

# APS2 Mozy Service Provider's Deployment Guide

For Odin Service Automation

Revision 1.16 (2016-05-26)



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## 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
<b>Bold</b>	Items you must select, such as menu options, command buttons, or items in a list.	Navigate to the <b>QoS</b> tab.
	Titles of modules, sections, and subsections.	Read the <b>Basic Administration</b> module.
<i>Italics</i>	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 <i>shared VEs</i> . To destroy a VE, type <code>vzctl destroy VEid</code> .

#### 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.

<b>Note</b>	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.	<b>Note:</b> If Windows prompts you for a network password at start up, your network is already set up and you can skip this section.
Monospace	The names of commands, files, and directories.	Use <code>vzctl start</code> 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
<b>Preformatted Bold</b>	What you type, contrasted with on-screen computer output.	<b># rpm -V virtuozone-release</b>
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 have found a mistake in this guide, or if you have suggestions or ideas on how to improve this guide, please send your feedback using [si-odin@sofcloudit.com](mailto: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 have found an error.

# 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](mailto:si-odin@sofcloudit.com).

## Audience

This guide is intended for:

Providers that use Odin Service Automation and want to sell APS2 Mozy services to their customers.

## 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.
- *Odin Service Automation* – It includes both Operations Automation (formerly POA) and Business Automation (formerly PBA).
- *OA*: Operations Automation (formerly POA).
- *BA*: Business Automation (formerly PBA).
- *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.

# Business Model Overview

This section contains an outline of how the integration of APS2 Mozy and Odin Service Automation is consumed by the end customer and the list of APS2 Mozy features that are supported within the integration package.

APS2 Mozy can be configured in two different business models. Direct Sell model and Reseller model.

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# APS2 Mozy Services

APS2 Mozy package allows an SMB to purchase a Mozy Backup Solution from a service provider or from a reseller depending on the business model. The SMB then has the ability to create service user accounts for each of their employees requiring the solution provided by Mozy. Service Users can be assigned License Types and Storage Quota (both Desktop and Server respectively). In addition, it is possible to create Groups and assign Users to them. Finally, APS2 Mozy supports the activation of synchronization for specific users for which it is possible to edit the synchronization quota.



The resources model and the links between them are defined in the following diagram:

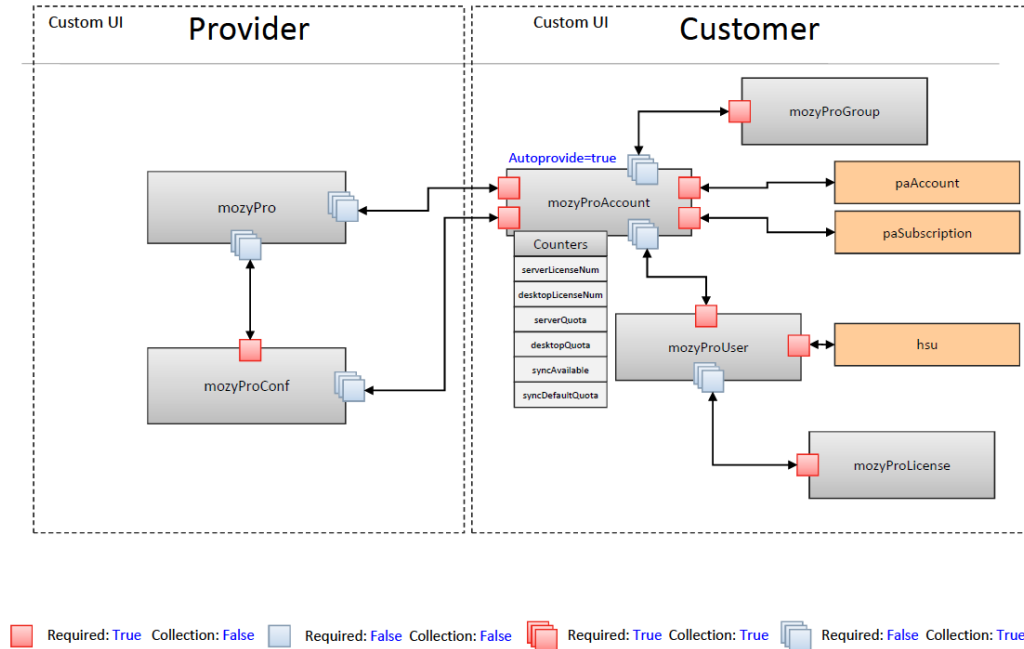


Figure 1: APS2 Mozy Resource Model.

## Customer's Workflow

1. In the Direct Sell model the customer goes to the Provider's Odin Service Automation Online Store and selects the APS2 Mozy service offering.
2. In the Reseller model the customer goes to the Reseller's Odin Service Automation Online Store and selects the APS2 Mozy service offering.
3. If there was no error, the customer can proceed to pay for the order with an existing account or create a new one.
4. After a successful provisioning, the customer can access the CCP and manage the APS2 Mozy subscription.

## Customer's Lifecycle

After successfully subscribing to the APS2 Mozy service, a customer will be able to manage Mozy Backup service. It is possible to upgrade or downgrade Desktop or Server licenses, Desktop or Server license quota, Synchronization quota and Synchronization availability during the service lifecycle. Service users can be added or removed at any time while the subscription is still active. Customers can cancel a subscription at any time during the subscription period.

# General Parameters

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## Localization List

APS2 Mozy has been localized in the following languages for each category:

1. Customer Interface.
  - a. DE
  - b. EN
  - c. ES
  - d. FR
  - e. IT
  - f. NL
  - g. PT
2. Odin Service Automation task manager error logging.
  - a. EN
3. APS2 Mozy external communication to customer.
  - a. EN

## Technical Integration Overview

This section contains an outline of how the integration of the APS2 Mozy and Odin Service Automation is performed and the list of features that are supported within the integration package.

### Admin Level:

1. Obtain the final APS 2 package from the APSSTANDARD catalog.
2. Follow all the steps to setup the endpoint (see *Preparing the Endpoint Host*).

3. Install the APS package in Operations Automation (formerly POA).
4. Follow all the steps to create an APS instance (see *Instance Creation*).
5. Fill out all the necessary Global Settings and Branding Configuration.
6. Follow all the steps to create resource types.
7. The user's Backup and Sync sections will contain the instructions for installing Mozy, which will be displayed in the user's MyCP. HTML tags can be used for formatting purposes. If no text is entered here, a default text will be displayed instead, as you can see in the screenshots below.

**Mozy Backup Instructions**

Welcome to Mozy Backup! If you haven't activated your Mozy Backup product key yet, make sure you follow the steps provided below to download and activate Mozy Backup on your computer :

1. Download the Backup client for Windows or Mac using the link you received in the email
2. Install the Mozy Backup :
  1. For Windows, double-click the Mozy Backup executable from the Downloads folder and follow the instructions in the in Setup Wizard
  2. For Mac, double-click the Mozy Backup dmg file from the Downloads folder and open the Setup executable then follow the instructions in the in Setup Wizard
3. Enter the product key you wish to activate for this device as well as your username email address - The product key is ~20 characters alphanumeric string that may be found at the top of this page or in the initial email received from your administrator
4. Follow the Mozy Backup Setup Wizards until the end and click Finish to start your initial backup - The wizard will guide you through selecting files and folders you wish to back-up, setting the back up schedules and other settings

**Mozy Sync Instructions**

Mozy Sync comes in addition to your backup and offers personal sync capabilities to make sure you always have access to your most import files across the devices you have linked to your account and from anywhere. You can follow the few steps provided below to get started with Mozy Sync :

1. Download the Sync client for Windows or Mac using the link you received in the email
2. Install the Mozy Sync client : (again any action to trigger this we can readily point to)
  1. For Windows, double-click the Mozy Sync executable from the Downloads folder and follow the instructions in the in Setup Wizard
  2. For Mac, double-click the Mozy Sync dmg file from the Downloads folder and drag & drop the Mozy Sync app in the Applications folder then open the Mozy Sync app from the Applications folder
3. Enter your username email address and the password you define during the activation of your Mozy Backup product key activation account and click Link Computer
4. Follow the Mozy Sync Setup Wizards until the end and click Finish to start Syncing your data

That's it! You Mozy Sync is now setup, to start using it simply add some files to your Mozy Sync folder and they will automatically get sync'ed across all your devices you link to your account.

8. Resource creation.
9. Create a Service Template in Operations Automation (formerly POA).
10. Create a Service Plan in Business Automation (formerly PBA).
11. Follow the steps for Business Automation (formerly PBA) and online store customization.
12. Publish and synchronize changes to the Odin Service Automation online store.

**End user Level:**

1. The customer navigates through the Odin Service Automation online store or the CCP.
2. The customer selects the APS2 Mozy Service Plan.
3. The customer creates a new account or uses an existing one in the case of the storefront. If the operation is performed from the CCP, this option is omitted.
4. The billing process continues.

**Note:** Customers can only buy one subscription at a time.

5. Once the purchase is completed, the application will be auto-provisioned.
6. The new subscription will be available on the CCP under the subscription list, at the top-right of the screen.
7. The customer can now manage Mozy Backup Service under the APS2 Mozy tab.

**Note:** APS2 Mozy tab name can be changed through Branding configuration.

8. The customer can create Service Users (or use already existing ones) and link them to Mozy Users, assigning them Mozy Licenses and storage quota.

## Integration Pre-requisites

Before proceeding with the integration of APS2 Mozy into Odin Service Automation, learn about the necessary tasks to be done in order to complete the process successfully.

### Pre-requisites for the APS2 Mozy Application

**Important:** It is highly recommended to use the Odin Service Automation Application Module guide ([Application Hosting Deployment Guide](#)).

The server that will serve as the endpoint host for APS provisioning is known as APS Application Endpoint.

The APS hosted in the endpoint offers an API REST which can be used by third parties. It must process REST requests received from the APS controller and it interacts with the application through the application native API to process these requests. An application and its APS endpoint can either exist as two separate installations or they can be combined within the provider cloud infrastructure as a single installation.

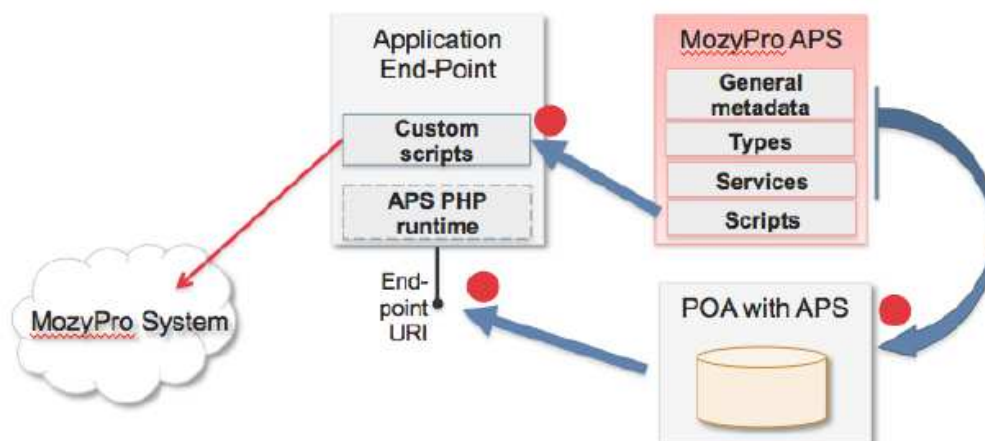


Figure 2: RESTful API provided by APS.

