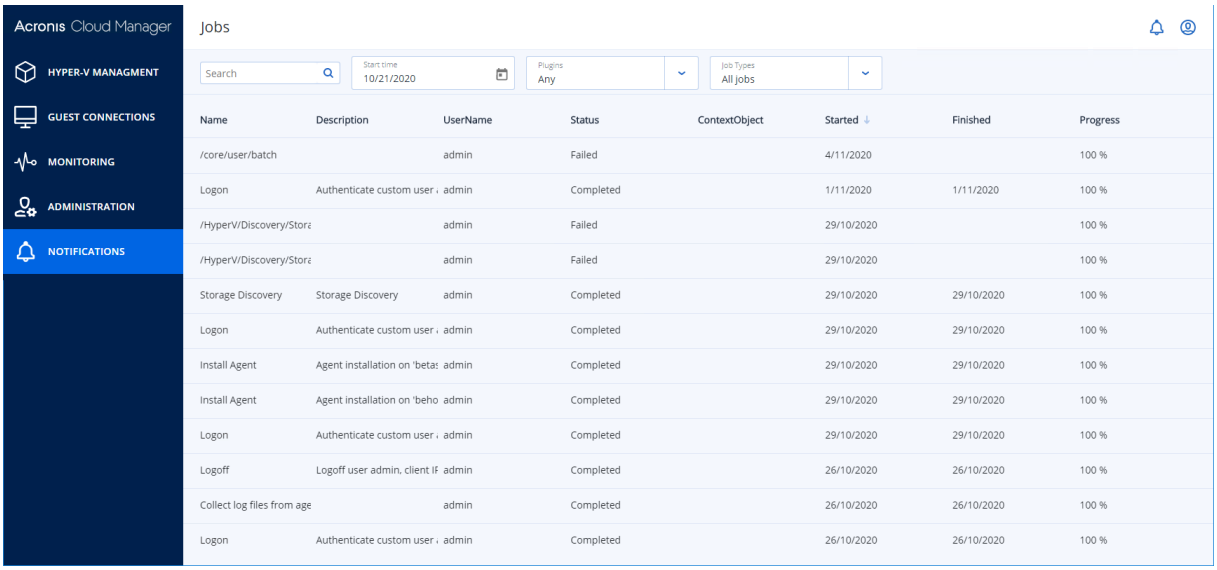

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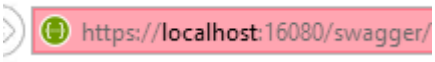
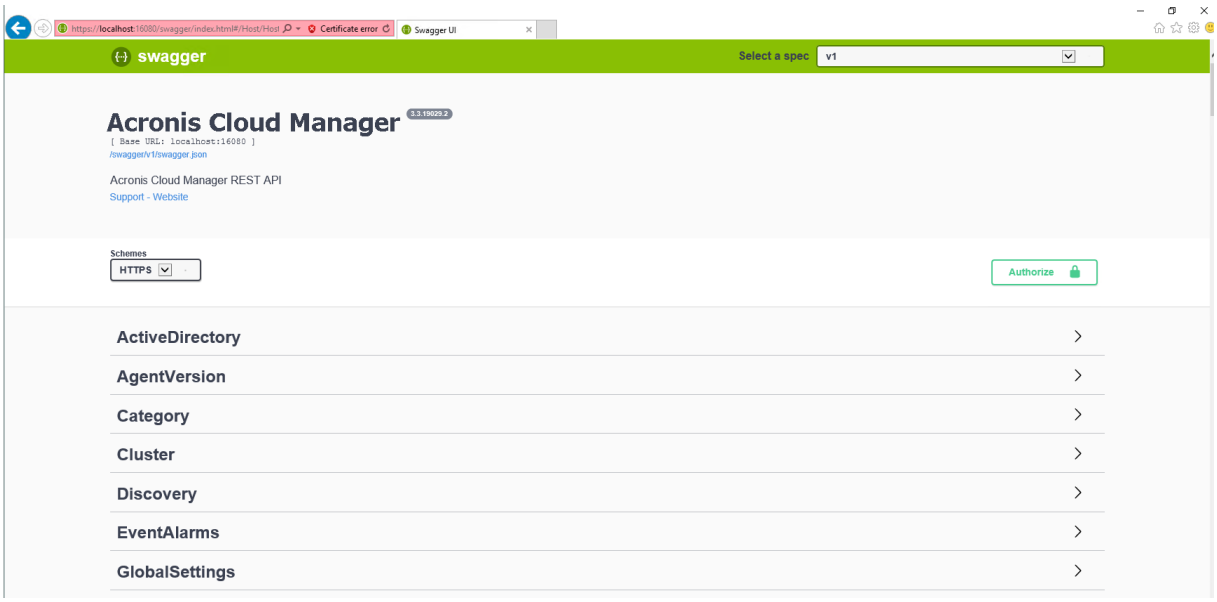
15 REST API

