APS2 Mozy Integration Subscriber's Guide

For Odin Service Automation

Revision 1.4 (2016-03-17)

SofCloudIT

An INGRAM MICRO Company

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CHAPTER 1

Preface

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Documentation Conventions

Before you start using this guide, it is important to understand the documentation conventions used in it.

Typographical Conventions

The following kinds of formatting in the text identify special information.

Formatting convention	Type of Information	Example
Bold	Items you must select, such as menu options, command buttons, or items in a list.	Navigate to the **QoS** tab.
	Titles of modules, sections, and subsections.	Read the **Basic Administration** module.
Italics	Used to emphasize the importance of a point, to introduce a term or to designate a command line placeholder, which is to be replaced with a real name or value.	These are the so-called *shared VEs*. To destroy a VE, type `vzctl destroy VEid`.

Important	An important note provides information that is essential to the completion of a task. Users can disregard information in a note and still complete a task, but they should not disregard an important note.	**Important**: The device drivers installed automatically during Setup are required by your system. If you remove one of these drivers, your system may not work properly.
Note	A note with the heading "Note" indicates neutral or positive information that emphasizes or supplements important points of the main text. A note supplies information that may apply only in special cases—for example, memory limitations, equipment configurations, or details that apply to specific versions of a program.	**Note**: If Windows prompts you for a network password at startup, your network is already set up and you can skip this section.
`Monospace`	The names of commands, files, and directories.	Use `vzctl start` to start a VE.
Preformatted	On-screen computer output in your command-line sessions; source code in XML, C++, or other programming languages.	Saved parameters for VE 101
Preformatted Bold	What you type, contrasted with on-screen computer output.	**# rpm –V virtuozzo-release**
CAPITALS	Names of keys on the keyboard.	SHIFT, CTRL, ALT
KEY+KEY	Key combinations for which the user must press and hold down one key and then press another.	CTRL+P, ALT+F4

General Conventions

Be aware of the following conventions used in this book.

- Modules in this guide are divided into sections, which, in turn, are subdivided into subsections. For example, Documentation Conventions is a section, and General Conventions is a subsection.
- When following steps or using examples, be sure to type double-quotes ("), left single-quotes (`), and right single-quotes (') exactly as shown.
- The key referred to as RETURN is labelled ENTER on some keyboards.

Commands in the directories included into the PATH variable are used without absolute path names. Steps that use commands in other, less common, directories show the absolute paths in the examples.

Feedback

If you find a mistake in this guide, or if you have suggestions or ideas on how to improve it, please send your feedback to si-odin@sofcloudit.com. Please include in your report the guide's title, chapter and section titles, and the fragment of text in which you found the error.

CHAPTER 2

Introduction

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About This Guide

This guide describes the integration of Odin Service Automation with APS2 Mozy. This document was developed by SofCloudIT. For additional information, please contact si-odin@sofcloudit.com.

Audience

This guide is intended for:

- Customers that will acquire an APS2 Mozy subscription through a provider that uses Odin Service Automation.

Terms and Abbreviations

- *APS* – Application Packaging Standard, an open standard that was designed to simplify the delivery of SaaS applications in the cloud-computing industry.
- *OSA* – Odin Service Automation, which includes both Business Automation (formerly PBA) and Operations Automation (formerly POA).
- *PCP* – Provider Control Panel.
- *CCP* – Customer Control Panel.
- *Customer* – Individual or company that acquires a service from a provider.
- *Service User* – Authorized end-user for a particular service already provisioned through Odin Service Automation.
- *API* – Application Programming Interface.

CHAPTER 3

APS2 Mozy Configuration Overview

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APS Installation

There is no major interaction on the customer side to enable APS2 Mozy *APS*. Nevertheless, these are the steps that the customer has to follow in order to use the APS2 Mozy services supplied by the *APS*.

1. The customer navigates to the provider's OSA online store.
2. The customer adds the appropriate service plan to the shopping cart.
3. If order is accepted and processed, auto-provisioning starts.
4. The process to finish the configuration will take a while. During that time, the service cannot be managed. Once the configuration is completed, the customer will be able to manage the services.

CHAPTER 4

APS2 Mozy Use Case Scenario

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Service Management

After subscribing to an APS2 Mozy service, and once the subscription is configured, the customer will be able to assign APS2 Mozy services to service users.

When a customer creates a service for a service user, the *APS* Package will create the corresponding service under the APS2 Mozy customer account.

