

Axcient

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Axcient Migration Guide

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Preface

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Introduction

When upgrading or replacing an Axcient appliance, it is necessary to migrate your data from the old appliance to the new appliance. This document describes the migration process.

The original Axcient appliance will not be available during the migration process. Please plan when conducting your migration process accordingly. The migration duration depends on several factors including processor type, RAID type, data structure and file organization. For example, many small files may take longer to copy and synchronize than a few large files of the same size. The user can expect for 1TB of data to take roughly 10 hours to successfully migrate.

CAUTION! Do not attempt to register the new appliance before the migration is complete. During the migration process, the new appliance will inherit the registration status of the old appliance. Registering the new appliance before the migration occurs will bottleneck the migration procedure.

Migration Procedure

To migrate data from one Axcient appliance to another, do the following:

1. Unpack the new appliance and place it next to the existing appliance. They should be close enough to run an Ethernet cable between them.
2. Locate the primary (1) and secondary (2) Ethernet ports on the back of the appliance.
3. Two Ethernet cables are included in the appliance packaging (red and blue). Connect the blue Ethernet cable to port 1 of the new appliance.
4. Connect the red Ethernet cable to port 2 between the new and existing appliances.
5. Connect the power cord in to the new appliance and power it on. This step assumes the existing appliance is already powered on. If it is not, power it on as well.
6. Configure a static IP address for the new appliance using the AxBoot (reconfig net) option in the AxBoot menu. The IP address for the new appliance must be statically assigned in order to complete the migration process.

Please refer to the Axcient [Appliance Installation Guide](#) for more information on how to manually configure the appliance IP address.

7. Call [Axcient Support](#) and provide the configured IP address. Follow the instructions of the Axcient Support engineer who will guide you through beginning the migration process.
8. Axcient Support will contact the user once the migration process has successfully completed. For any updates or questions, please feel free to contact [Axcient Support](#).
9. Once Axcient Support has confirmed the successful migration, log in to the Web Application to confirm all devices, backup jobs, Protection Policy Defaults, and other settings have been correctly migrated to the new appliance.
10. When satisfied with the new appliance, power down the old appliance.
11. Pack the old appliance in the shipping box that the new appliance came in. Attach the mailing label (included in the shipment) and return the appliance to Axcient.

If there is an error during the migration, the original appliance be restored to its pre-migration state. Axcient Support will provide instructions should this be necessary.

Axcient Appliance Models

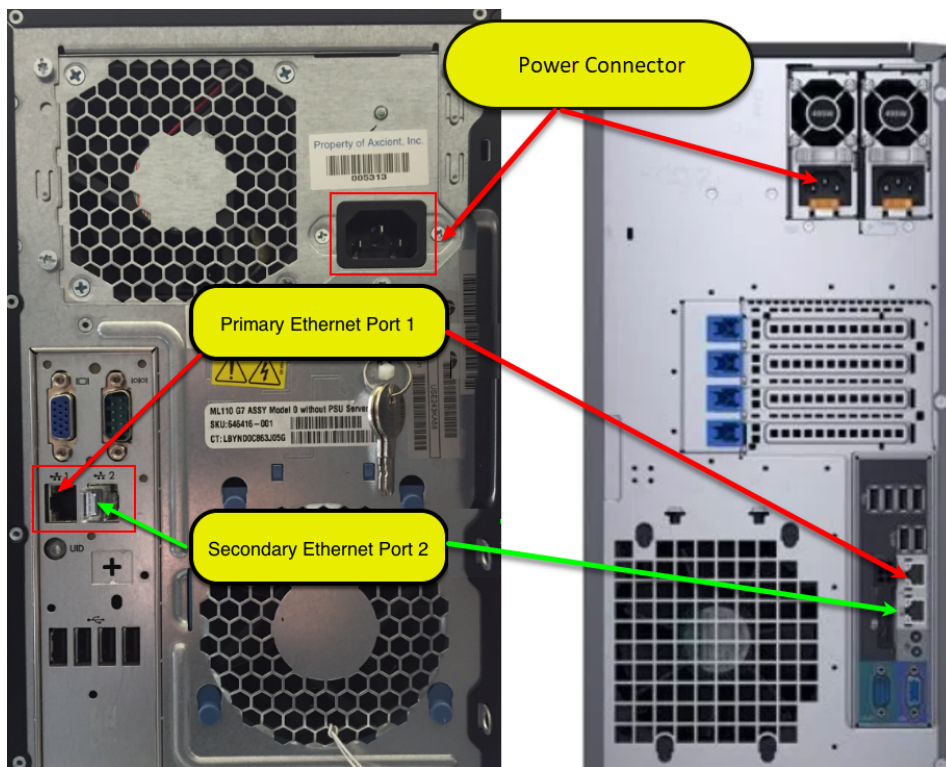
The following figures show the Ethernet ports and power connectors on each of the Axcient appliance form factors and models. Please see the appropriate section for your appliance.