On the Acronis Management server, open a web browser to https://localhost:16080/Swagger

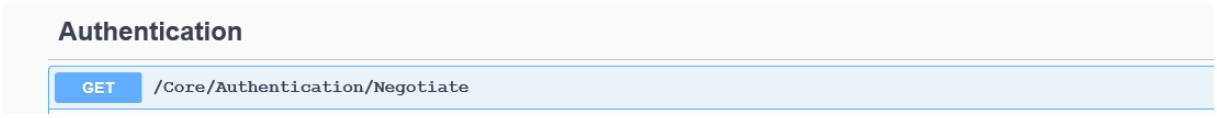


This will open the Acronis swagger API interface

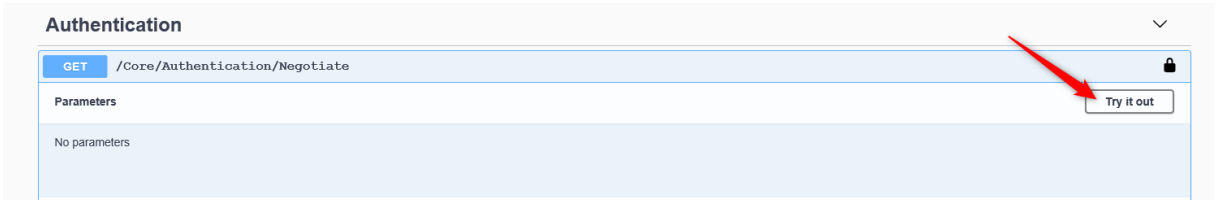


Navigate to authentication to generate an API key for testing

Select the **/core/authentication/negotiate**



Execute the API call: select **Try it out**



Next, select **Execute**