There are two different business models: Direct Sale model and Reseller model. Regardless of whether the customer buys Mozy service from a Service Provider (Direct Sale) or from a Reseller (Reseller mode), the use cases are very similar.

The use cases will be divided into Direct Sale-Exclusive Use Cases, Reseller-Exclusive Use Cases and Common Use Cases. Common Use Cases will be available to customers of both models: Direct Sale and Reseller.

Important: It is not possible to cancel subscriptions of Resellers' Customers automatically in Odin Service Automation. Therefore, if a Reseller cancels his or her subscription to Mozy, all the Customer's subscriptions will have to be cancelled manually.
Once a Reseller's subscription has been cancelled, the Customer's subscription will not work, even if it has not been cancelled. In this case, a message will be displayed in the Customer Control Panel, informing that the Partner has cancelled the subscription.

Common Use Cases

Account creation

Mozy does not allow to have more than one partner with the same email. So in case a customer purchases Mozy Service Plan more than once, the subscription will be provisioned in OSA, but it will be necessary to specify a new staff member with another email to provision in Mozy side. CCP will show all the steps to follow to create a new staff member or to choose a new one.

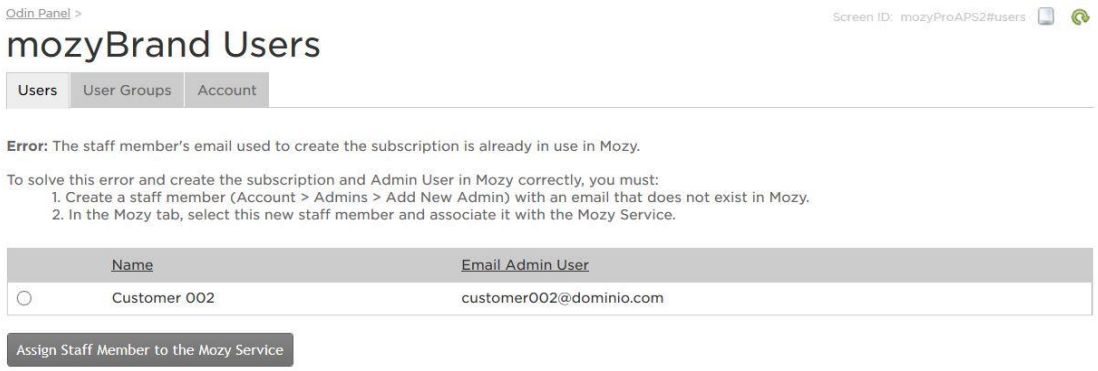

Figure 1 - Mozy's subscription tab in CCP

Once the subscription is provisioned, an account is created in Mozy's side with the licenses, quota and sync availability purchased. As a customer, you can then log in to the CCP and see a summary of the Mozy services:

1. Log in to the CCP.
2. Select the Mozy subscription.

3. Navigate to **Mozy** tab > **Account**.

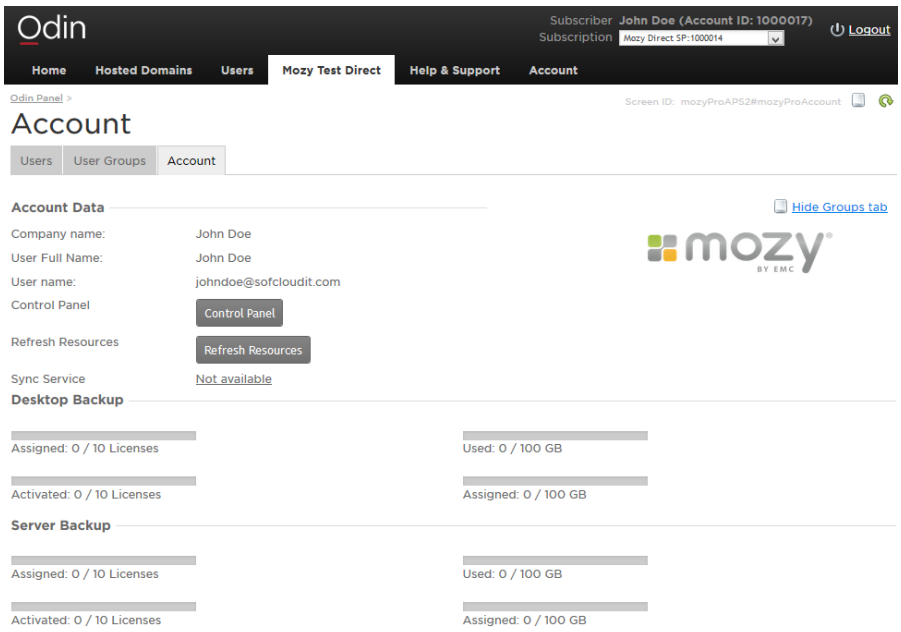

Figure 2 - Account tab in Mozy's subscription tab.

