

Acronis



Acronis Backup extension for Plesk

ADMINISTRATOR'S GUIDE

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1 Introduction

This document describes how to install and use the Acronis Backup extension for Plesk. The extension integrates Plesk with the Acronis Backup and Acronis Data Cloud solutions.

With the Acronis Backup extension for Plesk, a Plesk administrator can:

- Back up an entire Plesk server locally, to a network folder, or to the cloud storage
- Recover the entire server including all of the websites
- Perform granular recovery of websites, individual files, mailboxes, or databases
- Enable self-service recovery for Plesk customers

Once the extension is installed and configured, the server is backed up on a predefined schedule. A backup can also be started on demand. The backup schedule can be configured in the backup console.

Recovery can be performed from the Plesk interface.

2 System requirements

- Plesk for Linux 17.0 and later.
- The list of supported operating systems for the backup agent (Agent for Linux) is available at <https://www.acronis.com/en-us/support/documentation/BackupService/index.html#33496.html>
- The list of supported virtualization platforms is available at <https://www.acronis.com/en-us/support/documentation/BackupService/index.html#37870.html>
The agentless backup of VMware vSphere and Microsoft Hyper-V is not supported.
- For backing up Plesk running on a Virtuozzo container, both Agent for Linux and Agent for Virtuozzo are required.

3 Limitations

- Backup of individual websites is not supported. Back up the entire server instead.
- Granular recovery of databases is supported only for MySQL running on the same machine as Plesk.
- Granular recovery of PostgreSQL databases is not supported.

4 Installing the extension

1. Log in to Plesk as an administrator.
2. Go to **Extensions > Extensions Catalog > Select Category > Backup > Acronis Backup**.
3. Click **Install**.

5 Enabling backup

For the information about how to back up Plesk running on a Virtuozzo container, refer to the "Installing the backup agent on a Virtuozzo host" (p. 14) section or contact your service provider.

To back up Plesk running on a virtual or physical machine, you need to have an account in the backup service.

To enable backup with trial license

1. Go to **Server Management > Acronis Backup**.
2. Click **Try now**.
3. Specify credentials for a new account to which the machine should be assigned, the location of the backup which will be created, and the email address to which the notifications and password recovery email shall be sent.
4. Click **Create and activate**. The trial license is valid for 30 days with 100 GB of cloud storage and 1 web hosting server.

To enable backup if you have no account

1. Go to **Server Management > Acronis Backup**.
2. Click **Buy license**.
You will be redirected to the Plesk store where you have to purchase an Acronis Backup for Plesk license.
3. Refresh or re-enter the extension page.
4. Specify the credentials for a new account, a backup storage location, and, optionally, an email address for receiving backup notifications.
5. Click **Create and activate**, and then **Enable**.

To enable backup of a second Plesk to the same account

1. Go to **Server Management > Acronis Backup**.
2. Click **Buy license**.
You will be redirected to the Plesk store where you have to purchase an Acronis Backup for Plesk license.
3. Refresh or re-enter the extension page.
4. Click **I have an account**.
5. Specify the credentials for the account that was created during the activation of another Acronis Backup for Plesk license.
6. Click **Sign in and activate**, and then **Enable**.

To enable backup if you already have an account

1. Go to **Server Management > Acronis Backup**.
2. Click **I have an account**.
3. Specify the backup service URL and the credentials of an account to which the machine should be assigned.
This account must be created within a customer tenant (Customer administrator, Unit administrator, or User). Do not specify the credentials of a partner administrator.
4. Click **Sign in and enable**, and then **Enable**.

To enable backup after reinstalling the extension or Plesk

1. Go to **Server Management > Acronis Backup**.
2. Specify the backup service URL and the credentials of an account to which the machine is assigned.
3. Click **Sign in and enable**, and then **Enable**.

6 Uninstalling the extension

1. Go to **Server Management > Extensions > My Extensions**.
2. Select **Acronis Backup**.
3. Click **Remove**.

Removing the extension will also uninstall the backup agent from the Plesk server. The backup accounts you created and the backed-up data will be left intact.