The endpoint host must have access to the Internet as well as to the Operations Automation (formerly POA) and Business Automation (formerly PBA) servers. Even though the installation steps are outside the scope of this guide, it is important to install a valid SSL Certificate on the endpoint, which must be issued by a known Certificate Authority. Also, there are some **additional** packages to be pre-installed:

- Apache

```
$ yum list installed | grep httpd
```

- php
- php-xml

```
$ yum list installed | grep php
```

- [aps-php-runtime](#)
  - 2.0-356 (POA 5.5)
  - 2.1-283 (POA 6.0)

```
POA 5.5: $ yum install http://download.apsstandard.org/php.runtime/aps-php-runtime-2.0-356.noarch.rpm
```

```
POA 6.0: $ yum install http://download.apsstandard.org/php.runtime/aps-php-runtime-2.1-283.noarch.rpm
```

- SOAP

```
$ yum list installed | grep soap
```

- XMLRPC libraries

**Note:** To install the XMLRPC libraries run the command `yum install php-xmlrpc`. Some package dependencies may need to be resolved.

Other requirements for global parameters:

- APS2 Mozy Credentials:
 

• ws_prefix	Mozy API URL access point URL
• ws_sufix	Mozy API URL suffix
• api_key	Mozy API Key
• root_partner_id	Mozy Partner ID
• root_role_id	Mozy Role ID
• mozy_adminpanel_login	Mozy Admin panel URL
• mozy_user_portal_url	Mozy User panel URL
- IP of BA API (for Reseller and Distribution sales model)

**Important:** The IP of BA API will make it possible to obtain the reseller/vendor that a customer belongs to. This is not necessary for the Direct sale model.

### Warning

Opening OA/BA API to the endpoint can cause security vulnerabilities. You may need to isolate your endpoint from other APS package endpoints.

Access from the Internet should be restricted only to services that must interact with the endpoint. Allow internal access from the endpoint to OA and BA through the following ports: 8440 to OA and 5224 to BA.

We recommend that you add the IP Address of the endpoint to the list of Allowed Networks, and configure HTTP Authentication. To allow the Billing System to accept connections from the APS endpoint, go to **Operations Automations > Settings > Public API**, and configure the security settings accordingly.

## Deploying the APS2 Mozy Package

To deploy the APS2 Mozy package on the endpoint host, you need to prepare the host and then import your APS2 Mozy package into Odin Service Automation.

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## Preparing the Endpoint Host

**Important:** Make sure to check the **Integration Pre-requisites** section before setting up the endpoint host.

After setting up the endpoint host, follow these steps to prepare it for further provisioning operations. The endpoint host does not need to be registered in Operations Automation (formerly POA).

1. Copy the APS2 Mozy package to the endpoint host via `scp` or any other tool in `/root`. For example:

```
$ scp Path-to-APS-Folder/mozyProAPS2-1.0-x.x.app.zip root@<end-point[FQDN or IP address]>:/root
```

2. If necessary, download the `endpoint.sh` utility from [http://doc.apsstandard.org/2.1/\\_downloads/endpoint.sh](http://doc.apsstandard.org/2.1/_downloads/endpoint.sh) and upload it to the `/root` directory of the endpoint host.

```
$ scp endpoint.sh root@<endpoint_host>:/root
```

3. Log in to the endpoint host via `ssh`.

```
$ ssh root@< end-point[FQDN or IP address]>
```

4. Make sure that `endpoint.sh` utility has proper execute permissions.

```
$ chmod 744 /root/endpoint.sh
```

5. Use the `endpoint.sh` utility to set up an APS application in a specified folder.

```
# ./path-to-script/endpoint.sh Mozy mozyAPS2-2.0-x.x.app.zip
```

**Note:** You can find further information on the `endpoint.sh` utility on the following web site: <http://doc.apsstandard.org/pa/deployment/#automated-setup>.

The first parameter of the script is the folder name in the endpoint. For demonstration purposes, this guide uses the name Mozy. If you would like to set a different folder name you will need to update it in some steps of the configuration.

6. After the script is executed, make a note of the endpoint address (eg. <https://mn.provider.com/vendorname/>). This will be the endpoint address you will use to configure the next set of scripts.
7. Check the `.htaccess` file against the output below and modify it, if necessary.

```
<IfModule mod_rewrite.c>
RewriteEngine on
RewriteBase /mozy
RewriteCond %{REQUEST_FILENAME} !-f

RewriteRule ^mozyPro(/.*)$ mozyPro.php?q=$1 [L,QSA]
RewriteRule ^mozyProAccountGroup(/.*)$ mozyProAccountGroup.php?q=$1 [L,QSA]
RewriteRule ^mozyProAccountUser(/.*)$ mozyProAccountUser.php?q=$1 [L,QSA]
RewriteRule ^mozyProAccountUserLicense(/.*)$ mozyProAccountUserLicense.php?q=$1 [L,QSA]

RewriteRule ^mozyProAccount(/.*)$ mozyProAccount.php?q=$1 [L,QSA]
RewriteRule ^mozyProConf(/.*)$ index.php?q=$1 [L,QSA]

</IfModule>
```

8. Restart the `httpd` service on the endpoint host.

```
# service httpd restart
```

9. There will be a cron task to be executed daily that will compress log files.
10. It is necessary to specify the APS endpoint folder name in the `cron.sh` script. Pay special attention, *MozyEndpointFolder* in the example below, has to be replaced with the Mozy APS application folder chosen during endpoint deployment.

```
vim /var/www/html/MozyEndpointFolder/cron.sh
```

Specify the folder name in the variable called: **mozydir**. By default it is fixed to `mozy`.

Save the change.

11. Include `cron.sh` in the crontab to be executed daily, it will compress log files.

```
# crontab -u apache -e
```

12. Then this line has to be included. Pay special attention, *MozyEndpointFolder* has to be replaced with the Mozy APS application folder chosen during endpoint deployment.

```
55 23 ***/var/www/html/MozyEndpointFolder/cron.sh
```



## Importing the APS2 Mozy Application

To Import the APS2 Mozy application to Operations Automation (formerly POA):

1. In the PCP, go to **Operations Automation (POA) > Services > Applications**. If available, a list of installed applications appears.
2. Click the **Import Package** button.
3. You can import the application from a given URL or from a local workstation. Select the local file option and specify the path to the application file using the **Choose File** button.
4. Select the **Enabled** check box (available in subscriptions).
5. Click the **Submit** button.

Services > Applications >

### Import Package

Download package from

☒ URL

☐ local file  No se ha seleccionado ningún archivo.

size of uploaded file must be less than 10.8MB

Enabled ☒


Figure 3: Import package view in Operations Automation.

Services >

## Applications

APS Packages APS Instances APS Catalog

List of APS packages available in the system

 Import Package

ID Package Category Provisioning Type

Any

1-10 of 10 | [Hide Search](#)








ID ^	Package	Latest Ver
101	 <a href="#">PACore</a>	6.0.6.2-0
104	<a href="#">Parallels Plesk Cloud</a>	1.1-1
105	<a href="#">Parallels Plesk Panel</a>	1.1-1
106	 <a href="#">IBM SoftLayer Infrastructure</a>	1.6-1.108
107	 <a href="#">Branding Discover</a>	2.0-0.04
108	<a href="#">pba</a>	6.0.6-124
110	 <a href="#">Icawara Service</a>	1.0-1.1
111	 <a href="#">Sample Access APS</a>	1.0-0.1
114	 <a href="#">mozy APS2</a>	2.0-0.8
142	 <a href="#">Eusda</a>	2.0-0.1

Figure 4: Applications view in Operations Automation.

## CHAPTER 6

# Configuring Services for Selling – Operations Automation (formerly POA)

**Important:** APS2 Mozy package will not support multiple selling models through a single instance. However, multiple instances of the package may be deployed in a single OSA environment.

## Direct Sell Model

In the Direct Sell Model, Customers will buy Mozy Service Plans directly from the Service Provider.

Learn about how to configure the Service Templates that are necessary to form APS2 Mozy subscriptions for sale.

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## Instance Creation and Global Variables

Global Settings is the first resource that is required to be created after the APS2 Mozy package has been imported into the Odin Service Automation platform. As this name indicates, this is a package-wise resource, meaning that it should be created once by the Operations Automation (formerly POA) Service Provider. Neither the customer administrator nor the service user is required to create such resource.

In order to create Global Settings and other resource types, it is necessary to create an instance of the package.

Follow these steps after successfully importing the APS2 Mozy into Odin Service Automation:

1. Once the APS has been successfully imported in the PCP, go to **Operations Automation (POA) > Services > Applications** and click the APS2 Mozy link.
2. Switch to the **Instances** tab and click the **Install** button.
3. Enter the endpoint server URI in the **Application API endpoint URI** field, with the following format: `http://[application-endpoint-server-ip]:[port]/[package-name]/`.
  - **[application-endpoint-server-ip]** the IP address of your application server.
  - **[port]** the port number your Apache Server is listening on, e.g., 80.
  - **[package-name]** is the name of your web application in which package scripts are deployed, e.g., numecentaps2.
4. Click **Next**.

The screenshot shows the 'mozyPro APS2' configuration page. At the top, there's a breadcrumb 'Services > Applications >'. Below it, the title 'mozyPro APS2' is displayed. A tabbed interface has 'General', 'Versions', 'Resource Types', 'Instances', and 'Add-ons'. The 'General' tab is active, showing 'mozyProUsers'. Below the tabs, a message says 'Please specify application parameters'. There are two input fields: 'Application API end-point URI' and 'Application Version'. The 'Application Version' field has the value '1.0-0.61' pre-filled. At the bottom, there are two buttons: 'Next >>' (blue) and 'Cancel' (grey).

Figure 5: Install instance view in Operations Automation.

5. Click the instance you just created and click **Edit**. Enter the Global Settings and Credentials.

Services > Applications > mozy APS2 > Global Settings > Global Settings >

## Global Settings

Global Settings | Branding

---

### Global Settings

Sales Model

☒ Direct sale model  
Customers buy package from Service Provider

☐ Reseller sale model  
Resellers buy package from Service Provider

### API Credentials

Web Service Prefix *	<input type="text" value="https://api.mozypro.com/api/0.1.50/"/>
Web Service Suffix *	<input type="text" value="/service.wsdl"/>
API Key *	<input type="text" value="abcdefghijklmnopqrstuvwxyz"/>
Root Partner ID *	<input type="text" value="12345678"/>
Root Role ID *	<input type="text" value="123456"/>
URL Admin Panel *	<input type="text" value="https://mozybackupoem.mozypro.com/"/>
URL User Portal *	<input type="text" value="https://mozybackup.mozypro.com/"/>

Figure 6: Global Settings view in Operations Automation

- Select Direct sale model.
- Web Service Prefix: https://api.mozypro.com/api/0.1.50/
- Web Service Suffix: /service.wsdl
- URL Admin Panel: https://serviceprovider.domain/login/admin
- URL User Portal: https://serviceprovider.domain/login/user
- Enter the credentials provided by Mozy:
  - API Key
  - Root Partner ID
  - Root Role ID

6. Click **Next**, review the information and then click **Finish**.
7. Click the **Branding** tab and then click **New**.
8. Enter the Branding Tab Name, add the logo if supplied, and fill out the customization sections.

Services > Applications > mozy APS2 > Global Settings > List of Branding >

## New Branding

Global Settings Branding

### Customization

Brand Tab Name \*

The text entered will be displayed in the Subscription tab of the Customer's Control Panel.

Logo URL

The logo will be displayed in the Subscription's Account tab of the Customer's Control Panel. If it is empty, a Mozy logo will be displayed instead.

User's backup section text

<p>Welcome to Mozy Backup! If you haven't activated your Mozy Backup product key yet, make sure you follow the steps provided below to download and activate Mozy Backup on your computer :</p><ol><li>Download the Backup client for Windows or Mac using the link you received in the email</li><li>Install the Mozy Backup : </li><ol><li>For Windows, double-click the Mozy Backup executable from the Downloads folder and follow

User's sync section text

<p>Mozy Sync comes in addition to your backup and offers personal sync capabilities to make sure you always have access to your most import files across the devices you have linked to your account and from anywhere. You can follow the few steps provided below to get started with Mozy Sync : </p><ol><li>Download the Sync client for Windows or Mac using the link you received in the email</li><li>Install the Mozy Sync client

This information is displayed only if the user has Sync enabled

Save changes Back to Branding list

Figure 7: New Branding view in Operations Automation.