User creation

As a customer, you can create service users (or use the existing ones) and assign them licenses and quota in Mozy. To do this, follow these steps:

1. Log in to the CCP.
2. Select the Mozy subscription.
3. Navigate to **Mozy** tab > **Users**.
4. Click the **Create New User** button.
5. Fill out the required fields and select a license type and quota (in GB).
6. Click the **Add User and License** button.

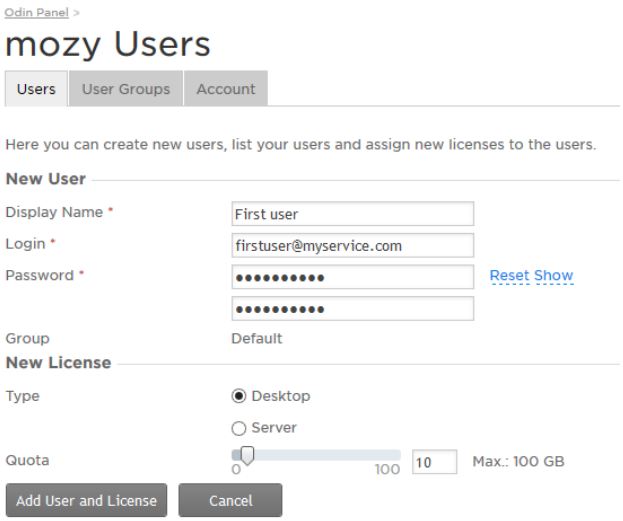

Figure 3 - Create new user view.

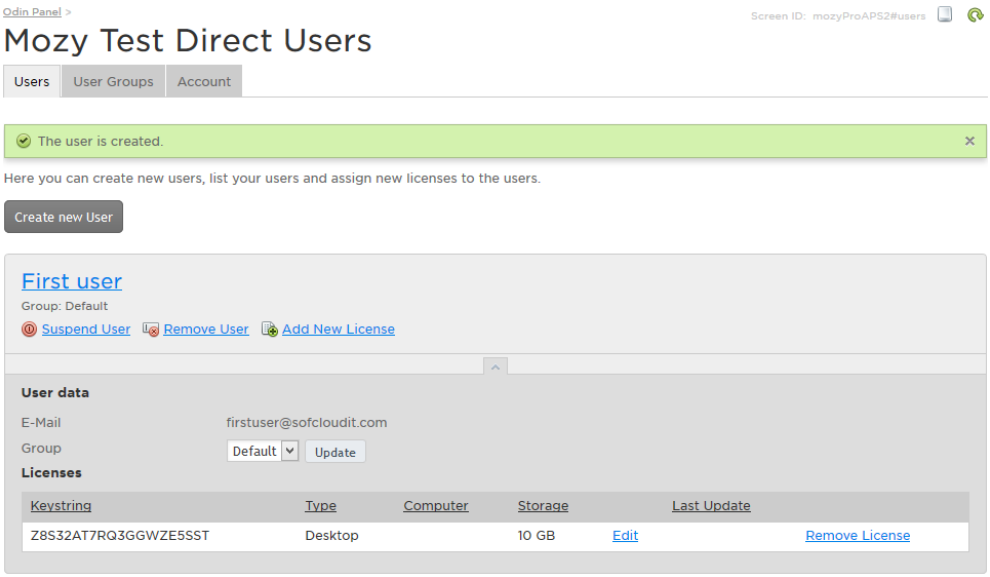

Figure 4- New user information after the successful creation of a service user.

License assignment

You can assign the licenses and quota purchased to existing users by following the steps below:

1. Log in to the CCP.
2. Select the Mozy subscription.
3. Navigate to **Mozy** tab > **Users**.
4. Find a user, expand the widget and click **Add new Licenses**.