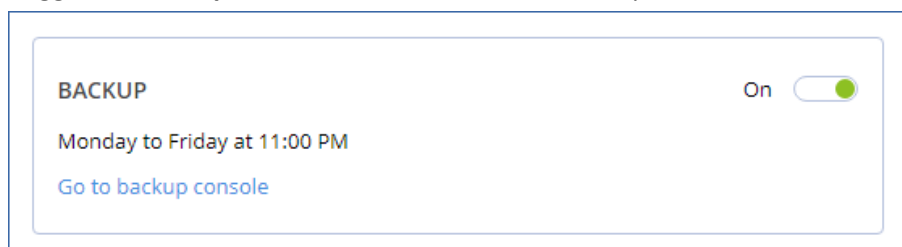
7 Backup

A Plesk administrator can:

- Enable or disable backups (p. 6)
- Run backups on demand (p. 6)
- Increase the storage quota (p. 6)

7.1 Managing backup

1. Go to **Server Management > Acronis Backup**.
2. Toggle the **Backup** switch to enable to disable backups.

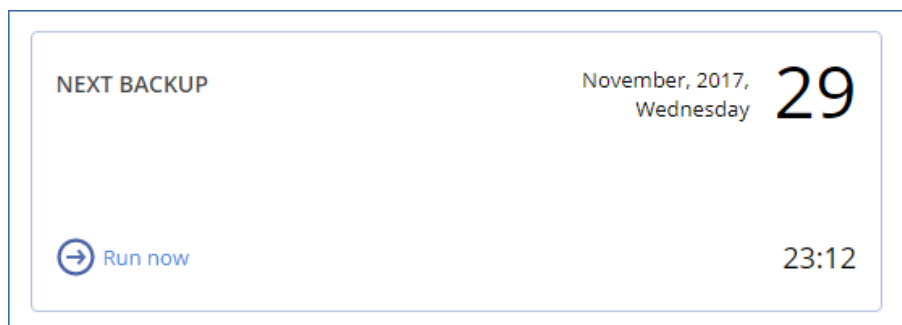


For the Plesk server backup, a backup plan with the specific configuration is required. When you enable backup from the Plesk interface, the extension attempts to find and apply a suitable backup plan. If several plans are found, a randomly selected one is applied. If no suitable plans are found, the default backup plan named **Webcp** is created and applied to the Plesk server.

If you want to change the backup schedule or other parameters of the backup plan, do this in the backup console. Ensure that you do not change the parameters described in the "Configuring a backup plan for a Plesk server" (p. 15) section. Otherwise, granular recovery in the Plesk interface will not work. For the same reason, do not apply to the Plesk server other plans that do not meet the above requirements.

7.2 Running a backup on demand

1. Go to **Server Management > Acronis Backup**.
2. Click **Run now**.



7.3 Increasing the storage quota

1. Go to **Server Management > Acronis Backup**.

2. Click **Upgrade license**.



You will be redirected to the Plesk store.

3. Refresh or re-enter the extension page.

8 Recovery in the Power User view

In the **Power User** view, a customer can:

- Download (p. 8) or recover (p. 8) individual files and folders
- Download (p. 8) or recover databases to their original location (p. 9) or as new ones (p. 9)
- Download (p. 9) or recover (p. 10) mailboxes
- Recover the entire Plesk server (p. 10)

8.1 Downloading files

1. Go to **Server Management > Acronis Backup**.
2. Open the **Backups** tab.
3. Select a recovery point.

After you select the recovery point, the corresponding backup is mounted to the Plesk server. The process may take up to a few minutes.

4. Click **Files**.
5. Select the files and folders to download.
6. Click **Download**.

If you choose to download a single file, the download will start immediately.

If you request to download several files, a .zip file will be prepared and placed into your web space. Once the file is ready, download it by using the link in the notification bar or in the **Operations Log**, or by using Plesk Files Manager.

8.2 Recovering files to the original location

1. Go to **Server Management > Acronis Backup**.
2. Open the **Backups** tab.
3. Select a recovery point.

After you select the recovery point, the corresponding backup is mounted to the Plesk server. The process may take up to a few minutes.

4. Click **Files**.
5. Select the files and folders to recover.
6. Click **Recover**.
7. If at least one folder is selected, you can select the **Delete any files in the original location that were created after the backup** option. If this option is enabled, all files from selected folders will be deleted before the recovery. This option may be useful if your website were hacked, to ensure that all malicious files are deleted.
8. Click **Recover**.

As a result, the selected files on the Plesk server are replaced with their copies from the backup.

8.3 Downloading database dumps

1. Go to **Server Management > Acronis Backup**.

2. Open the **Backups** tab.
3. Select a recovery point.
4. Click **Databases**.
5. Select the databases to download.
6. Click **Download**.

As result, a .zip file with SQL dumps is prepared and placed into your webspace.

8.4 Recovering databases to the original location

1. Go to **Server Management > Acronis Backup**.
2. Open the **Backups** tab.
3. Select a recovery point.
4. Click **Databases**.
5. Select databases to recover.
6. Click **Recover**.
7. Ensure that the **Add suffix to the recovered database name** check box is cleared.
8. Click **Recover**.