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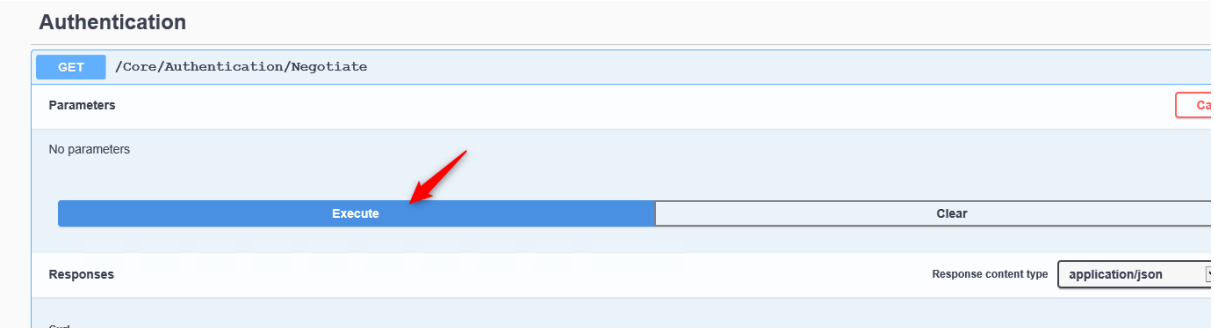
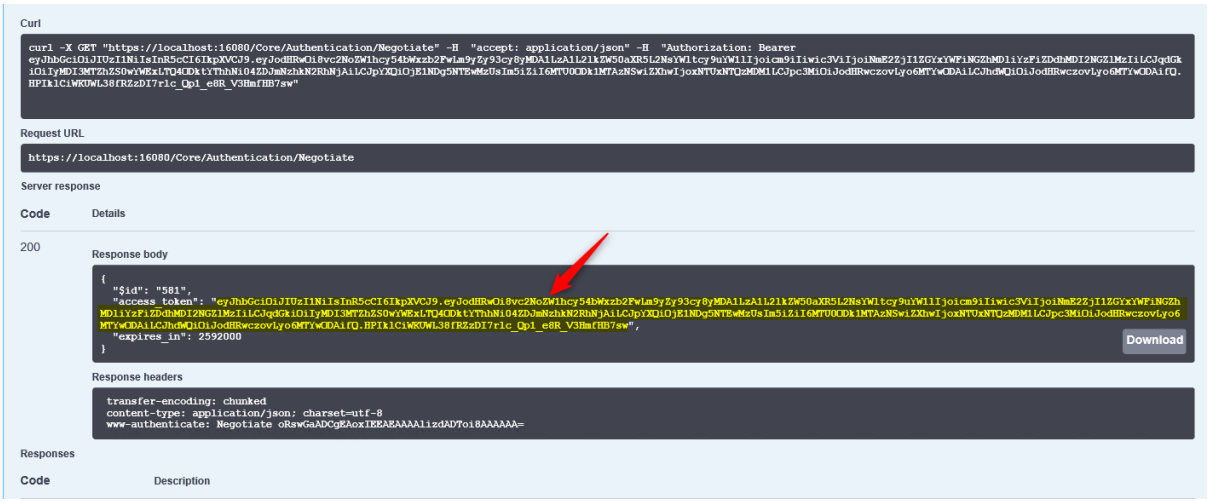
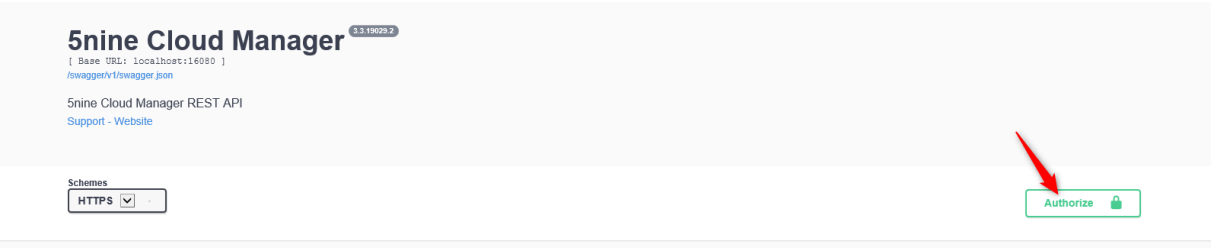


Copy generated access token without the quotes:



Browse back to top of the swagger API Screen and select **Authorize**



Enter the access token into the **Value** field,

Note

You will need to add the word *bearer* before the access token, using the above access token.

The example entry would look like this:

Bearer

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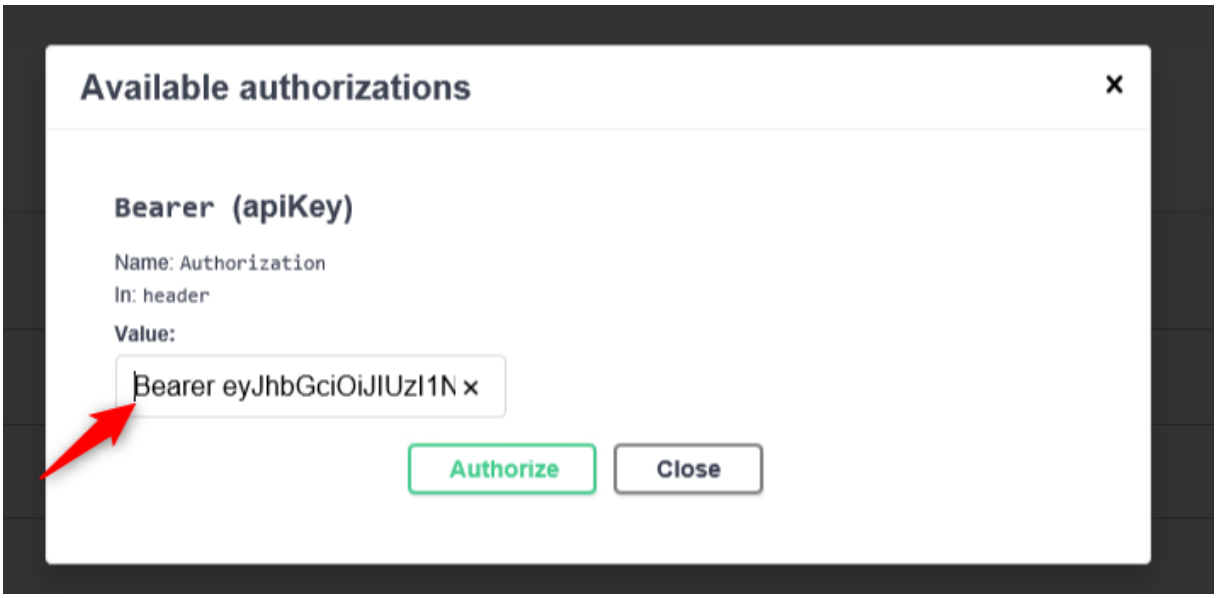
eyJhbGciOiJIUzI1NiIsInR5cCI6IkpXVCJ9.eyJodHRwOi8vc2NoZW1hcy54bWxzb2FwLm9yZy93cy8yMDA1LzA1L2lkZW50aXR5L2NsYWltcy9uYW1lIjoicm9iliwic3ViIjoiNmE2ZjI1ZGYxYWFiNGZhMDliYzFiZDdhMDI2NGZlMzIiLCJqdGkiOiIyMDI3MTZhZS0wYWExLTQ4ODktYThhNi04ZDJmNzhkN2RhNjAiLCJpYXQiOjE1NDg5NTEwMzUsIm5iZiI6MTU0ODk1MTAzNSwiZXhwIjoxNTUxNTQzMDM1LCJpc3MiOiJodHRwczovLyo6MTYwODAiLCJhdWQiOiJodHRwczovLyo6MTYwODAifQ.HPIklCiWKUWL38fRZzDI7rlc_Qp1_e8R_V3HmfHB7sw



Select **Authorize**, at this point, you should be authenticated to the API, You can now run and test other fuctions of the API. For more details about the API including examples please review https://www.acronis.com/en-us/support/.

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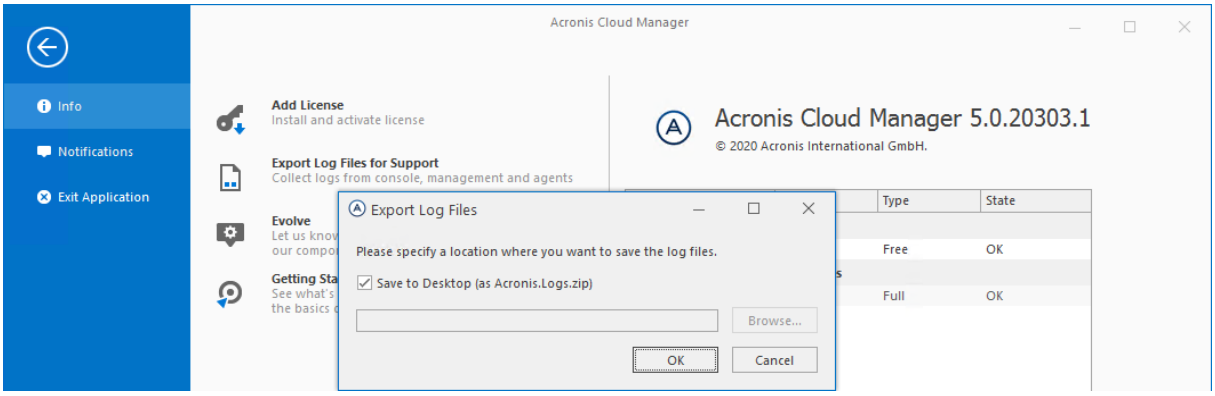
16 Support information

To ease the communication process with Acronis technical support in the case of any questions regarding product function or if an investigation is required, automatic support information collection of logs is available in the Acronis Cloud Manager console. To get the support information archive, go to the **Home** tab – **Info** – **Export log files for support**. You will be offered to save the archive either directly on your desktop (by default) or any other place of your choice:



Please attach the collected archive to your request or send it to 5ninesupport@acronis.com or the Acronis representative that you are in contact with.