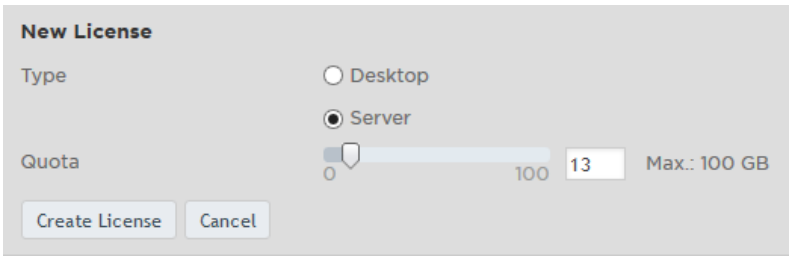

Figure 5- New license view in a user's widget

5. Select a license type and the quota (in GB).
6. Click **Create license**.

License Quota Edition

The license has an allocated quota, which can be changed by following the steps below:

1. Log in to the CCP.
2. Select the Mozy subscription.
3. Navigate to **Mozy** tab > **Users**.

4. Find a user and expand the widget.
5. Find a license and click **Edit**.
6. Click **Edit License**.

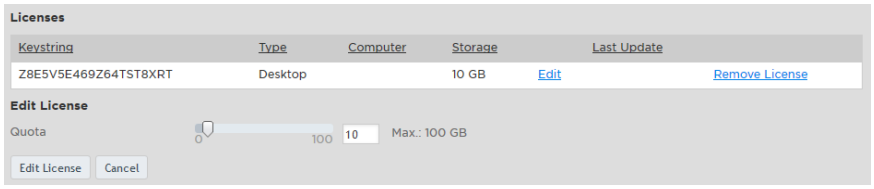

Figure 6 - License edition view in user's widget.

Removing a License

It is possible to remove a user's license by following the steps below:

1. Log in to the CCP.
2. Select the Mozy subscription.
3. Navigate to **Mozy** tab > **Users**.
4. Find a user and expand the widget.
5. Find a license and click **Remove License**.

Figure 7 - License view in user's widget.

Suspending and activating a User

You can suspend Users by updating the status in Mozy to **disabled**. Users may be reactivated at any point. Follow the steps below to do this:

1. Log in to the CCP.
2. Select the Mozy subscription.
3. Navigate to **Mozy** tab > **Users**.
4. Click **Suspend User**.

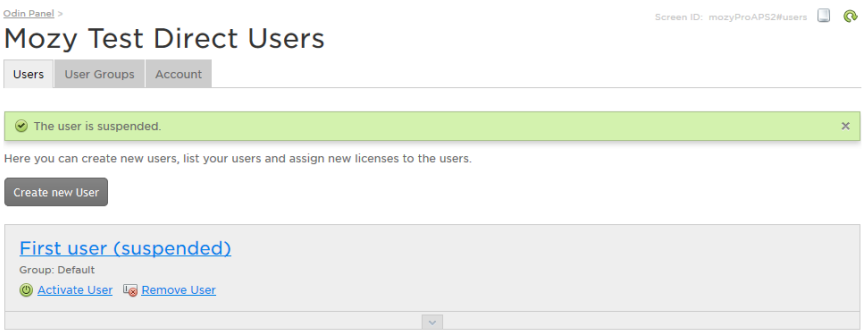

Figure 8 - User suspended in Mozy User's view.

5. If you want to reactivate a user click **Activate User**.

Removing a User

Users removed will be deleted from Mozy. To remove a user, follow these steps:

1. Log in to the CCP.
2. Select the Mozy subscription.
3. Navigate to **Mozy** tab > **Users**.
4. Click **Remove User**.

> **Note**: Suspended users cannot be removed directly. They must be activated in order to perform such action.

Enabling/Disabling Synchronization for the subscription

If synchronization is available in the subscription, it will be possible to enable or disable it for the whole subscription, by following the steps below:

1. Log in to the CCP.
2. Select the Mozy subscription.
3. Navigate to **Mozy** tab > **Account**.
4. Click **Enable Sync** or **Disable Sync**.

