

x360Recover Direct-to-Cloud Quick Start Guide

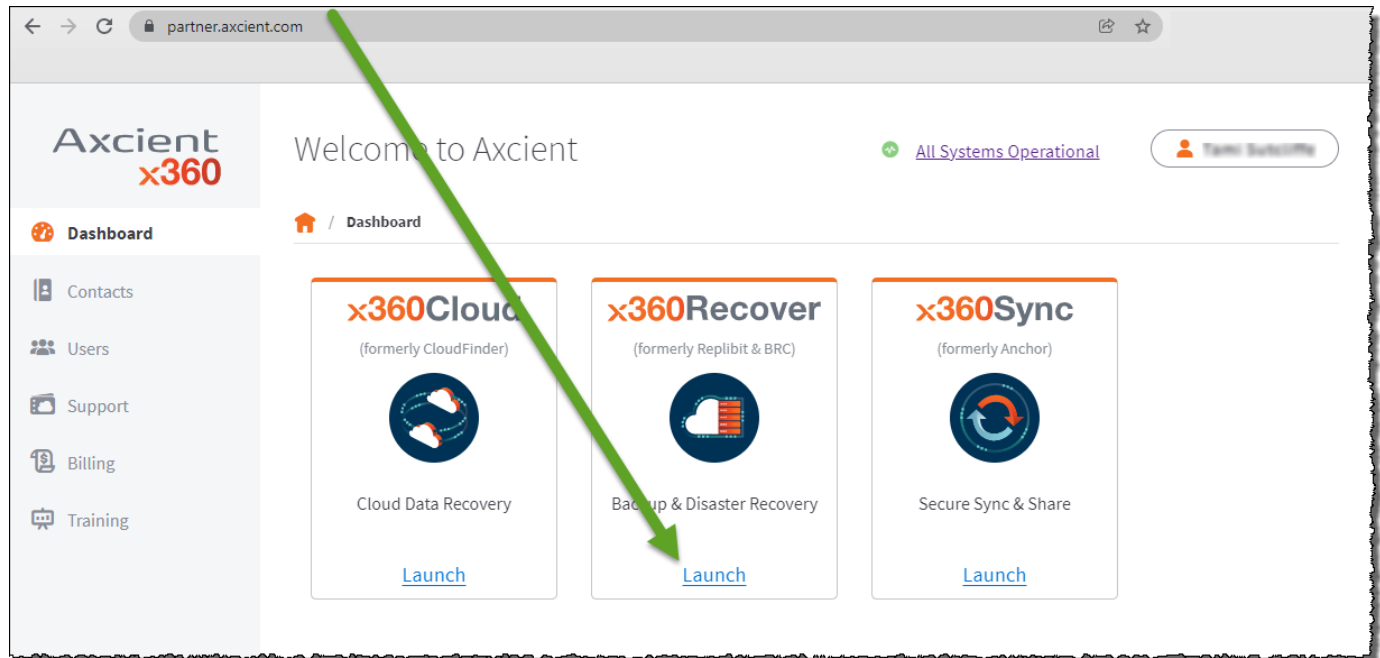
Last updated: July 2023

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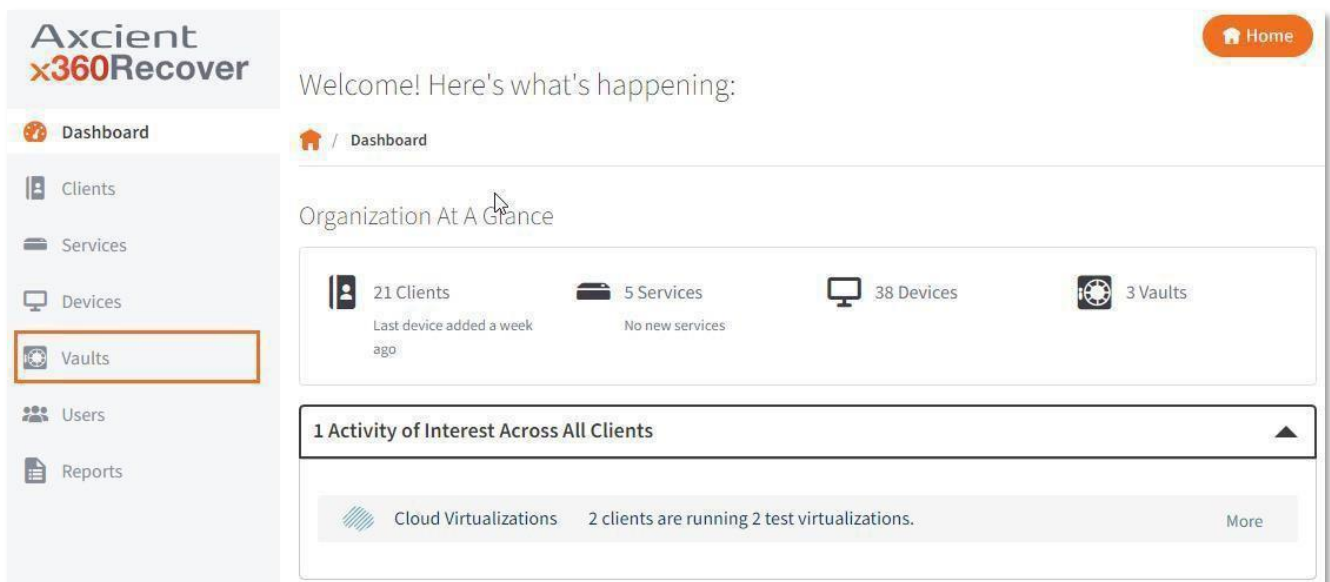
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Log in via Single Sign On (SSO)