As a result, the selected databases are recovered to the original location. The existing databases are overwritten. If a database no longer exists, it is recreated automatically. If the missing database had a user assigned, you may need to reassign this user manually.

8.5 Recovering databases as new ones

1. Go to **Server Management > Acronis Backup**.
2. Open the **Backups** tab.
3. Select a recovery point.
4. Click **Databases**.
5. Select databases to recover.
6. Click **Recover**.
7. Select the **Add suffix to the recovered database name** check box, and then enter the desired suffix.
8. Click **Recover**.

As a result, new databases with the **%original_name%%suffix%** name are created on the Plesk server. The existing databases are not affected. If the original databases had a user assigned, you may need to reassign this user to the new databases manually.

8.6 Downloading mailboxes

1. Go to **Server Management > Acronis Backup**.
2. Open the **Backups** tab.
3. Select a recovery point.
4. Click **Mailboxes**.
5. Select mailboxes to download.
6. Click **Download**.

As a result, a .zip file with the mailboxes' contents is prepared and placed into your webspace.

8.7 Recovering mailboxes to the original location

1. Go to **Server Management > Acronis Backup**.
2. Open the **Backups** tab.
3. Select a recovery point.
4. Click **Mailboxes**.
5. Select the mailboxes to recover.
6. Click **Recover**, and then confirm the action.

As a result, the selected mailboxes are recovered to the original location. If a mailbox no longer exists on the server, it is recreated automatically. If the missing mailbox had a password set, you may need to reset this password manually.

8.8 Recovering the entire Plesk server

1. Go to **Server Management > Acronis Backup**.
2. Open the **Backups** tab.
3. Select a recovery point.
4. Click **Recover entire server**, and then confirm the action.

As result, the entire server is reverted to the selected recovery point. All changes made after the backup will be lost.

The progress of the operation can be tracked in the backup console.

If the Plesk interface is not available as a result of the server failure, recover the server by using the backup console or Acronis bootable media.

9 Using the extension in the Service Provider view

In the **Service Provider** view, a Plesk administrator can:

- Perform recovery from the administrator interface (p. 11)
- Enable the self-service recovery feature (p. 11) for Plesk customers
- Track progress (p. 12) of all recovery operations

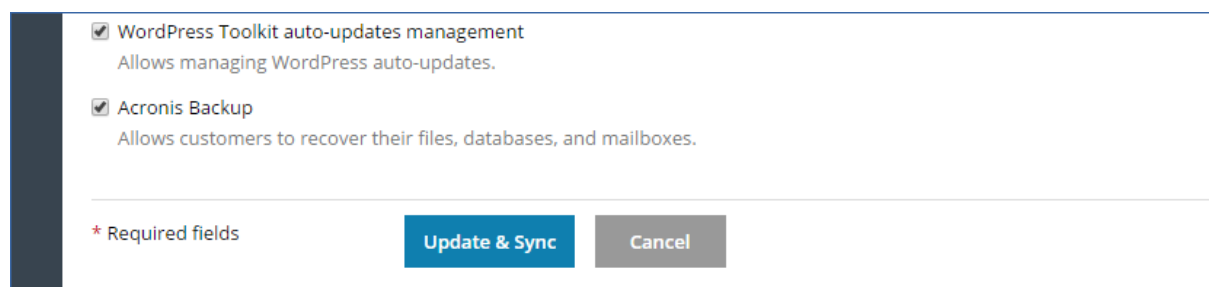
9.1 Recovering from the administrator interface

The procedures are the same as described in the "Recovery in the Power User view" (p. 8) section. The differences are as follows:

- Mailbox recovery is not available.
- When you request to download .zip file from the administrator interface in the **Service Provider** view, the file is placed to the `/usr/local/psa/var/modules/Acronis-backup/archives` directory. You can clean up this directory once the requested data is no longer needed.
- When you recover a customer database as a new one, it is created under the customer to whom the original database belongs.

9.2 Enabling self-service for customers

1. Click **Service Plans**.
2. Select the plan where you want to enable self-service.
3. Open the **Permissions** tab.
4. Select the **Acronis Backup** check box.
5. Click **Update & Sync**.



The screenshot shows a web interface for configuring permissions. It features two checked checkboxes: "WordPress Toolkit auto-updates management" and "Acronis Backup". Below each checkbox is a descriptive text: "Allows managing WordPress auto-updates." and "Allows customers to recover their files, databases, and mailboxes." At the bottom, there is a red asterisk icon followed by the text "* Required fields". To the right of this text are two buttons: "Update & Sync" (in blue) and "Cancel" (in grey).

10 Recovery from the customer interface

Customers with the enabled Acronis Backup permission can browse backups in their Plesk interface and download or recover files/folders, databases, and mailboxes.