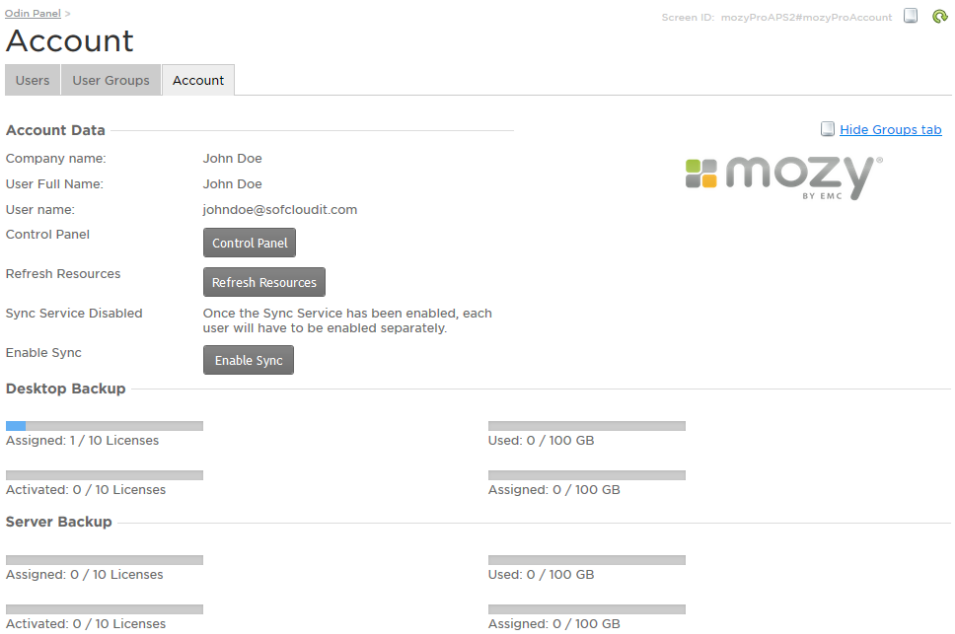

Figure 9 - Account view with Sync availability.

Enabling/Disabling Synchronization for a User

If the subscription has synchronization enabled, the user's widget will have a new option for enabling (or disabling) the synchronization. You can do this by following these steps:

1. Log in to the CCP.
2. Select the Mozy subscription.
3. Navigate to **Mozy** tab > **Users**.
4. Click **Enable Sync** or **Disable Sync**.

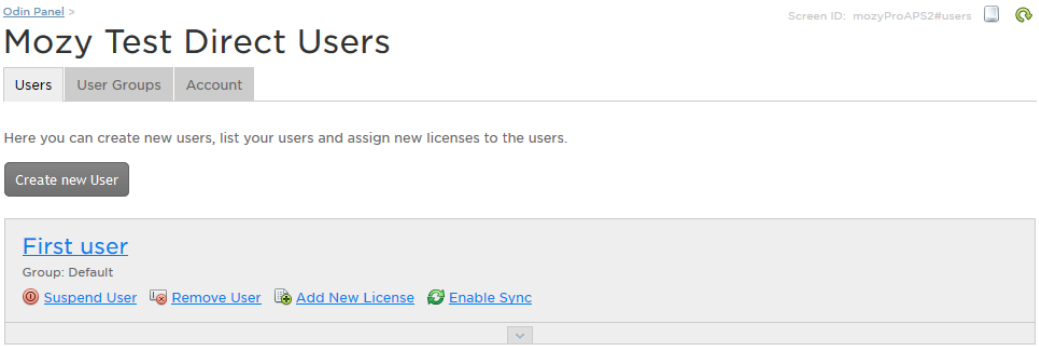

Figure 10 - User's view with synchronization disabled.