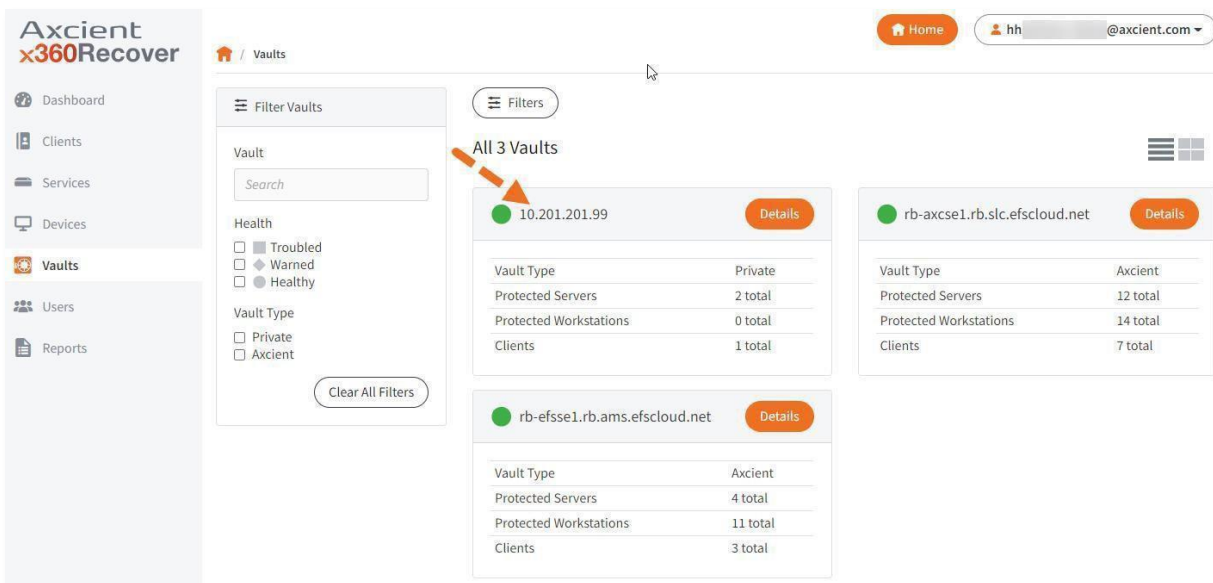
1. Log in to the [x360Portal](#) and launch x360Recover from the Dashboard.



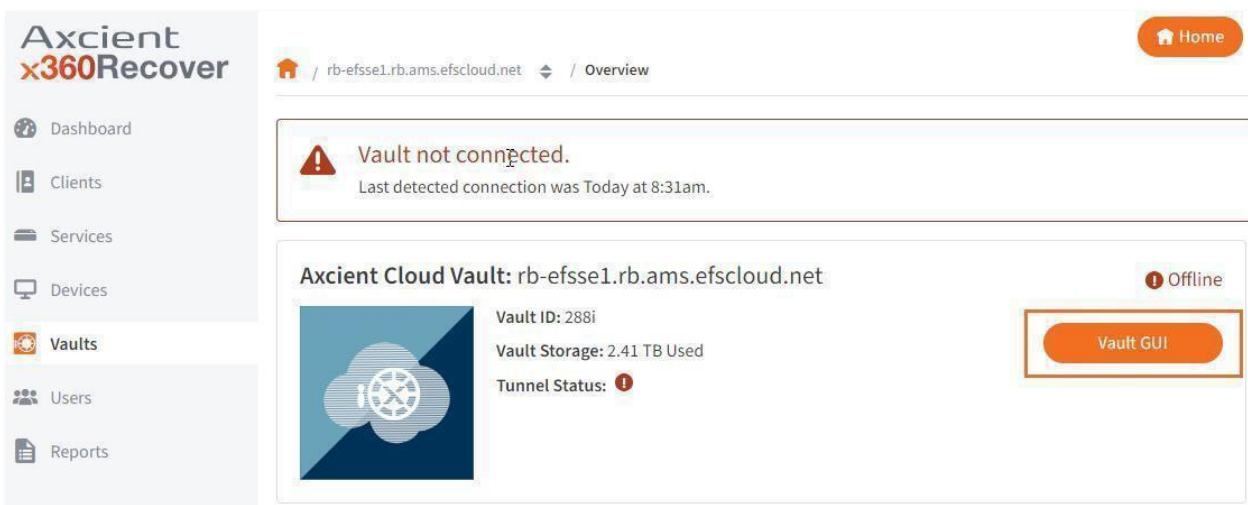
2. Click the **Vaults** tab.



3. Click on the desired vault.



4. Click the **Vault GUI** button.



This will log you into the vault directly.

Download and install the D2C agent

Download the client-specific file

STEP 1. Open the desired vault, if you have not already done so, and locate the correct client.