9. Click **Save changes**.

#### Notes:

- The user's backup and sync sections will contain the instructions for installing Mozy, which will be displayed in the user's MyCP. HTML tags can be used for formatting purposes.  
If no text is entered, a default text will be displayed instead, as you can see in the screenshots below.
- In order to support instructions in different languages, it will be necessary to create one branding for each language.

**Mozy Backup Instructions**

Welcome to Mozy Backup! If you haven't activated your Mozy Backup product key yet, make sure you follow the steps provided below to download and activate Mozy Backup on your computer :

1. Download the Backup client for Windows or Mac using the link you received in the email
2. Install the Mozy Backup :
  1. For Windows, double-click the Mozy Backup executable from the Downloads folder and follow the instructions in the in Setup Wizard
  2. For Mac, double-click the Mozy Backup dmg file from the Downloads folder and open the Setup executable then follow the instructions in the in Setup Wizard
3. Enter the product key you wish to activate for this device as well as your username email address - The product key is ~20 characters alphanumeric string that may be found at the top of this page or in the initial email received from your administrator
4. Follow the Mozy Backup Setup Wizards until the end and click Finish to start your initial backup - The wizard will guide you through selecting files and folders you wish to back-up, setting the back up schedules and other settings

**Mozy Sync Instructions**

Mozy Sync comes in addition to your backup and offers personal sync capabilities to make sure you always have access to your most import files across the devices you have linked to your account and from anywhere. You can follow the few steps provided below to get started with Mozy Sync :

1. Download the Sync client for Windows or Mac using the link you received in the email
2. Install the Mozy Sync client : (again any action to trigger this we can readily point to)
  1. For Windows, double-click the Mozy Sync executable from the Downloads folder and follow the instructions in the in Setup Wizard
  2. For Mac, double-click the Mozy Sync dmg file from the Downloads folder and drag & drop the Mozy Sync app in the Applications folder then open the Mozy Sync app from the Applications folder
3. Enter your username email address and the password you define during the activation of your Mozy Backup product key activation account and click Link Computer
4. Follow the Mozy Sync Setup Wizards until the end and click Finish to start Syncing your data

That's it! You Mozy Sync is now setup, to start using it simply add some files to your Mozy Sync folder and they will automatically get sync'ed across all your devices you link to your account.

## Resource Creation

To successfully create every *Resource Type*, follow these steps in the same order as outlined below:

1. From the PCP, navigate to **Operations Automation (formerly POA) > Services > Applications**.
2. Click the APS2 Mozy application and switch to the **Resource Types** tab.
3. Create the Application Resource on the basis of the *Application Service Reference* class:
  - Click **Create** and select Application Service Reference.
  - In the **Name** field, enter APS2 Mozy Globals and click **Next**.
  - Select **General** as the APS Type.

Services > Applications > [mozyPro APS2](#) >

### Add New Resource Type

Select instance of "General v1.0"

1-1 of 1

Resource	Subscription	Application Instance	ws_prefix	ws_sufix	api_key
<a href="#">3f752ed5-ecbb-45b0-a602-aec62f2a7f91</a>	<None>	mozyPro APS2	<a href="https://api.mozypro.com/api/0.1.48/">https://api.mozypro.com/api/0.1.48/</a>	/service.wsdl	v0OGkmpX0pBT5lHq3

1-1 of 1

<< Back Cancel

- In the **Resource** column, click the instance ID.
- Click **Finish**.

4. Create the Application Resource on the basis of the *Application Service Reference* class:
  - Click **Create** and select Application Service Reference.
  - In the **Name** field, enter APS2 Mozy Branding and click **Next**.
  - Select **Conf params** as the APS Type.
  - In the **Resource** column, click the instance with the *branded tab name*.
  - Click **Finish**.

**Notes:**

- If more than one branding is created, it will be necessary to choose the instance accordingly.
- In any case, each template must only contain one branding resource. In the case of multiple brandings for different languages, one service template must be created for each branding.

5. Create the following Application Resource Types (**Applications > APS2 Mozy APS > Resource types > Create**):

RESOURCE TYPE NAME	RESOURCE CLASS	SERVICE
APS2 Mozy Account	Application Service (auto provisioned)	Mozy Account
APS2 Mozy Users	Application Service	mozyProUsers
APS2 Mozy Groups	Application Service	Group params
APS2 Mozy User Licenses	Application Service	mozyProUsers Licenses
APS2 Mozy Desktop Licenses	Application Counter (unit)	Desktop license number
APS2 Mozy Server Licenses	Application Counter (unit)	Server license number
APS2 Mozy Desktop Quota	Application Counter (unit)	Desktop Storage Quota in GB
APS2 Mozy Server Quota	Application Counter (unit)	Server Storage Quota in GB
APS2 Mozy Sync Available	Application Counter (unit)	Sync or not



<b>APS2 Mozy Sync Default Quota</b>	Application Counter (unit)	Sync in GB
-------------------------------------	----------------------------	------------

As a result, we should have 12 resources.

<input type="checkbox"/>	ID ^	Resource Type	Resource Class	Service	Instances
<input type="checkbox"/>	1000332	<a href="#">APS2 Mozy Globals</a>	Application Service Reference	General	0
<input type="checkbox"/>	1000335	<a href="#">APS2 Mozy Branding</a>	Application Service Reference	Conf params	0
<input type="checkbox"/>	1000340	<a href="#">APS2 Mozy Account</a>	Application Service	Mozy Account	0
<input type="checkbox"/>	1000343	<a href="#">APS2 Mozy Users</a>	Application Service	mozyProUsers	0
<input type="checkbox"/>	1000346	<a href="#">APS2 Mozy Groups</a>	Application Service	Group params	0
<input type="checkbox"/>	1000349	<a href="#">APS2 Mozy User Licenses</a>	Application Service	mozyProUsers Licenses	0
<input type="checkbox"/>	1000352	<a href="#">APS2 Mozy Desktop Licenses</a>	Application Counter (unit)	Mozy Account	
<input type="checkbox"/>	1000355	<a href="#">APS2 Mozy Desktop Quota</a>	Application Counter (unit)	Mozy Account	
<input type="checkbox"/>	1000358	<a href="#">APS2 Mozy Server Licenses</a>	Application Counter (unit)	Mozy Account	
<input type="checkbox"/>	1000361	<a href="#">APS2 Mozy Server Quota</a>	Application Counter (unit)	Mozy Account	
<input type="checkbox"/>	1000364	<a href="#">APS2 Mozy Sync Available</a>	Application Counter (unit)	Mozy Account	
<input type="checkbox"/>	1000367	<a href="#">APS2 Mozy Sync Default Quota</a>	Application Counter (unit)	Mozy Account	

1-12 of 12

## Service Template Creation

- From the PCP, navigate to **Operations Automation (formerly POA) > Products > Service Templates**.
- Click the **Add New Service Template** button to create a new Service Template.
- Configure the General Parameters:
  - Enter the desired name in the **Name** field.
  - Add any desired description.
  - Select the **Autoprovisioning** check box.
  - Set the **Type** option as **Custom**.
  - Click **Next**.
- In the list of resource types, select all resource types created earlier and click **Next**.
- For all the resource types based on Application Counter (unit) Class, uncheck the **Unlimited** checkbox and set the **Limit** as 0 (cero) and select the **Home Visibility** check box corresponding to them.
- For the **Branding** Application Service Reference, clear the **Unlimited** check box and set the **Limit** to 1.
- Leave the **Unlimited** check box selected in the rest of the resource types.
- Click **Next** and then **Finish**.
- Activate the Service Template (if it is not activated yet):

- a. Open the newly created Service Template.
  - b. In the **General** section, click **Activate**.
10. Go to **Business Automation (formerly PBA) > Products > Service Plans** and click the **Service Templates** tab.
11. Look for the newly created **Service Template**.
12. Click **Save**.

Resource	Provisioning attributes	Subscription ID	Subscription	Limit	Unit	Home Visibility
<a href="#">Mozy Account</a>		1	License key	Unlimited	unit	Hidden
<a href="#">Mozy Branding (Direct Demo)</a>		1	License key	1	unit	Hidden
<a href="#">Mozy Desktop Licences</a>		1	License key	0	unit	Shown
<a href="#">Mozy Desktop Quota</a>		1	License key	0	unit	Hidden
<a href="#">Mozy Global (Direct Demo)</a>		1	License key	Unlimited	unit	Hidden
<a href="#">Mozy Groups</a>		1	License key	Unlimited	unit	Hidden
<a href="#">Mozy Licenses</a>		1	License key	Unlimited	unit	Hidden
<a href="#">Mozy Server Licences</a>		1	License key	0	unit	Shown
<a href="#">Mozy Server Quota</a>		1	License key	0	unit	Shown
<a href="#">Mozy Sync Available</a>		1	License key	0	unit	Hidden
<a href="#">Mozy Sync Quota</a>		1	License key	0	unit	Hidden
<a href="#">Mozy Users</a>		1	License key	Unlimited	unit	Hidden

Service Template resources example

## Localization

- Meta file localization
  - German - DE
  - English - EN
  - Spanish - ES
  - French - FR
  - Italian - IT
  - Dutch - NL
  - Portuguese - PT
- Error handling localization
  - English - EN
- Localization limitations

Email messages generated by Mozy will only be in English. This can be configured through the Mozy Service Provider account directly in Mozy. Please refer to Email Template section of the Mozy Branding Guide or contact your Mozy Solutions Engineer for more information.

Now, configure the Service Plan by following the instructions provided in this section:

[Configuring Services for Selling – Business Automation \(formerly PBA\)](#)

## Reseller Model

In the Reseller Model, Resellers will buy Mozy Service Plans from Service Providers, and then they will sell them to their Customers through Delegated Plans.

Keep in mind that a Reseller's subscription must not be destroyed if there are existing and active Customer's subscriptions. All Customers' subscriptions have to be cancelled and destroyed before destroying the Reseller's subscription.

Once the Reseller's subscription has been destroyed, all Mozy Customers, users and devices within the Reseller's subscription will be permanently deleted and no longer recoverable.

After a Reseller subscription has been destroyed, Service Templates and Service Plans within the Reseller must be deleted or disabled in order to avoid any issues with potential new Mozy Reseller subscriptions being provisioned.

**Important:** It is necessary to enter the IP of BA API in order to obtain the reseller/vendor that a customer belongs to. Step to follow for obtaining PBA public IP:

1. Login to OSA, browse to Service nodes and click hostname of the management host.
2. Click the Packages tab and look the package named BMBridge, then click the icon in the "Action" column.
3. Go under Package properties tab:  
The PBA IP is "IP address of BM XML-RPC server where it listens to requests"  
The PBA port is "Port number of BM XML-RPC server it listens for requests".
4. The "API PBA" field in Globals Settings is expecting the following format:  
ipaddress:port

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## Instance Creation and Global Variables

In order to create Global Settings for another instance, follow the instructions provided in this section. Both instances (and others) can be configured with the same endpoint and scripts.

Global Settings is the first resource that is required to be created after the APS2 Mozy package has been imported into the Odin Service Automation platform. As this name indicates, this is a package-wise resource, meaning that it should be created once by the Operations Automation (formerly POA) Service Provider. Neither the customer administrator nor the service user is required to create such resource.

In order to create Global Settings and other resource types, it is necessary to create an instance of the package.