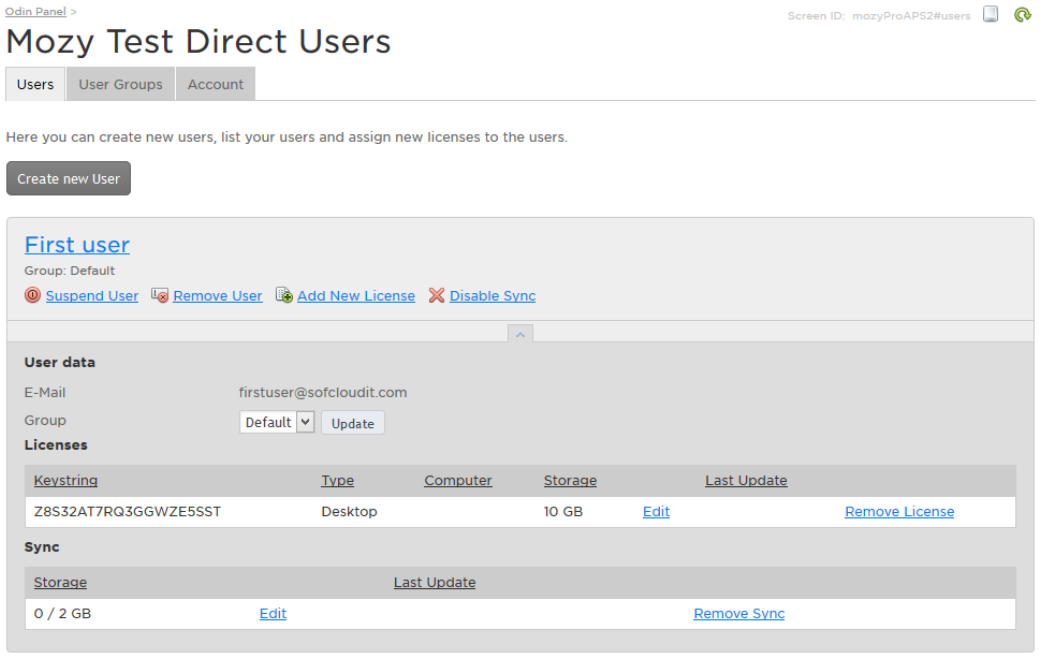

Figure 11 - User's view with synchronization enabled.

Refreshing Resources

Sometimes, Odin may take a few minutes to refresh the resources when changes are made to the Mozy subscription. You can force the resource refresh service by clicking a button in the Mozy **Account** tab:

1. Log in to the CCP.

2. Select the Mozy subscription.
3. Navigate to **Mozy** tab > **Account**.
4. Click **Refresh Resources**.

Mozy Control Panel

You can log in to the Mozy control panel by clicking an SSO button in Mozy's **Account** tab. Follow these steps:

1. Log in to the CCP.
2. Select the Mozy subscription.
3. Navigate to **Mozy** tab > **Account**.
4. Click **Control Panel**.

Upgrading Resources

APS2 Mozy allows upgrading Server or Desktop licenses, Server or Desktop quotas, Sync availability as well as the Sync default quota.

Note: Sync availability depends on the Provider's configuration.

1. Log in to the CCP.
2. Select the Mozy subscription.
3. Go to the **Home** tab.
4. Click **Buy Additional Resources**.
5. The subscription has been automatically selected.
6. Click **Next**.
7. Depending on how the Provider is offering Mozy service upgrades, there may be either several resources for the number of licenses or quotas, or a single resource containing a predefined combination of them. Select the appropriate amount.
8. Click **Next**.
9. Select the payment method and place the order.

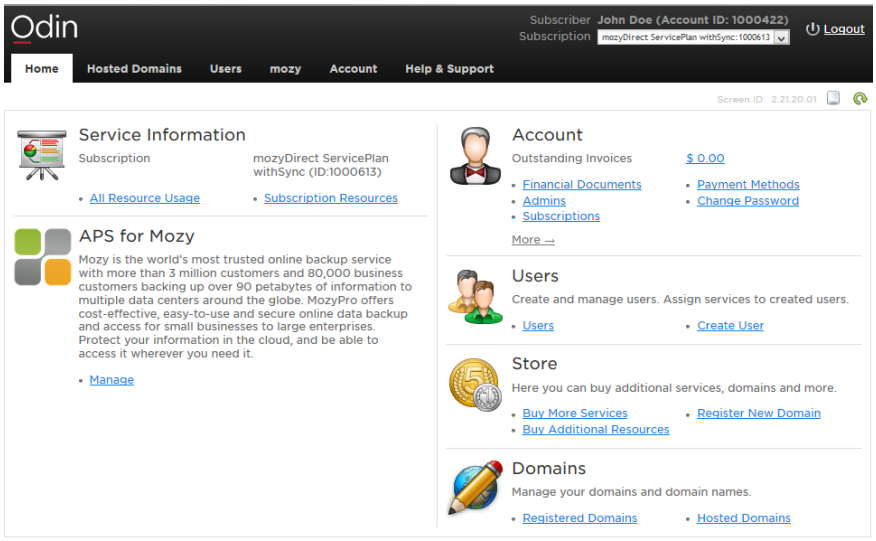

Figure 12 - User's Home view. Additional resources can be purchased in the Store section.