(To open a specific vault, log in to the x360Portal, launch x360Recover from the *Dashboard*, click the **Vaults** tab and then select the desired vault.)

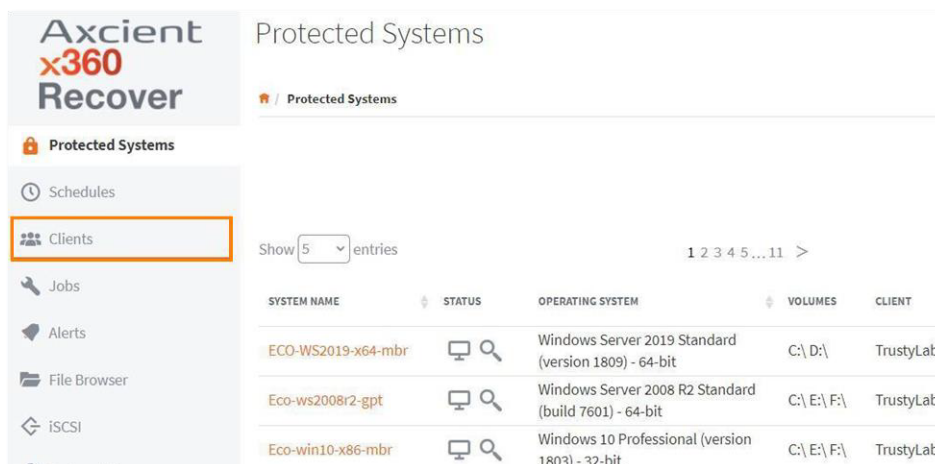
Now that you have opened the desired vault, click the desired **Clients** tab.

Don't see the client you want?

You can add a new client here.

To add a new D2C client from the vault:

In the vault interface, click the **Clients** tab.



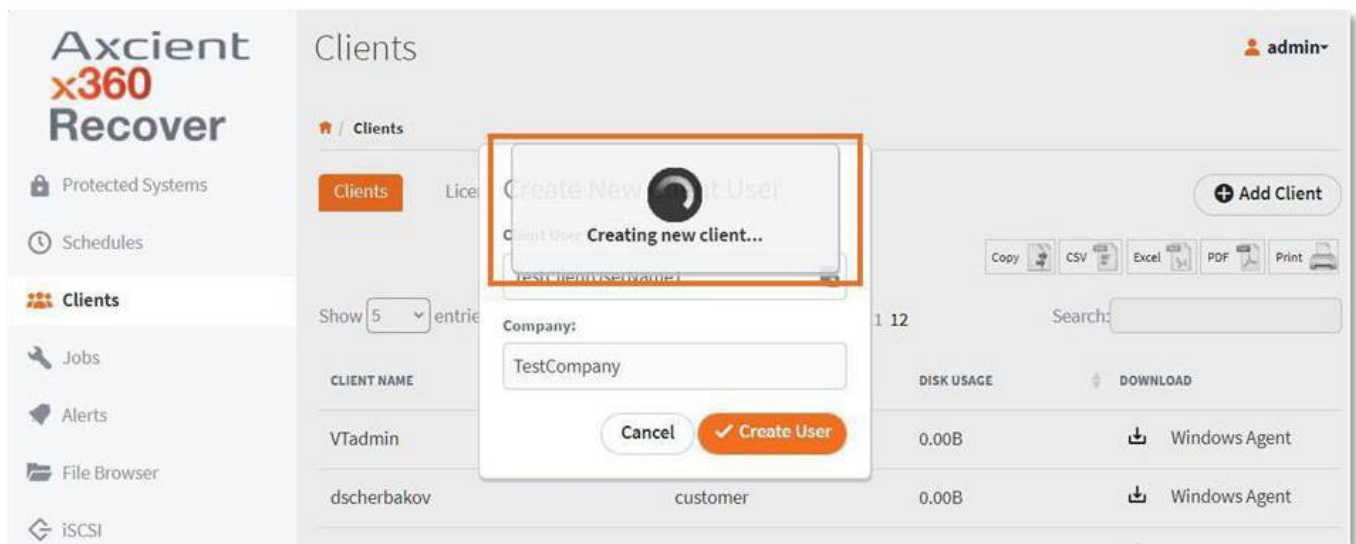
Click **Add client**



- The **Create New Client User** popup will appear.
- Fill in the **Client User Name** and **Company** fields.
- Click **Create User** to continue.



A processing popup displays as the new account is created.



- The new **client** will now appear in your list of clients.

STEP 2. Now that you have all of the desired clients in your list , locate the appropriate client and click the accompanying **Download** link.

The screenshot shows the Axcient x360Recover web interface. On the left is a sidebar with navigation links: Protected Systems, Backup Policies, **Clients** (highlighted), Jobs, Alerts, File Browser, Network Sharing, iSCSI, System Info, ConnectWise Settings, System Settings, and Downloads. The main content area is titled 'Clients' and shows a table of client information. The table has columns for CLIENT NAME, ROLE, DISK USAGE, and DOWNLOAD. The first row shows 'khoffman' as a customer with 0.00B disk usage. The 'DOWNLOAD' column for this row contains a download icon and the text 'Windows Agent', which is highlighted with a red box. A dashed orange arrow points from the top left towards the 'DOWNLOAD' column header, and another dashed orange arrow points from the 'DOWNLOAD' column header to the 'Windows Agent' download link. The table also includes a search bar, a 'Show 5 entries' dropdown, and a '+ Add Client' button. At the bottom, it says 'Showing 1 to 5 of 17 entries'.