Follow these steps after successfully importing the APS2 Mozy into Odin Service Automation:

1. Once the APS has been successfully imported in the PCP, go to **Operations Automation (POA) > Services > Applications** and click the APS2 Mozy link.
2. Switch to the **Instances** tab and click the **Install** button.
3. Enter the endpoint server URI in the **Application API endpoint URI** field, with the following format: `http://[application-endpoint-server-ip]:[port]/[package-name]/`.
  - **[application-endpoint-server-ip]** the IP address of your application server.
  - **[port]** the port number your Apache Server is listening on, e.g., 80.
  - **[package-name]** is the name of your web application in which package scripts are deployed, e.g., numecentaps2.
4. Click **Next**.

Services > Applications >

### mozyPro APS2

General Versions Resource Types Instances Add-ons

General | mozyProUsers

Please specify application parameters

Application API end-point URI

Application Version 1.0-0.61

Next >> Cancel

Figure 8: Install instance view in Operations Automation.

5. Click the instance you just created and click **Edit**. Enter the Global Settings and Credentials.

Services > Applications > mozy APsZ > Global Settings > Global Settings

### Global Settings

Global Settings | Branding

**Global Settings**

Sales Model

☐ Direct sale model  
Customers buy package from Service Provider

☒ Reseller sale model  
Resellers buy package from Service Provider

**API Credentials**

Web Service Prefix \*

Web Service Suffix \*

API Key

Root Partner ID

Root Role ID

URL Admin Panel \*

URL User Portal \*

API PBA \*

If the endpoint requires HTTP validation, please enter a Username and Password.

PBA User

PBA Password

Save changes Cancel

Figure 9: Global Settings view in Operations Automation

- Select Reseller sale model.
- Web Service Prefix: <https://api.mozypro.com/api/0.1.50/>
- Web Service Suffix: [/service.wsdl](#)
- URL Admin Panel: <https://serviceprovider.domain/login/admin>
- URL User Portal: <https://serviceprovider.domain/login/user>
- Enter BA API credentials (User and Password:
  - API PBA – Public PBA API IP followed with the port(xx.x.xxx.xx:5224)
  - PBA User
  - PBA Password
- Enter the credentials provided by Mozy:

- API Key
  - Root Partner ID
  - Root Role ID
6. Click **Next**, review the information and then click **Finish**.
  7. Click the **Branding** tab and then click **New**.
  8. Enter the Branding tab Name, add the logo if supplied, and fill out the customization sections.

[Services](#) > [Applications](#) > [mozy APS2](#) > [Global Settings](#) > [List of Branding](#) >

## New Branding

[Global Settings](#) [Branding](#)

---

### Customization

Brand Tab Name \*

The text entered will be displayed in the Subscription tab of the Customer's Control Panel.

Logo URL

The logo will be displayed in the Subscription's Account tab of the Customer's Control Panel. If it is empty, a Mozy logo will be displayed instead.

User's backup section text 

<p>Welcome to Mozy Backup! If you haven't activated your Mozy Backup product key yet, make sure you follow the steps provided below to download and activate Mozy Backup on your computer :</p><ol><li>Download the Backup client for Windows or Mac using the link you received in the email</li><li>Install the Mozy Backup : </li><ol><li>For Windows, double-click the Mozy Backup executable from the Downloads folder and follow

User's sync section text 

<p>Mozy Sync comes in addition to your backup and offers personal sync capabilities to make sure you always have access to your most import files across the devices you have linked to your account and from anywhere. You can follow the few steps provided below to get started with Mozy Sync : </p><ol><li>Download the Sync client for Windows or Mac using the link you received in the email</li><li>Install the Mozy Sync client :

This information is displayed only if the user has Sync enabled

[Save changes](#) [Back to Branding list](#)

Figure 10: New Branding view in Operations Automation.

9. Click **Save changes**.

### Notes:

- The user's backup and sync sections will contain the instructions for installing Mozy, which will be displayed in the user's MyCP. HTML tags can be used for formatting purposes.  
If no text is entered, a default text will be displayed instead, as you can see in the screenshots below.
- In order to support instructions in different languages, it will be necessary to create one branding for each language.

#### Mozy Backup Instructions

Welcome to Mozy Backup! If you haven't activated your Mozy Backup product key yet, make sure you follow the steps provided below to download and activate Mozy Backup on your computer :

1. Download the Backup client for Windows or Mac using the link you received in the email
2. Install the Mozy Backup :
  1. For Windows, double-click the Mozy Backup executable from the Downloads folder and follow the instructions in the in Setup Wizard
  2. For Mac, double-click the Mozy Backup dmg file from the Downloads folder and open the Setup executable then follow the instructions in the in Setup Wizard
3. Enter the product key you wish to activate for this device as well as your username email address - The product key is ~20 characters alphanumeric string that may be found at the top of this page or in the initial email received from your administrator
4. Follow the Mozy Backup Setup Wizards until the end and click Finish to start your initial backup - The wizard will guide you through selecting files and folders you wish to back-up, setting the back up schedules and other settings

#### Mozy Sync Instructions

Mozy Sync comes in addition to your backup and offers personal sync capabilities to make sure you always have access to your most import files across the devices you have linked to your account and from anywhere. You can follow the few steps provided below to get started with Mozy Sync :

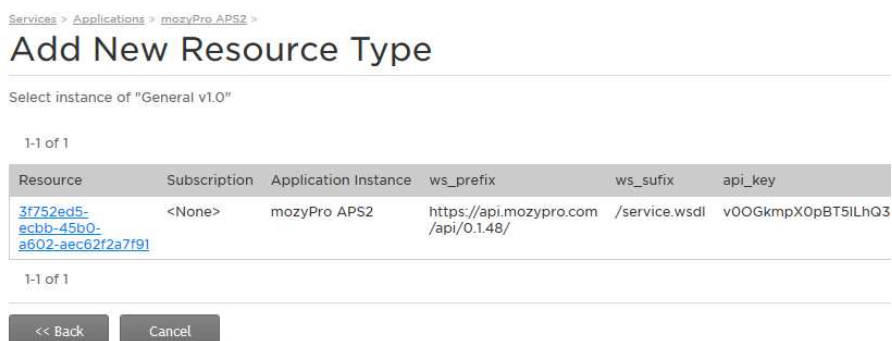
1. Download the Sync client for Windows or Mac using the link you received in the email
2. Install the Mozy Sync client : (again any action to trigger this we can readily point to)
  1. For Windows, double-click the Mozy Sync executable from the Downloads folder and follow the instructions in the in Setup Wizard
  2. For Mac, double-click the Mozy Sync dmg file from the Downloads folder and drag & drop the Mozy Sync app in the Applications folder then open the Mozy Sync app from the Applications folder
3. Enter your username email address and the password you define during the activation of your Mozy Backup product key activation account and click Link Computer
4. Follow the Mozy Sync Setup Wizards until the end and click Finish to start Syncing your data

That's it! You Mozy Sync is now setup, to start using it simply add some files to your Mozy Sync folder and they will automatically get sync'ed across all your devices you link to your account.

## Resource Creation

To successfully create every *Resource Type*, follow these steps in the same order as outlined below:

1. From the PCP, navigate to **Operations Automation (formerly POA) > Services > Applications**.
2. Click the APS2 Mozy application and switch to the **Resource Types** tab.
3. Create the Application Resource on the basis of the *Application Service Reference* class:
  - Click **Create** and select Application Service Reference.
  - In the **Name** field, enter APS2 Mozy Globals and click **Next**.



- Select **General** as the APS Type.
  - In the **Resource** column, click the instance ID.
4. Create the Application Resource on the basis of the *Application Service Reference* class:
- Click **Create** and select Application Service Reference.
  - In the **Name** field, enter APS2 Mozy Branding and click **Next**.
  - Select **Conf params** as the APS Type.
  - In the **Resource** column, click the instance with the *branded tab name*.
  - Click **Finish**.

#### Notes:

- If more than one branding is created, it will be necessary to choose the instance accordingly.
- In any case, each template must only contain one branding resource. In the case of multiple brandings for different languages, one service template must be created for each branding.

Those resources are mandatory. You will need to create at least two application service reference resources for each instance (globals and branding).

However, in the case of multiple instances, it will not be necessary to create application service and application counters resource types.

If the rest of resource types do not exist:

5. Create the following Application Resource Types (**Applications > APS2 Mozy APS > Resource types > Create**):



RESOURCE TYPE NAME	RESOURCE CLASS	SERVICE
APS2 Mozy Account	Application Service (auto provisioned)	Mozy Account
APS2 Mozy Users	Application Service	mozyProUsers
APS2 Mozy Groups	Application Service	Group params
APS2 Mozy User Licenses	Application Service	mozyProUsers Licenses
APS2 Mozy Desktop Licenses	Application Counter (unit)	Desktop license number
APS2 Mozy Server Licenses	Application Counter (unit)	Server license number
APS2 Mozy Desktop Quota	Application Counter (unit)	Desktop Storage Quota in GB
APS2 Mozy Server Quota	Application Counter (unit)	Server Storage Quota in GB
APS2 Mozy Sync Available	Application Counter (unit)	Sync or not
APS2 Mozy Sync Default Quota	Application Counter (unit)	Sync in GB

As a result, we should have 12 resources.

<input type="checkbox"/>	ID ^	Resource Type	Resource Class	Service	Instances
<input type="checkbox"/>	1000332	<a href="#">APS2 Mozy Globals</a>	Application Service Reference	General	0
<input type="checkbox"/>	1000335	<a href="#">APS2 Mozy Branding</a>	Application Service Reference	Conf params	0
<input type="checkbox"/>	1000340	<a href="#">APS2 Mozy Account</a>	Application Service	Mozy Account	0
<input type="checkbox"/>	1000343	<a href="#">APS2 Mozy Users</a>	Application Service	mozyProUsers	0
<input type="checkbox"/>	1000346	<a href="#">APS2 Mozy Groups</a>	Application Service	Group params	0
<input type="checkbox"/>	1000349	<a href="#">APS2 Mozy User Licenses</a>	Application Service	mozyProUsers Licenses	0
<input type="checkbox"/>	1000352	<a href="#">APS2 Mozy Desktop Licenses</a>	Application Counter (unit)	Mozy Account	
<input type="checkbox"/>	1000355	<a href="#">APS2 Mozy Desktop Quota</a>	Application Counter (unit)	Mozy Account	
<input type="checkbox"/>	1000358	<a href="#">APS2 Mozy Server Licenses</a>	Application Counter (unit)	Mozy Account	
<input type="checkbox"/>	1000361	<a href="#">APS2 Mozy Server Quota</a>	Application Counter (unit)	Mozy Account	
<input type="checkbox"/>	1000364	<a href="#">APS2 Mozy Sync Available</a>	Application Counter (unit)	Mozy Account	
<input type="checkbox"/>	1000367	<a href="#">APS2 Mozy Sync Default Quota</a>	Application Counter (unit)	Mozy Account	

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## Service Template Creation

1. From the PCP, navigate to **Operations Automation (formerly POA) > Products > Service Templates**.
2. Click the **Add New Service Template** button to create a new Service Template.
3. Configure the General Parameters:
  - o Enter the desired name in the **Name** field.
  - o Add any desired description.
  - o Select the **Autoprovisioning** check box.
  - o Set the **Type** option as **Custom**.
  - o Click **Next**.
4. In the list of resource types, select all resource types created earlier and click **Next**.
5. For all the resource types based on Application Counter (unit) Class, clear the **Unlimited** check box and set the **Limit** as 0 (cero). And select **Home Visibility** check box for them.
6. For the **Branding** Application Service Reference, clear the **Unlimited** check box and set the **Limit** to 1.
7. Leave the **Unlimited** check box selected for the rest of the resource types.
8. Click **Next** and then **Finish**.
9. Activate the Service Template (if it has not been activated yet):
  - a. Open the newly created Service Template.
  - b. In the **General** section, click **Activate**.
10. Go to **Business Automation (formerly PBA) > Products > Service Plans** and click the **Service Templates** tab.
11. Look for the newly created **Service Template**.
12. Click **Save**

1-12 of 12

Resource	Provisioning attributes	Subscription ID	Subscription	Limit	Unit	Home Visibility
<a href="#">Mozy Account</a>		1	License key	Unlimited	unit	Hidden
<a href="#">Mozy Branding (Reseller Demo)</a>		1	License key	1	unit	Hidden
<a href="#">Mozy Desktop Licences</a>		1	License key	0	unit	Shown
<a href="#">Mozy Desktop Quota</a>		1	License key	0	unit	Shown
<a href="#">Mozy Globals (Reseller)</a>		1	License key	Unlimited	unit	Hidden
<a href="#">Mozy Groups</a>		1	License key	Unlimited	unit	Hidden
<a href="#">Mozy Licences</a>		1	License key	Unlimited	unit	Hidden
<a href="#">Mozy Server Licences</a>		1	License key	0	unit	Shown
<a href="#">Mozy Server Quota</a>		1	License key	0	unit	Shown
<a href="#">Mozy Sync Available</a>		1	License key	0	unit	Hidden
<a href="#">Mozy Sync Quota</a>		1	License key	0	unit	Hidden
<a href="#">Mozy Users</a>		1	License key	Unlimited	unit	Hidden

Resources Reseller Model example

**Notes:** Visit <https://kb.odin.com/en/125778> for more information about the Reseller's resources needed.

## Localization

- Meta file localization
  - German - DE
  - English - EN
  - Spanish - ES
  - French - FR
  - Italian - IT
  - Dutch - NL
  - Portuguese - PT
- Error handling localization
  - English - EN
- Localization limitations
  - Email messages generated by Mozy will only be in English. This can be configured through the Mozy Service Provider account directly in Mozy. Please refer to Email Template section of the Mozy Branding Guide or contact your Mozy Solutions Engineer for more information.