Tower Appliances

The G7, G8, G9, and Dell tower appliances have a very similarly positioned ports. The Primary Port is labeled **1** and is the left most port. The Secondary port is labeled **2** and is the right most port.

Typically, there will be a plastic filler in the Secondary port. Remove this filler to connect an Ethernet cable.

Figure 1 - Port locations for the Tower appliances

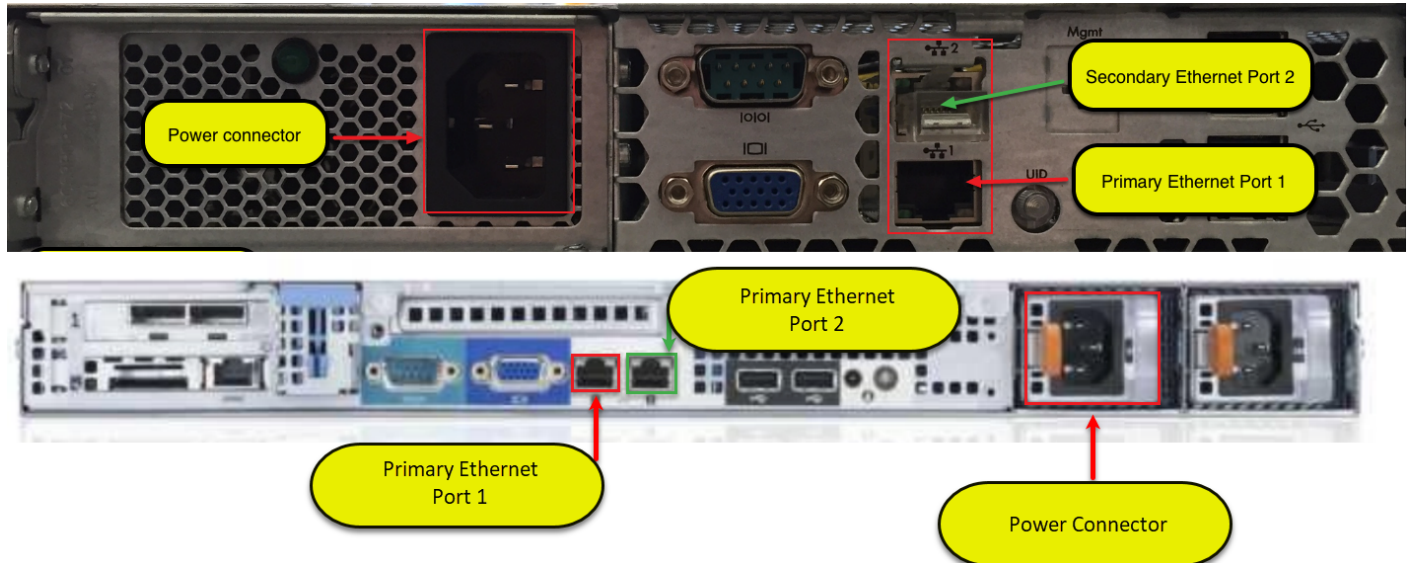


1U Appliances

The G7, G8, G9, and Dell 1U appliances have a very similarly positioned ports. The Primary Port is labeled **1** and is the left most port. The Secondary port is labeled **2** and is the right most port.

Typically, there will be a plastic filler in the Secondary port. Remove this filler to connect an Ethernet cable.

Figure 2 - Port locations for 1U appliances



2U Appliances

The G7, G8, G9, and Dell 2U appliances have a very similarly positioned ports. The Primary Port is labeled **1** and is the left most port. The Secondary port is labeled **2** and is the right most port.

Typically, there will be a plastic filler in the Secondary port. Remove this filler to connect an Ethernet cable.

Figure 3 - Port locations for 2U appliances