Join our Acronis support community at https://www.acronis.com/en-us/support/5nine/cloud-manager/ where you can:

- View the latest knowledge base articles, guides, release notes and more!
- Download the latest product releases and updates!
- Suggest new product ideas as well as commenting and voting on existing ideas!
- Chat directly to our support team with our new live chat system!
- Submit support requests and keep track of existing requests!

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17 Uninstalling Acronis Cloud Manager

1. To uninstall Acronis Cloud Manager, you can use the same bootstrap application:

2. Select the component you need to uninstall and click on it to run uninstallation process.

   Or you can open the **Start** menu, go to **Control Panel > Add or Remove Programs**, choose Acronis Cloud Manager components you want to uninstall and click **Uninstall**.

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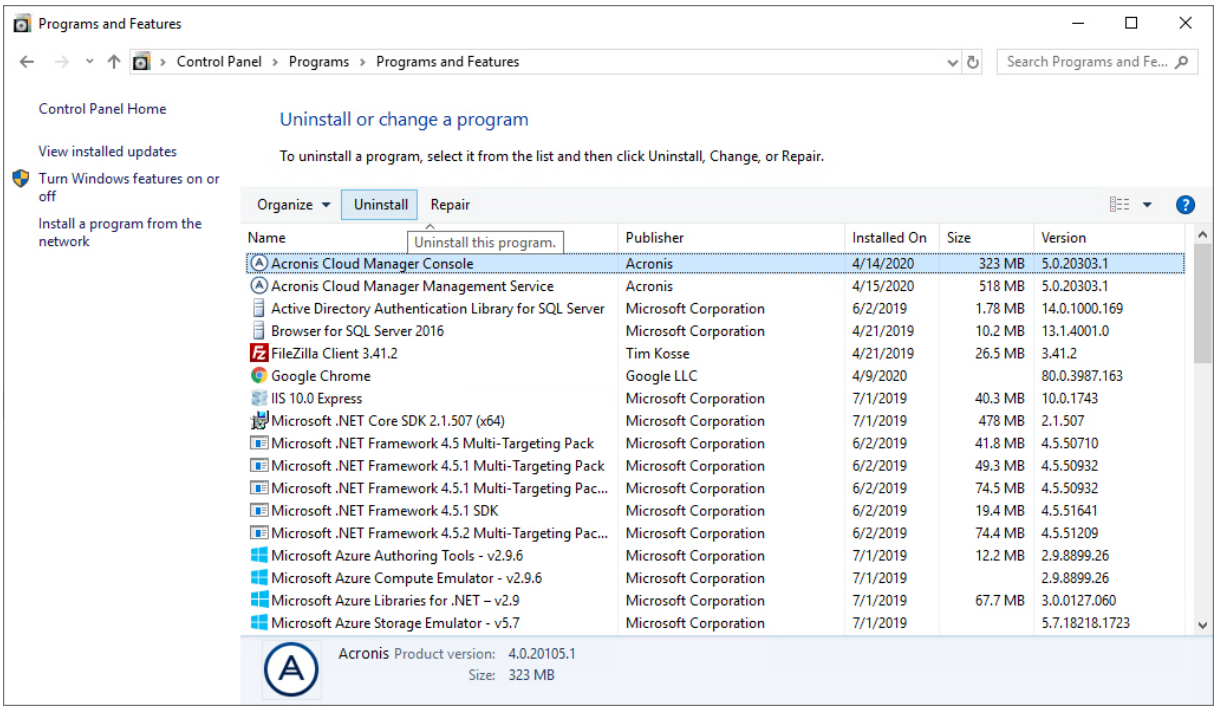

Repeat this procedure on every machine where the Acronis Cloud Manager components are installed.

Note

Acronis Cloud Manager database and its data is retained until you manually remove the database.

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