Now, configure the Service Plan by following the instructions provided in this section:

[Configuring Services for Selling – Business Automation \(formerly PBA\)](#)

## Distribution Model

In the Distribution Model, Level 2 Resellers will buy Mozy Service Plans from distributors (Level 1 Resellers), and then they will sell them to their Customers. Level 1 Resellers will not buy Mozy Service Plans; they will only delegate the Service Plans to their Resellers.

Multiple sub brands can sell Mozy through its different credentials. This model cannot share an instance with other models and must be installed in different instances.

Keep in mind that a Reseller's subscription must not be destroyed if there are existing and active Customer's subscriptions. All Customers' subscriptions have to be cancelled and destroyed before destroying the Reseller's subscription.

Once the Reseller's subscription has been destroyed, all Mozy Customers, users and devices within the Reseller's subscription will be permanently deleted and no longer recoverable.

After a Reseller's subscription has been destroyed, Service Templates and Service Plans within the Reseller must be deleted or disabled in order to avoid any issues with potential new Mozy Reseller subscriptions being provisioned.

**Important:** It is necessary to enter the IP of BA API in order to obtain the reseller/vendor that a customer belongs to. Step to follow for obtaining PBA public IP:

1. Login to OSA, browser to Service nodes and click hostname of the management host.
2. Click the Packages tab and look the package named BMBridge, then click the icon in the "Action" column.
3. Go under Package properties tab:  
The PBA IP is "IP address of BM XML-RPC server where it listens to requests"  
The PBA port is "Port number of BM XML-RPC server it listens for requests".
4. The "API PBA" field in Globals Settings is expecting the following format:  
ipaddress:port

### In This Section

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## Instance Creation and Global Variables

In order to create Global Settings for another instance, follow the instructions provided in this section. Both instances (and others) can be configured with the same endpoint and scripts.

The Mozy API credentials are included in a Branding Resource. For each sub brand a branding resource must be created.

Global Settings is the first resource that is required to be created after the APS2 Mozy package has been imported into the Odin Service Automation platform. As this name indicates, this is a package-wise resource, meaning that it should be created once by the Operations Automation (formerly POA) Service Provider. Neither the customer administrator nor the service user is required to create such resource.

In order to create Global Settings and other resource types, it is necessary to create an instance of the package.

1. Once the APS has been successfully imported in the PCP, go to **Operations Automation (POA) > Services > Applications** and click the APS2 Mozy link.
2. Switch to the **Instances** tab and click the **Install** button.
3. Enter the endpoint server URI in the **Application API endpoint URI** field, with the following format: *http://[application-endpoint-server-ip]:[port]/[package-name]/*.
  - **[application-endpoint-server-ip]** the IP address of your application server.
  - **[port]** the port number your Apache Server is listening on, e.g., 80.
  - **[package-name]** is the name of your web application in which package scripts are deployed, e.g., numecentaps2.

4. Click **Next**.

The screenshot shows the 'mozyPro APS2' configuration page. At the top, there are tabs for 'General', 'Versions', 'Resource Types', 'Instances', and 'Add-ons'. The 'Instances' tab is selected. Below the tabs, there is a sub-tab for 'General' and a label 'mozyProUsers'. A message says 'Please specify application parameters'. There is a text input field for 'Application API end-point URI' and a label 'Application Version' with the value '1.0-0.61'. At the bottom, there are two buttons: 'Next >>' and 'Cancel'.

Figure 11: Install instance view in Operations Automation.

5. Click the instance you just created and click **Edit**. Enter the Global Settings and Credentials.

Services > Applications > mozy APSZ > Global Settings > Global Settings >

## Global Settings

Global Settings Branding

**Global Settings**

Sales Model

☐ Direct sale model  
Customers buy package from Service Provider

☒ Reseller sale model  
Resellers buy package from Service Provider

**API Credentials**

Web Service Prefix \*

Web Service Suffix \*

API Key

Root Partner ID

Root Role ID

URL Admin Panel \*

URL User Portal \*

API PBA \*

If the endpoint requires HTTP validation, please enter a Username and Password.

PBA User

PBA Password

Save changes Cancel

Services > Applications > mozy APSZ > Global Settings > Global Settings >

## Global Settings

Global Settings Branding

**Global Settings**

Sales Model

☐ Direct sale model  
Customers buy package from Service Provider

☒ Reseller sale model  
Resellers buy package from Service Provider

**API Credentials**

Web Service Prefix \*

Web Service Suffix \*

API Key

Root Partner ID

Root Role ID

URL Admin Panel \*

URL User Portal \*

API PBA \*

If the endpoint requires HTTP validation, please enter a Username and Password.

PBA User

PBA Password

Save changes Cancel

Figure 12: Global Settings view in Operations Automation

- Select Reseller sale model.

- Web Service Prefix: <https://api.mozypro.com/api/0.1.50/>
  - Web Service Suffix: `/service.wsdl`
  - URL Admin Panel: <https://serviceprovider.domain/login/admin>
  - URL User Portal: <https://serviceprovider.domain/login/user>
  - API Key, Root Partner ID and Root Role ID must be empty. These credentials must be entered in the Branding tab.
  - Enter the IP of BA API:
    - API PBA: Public PBA API IP with the port(xx.x.xxx.xx:5224)
    - PBA Username
    - PBA Password
6. Click **Next**, review the information and then click **Finish**.
  7. Click the **Branding** tab and then click **New**.
  8. Enter the Branding Tab Name, add the logo if supplied, and fill out the customization sections.

Services > Applications > mozy APS2 > Global Settings > List of Branding >

### New Branding

Global Settings Branding

**Customization**

Brand Tab Name \*

The text entered will be displayed in the Subscription tab of the Customer's Control Panel.

Logo URL

The logo will be displayed in the Subscription's Account tab of the Customer's Control Panel. If it is empty, a Mozy logo will be displayed instead.

User's backup section text

User's sync section text

**API Credentials**

API Key

Root Partner ID

Root Role ID

[Save changes](#) [Back to Branding list](#)

Figure 12: New Branding view in Operations Automation.

9. Enter the API Key, Root Partner ID and Root Role ID provided by Mozy.

### 10. Click **Save changes**.

#### Notes:

- The user's backup and sync sections will contain the instructions for installing Mozy, which will be displayed in the user's MyCP. HTML tags can be used for formatting purposes.  
If no text is entered, a default text will be displayed instead, as you can see in the screenshots below.
- In order to support instructions in different languages, it will be necessary to create one branding for each language.

#### Mozy Backup Instructions

Welcome to Mozy Backup! If you haven't activated your Mozy Backup product key yet, make sure you follow the steps provided below to download and activate Mozy Backup on your computer :

1. Download the Backup client for Windows or Mac using the link you received in the email
2. Install the Mozy Backup :
  1. For Windows, double-click the Mozy Backup executable from the Downloads folder and follow the instructions in the in Setup Wizard
  2. For Mac, double-click the Mozy Backup dmg file from the Downloads folder and open the Setup executable then follow the instructions in the in Setup Wizard
3. Enter the product key you wish to activate for this device as well as your username email address - The product key is ~20 characters alphanumeric string that may be found at the top of this page or in the initial email received from your administrator
4. Follow the Mozy Backup Setup Wizards until the end and click Finish to start your initial backup - The wizard will guide you through selecting files and folders you wish to back-up, setting the back up schedules and other settings

#### Mozy Sync Instructions

Mozy Sync comes in addition to your backup and offers personal sync capabilities to make sure you always have access to your most import files across the devices you have linked to your account and from anywhere. You can follow the few steps provided below to get started with Mozy Sync :

1. Download the Sync client for Windows or Mac using the link you received in the email
2. Install the Mozy Sync client : (again any action to trigger this we can readily point to)
  1. For Windows, double-click the Mozy Sync executable from the Downloads folder and follow the instructions in the in Setup Wizard
  2. For Mac, double-click the Mozy Sync dmg file from the Downloads folder and drag & drop the Mozy Sync app in the Applications folder then open the Mozy Sync app from the Applications folder
3. Enter your username email address and the password you define during the activation of your Mozy Backup product key activation account and click Link Computer
4. Follow the Mozy Sync Setup Wizards until the end and click Finish to start Syncing your data

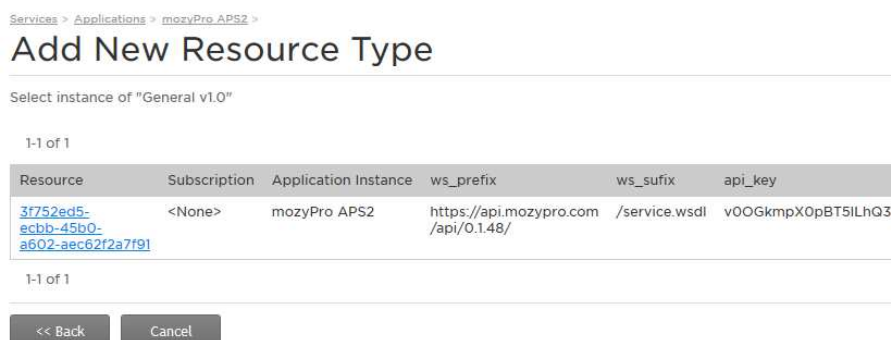
That's it! You Mozy Sync is now setup, to start using it simply add some files to your Mozy Sync folder and they will automatically get sync'ed across all your devices you link to your account.

## Resource Creation

To successfully create every *Resource Type*, follow these steps in the same order as outlined below:

1. From the PCP, navigate to **Operations Automation (formerly POA) > Services > Applications**.
2. Click the APS2 Mozy application and switch to the **Resource Types** tab.
3. Create the Application Resource on the basis of the *Application Service Reference* class:
  - Click **Create** and select Application Service Reference.
  - In the **Name** field, enter APS2 Mozy Globals and click **Next**.
  - Select **General** as the APS Type.





- In the **Resource** column, click the instance ID.
- 4. Create the Application Resource on the basis of the *Application Service Reference* class:
  - Click **Create** and select Application Service Reference.
  - In the **Name** field, enter APS2 Mozy Branding and click **Next**.
  - Select **Conf params** as the APS Type.
  - In the **Resource** column, click the instance with the *branded tab name*.
  - Click **Finish**.