CLIENT NAME	ROLE	DISK USAGE	DOWNLOAD
khoffman	customer	0.00B	Windows Agent
CSVTest	customer	0.00B	Windows Agent
JCrystalMobile	customer	0.00B	Windows Agent
YatesInc	customer	0.00B	Windows Agent
VICargo	customer	0.00B	Windows Agent

Showing 1 to 5 of 17 entries

Notes: The installation file downloaded from this page contains a temporary token and identifying information embedded in the filename.

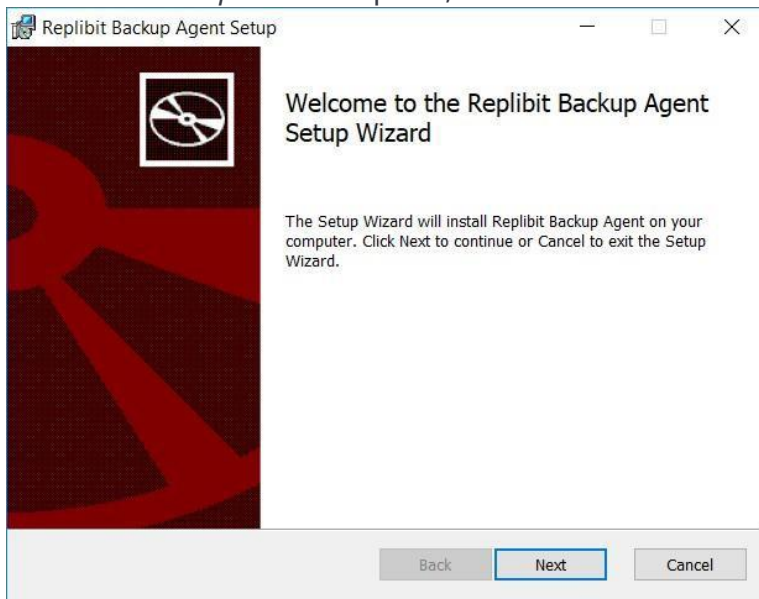
- This file is specific to this client.
- **CAUTION: Do not rename this file.**
- This client-specific installation file is valid for 180 days from the time of download. Installing from an expired agent installer file will fail and register invalid token errors within the log file.

Install using the wizard

STEP 1. After you have logged in to the [x360Portal](#), launched x360Recover from the Dashboard, and opened the desired vault, click the desired **Client**.

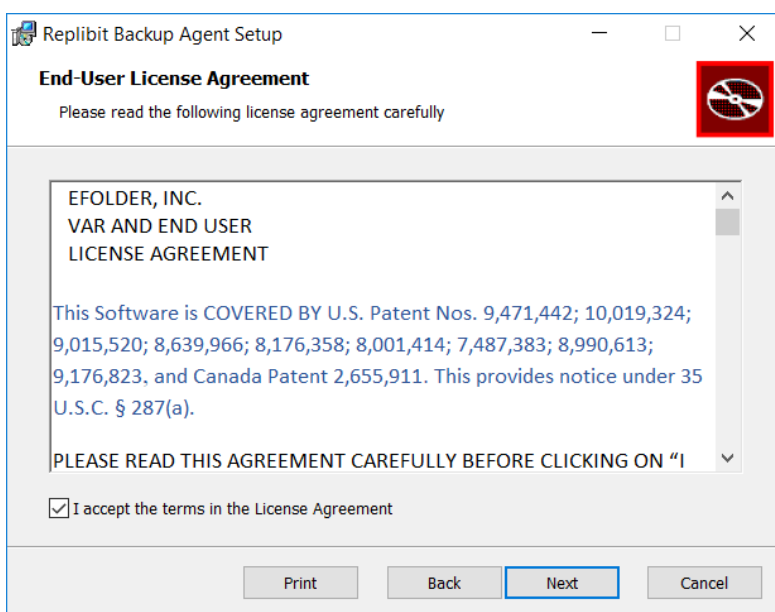
STEP 2. Click the installation file to initiate the installation process.

When the *Setup Wizard* opens, click **Next** to continue.



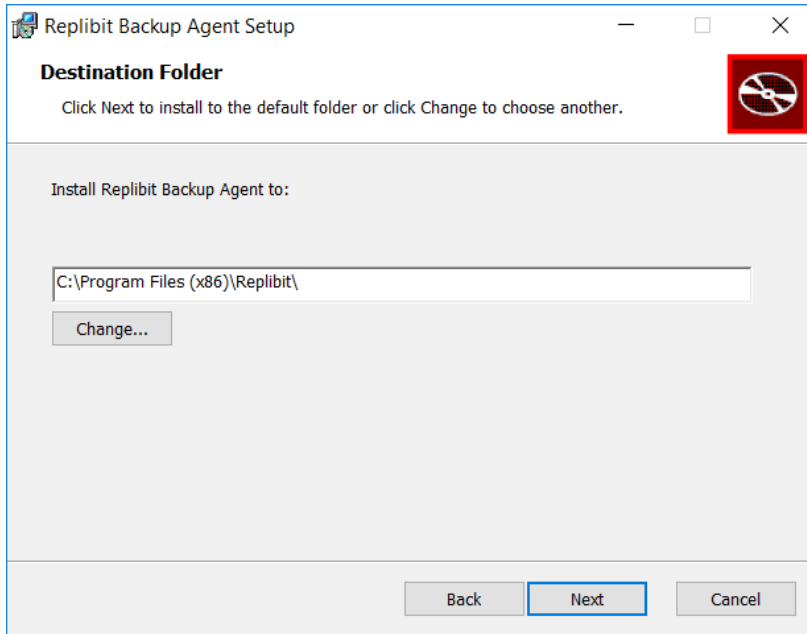
STEP 3. After reading the agreement on the *End-User License Agreement* screen, select **I accept the agreement**.

