Axcient

x360Recover Direct-to-Cloud Quick Start Guide

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Log in via Single Sign On (SSO)

1. Log in to the <u>x360Portal</u> and launch x360Recover from the Dashboard.



2. Click the **Vaults** tab.

Axcient x360Recover	Welcome! Here's what's happening:
😚 Dashboard	👚 / Dashboard
Clients	Organization At A Grance
Services	Organization At A Grance
Devices	21 Clients 5 Services 38 Devices Last device added a week No new services
💽 Vaults	ago
Users	1 Activity of Interest Across All Clients
Reports	
	Cloud Virtualizations 2 clients are running 2 test virtualizations. More

3. Click on the desired vault.

Axcient <mark>x360</mark> Recover	🏫 / Vaults	3		A Home	@axcient.com -
Dashboard		(Ħ Filters			
Clients	Vault	All 3 Vaults			
Services	Search				
Devices	Health	0 10.201.201.99	Details	rb-axcse1.rb.slc.efscloud.net	Details
🖸 Vaults	□ ■ Troubled □ ◆ Warned	Vault Type	Private	Vault Type	Axcient
7	🗆 🔵 Healthy	Protected Servers	2 total	Protected Servers	12 total
Users	Vault Type	Protected Workstations	0 total	Protected Workstations	14 total
Reports	PrivateAxcient	Clients	1 total	Clients	7 total
	Clear All Filters	rb-efsse1.rb.ams.efscloud.ne	t Details		
		Vault Type	Axcient		
		Protected Servers	4 total		
		Protected Workstations	11 total		
		Clients	3 total		

4. Click the Vault GUI button.

Axcient <mark>x360</mark> Recover	😭 / rb-efssel.rb.ams.efscloud.net 🗢 / Overview	A Home
Dashboard	Vault not connected.	
Clients	Last detected connection was Today at 8:31am.	
Services		
Devices	Axcient Cloud Vault: rb-efsse1.rb.ams.efscloud.net	• Offline
Vaults	Vault Storage: 2.41 TB Used	Vault GUI
Users	Tunnel Status: 0	
Reports		

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.

Axcient <mark>x360</mark> Recover	Protected Syst	tems			
necover	😚 / Protected Systems				
Protected Systems					
Schedules					
201 Clients	Show 5 v entries		12345	11 >	
🔧 Jobs	SYSTEM NAME	STATUS	OPERATING SYSTEM	VOLUMES	CLIENT
Alerts	ECO-WS2019-x64-mbr	₽Q	Windows Server 2019 Standard (version 1809) - 64-bit	C:\ D:\	TrustyLab
File Browser	Eco-ws2008r2-gpt	₽°	Windows Server 2008 R2 Standard (build 7601) - 64-bit	C:\ E:\ F:\	TrustyLab
♦ iscsi	Eco-win10-x86-mbr	ŢQ	Windows 10 Professional (version 1803) - 32-bit	C:\ E:\ F:\	TrustyLab

Click Add client

Axcient <mark>x360</mark> Recover	Clients	₽.		🚨 admin-
Protected Systems	Clients Licenses			• Add Client
Schedules				Copy 👔 CSV 🚏 Excel 🐩 PDF 🏋 Print 🚔
221 Clients	Show 5 v entries		1234512 >	Search:
🔌 Jobs	CLIENT NAME	0 ROLE	DISK USAGE	DOWNLOAD
Ilerts	ryust	customer	0.00B	لط Windows Agent

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

Axcient x360 Recover	Clients			🚨 admin-
Protected Systems	Clients Licenses	Create New Client User		G Add Client
Schedules		Client User Name:		Copy 👔 CSV 🐑 Excel 📆 PDF 📆 Print 🚔
🔠 Clients	Show 5 Centries	TestClientUserName	>	Search:
🔧 Jobs		Company:	DISK USAGE	5 DOWNLOAD
Alerts	ryust		0.00B	🛃 Windows Agent
File Browser	azhuravlev2	Cancel	0.00B	ط Windows Agent
A				

A processing popup displays as the new account is created.

Axcient <mark>x360</mark> Recover	Clients		7	💄 admin+
Protected Systems	Clients Lice	Create New Ont User	0	Add Client
Schedules		Communer Creating new client	Copy	Print
tients	Show 5 - entrie	Company:	1 12 Search	
🔏 Jobs	CLIENT NAME	TestCompany	DISK USAGE	
Alerts	VTadmin	Cancel Create User	0.00B 🕁 Window	vs Agent
File Browser	dscherbakov	customer	0.00B & Window	/s Agent
🔆 iscsi				0

• 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.