#### Notes:

- If more than one branding is created, it will be necessary to choose the instance accordingly.
- In any case, each template must only contain one branding resource. In the case of multiple brandings for different languages or sub brands, one service template must be created for each branding.

Those resources are mandatory. You will need to create at least two application service reference resources for each instance (globals and branding).

However, in the case of multiple instances, it will not be necessary to create application service and application counters resource types.

If the rest of resource types do not exist:

5. Create the following Application Resource Types (**Applications > APS2 Mozy APS > Resource types > Create**):

## Configuring Services for Selling – Operations Automation (formerly POA)

RESOURCE TYPE NAME	RESOURCE CLASS	SERVICE
APS2 Mozy Account	Application Service (auto provisioned)	Mozy Account
APS2 Mozy Users	Application Service	mozyProUsers
APS2 Mozy Groups	Application Service	Group params
APS2 Mozy User Licenses	Application Service	mozyProUsers Licenses
APS2 Mozy Desktop Licenses	Application Counter (unit)	Desktop license number
APS2 Mozy Server Licenses	Application Counter (unit)	Server license number
APS2 Mozy Desktop Quota	Application Counter (unit)	Desktop Storage Quota in GB
APS2 Mozy Server Quota	Application Counter (unit)	Server Storage Quota in GB
APS2 Mozy Sync Available	Application Counter (unit)	Sync or not
APS2 Mozy Sync Default Quota	Application Counter (unit)	Sync in GB

As a result, we should have 12 resources.

<input type="checkbox"/>	ID ^	Resource Type	Resource Class	Service	Instances
<input type="checkbox"/>	1000332	<a href="#">APS2 Mozy Globals</a>	Application Service Reference	General	0
<input type="checkbox"/>	1000335	<a href="#">APS2 Mozy Branding</a>	Application Service Reference	Conf params	0
<input type="checkbox"/>	1000340	<a href="#">APS2 Mozy Account</a>	Application Service	Mozy Account	0
<input type="checkbox"/>	1000343	<a href="#">APS2 Mozy Users</a>	Application Service	mozyProUsers	0
<input type="checkbox"/>	1000346	<a href="#">APS2 Mozy Groups</a>	Application Service	Group params	0
<input type="checkbox"/>	1000349	<a href="#">APS2 Mozy User Licenses</a>	Application Service	mozyProUsers Licenses	0
<input type="checkbox"/>	1000352	<a href="#">APS2 Mozy Desktop Licenses</a>	Application Counter (unit)	Mozy Account	
<input type="checkbox"/>	1000355	<a href="#">APS2 Mozy Desktop Quota</a>	Application Counter (unit)	Mozy Account	
<input type="checkbox"/>	1000358	<a href="#">APS2 Mozy Server Licenses</a>	Application Counter (unit)	Mozy Account	
<input type="checkbox"/>	1000361	<a href="#">APS2 Mozy Server Quota</a>	Application Counter (unit)	Mozy Account	
<input type="checkbox"/>	1000364	<a href="#">APS2 Mozy Sync Available</a>	Application Counter (unit)	Mozy Account	
<input type="checkbox"/>	1000367	<a href="#">APS2 Mozy Sync Default Quota</a>	Application Counter (unit)	Mozy Account	

1-12 of 12

## Service Template Creation

1. From the PCP, navigate to **Operations Automation (formerly POA) > Products > Service Templates**.
2. Click the **Add New Service Template** button to create a new Service Template.
3. Configure the General Parameters:
  - o Enter the desired name in the **Name** field.
  - o Add any desired description.
  - o Select the **Autoprovisioning** check box.
  - o Set the **Type** option as **Custom**.
  - o Click **Next**.
4. In the list of resource types, select all resource types created earlier and click **Next**.
5. For all the resource types based on Application Counter (unit) Class, clear the **Unlimited** check box, set the **Limit** as 0 (cero) and select the **Home Visibility** check box for them.
6. For the **Branding** Application Service Reference, clear the **Unlimited** check box and set the **Limit** to 1.
7. Leave the **Unlimited** check box selected for the rest of the resource types.
8. Click **Next** and then **Finish**.
9. Activate the Service Template (if it has not been activated yet):
  - a. Open the newly created Service Template.
  - b. In the **General** section, click **Activate**.
10. Go to **Business Automation (formerly PBA) > Products > Service Plans** and click the **Service Templates** tab.
11. Look for the newly created **Service Template**.
12. Click **Save**

1-12 of 12

Resource	Provisioning attributes	Subscription ID	Subscription	Limit	Unit	Home Visibility
<a href="#">Mozy Account</a>		1	License key	Unlimited	unit	Hidden
<a href="#">Mozy Branding (Reseller Demo)</a>		1	License key	1	unit	Hidden
<a href="#">Mozy Desktop Licences</a>		1	License key	0	unit	Shown
<a href="#">Mozy Desktop Quota</a>		1	License key	0	unit	Shown
<a href="#">Mozy Globals (Reseller)</a>		1	License key	Unlimited	unit	Hidden
<a href="#">Mozy Groups</a>		1	License key	Unlimited	unit	Hidden
<a href="#">Mozy Licenses</a>		1	License key	Unlimited	unit	Hidden
<a href="#">Mozy Server Licences</a>		1	License key	0	unit	Shown
<a href="#">Mozy Server Quota</a>		1	License key	0	unit	Shown
<a href="#">Mozy Sync Available</a>		1	License key	0	unit	Hidden
<a href="#">Mozy Sync Quota</a>		1	License key	0	unit	Hidden
<a href="#">Mozy Users</a>		1	License key	Unlimited	unit	Hidden

Service Template Resources for distribution Model example

**Note:** For more information about the Reseller's resources needed, visit <https://kb.odin.com/en/125778>.

## Localization

- Meta file localization
  - German - DE
  - English - EN
  - Spanish - ES
  - French - FR
  - Italian - IT
  - Dutch - NL
  - Portuguese - PT
- Error handling localization
  - English - EN
- Localization limitations
  - Email messages generated by Mozy will only be in English. This can be configured through the Mozy Service Provider account directly in Mozy. Please refer to Email Template section of the Mozy Branding Guide or contact your Mozy Solutions Engineer for more information.

# Configuring Services for Selling – Business Automation (formerly PBA)

Learn about how to configure the Service Plan that is necessary to order APS2 Mozy subscriptions for sale and provision.

## In This Chapter

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Publishing Service Plan.....	52
Bundling or Composite Resource Creation.....	53
Adding Composite Resource.....	54
Including Resources in a Composite Resource.....	55
Delegating Service Plans to Resellers.....	56

## Service Plans

To create a Service Plan follow these steps:

- Go to **Products > Service Plans**. The list of Service Plans available is displayed on the screen.
- Click **Add New Service Plan**. The new Service Plan creation wizard starts.
- Select the **Generic Service Plan** type and click **Next**.
- Type a Service Plan name in the **Name** field. It is strongly recommended to use a name that is descriptive enough, as this is the name that the customer will see in the online store.
- Click the magnifier next to the **Service Template** field. Then, select the Service Template that the new Service Plan will be based on. The Service Template determines the resources that are provided to the subscriber to the Service Plan.
- Click the magnifier next to the **Plan Category** field. From the drop-down menu, select the plan category that your new Service Plan will belong to. The Plan category defines how the plan is to be taxed.
- Select the service terms to use from the **Service Terms** list.

- Type both short and long descriptions of the Service Plan in the **Short Description and Long Description** fields respectively. Both descriptions are shown to the customer in the online store: the short one, right in the Service Plan offering, and the long one in the Service Plan details (when expanded). Both descriptions can be entered in HTML format.
- The Service Plan can be optionally included in a unique group. The **Unique Group** restricts combinations of Service Plans in a single subscription: Service Plans of the same unique group cannot be up-sales to each other. Click the magnifier next to the **Unique Group** field. From the window that opens, select a unique group that the plan is to belong to.
- Select the **Published** check box to make the Service Plan available for selling. Before a Service Plan is published, it remains in the system unavailable for selling and use. **It is recommended not to select the check box, until the Service Plan is fully configured.** Besides publishing, the Service Plan must be included in a sales category and the category must be included in an online store screen for the Service Plan to be actually shown to the customer.

Home > Products > Service Plans > Screen ID: 0115.63

### Add New Service Plan

1

2

3

4

5

Configure Billing Terms

Specify Prices and Subscription Periods

Update Subscription Periods

Configure Resources Rates

Add Up-sale Categories

---

#### General

Name \*

AP52 Mozy Service Plan

Service Template \*

Plan Category \*

Other Services

Service Terms \*

Default

Short Summary \*

Detailed Description \*

Unique Group

Notification About Service Provisioning

Customer Class \*

Default

**Billing Terms**

Published

☐

Attach Usage Statistics

☐

Billing Model

Charge Before Billing Period

Billing Period

Monthly

Set Recurring Prices per

☒ Billing Period
 ☐ Month

Align Billing Order with Statement Day

☐

Autorenewal

Disabled

Notification Schedule

**Advanced Properties**

Listing Priority

Select Image File

No se ha seleccionado ningún archivo.

\*Required fields

- Click the magnifier next to the **Notification Template** field. Then, select the notification template that will be used to inform the customer that the subscription was created successfully. The setting is optional. The respective notification templates and messages need to be created first. For information on managing notifications, refer to the Managing Notifications section of the Business Automation (formerly PBA) Provider's Guide.
- Click the magnifier next to the **Notification Schedule** field. Then, select the notification schedule to use.
- The Service Plan can be assigned with a default customer class. Each customer purchasing such plan in the online store for the first time becomes a member of the class. Customers who already have a subscription will keep their classes. Select a customer class to assign to the plan from the **Customer Class** list.
- Select a billing period type from the **Billing Period Type** list. The meaning of the Billing Period field differs depending on the billing period type. The following types are available:
  - Monthly on statement cycle date.** The billing period set in the Billing Period field is ignored. The subscriber is billed monthly on the date of the statement cycle assigned to the customer class.
    - If the subscription is to be charged *Before Billing Period*, then a subscriber is billed as follows: the first billing order will be for 1 month. (`<subscription_creation_date>+1month`); the second billing order will be for the period from `<last_billing_date>` to `<statement_cycle_date>`; the third billing

order and all subsequent orders will be for the period from `<last_statement_cycle_date>` to `<next_statement_cycle_date>`.

- If the subscription is to be charged *After Billing Period*, then a subscriber is billed as follows: the first billing order will be for the period from `<subscription_creation_date>` to `<statement_cycle_date>`; the second billing order and all subsequent orders will be for the period from `<last_statement_cycle_date>` to `<next_statement_cycle_date>`.
- **Fixed Number of Months.** Billing period in months. Ex. "1" means that the recurring fee is billed on the order date in January, February, March, and so on.
- **Fixed Number of Years.** Billing period in years. Ex. "1" means that the recurring fee is billed every year: on the order date in 2005, on the order date in 2006, and so on.
- Select when a customer is to be charged for provided services from the **Charge for subscription** list. **Before billing period:** the customer is billed before the billing period starts. **After billing period:** the subscription fee is billed after the billing period ends. **Before Subscription Period:** the full subscription fee is billed before the subscription period starts.
- Select the **Renew Automatically** check box in order for the subscriptions to the Service Plan to be renewed automatically.
  - **Renew Point (days).** The setting defines the number of days before expiration date, when the expiring subscription is to be renewed automatically.
  - **Revenue Class.** The parameter defines a revenue class assigned to the Service Plan. This parameter is applicable to vendors who participate in Odin's Revenue Sharing program. For further details, contact an Odin representative.
- Enter a Service Plan priority in the **Show Priority** field. The highest priority is 1. The Service Plan with the highest priority will be shown in the topmost left position of its sales category in the online store.
- Click **Next**.
- The list of default subscription periods is displayed on the screen. Select at least one period (normally a month) to proceed with Service Plan creation. You can edit the subscription period settings or add more periods at a later stage. Select the subscription periods:
  - To add a period, select the check box next to a period duration. Enter the setup, subscription, renewal, and transfer fees in the Setup Fee, Subscription Fee, Renewal Fee and Transfer Fee fields respectively.
  - Enter an amount in the Non Refundable Amount field. This amount is not refunded to customers when they cancel a subscription for the period.