Click **Next** to continue.



STEP 4. On the *Destination Folder* screen, accept the default installation folder.

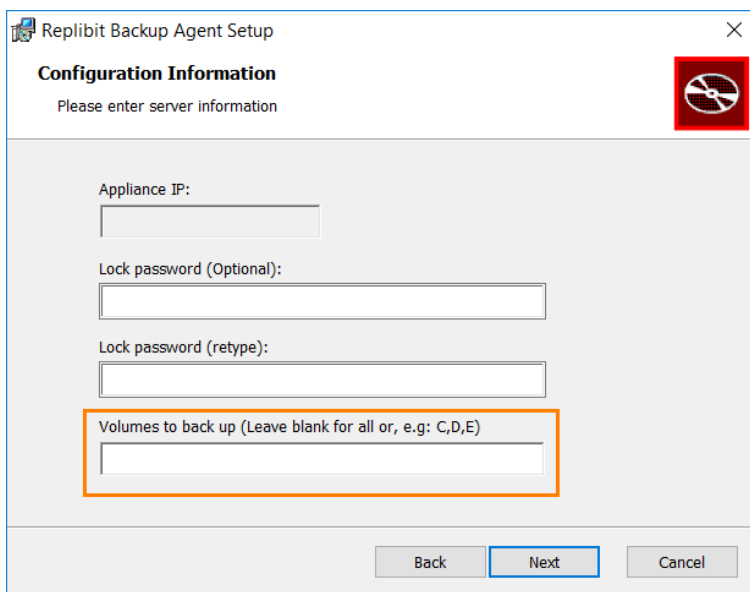
Click **Next** to continue.



The screenshot shows the 'Destination Folder' screen of the Replibit Backup Agent Setup. The window title is 'Replibit Backup Agent Setup'. Below the title bar, there's a header 'Destination Folder' with a sub-instruction: 'Click Next to install to the default folder or click Change to choose another.' To the right of this header is a red square icon with a white disk symbol. The main area is labeled 'Install Replibit Backup Agent to:' and contains a text box with the default path 'C:\Program Files (x86)\Replibit\'. Below the text box is a 'Change...' button. At the bottom of the window are three buttons: 'Back', 'Next' (which is highlighted with a blue border), and 'Cancel'.

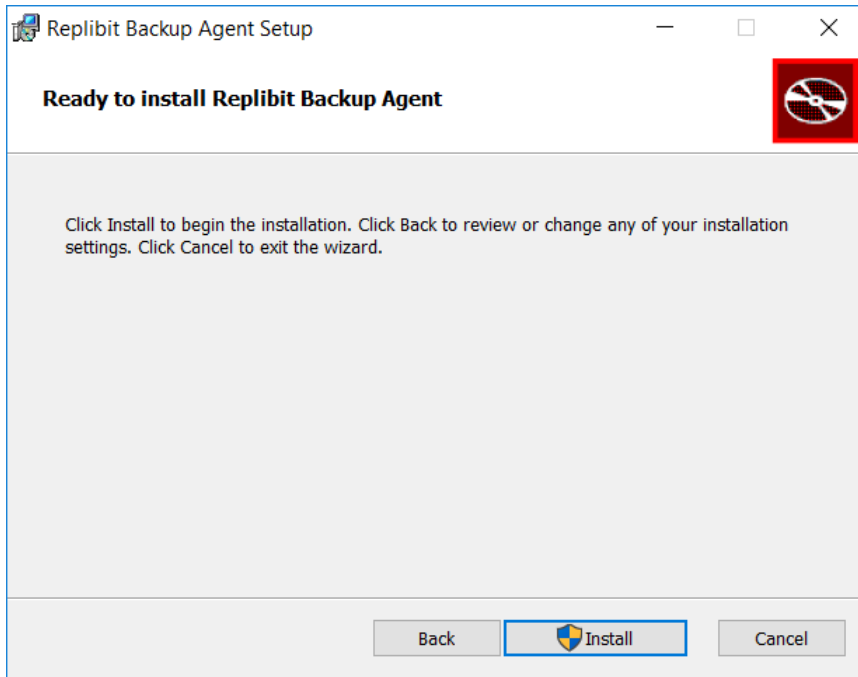
STEP 5. On the *Configuration Information* screen, take the following actions:

- Leave the **Appliance IP** field empty. (This field may appear grayed out since an appliance is not needed for D2C.)
- You can choose to add an optional **lock password** here. If you chose to enter an optional lock password, the vault will prompt you for this before you begin a system recovery. If you chose to add an optional lock password, we recommend using a unique setting, to enhance security.
- Enter the desired setting for the **Volumes to back up** field
- Click **Next** to continue.