Axcient x360Recover	Clients	N. N.		💄 admin•
Protected Systems	😭 / Clients			
3 Backup Policies	Clients			G Add Client
😫 Clients			Сору	CSV 📳 Excel 🐂 PDF 📜 Print
🔧 Jobs	Show 5 v entries			Search:
Alerts	CLIENT NAME	ROLE	🔶 DISK USAGE	DOWNLOAD
File Browser	khoffman	customer	0.00B	➡ Windows Agent
h Network Sharing	CSVTest	customer	0.00B	للله Windows Agent
🗲 iscsi	JCrystalMobile	customer	0.00B	🖞 Windows Agent
System Info	YatesInc	customer	0.00B	Windows Agent
ConnectWise Settings			0.00B	Windows Agent
System Settings	VICargo	customer	0.00B	windows Agent
⊥ Downloads	Showing 1 to 5 of 17 entries		1234 2	
ault (v10.10.0- pha.202109230236+10.10.0-11a2ae59) 8 System ID: abe_mt2z7 MC Service Id : b0a5				

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 <u>x360Portal</u>, 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 Wi	<i>izard</i> opens, click Next to continue.
🔀 Replibit Backup Agent Setup	- 🗆 X
S	Welcome to the Replibit Backup Agent Setup Wizard
	The Setup Wizard will install Replibit Backup Agent on your computer. Click Next to continue or Cancel to exit the Setup Wizard.
	Back Next Cancel

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

Click **Next** to continue.

Replibit Backup Ag	ent Setup		_		
End-User License	Agreement				6
Please read the foll	owing license agreeme	ent carefully			C
EFOLDER, INC.					^
VAR AND FND					
LICENSE AGRE	EMENT				
9,015,520; 8,639	COVERED BY U.S 9,966; 8,176,358; 8 Canada Patent 2,6	3,001,414; 7,48	37,383; 8,990,6	13;	
PLEASE READ TH	IIS AGREEMENT C	AREFULLY BEF	ORE CLICKING	6 ON "I	~
✓ I accept the terms	s in the License Agreer	nent			

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

Click **Nex**t to continue.

🕼 Replibit Backup Agent Setup —		×
Destination Folder	6	\mathbf{n}
Click Next to install to the default folder or click Change to choose another.		Š
Install Replibit Backup Agent to:		
C:\Program Files (x86)\Replibit\		
Change		
Back Next	Cance	el

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.

🕼 Replibit Backup Agent Setup	×
Configuration Information Please enter server information	S
Appliance IP:	
Lock password (Optional):	
Lock password (retype):	
Volumes to back up (Leave blank for all or, e.g: C,D,E)	
Back Next	Cancel

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

🕼 Replibit Backup Agent Setup		—		×
Ready to install Replibit Backup Agent				Ð
Click Install to begin the installation. Click Back to r settings. Click Cancel to exit the wizard.	eview or change any	of your i	installation	I
Back	👎 Install		Can	cel

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

🕼 Replibit Backup Agent Setu	o —		×
S	Completed the Replibit Backup Ag Setup Wizard	gent	
	Click the Finish button to exit the Setup Wizard.		
	<u>B</u> ack <u>Einish</u>	Cancel	

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

Axcient x360	Protected Syster	ns					± admin-
Recover	n / Protected Systems						
Protected Systems						G Refre	ih) 🗄 Import
Schedules					Copy	2 0/2 bel	are and and and
Users	Show 5 Show		1			Search	
John	SYSTEM NAME	status	OPERATING SYSTEM	U VOLUMES	USERNAME & LOCATION	SCHEDGLE	ACTIONS
Alerta	DemoVM	Φď	Windows 10 Enterprise N (version 1903) - 64-bit	C:\E:\	ClassDemo - MyCity	default +	Ē
File Browser	DemoVM	Ţς	Windows 10 Enterprise N (version 1903) - 64-bit	Cr\E:\	ClassDemo - MyCity	default *	
÷ rSCSI) System Info							
ConnectWise Settings							
System Settings							
t(v10.4.5-m1)							
em ID det_haz3							

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.