## Configuring Services for Selling – Business Automation (formerly PBA)

- Type the number of days during which customers may claim a full money back (minus the non-refundable amount) in the Full Refund Period (days) field.

Home > Products > Service Plans >

Screen ID: 00.06.65

### Add New Service Plan

1 Configure Billing Terms 2 Specify Prices and Subscription Periods 3 Update Subscription Periods 4 Configure Resources Rates 5 Add Up-sale Categories

**Periods**

13 total

Select Columns Export To Excel

<input type="checkbox"/>	Duration	Unit	Setup Fee	Recurring Fee	Renewal Fee	Transfer Fee	Deposit Fee	Non Refundable Amount	Full Refund Period (days)	<input type="checkbox"/> Trial
<input type="checkbox"/>	1	Month(s)	0.00	0.00	0.00	0.00	0.00	0.00	0	<input type="checkbox"/>
<input type="checkbox"/>	3	Month(s)	0.00	0.00	0.00	0.00	0.00	0.00	0	<input type="checkbox"/>
<input type="checkbox"/>	6	Month(s)	0.00	0.00	0.00	0.00	0.00	0.00	0	<input type="checkbox"/>
<input type="checkbox"/>	1	Year(s)	0.00	0.00	0.00	0.00	0.00	0.00	0	<input type="checkbox"/>
<input type="checkbox"/>	2	Year(s)	0.00	0.00	0.00	0.00	0.00	0.00	0	<input type="checkbox"/>
<input type="checkbox"/>	3	Year(s)	0.00	0.00	0.00	0.00	0.00	0.00	0	<input type="checkbox"/>
<input type="checkbox"/>	4	Year(s)	0.00	0.00	0.00	0.00	0.00	0.00	0	<input type="checkbox"/>
<input type="checkbox"/>	5	Year(s)	0.00	0.00	0.00	0.00	0.00	0.00	0	<input type="checkbox"/>
<input type="checkbox"/>	6	Year(s)	0.00	0.00	0.00	0.00	0.00	0.00	0	<input type="checkbox"/>
<input type="checkbox"/>	7	Year(s)	0.00	0.00	0.00	0.00	0.00	0.00	0	<input type="checkbox"/>
<input type="checkbox"/>	8	Year(s)	0.00	0.00	0.00	0.00	0.00	0.00	0	<input type="checkbox"/>
<input type="checkbox"/>	9	Year(s)	0.00	0.00	0.00	0.00	0.00	0.00	0	<input type="checkbox"/>
<input type="checkbox"/>	10	Year(s)	0.00	0.00	0.00	0.00	0.00	0.00	0	<input type="checkbox"/>

13 total

Select Columns Export To Excel

**Note:** Options will be selected by the Odin Service Automation Admin. All the amounts are set to 0.00 in this guide for example purposes only.

- Click **Next**.

Home > Products > Service Plans >

Screen ID: 01.14.73

### Add New Service Plan

1 Configure Billing Terms 2 Specify Prices and Subscription Periods 3 Update Subscription Periods 4 Configure Resources Rates 5 Add Up-sale Categories

**Subscription Periods**

1 total

Select Columns Export To Excel

Edit	ID	Duration	Unit	Setup Fee	Recurring Fee	Renewal Fee	Transfer Fee	Deposit Fee	Non Refundable Amount	Full Refund Period (days)
<input checked="" type="checkbox"/>	11	1	Month(s)	0.00	0.00	0.00	0.00	0.00	0.00	0

1 total

Select Columns Export To Excel

**Details for Period**

ID: 11

Period: 1 Month(s)

Trial: ☐

Setup Fee \* 0.00 Description \* @@Subscription\_Plan\_Name@ Setup Show Zero Price ☐

Recurring Fee \* 0.00 Description \* @@Subscription\_Plan\_Name@ Recurring Show Zero Price ☐

Renewal Fee \* 0.00 Description \* @@Subscription\_Plan\_Name@ Renewal Show Zero Price ☐

Transfer Fee \* 0.00 Description \* @@Subscription\_Plan\_Name@ Transfer Show Zero Price ☐

Deposit Fee \* 0.00 Description \* @@Subscription\_Plan\_Name@ Deposit Show Zero Price ☐

Cancellation Fee: None

Non Refundable Amount: 0.00

Full Refund Period (days): 0

After Refund Period: ☐ Refund Prorated Recurring Fee ☒ No Refund

Notification Schedule: [Search icon] [X icon]

Period Fees Description: [Text area]

\*Required fields

Back Go to next Period Go to prev Period Setup Plan Rates Finish Cancel

- A configuration form with the details of the selected subscription periods is displayed. You are offered to configure all the subscription periods you have selected in the previous step, one by one. The period you are editing at the moment is marked in the **Edit** column as **Yes**. Some of the settings (for instance, prices, trial option) duplicate the ones shown in the previous step, and you can adjust them if needed. Other settings are new, however all of them can be adjusted later, after the Service Plan is added:
  - If you want to cancel the previous assignment, select or clear the **Trial** check box.
  - You can adjust the prices entered before for **setup, subscription, renewal, and transfer fees** in the **Setup Fee, Subscription Fee, Renewal Fee** and **Transfer Fee** fields respectively.
  - If you want to charge a customer for subscription cancellation, enter the subscription cancellation charge into the **Cancellation Fee** field. The cancellation fee can be entered in one of the following ways:
    - Explicit amount.
    - Using formula. In this case, you can use placeholders to calculate the cancellation fee, depending on the actual subscription period used, remaining unused period, etc. The operations allowed in the formula are: +, -, \*, /, and also brackets () are allowed. The following placeholders can be used in the formula:
      - @@Subscription\_SetupFee@ - subscription period setup fee.
      - @@Subscription\_SubscriptionFee@ - subscription period recurring fee.
      - @@Subscription\_RenewalFee@ - subscription period renewal fee.
      - @@Subscription\_TransferFee@ - domain transfer fee (if applicable).

- @@BillPerTillExp@ - number of remaining unused subscription periods.
- Type a free-form description in the **Description** field next to the price fields. This description is shown in order.

**Note:** all the **Description** fields are pre-filled with default text that starts with the placeholder. For domain Service Plans, the placeholder name is @@Subscription\_Name@; for other types of Service Plans the placeholder name is @@Subscription\_Plan\_Name@. The @@Subscription\_Name@ placeholder is replaced with the actual domain name and the @@Subscription\_Plan\_Name@ placeholder is replaced with the actual name of Service Plan shown in the order details. We recommend you to keep using the placeholder in the fees description. This allows you to always use an actual domain name or plan name in the order details, for example if you clone the Service Plan and change its name.

- Select the **Show Zero Price** check box to show the description of the subscription period prices, even if prices are zero. By default, zero prices are not displayed.
- You can adjust the **Non Refundable Amount** and **Full Refund Period (days)** fields.
- Select one of the refund policies to use after the refund period is over from the **After Refund Period** menu: **Refund Prorated Recurring Fee** - customers are refunded in proportion to unused services. **No Refund:** customers are not refunded for the cancelled subscription.

**Note:** Options will be selected by the Odin Service Automation administrator. All the amounts are set to 0.00 in this guide for example purposes only.

- After passing all the subscription periods selected, you will be offered to proceed to the next wizard step: resources configuration (if there are resources added to the Service Template that the plan is based on). To configure the resource rates, click **Setup Plan Rates**. Then, adjust resource rates.

**Note:** In the case of a service plan for a Reseller's subscription, NO resources should be added as they will be part of the customer's subscription.

- Select your resource types and add the resource rates.
- Change the included value, maximum and minimum allowed amounts. To do so, enter new values in the **Included Units**, **Max Units** and **Min Units** fields respectively. For resources that you plan to offer additionally, change the **Included Value** and **Min Units** field to "0". Enter the maximum allowed resources amounts in the **Max Units** fields. Setting "-1" in any of these fields will allow unlimited resources usage.

- Accordingly, set the recurring, setup, and overuse fees. To do this, enter the appropriate parameters in the **Recurring fee**, **Setup fee**, and **Overuse fee** fields respectively.
- Define how the setup fee is to be charged. Select the **Charge per unit** check box in order for the resulting setup fee to be calculated as follows: (resulting setup fee) = (included units) \* (setup fee). Leave the **Charge per unit** check box clear in order for the resulting setup fee to be equal to the setup fee set. Overused resources are always charged per unit.
- Select the **Measurable** check box to allow resource overuse. If the check box is cleared, resource overuse will not be allowed and setting an overuse fee will not take effect.
- Select the **Show in Store** check box to make the resource visible in the online store purchase wizard. Such resources can be purchased additionally in the online store.
- Select the **Show in CP** check box to make the resource visible in the customer control panel (CCP). Such resources can be purchased additionally from the customers' CPs.

**Note:** Options will be selected by the Odin Service Automation Admin. Figures shown in this guide are for example purposes only.

Note that in the case of a service plan for Reseller's subscription (Reseller Sales Model and Distribution Model), NO resources should be added as they will be part of customer's subscription.

- Click the **Finish** button.

## Publishing Service Plan

To make Service Plans available to customers in the online store, the following conditions are to be met: it has to be published, included in a sales category, and the sales category has to be listed in an online store screen. Adding Service Plans to sales categories and adding sales categories to screens is beyond the scope of this guide.

### To publish a Service Plan:

1. Open **Products > Service Plans** submenu of the Navigation tree. The list of Service Plans available is displayed on the screen.
2. Select a Service Plan by clicking on the respective link in the ID or in the **Name** column. The properties of the selected plan is displayed.
3. Select the **Publication Settings** tab.
4. Click **Edit** underneath Plan Settings. The editing Service Plan dialog window is displayed.
5. Select the **Published** check box.

Home > Products > Service Plans > #163 APS2 Mozy Service Plan > #163 APS2 Mozy Service Plan > Screen ID: 0115,45

### #163 APS2 Mozy Service Plan

General Subscription Periods **Publication Settings** Resource Rates Upgrades Up-sales Subscriptions

**Plan Settings**

Published ☒ Only published plans are displayed to customers, and are available for purchase. Mark a plan as not published to remove it from sales temporary or permanently.

Listing Priority

Default Subscription Period  Day(s)

Icon

**Inclusion into Sales Categories**

Selected Online Store Parallels

<input type="checkbox"/> Sales Category	Online Store Screen (Related Scenarios)	Shown in CCP
<input type="checkbox"/> Domains	<b>Find Your Domain</b> (Web Hosting, Domain Registration, Virtual Private Server , Cloud Computing).	✔ Yes
<input type="checkbox"/> IBM	This sales category is not published on any screen in Online Store.	✔ Yes
<input type="checkbox"/> MaaScloud	This sales category is not published on any screen in Online Store.	✔ Yes
<input type="checkbox"/> Other Services	<b>Google for Work</b> (Google for Work).	✔ Yes
<input type="checkbox"/> SSL Certificates	<b>Secure Your Website</b> (Web Hosting).	✔ Yes
<input type="checkbox"/> Shared hosting	<b>Web Hosting</b> (Web Hosting, Domain Registration).	✔ Yes
<input type="checkbox"/> VPS hosting	<b>Choose Virtual Server</b> (Virtual Private Server ).	✔ Yes

6. Click **Save** to confirm changes.

#### Notes:

It is recommended to publish the Service Plan only after its configuration is completed. Options will be selected by the Odin Service Automation administrator.