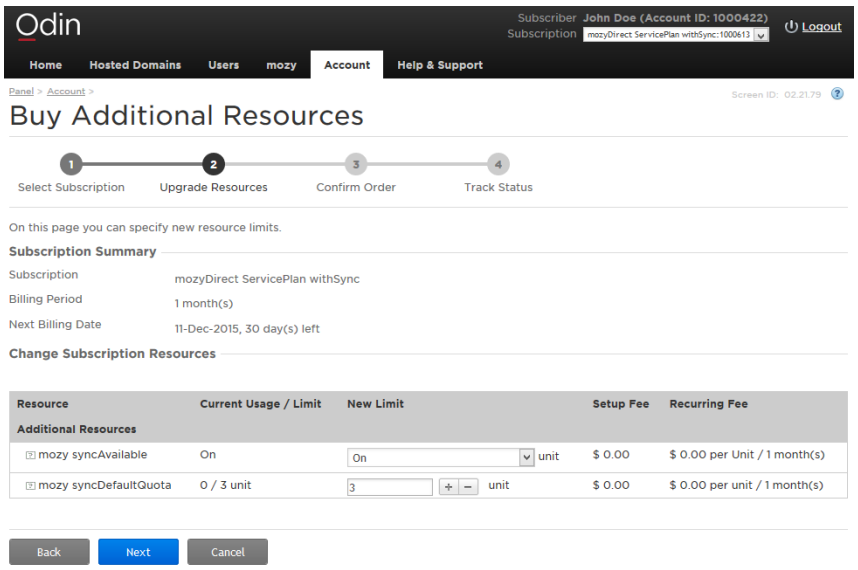

Figure 13 - Example of resources upgrade offering.

Direct Sale-Exclusive Use Cases

User Group Creation

Follow the steps below to create additional groups in Mozy:

1. Log in to the CCP.
2. Select the Mozy subscription.
3. Navigate to **Mozy** tab > **Groups**.
4. Click **Add New Group**.

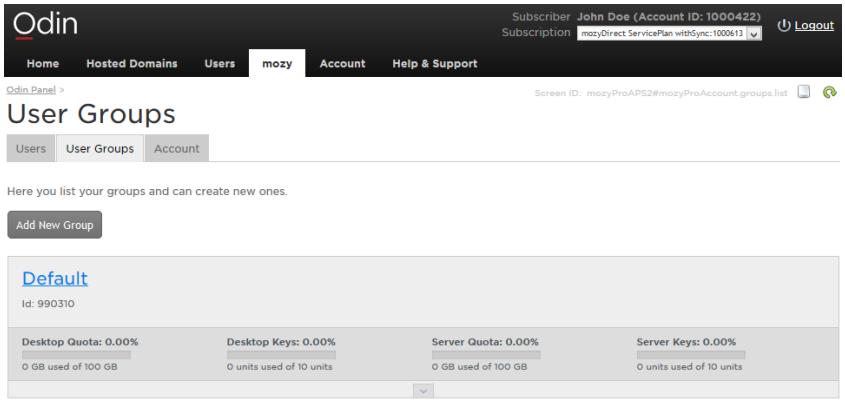

Figure 14 - User Groups tab in Mozy subscription.

5. Specify the new group's name.

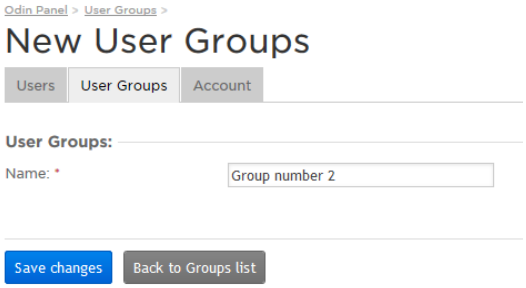

Figure 15 - New group view.

6. Click **Save changes**.

User Group Edition

You can change the group name by following these steps:

1. Log in to the CCP.
2. Select the Mozy subscription.
3. Navigate to **Mozy** tab > **Groups**.
4. Click **Edit**.
5. Edit the field with the desired name.
6. Click **Save changes.**

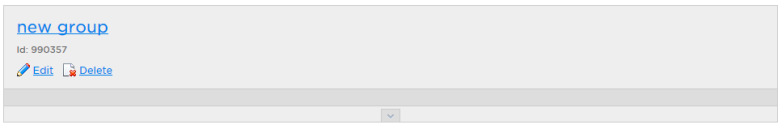

Figure 16 - Group widget in Mozy's User Groups tab.