The procedures are the same as described in the "Recovery in the Power User view" (p. 8) section.

As the administrator, you can log in under a customer account and recover the items on his/her behalf.

11 Tracking the recovery progress

A customer can see information about the recovery operations in the **Operations Log**. The log can be filtered by an operation status and type. The log also contains download links for the download operations.

Operations Log

→ In progress: Download databases Started at November 30, 2017 at 1:24 PM

Dashboard Backups Operations Log Settings

1 items total Entries per page: 10 25 100 All

ID	Status	Operation type	Start time	Finish time	Elapsed time	Action
3	→ In progress	Download databases	November 30, 2017 at 1:24 PM		19h 53m 2s	

1 items total Entries per page: 10 25 100 All

In the **Service Provider** view, an administrator can also see which customers performed the operations, download the log of a failed operation, and send it as a report to the developers so that they could fix the issue.

Recovery operations performed from the Plesk interface do not appear in the backup console.

12 Configuring the extension

1. Go to **Server Management > Acronis Backup**.
2. Click **Settings**.

Here, you can do the following:

- Go to the Acronis backup console to get the complete control to your backups (**Go to backup console**).
- Increase the storage by upgrading the license (**Upgrade license**).
- Change the email address for backup notifications by clicking the pen icon.

Email ilyaplesk@mailinator.com

A confirmation message will be sent to a new address.

- Change the notifications that will be sent to the specified email address by toggling the necessary switches.

Notify about reaching storage quota	<input checked="" type="checkbox"/>
Notify about backup errors	<input checked="" type="checkbox"/>
Notify about backup warnings	<input type="checkbox"/>
Notify about successful backups	<input type="checkbox"/>

13 Appendix

13.1 Installing the backup agent on a Virtuozzo host

1. Log on to the host as the root user.
 2. Run the installation file

```
./Backup_Agent_for_Linux_x86_64.bin --register-with-credentials
```
 3. Specify the credentials of the account to which the machine should be assigned.
This account must be created within a customer tenant (Customer administrator, Unit administrator, or User). Do not specify the credentials of a partner administrator.
 4. Select the check boxes for the agents that you want to install. The following agents are available:
 - Agent for Linux
 - Agent for VirtuozzoAgent for Virtuozzo cannot be installed without Agent for Linux.
 5. Complete the installation procedure.
Troubleshooting information is provided in the file:

```
/usr/lib/Acronis/BackupAndRecovery/HOWTO.INSTALL
```
 6. Open the `/etc/Acronis/BackupAndRecovery.config` file and find the `Webcp` key.
- This key determines whether backup is allowed for all containers, and whether backups of a container can be started on demand. By default, both options are set to “No”.
- Set `“EnableBackupForAll”` = “Yes” if you want to make the backup service available for all Plesk containers.
If `EnableBackupForAll` value is set to “No”, you can enable backup for individual containers in the Acronis web console or using REST API. You will also need to create a backup plan that meets certain requirements described in the “Configuring a backup plan for a Plesk server” (p. 15) section.
 - Set `“RunBackupForAll”` = “Yes” if you want to allow Plesk administrators to run backups of a container on demand.
If `RunBackupForAll` value is set to “No”, backups of all containers (for which the backup is enabled) will run on the predefined schedule.

Example:

```
<key name="Webcp">
  <value name="EnableBackupForAll" type="TString">
    "Yes"
  </value>
  <value name="EnableWebcp" type="TString">
    "Yes"
  </value>
  <value name="RunBackupForAll" type="TString">
    "Yes"
  </value>
</key>
```

In a Virtuozzo cluster, the agent must be installed on each host registered in the cluster.

13.2 Configuring a backup plan for a Plesk server

You can change parameters of the default backup plan or create a new plan for your Plesk server.

The backup plan must satisfy the following requirements:

1. It must back up the entire server or all volumes that contain Plesk data.
2. It must have **Pre-post data capture commands** configured:
 - Set **Execute a command before the data capture** to **Yes**
 - Set **Command or batch file path on the machine with an agent** to **/usr/lib/Acronis/BackupAndRecovery/webcpprecapture**
 - Leave **Working directory** empty
 - Set **Arguments** to **{RESOURCE_ID}**
 - Set **Fail the backup if the command execution fails** to **Yes**
 - Set **Execute a command after the data capture** to **Yes**
 - Set **Command or batch file path on the machine with an agent** to **/usr/lib/Acronis/BackupAndRecovery/webcppostcapture**
 - Leave **Working directory** empty
 - Set **Arguments** to **{RESOURCE_ID}**
 - Set **Fail the backup if the command execution fails** to **Yes**
3. Encryption must be disabled.