## Bundling or Composite Resource Creation

Odin Service Automation Vendors may want to commercialize APS2 Mozy services grouping two or more resources into a single one to facilitate customer experience, market demand or because of their specific needs. For APS2 Mozy this can be achieved by creating Composite Resources.

A composite resource is basically a combination of several general resources. Composite resources can be used both in reseller plans and in ordinary plans for customers. Composite resources in customer plans are used to make the service offer customer-oriented: instead of forcing customers to choose the number of licenses and disk quota for them as two separate resources, you can combine them into a single composite resource with a single set of pricing

and limits. Thus, composite resources of customer plans are frequently comprised of simple resources of different nature.

Composite resources should be non-measurable themselves and group non-measurable simple resources.

**Note:** Options will be selected by the Odin Service Automation Admin.

## Adding Composite Resource

Before adding a composite resource, make sure that all the necessary measurement units are presented in the system. It makes sense to use the same unit of measure for a composite resource and its components. If this is not possible, use units of measure that are convertible to each other, such as "Mb" and "Gb".

To add a composite resource:

- Go to **Products > Resources** submenu in the navigation tree. The list of resources available is displayed on the screen.
- Click **Add New Resource**. The adding new resource dialog window is displayed. Fill out the form:
  - Type a new resource name in the **Name** field.
  - If you have already created the resource category for composite resources, click the magnifier next to the **Resource Category** field. Then, select the resource category that the resource is to be included in. If no category is created yet, you can add a category later and include the resource in it. Please keep in mind that resources will only be shown in the online store if they are included in resource categories.
  - Type a free-form resource description in the **Description** field.
  - Leave the **Additive** check box clear.
  - Leave the **Measurable** check box clear.
  - Leave the **Is Deposit** check box clear.
  - Click the magnifier next to the **Unit of Measure** field and then select the unit of measure to use.
  - Click the magnifier next to the **Service Gate** field and select the service gate the resource is to be managed.
  - Set resource limits in the **Max** and in the **Min** fields in accordance with your hardware requirements.
  - Set the *Billing System* value for the **Controlled by** option.

- If necessary, type a command to configure the resource in the **Command** field.
- Select the **Composite Resource** option from the Type group.
- Click **Save** to finish creating the new resource.

**Note:** Options will be selected by the Odin Service Automation Administrator.

## Including Resources in a Composite Resource

By adding a composite resource, you actually create a template of one. It does not make sense to use it before it contains two or more general resources.

To add a general resource to a composite resource:

1. Go to **Products > Resources**. The list of resources available appears on the screen.
2. Select the desired composite resource by clicking the respective link in the ID or in the **Name** column. Search by resource type to find it quickly. The selected resource details appear on the screen.
  - a. Switch to the **Included Resources** tab. The list of resources included in the composite resource (if any) appears on the screen.
  - b. Click **Add New Included Resource**. The adding resources to composite resource dialog window is displayed.
  - c. Choose the resources you want to include by selecting respective check boxes.
  - d. Set the quantity to be included for each resource in the respective field in the **Amount** column. By default, 1 unit of each selected resource is included.
3. Click **Add** to finish adding resources to the composite resource.

**Notes:** Options will be selected by the Odin Service Automation administrator.

**Note:** resources included in a composite resource can be used only within allowed pre-paid limits. In other words, the actual resource consumption is not counted for a composite resource and thus, only non-measurable resources can be included in a composite resource.

## Delegating Service Plans to Resellers

It is necessary to delegate the Service Plans that Resellers will sell to their Customers.

Once the Service Plans have been configured, they must be included in the Reseller type PBA Service Template in the Delegated Plans.

To delegate a plan:

1. Open **Products > Service Plans**. The list of Service Plans available is displayed on the screen.
2. Search for the Service Plan belonging to the **Reseller Services** category, which was used to create the Reseller.
3. Click the **Service Template** used for the Service Plan in the General tab.
4. Navigate to the **Delegated Plans** tab and click **Add New Delegated Plan(s)**.
5. Select the Service Plan(s) to be delegated and click **Add Selected Item(s)**.
6. Navigate to **Operations > Resellers** and click the Reseller.
7. In the General tab, scroll down the page and click the **Synchronize Reseller** button.
8. Select the options:
  - a. Create new Plans and Plan periods.
  - b. Apply Plans enabling/disabling.
  - c. Update Sales Categories and Plan Categories.
9. Click the **Synchronize** button.

Once the Reseller is synchronized, the Service Plans delegated must appear in the Reseller's Service Plans, ready for selling.



# Upgrading Mozy APS

In this chapter you will find instructions on how to perform an upgrade of the Mozy application.

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## Importing the Mozy Application

To Import the APS2 Mozy application to Operations Automation (formerly POA):

1. In the PCP, go to **Operations Automation (POA) > Services > Applications**.
2. Click the **Import Package** button.
3. You can import the application from a given URL or from a local workstation. Select the local file option and specify the path to the application file using the **Choose File** button.
4. Select the **Enabled** check box (available in subscriptions).
5. Click the **Submit** button.

**Note:** The update process may take a few minutes.

## Updating Endpoint Host scripts

In order to update Endpoint scripts to upgrade the Mozy APS package, follow these steps:

1. Copy the APS2 Mozy package to the endpoint host via `scp` or any other tool in `/root`. For example:

```
$ scp Path-to-APS-Folder/mozyProAPS2-2.0-x.x.app.zip root@<end-point[FQDN or IP address]>:/root
```

2. If necessary, download the `endpoint.sh` utility from [http://doc.apsstandard.org/2.1/\\_downloads/endpoint.sh](http://doc.apsstandard.org/2.1/_downloads/endpoint.sh) and upload it to the `/root` directory of the endpoint host.

```
$ scp endpoint.sh root@<endpoint_host>:/root
```

3. Log in to the endpoint host via `ssh`.

```
$ ssh root@< end-point[FQDN or IP address]>
```

4. Make sure that `endpoint.sh` utility has proper execute permissions.

```
$ chmod 744 /root/endpoint.sh
```

5. Use the `endpoint.sh` utility to upgrade the APS application in a specified folder.

```
# ./path-to-script/endpoint.sh --upgrade Mozy mozyProAPS2-2.0-x.x.app.zip
```

**Important:** It is mandatory to use the “**--upgrade**” parameter. If this parameter is omitted, it may cause a fatal error in the APS package and its subscriptions.

**Notes:**

- The second parameter is the folder name where the previous scripts are located.
- You can find further information on the `endpoint.sh` utility on the following web site: <http://doc.apsstandard.org/pa/deployment/#automated-setup>.

6. There will be a cron task to be executed daily that will compress log files.
7. It is necessary to specify the APS endpoint folder name in the `cron.sh` script. Pay special attention, `MozyEndpointFolder` in the example below, has to be replaced with the Mozy APS application folder chosen during endpoint deployment.

```
vim /var/www/html/MozyEndpointFolder/cron.sh
```

Specify the folder name in the variable called: `mozydir`. By default it is fixed to `mozy`.

Save the change.

8. Include `cron.sh` in the crontab to be executed daily, it will compress log files.

```
# crontab -u apache -e
```

9. Then this line has to be included. Pay special attention, MozyEndpointFolder has to be replaced with the Mozy APS application folder chosen during endpoint deployment.

```
55 23 *** /var/www/html/MozyEndpointFolder/cron.sh
```

## Upgrading Mozy instances

In order to use the new Mozy APS version, the instance or instances need to be upgraded.

1. In the PCP, go to **Operations Automation (POA) > Services > Applications**.
2. Click **MozyPro APS2**.
3. Click **Upgrade Instances**.

Services > Applications >

Screen ID: 1.25.01.03

### mozyPro APS2

General	Versions	Resource Types	Instances	Add-ons
ID	114			
Name	mozyPro APS2			
Categories	Infrastructure/Backup			
Description	Mozy is the world's most trusted online backup service with more than 3 million customers and 80,000 business customers backing up over 90 petabytes of information to multiple data centers around the globe. MozyPro offers cost-effective, easy-to-use and secure online data backup and access for small businesses to large enterprises. Protect your information in the cloud, and be able to access it wherever you need it.			
Homepage	<a href="http://www.mozy.com">http://www.mozy.com</a>			
Provisioning Type	External System			
Instances	3			

Delete Application Upgrade Instances

## Upgrading from version 1.0-0.x

If you are upgrading from a previous version, you will have to take the following configuration steps.

### Resource Creation

Two new Application Resource Types need to be created:

1. From the PCP, navigate to **Operations Automation (formerly POA) > Services > Applications**.

2. Click the APS2 Mozy application and switch to the **Resource Types** tab.
3. Create the following Application Resource Types (**Applications > APS2 Mozy APS > Resource types > Create**):

RESOURCE TYPE NAME	RESOURCE CLASS	SERVICE
APS2 Mozy Sync Available	Application Counter (unit)	Mozy Account
APS2 Mozy Sync Default Quota	Application Counter (unit)	Mozy Account

## Service Templates Update

Every Service Template created for a previous version needs to be updated to include the new Application Resource Types. For each Service Template follow these steps.

1. In the PCP, go to **Operations Automation (POA) > Products > Service Templates**.
2. Click the Service Template name.
3. Click **Deactivate**.
4. When the Service Template is deactivated, click the **Resources** tab.
5. Click **Add resources**.
6. Select the new Application Resources Types and click **Submit**.
7. Clear the **Unlimited** option for the new resources and enter **0** as **Limit** and click **Submit**.
8. Click **Activate** in the Service Template **General** tab.

For those cases where the Branding Resource has the limit to unlimited in the Service Template, it must be changed. Edit the resource limit and set it to 1. To synchronize all existing subscription to this new limit, follow the steps below:

1. Go to Billing
2. Go to Service Plan
3. Click Service Templates tab
4. Click in the proper Service Template
5. Click Resources tab
6. Click the Branding Resource
7. Click Synchronize

Home > Products > Service Templates > #10 Mozy Direct >

### ServiceTemplate #1000311 Mozy Direct - Brand



ServiceTemplate	<a href="#">10 Mozy Direct</a>
ID	1000311
Name	Mozy Direct - Brand
Resource Category	
Description	(empty description) <a href="#">en</a> <a href="#">fr</a> ...
Additive	<input type="radio"/> No
Measurable	<input type="radio"/> No
Post Approval Required	<input type="radio"/> No
Unit of Measurement	<a href="#">unit</a>
Owner	<a href="#">1 SCI 06 APS DEV</a>
Service Gate	<a href="#">4 Operations Automation</a>
Maximum For Service Template	1
Minimum For Service Template	0
Controlled by	External System
Command	
Resource Type	<input type="radio"/> Resource

[Synchronize](#) [Change Unit Of Measure](#)

8. Select both check boxes and click synchronize as in the image below.

Home > Products > Service Templates > #10 Mozy Direct > [ServiceTemplate #1000311 Mozy Direct - Brand](#) >

### Synchronize

ServiceTemplate	<a href="#">10 Mozy Direct</a>
Resource	<a href="#">1000311 Mozy Direct - Brand</a>
Install to Subscriptions, where	<div>This Resource is not included in ▾</div>
Update Reseller Branding Subscriptions	<input checked="" type="checkbox"/>
Update Reseller's Customers	<input checked="" type="checkbox"/>
Start Date after	<input type="text"/> 
Start Date before	<input type="text"/> 

[Synchronize](#) [Cancel](#)

## Service Plans Update

Once every Service Template has been updated, it will be necessary to update every plan for accessing the new resources. For each Service Plan follow these steps:

1. In the PCP, go to **Business Automation (PBA) > Products > Service Plans**.

2. Click the Service Plan name.
3. If the Service Plan is going to offer the new resources, include them as **Resource Rates** with the desired offer configuration.
4. Click **Update Subscriptions** in the **General** tab.
5. In the **Resource(s) sync options** section, select **Install new resource(s)** and click **Update Subscriptions**.

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