User Group Deletion

Groups created by the user can be deleted. Follow the steps below:

1. Log in to the CCP.
2. Select the Mozy subscription.
3. Navigate to the **Mozy** tab > **Groups**.
4. Click **Delete**.

Hide/Show User Group tab

You can hide or show the User Group tab by following the steps below:

1. Log in to the CCP.
2. Select the Mozy subscription.
3. Navigate to **Mozy** tab > **Account**.
4. Click either **Hide Groups Tab** or **Show Groups Tab**.

Updating User's group

It is possible to update the group a user is assigned to, as long as the Group is already created.

1. Log in to the CCP.
2. Select the Mozy subscription.
3. Navigate to **Mozy** tab > **Users**.
4. Find a user and expand the widget.
5. In the **User data** section, there is a list with all the groups in the subscription.
6. Choose one and click **Update**.

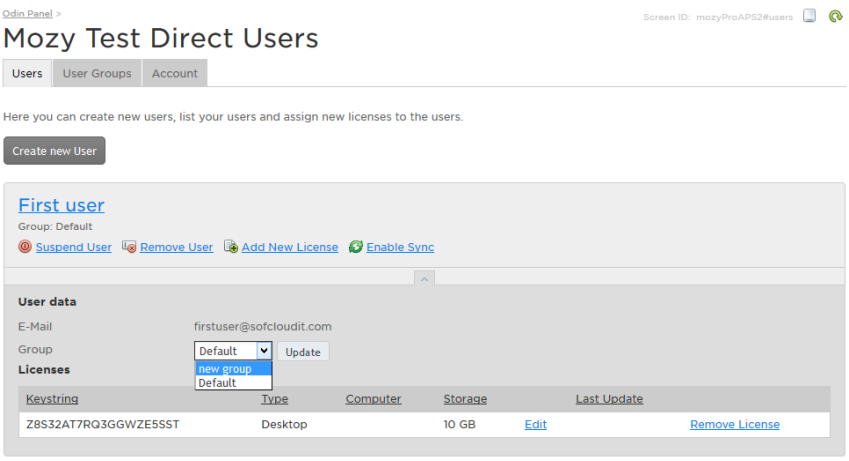

Figure 17 - User's view in Mozy with the groups list expanded.

Reseller-Exclusive Use Cases

Reseller view

If the Reseller logs in to the CCP, a list of customers with their licenses and quota is displayed.

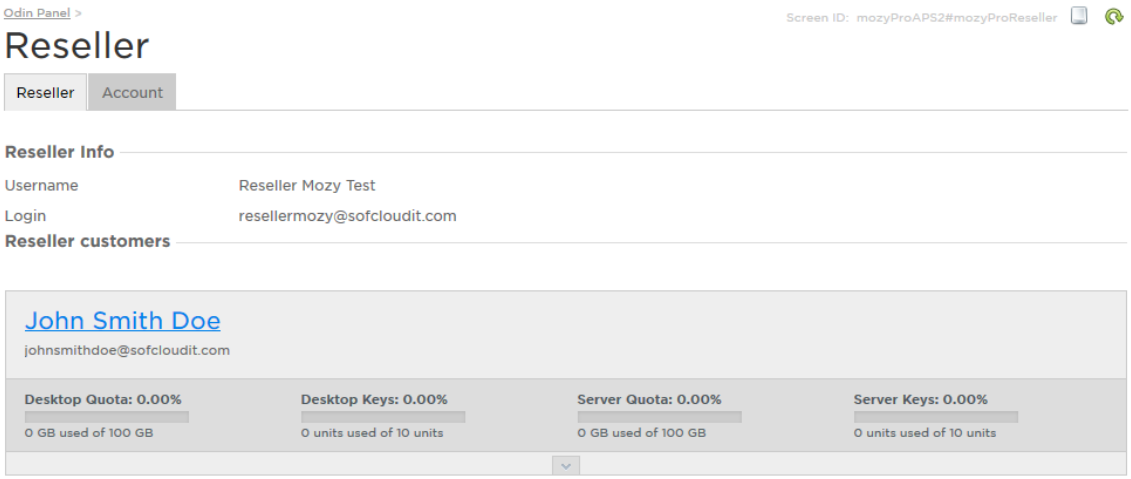

Figure 18 - Reseller's view in CCP.

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