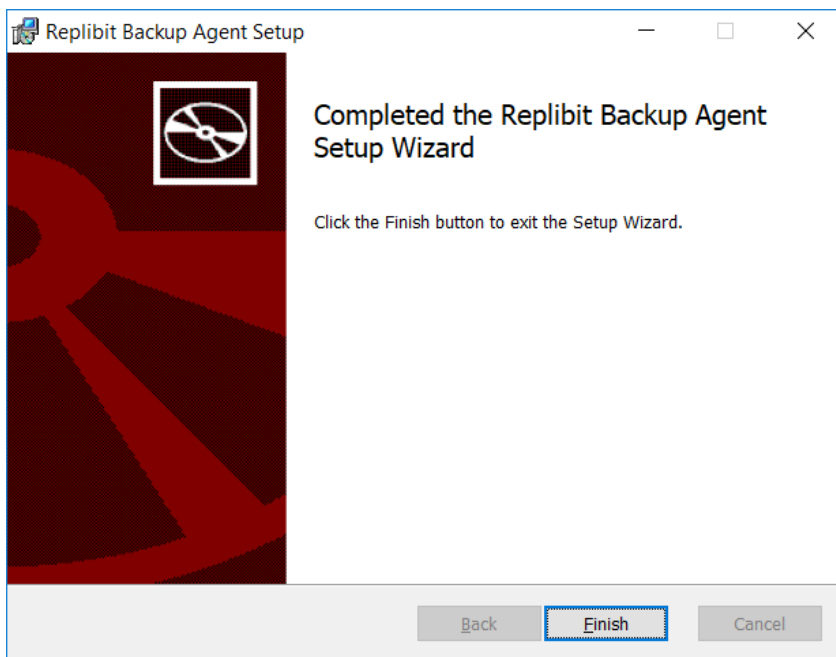


The screenshot shows the 'Configuration Information' screen of the Replibit Backup Agent Setup. The window title is 'Replibit Backup Agent Setup'. Below the title bar, there's a header 'Configuration Information' with a sub-instruction: 'Please enter server information'. To the right of this header is a red square icon with a white disk symbol. The main area contains four input fields: 'Appliance IP:', 'Lock password (Optional):', 'Lock password (retype):', and 'Volumes to back up (Leave blank for all or, e.g: C,D,E)'. The 'Volumes to back up' field is highlighted with an orange border. At the bottom of the window are three buttons: 'Back', 'Next' (which is highlighted with a blue border), and 'Cancel'.

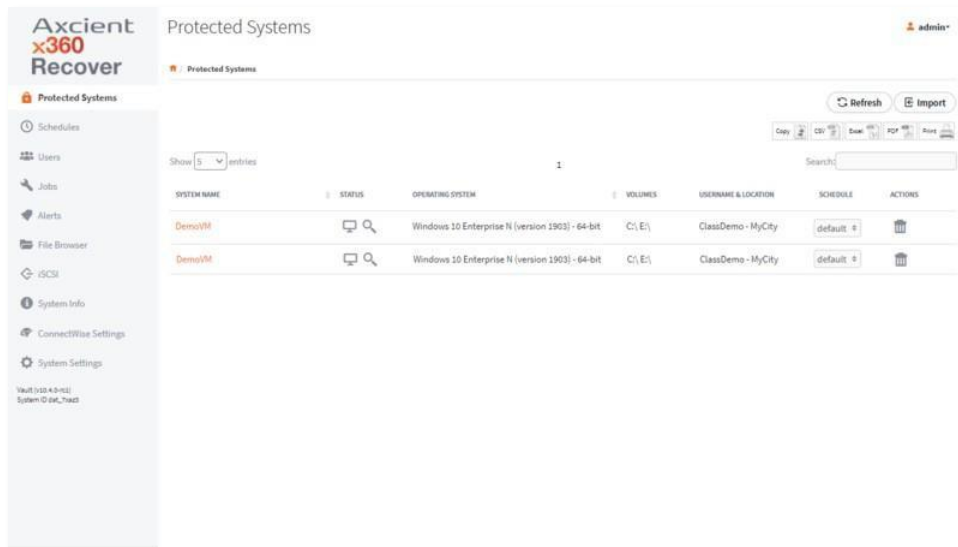
STEP 6. When you are ready, click the **Install** button to begin installation.



STEP 7. When installation completes, click **Finish** to exit.



STEP 8. After several minutes, the vault web interface will display the newly protected system in the *Protected Systems* tab.