Axcient <mark>x360Recover</mark>	Schedules	💄 abensinger-
Protected Systems	🕈 / Backup Policies	
O Backup Policies		Add Policy
🗱 Clients	Show 5 💙 entries	Search:
🔧 Jobs	SCHEDULE NAME A TYPE DESCRIPTION	
Alerts		
File Browser		

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

Axcient <mark>x360Recover</mark>	Create Schedule
Protected Systems	Name:
() Backup Policies	
23 Clients	Enabled Default Backup Schedule Type: Description:
🔧 Jobs	Classic Schedule
Alerts	O Policy-Based Schedule
File Browser	Backup Schedule
👬 Network Sharing	Initial Backup:
🔶 iscsi	Start Time: 12 AM \Rightarrow 00 \Rightarrow
System Info	End Time: 12 AM † 00 †
	Incremental Backup:
ConnectWise Settings	Interval 🗢
System Settings	Start Time: 12 AM 🗢
🛃 Downloads	End Time: 12 AM 🗢
Vault (v10.10.1) RB System ID: dat_7xaz3 RMC Service Id : b04e	Interval (Every): 1 + Hr(s) +

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

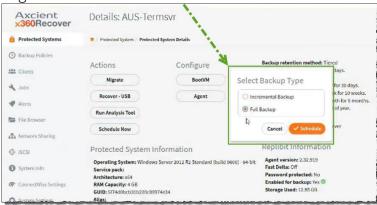
To manually trigger a backup:

- Log in to the <u>x360Portal</u> 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**.

Axcient 360Recover	Details: AUS-Ter	rmsvr
Protected Systems	🕈 / Protected System / Protect	ted System Details
Backup Policies		
Lients	Actions	Configure
the cuents	Migrate	BootVM
adol.		
N	Recover - USB	Agent
Alerts		
File Browser	Run Analysis Tool	
The browser	Schedyle Now	
Network Sharing	(Marine)	
A	Protected System I	Information
G- iscsi		
System Info	Operating System: Window bit	vs Server 2012 R2 Standard (build 9600) - 64-
U system mits	Service pack:	
P ConnectWise Settings	Architecture: x64	
	RAM Capacity: 4 GB	
System Settings	GUID: 5	10. million
	Alias:	
bownloads	Edit	

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 <u>x360Portal</u> and launch x360Recover from the Dashboard.
- Click on the **Jobs** tab.
- View the JOB STATUS column on the far right:

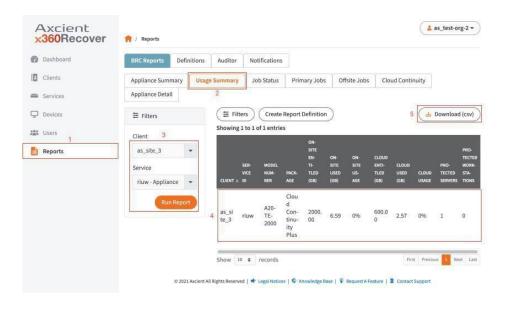
Axcient <mark>x360</mark> Recover	Jobs		💄 admin-	
Protected Systems	Backup Replication Seeding C	onversion System Agent		
③ Backup Policies			G Refresh	
Jobs]		py CSV 🐩 Excel 🐩	PDF
🗬 Alerts	Show 5 ventries 1 2	3 4 5 126 >	Search	s - 2
File Browser	PROTECTED SYSTEM NAME	START DATE	END DATE	JOB STATUS
NFS Exports	pro2-w10-x64-gpt-RS5 Incremental Backup	Wed 07-07-21 03:01 PM	Wed 07-07-21 03:02 PM	0
⊖ iscsi	Pro2_2012r2_x64_gpt Incremental Backup	Wed 07-07-21 03:00 PM	Wed 07-07-21 03:07 PM	0
Manage Storage	Pro2-w81-86-mbr Incremental Backup	Wed 07-07-21 03:00 PM	Wed 07-07-21 03:07 PM	0
System Info	Pro2_ws2016_x64_mb r Incremental Backup	Wed 07-07-21 03:00 PM	Wed 07-07-21 03:04 PM	0
Vault Configuration	Pro2-w2k3-64-gpt Incremental Backup	Wed 07-07-21 03:00 PM	Wed 07-07-21 03:01 PM	0
ConnectWise Settings	Showing 1 to 5 of 629 entries 1 2	3 4 5 126 >	- Alexandria	-

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 <u>firewall ports (outbound)</u>

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

- Contact Axcient Support at https://partner.axcient.com/login or call 800-352-0248
- Free certification courses are available in the <u>Axcient x360Portal</u> under <u>Training</u>
- To learn more about any of our Axcient products, sign up for a <u>free one-on-one training</u>
- Subscribe to the Axcient Status page for a list of status updates and scheduled maintenance