

x360Recover Quickstart Deployment Guide

Note: The first three steps below are for BYOD installations or for Axcient-built units that have not been preconfigured. If you have preconfigured your Axcient BDR, please skip to Step 4. Configure Other Settings below.

Step 1: Create a customer and location within the Licensing Portal

Before you can deploy a new Axcient BDR appliance at your customer site, you first need to create a customer account and a location within the Axcient Licensing Portal.

To manage customers and licenses, access the Axcient Axcient Licensing Portal from this link: <https://licensing.replibit.com>

Note: If you are deploying an appliance to an *existing* customer account, simply create a new location associated with that customer.

For detailed instructions on using the License Portal, access the Axcient Licensing Portal Guide from this link:

<https://support.axcient.com/hc/en-us/articles/115004839428-Axcient-Licensing-Portal-User-Guide>

Step 2: Provision the appliance

Once you have created a customer account and location, complete the provisioning of the BDR device.

- Connect the BDR unit to the network.
- Attach keyboard, mouse, and monitor, and then power it on.
- Once booted, the login prompt will appear and display the currently assigned IP address.

Note: If the IP address is not displayed, wait one (1) minute, and press <Enter> to refresh the display.

- Connect to the BDR using a web browser on the assigned IP address.
- If updates are available, the updates will be installed, and the device will reboot.

Please follow Axcient's detailed instructions for setup and first-time login:

<https://support.axcient.com/hc/en-us/articles/115006751528-Axcient-Initial-Configuration-and-Login-for-the-first-time->

Step 3: Login and configure settings

- After provisioning, the device will reboot and display the login screen.
Note: It can take up to five (5) minutes for the storage pool to come online after a reboot.
- A message which says *Logins are unauthorized, wait a couple minutes and try again* indicates that the storage has not mounted yet.
- Log in to the device using the admin user, and the password you specified for the Web UI Admin during the provisioning process.
- On first login, you will be presented with the *Storage Manager* page. Create the storage pool using the available disks within the unit.

Step 4: Configure other settings

Once the Storage Pool has been created, select Settings from the left menu pane.

- Select Change Machine Name and assign a hostname to the device.
Use a naming convention that identifies both the customer name and function of the device. For example, if deploying an appliance to ABC Distributors, *ABCDist-BDR* might be an appropriate name. When deploying a new vault, either in the Axcient Cloud or at your own datacenter, you might name it *MyMSP-VLT1*, as an example.
- Next, select Network Settings, and configure a static IP address.
It is always recommended to assign a static IP address.
For example, if the DHCP server crashes, the backup appliance would still have its IP information, allowing you to log in to the Management Portal for remote access.
- After assigning an IP address, select Management Portal, and configure the connection to your Management Portal.
- Enter the IP address or FQDN (URL) of the Management Portal.
You can locate user name and API key from the Users tab within the Management Portal.

Step 5: Deploy agents

- Log in to each Windows system to be backed up with Axcient.
- Open services.msc and disable the backup service for any existing Shadowprotect or Acronis agents currently installed.

Important Note: Do NOT disable the VSS (Volume Shadow Copy) services associated with third-party backup services.

- Open a web browser and connect to the IP address of the appliance.
- Download the agent from the link at the bottom of the login screen.

- Install and configure the agent on each Windows system to be protected.
- To prevent possible future inclusion of any attached USB devices, specify which disk volumes should be backed up on each server when deploying the agent.
- From the *Protected Systems Details* page, select Schedule Now, and run a full backup immediately to expedite the initial backup job.

Step 6: Add a vault

- Configure a connection to a vault from the *Vault Settings* page.
- Enter a friendly name, IP address or FQDN, and click Test Connection.
- Create a bandwidth schedule by selecting the days of the week, and desired speed.
Note: We recommend setting speed at the maximum value of your internet connection then setting QOS for port 9080 on your firewall/router with the lowest priority possible.
- From the *Protected Systems Details* page, select Replication, and configure a vault for each protected system you wish to replicate to the off-site vault.
Note: You cannot configure replication until at least one backup has completed for the protected system.

Step 7: Configure monitoring

- If your organization uses ConnectWise, configure the ConnectWise integration.

From the *ConnectWise Settings* page, enter the URL to your ConnectWise server, company name, and the API key credentials you created above. Then save the account settings. Configure your Billing and Ticketing integration settings as desired.

For details, refer to the ConnectWise Integration Guide located here:

<https://support.axcient.com/hc/en-us/articles/115002405768-Axcient-ConnectWise-Integration-Guide>

- If your organization uses other PSA tools, enable and configure the Email Alerting option within the *Settings* page.
 - You will need an authenticated email user account on an external mail server to use as the email sender. This can be any mail account that allows authenticated mail relay, including Gmail or an internal Exchange mailbox account.
 - Add the email address used by your PSA to receive tickets via email as the destination. Then select all alert classes for which you would like to receive tickets from this appliance.

Support

If you need assistance, please contact our Technical Support team.

- Call: 720-204-4500
- [Submit a Ticket: Axcient Support](#)
- Learn More: [Axcient Knowledgebase](#)