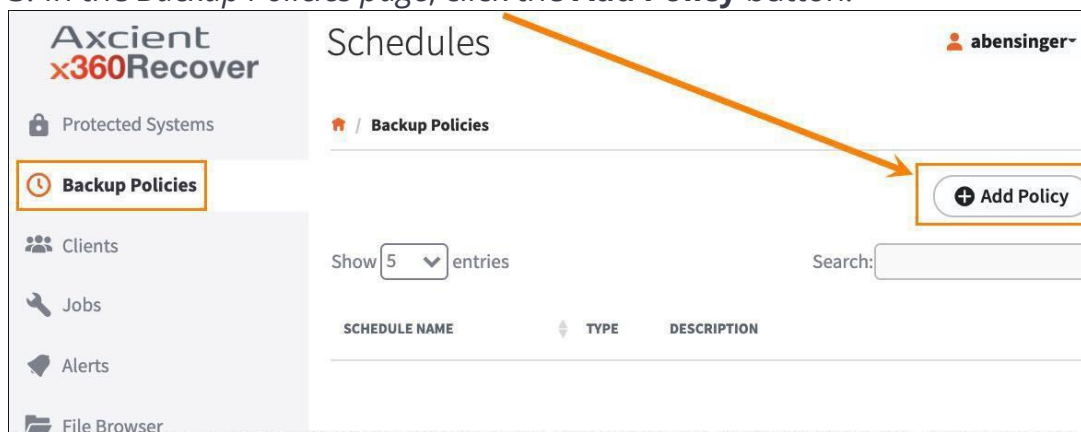
A full backup will automatically initiate based on your backup policies and schedule settings.

Create a D2C backup policy (schedule)

When the agent is installed on a protected system, you can create a backup policy (schedule) and apply that backup policy to a protected system. All backup policies are created and maintained within the vault.

To create a backup policy:

1. Log in to the vault.
2. In the left-hand navigation menu, click the **Backup Policies** tab.
3. In the *Backup Policies* page, click the **Add Policy** button.



4. In the *Create Schedule* page, enter information about the new backup policy:

Axcient x360Recover

Protected Systems

Backup Policies

Clients

Jobs

Alerts

File Browser

Network Sharing

iSCSI

System Info

ConnectWise Settings

System Settings

Downloads

Vault (v10.10.1)
RB System ID: dat_7xaz3
RMC Service Id : b04e

Create Schedule

Name:

☐ Enabled ☐ Default

Backup Schedule Type:

☒ Classic Schedule

☐ Policy-Based Schedule

Description:

Backup Schedule

Initial Backup:

Start Time:

End Time:

Incremental Backup:

Interval

Start Time:

End Time:

Interval (Every):

Click the **Save** button when you are finished. The backup policy is now created and will be listed in the *Backup Policies* page. You can manage and edit schedules in the *Backup Policies* page.

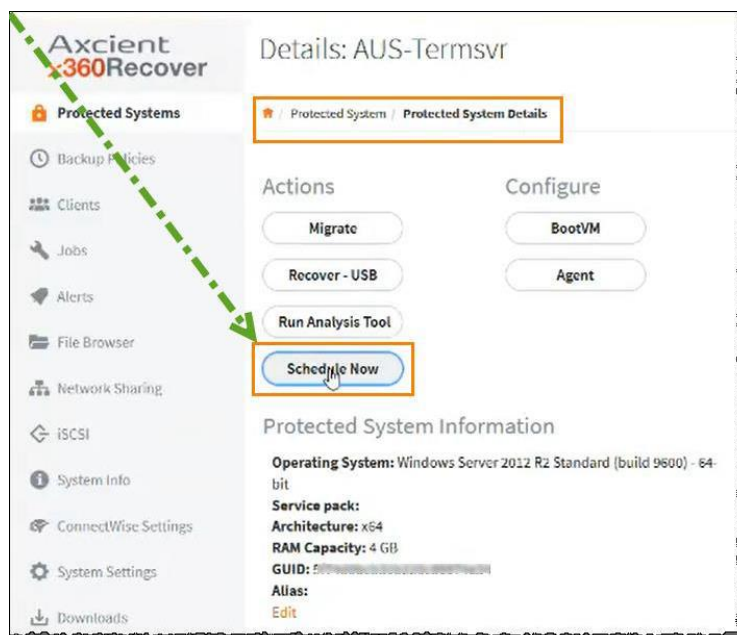
Other activities you may want to try:

Manually trigger a backup

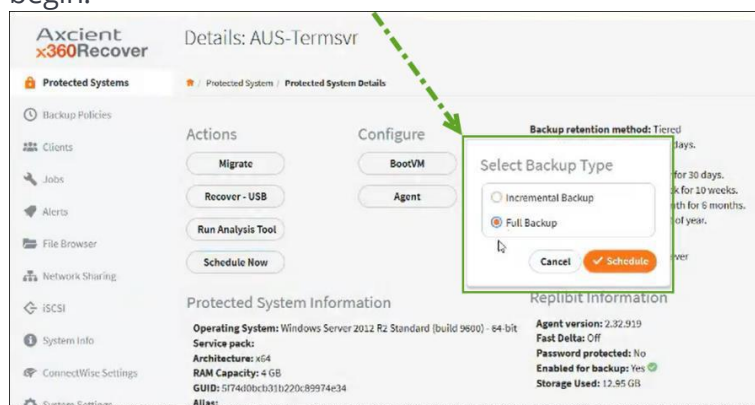
To manually trigger a backup:

- Log in to the [x360Portal](#) and launch x360Recover from the Dashboard.
- Click on the **Clients** tab.
- Select the desired protected system.

On the *Protected System Details* page, click **Schedule now**.

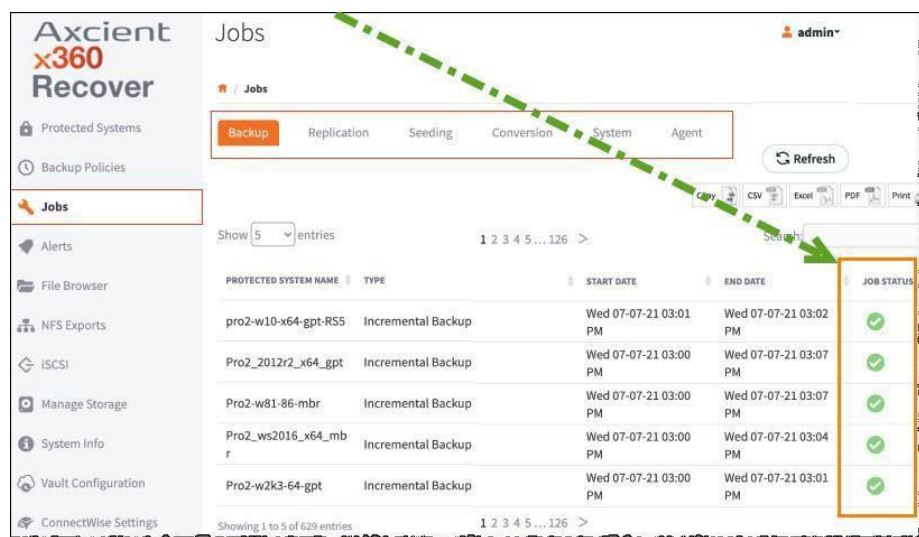


When the *Select Backup Type* popup opens, chose the desired backup type and click **Schedule** to begin.



View the status of a job

- Log in to the [x360Portal](#) and launch x360Recover from the Dashboard.
- Click on the **Jobs** tab.
- View the JOB STATUS column on the far right:

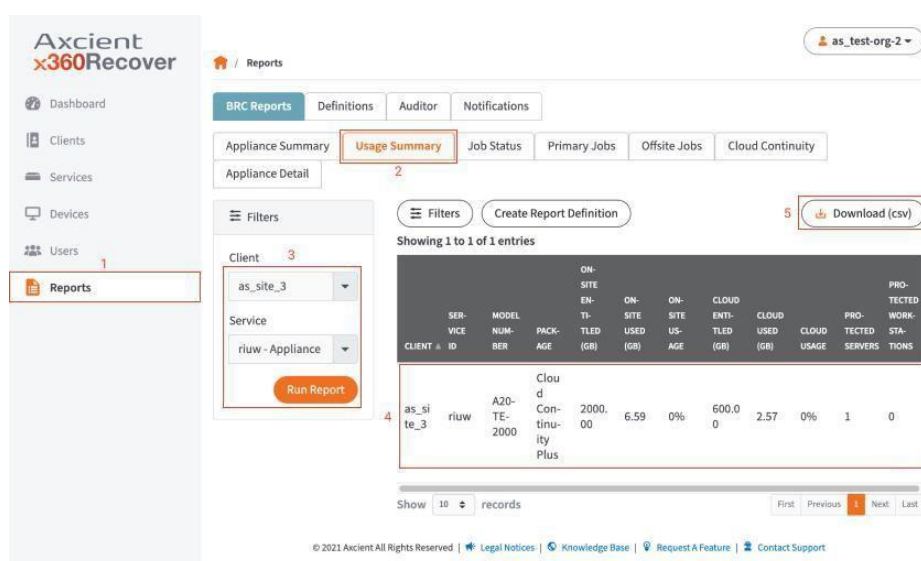


Set up reports

You can create reports to monitor usage and download those reports in CSV format.

For example:

- **Usage Summary** shows service and usage information
- **Private Vault Summary** provides details of a specific Private Cloud vault.
- **Cloud Vault Summary** details a specific Axcient Cloud vault.



Troubleshoot D2C agent errors

If you experience registration issues, please check the following:

- Network connectivity—The agent must be able to communicate with the vault. If networking errors or other issues interfere with this communication process, the agent will not successfully register with the vault.
- Previous installations—The Direct-to-Cloud agent cannot currently be installed over an existing agent. If an agent has been previously installed, it must be uninstalled. You must also delete the existing agent folder (typically located at *C:\Program Files (x86)\Replibit*). Failure to remove the previous agent files will prevent the Direct-to-Cloud agent from registering with the vault.

Firewall ports

- Detailed information on [firewall ports \(inbound\)](#)
- Detailed information on [firewall ports \(outbound\)](#)

The x360Recover Direct to Cloud agent requires the following firewall ports to be open for outbound communications on the internet:

TCP 80 (http)
TCP 443 (https)
TCP 9079 (Endpoint Manager)
TCP 9082 (Cloudserver)
TCP 9083 (Disaster Recovery Access Layer - DRAL)
TCP 9090 (Backup Manager)

Note: The list of IP addresses within our datacenter to which the agent must communicate is dynamic and subject to change

Note: On Axcient-hosted vaults with Scale-Out Cloud, the Cloud server service is located directly on a storage node in our data center. Storage nodes are assigned dynamically, at the time of protected system registration.

If you must secure outbound traffic explicitly for protected systems, you can locate the assigned storage node URL in *aristos.log* for each protected endpoint.

Important: Storage node locations within our data center are subject to change without notification.

SUPPORT | 720-204-4500 | 800-352-0248

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