Axcient

x360Recover
Dell Quick Start Guide
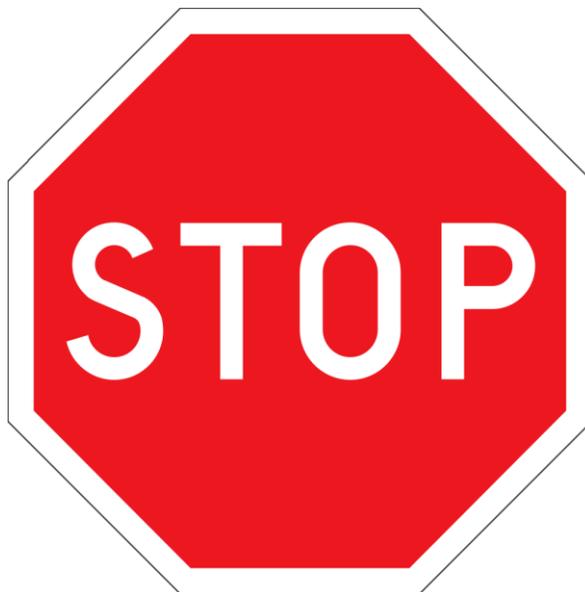
In an effort to become a more environmentally friendly company, we request that you save the following items for repacking and shipping should you be required to ship the product back to Axcient:

- Corrugated shipping box
- Foam inserts

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Introduction

This document instructs the user on how to install and register an Axcient appliance in order to begin protecting devices using the Axcient protection solution.

Reaching Axcient Support

If there are any problems during installation, contact Axcient Support using one of the following methods:

- By phone at 1 (800) 352-0248
- By submitting a Support ticket in the x360Portal (https://partner.axcient.com/)

The most current methods of reaching Axcient Support can be found at www.axcient.com/support.

Identifying the Appliance Model

The model type is specified by the first two letters of the appliance serial number:

Legacy models

- G6 Models - AA, AB, AC, AD or BB
- G7 Models - AE, AG, AH, BE or BG
- G8 Models- BJ, BK or BL
- G9 Models - BM, BN, BP, BQ, BR or BS
- 2018 Models: DA, DB or DF
- 2020 Models: DH, DG

Current model

- 2021 Models: RDT, RD1, RD2

The serial number is on a tag pasted to the appliance.

Documentation

All Axcient x360Recover product documentation is available in the Axcient knowledgebase at http://support.axcient.com

Advanced configuration

Axcient x360Recover appliances may be ordered with or without advanced configuration.

NOTE: During the ordering process, you have the option to select advanced configuration for an additional fee. Advanced configuration collects all of the required customer and networking information at time of purchase, and the unit will ship fully configured for your customer. Simply set the unit up on the customer's network, power it on, and proceed to installation of agent software on the systems that you wish to protect.

By default, the devices are shipped pre-loaded with the x360Recover operating system but they are not yet configured for use by a specific customer. Default IP address configuration is performed via DHCP. After powering on the device, the IP address acquired via DHCP will be displayed on the console:

```
Welcome to Replibit Backup Manager
The IP of this server is: 192.168.90.250
STX-Office login:
```

Once the device is fully booted and you have obtained the unit IP address, open a web browser and connect to the displayed address to access the Provisioning Wizard to complete setup of the appliance for your customer.

Complete details on performing the initial setup and first-time login tasks can be found here:

https://support.axcient.com/hc/en-us/articles/115006751528-x360Recover-Appliance-setup-and-first-time-login

Important Note

> Note: Hard disks on this appliance are encrypted using Cloud Key Management (CKMS).
>
> For security reasons, the decryption key is not stored locally. Instead, the appliance will attempt to acquire the key during the boot-up process. For this reason, you must connect the appliance to the Internet before it is powered on.
>
> In the event that the internet is *not* accessible, you must contact Axcient Support to acquire a temporary key to unlock the appliance.

Outbound Access

For simplicity of setup, please allow outbound internet access from the x360Recover appliance to any destination. If your security policy specifically requires that you lock down outbound access for all network devices, refer to these instructions on opening the necessary ports and remote destinations:

https://support.axcient.com/hc/en-us/articles/360040893114-x360Recover-Requirements-to-secure-outbound-network-traffic

Install an Axcient Dell T340 Tower

The Axcient tower appliance fits in any location appropriate for a tower-style personal computer. The Axcient appliance comes with the following:

- Power cord
- Ethernet cable
- Appliance Quick Start Guide
- Order confirmation

If any of these items were not received, please contact Axcient Support.

To install the appliance, do the following:

1. Unpack the appliance and move it to the appropriate location.
2. Connect the Ethernet cable to the primary port labeled Port 1 on the back of the tower appliance.
3. Connect the power cord to the power connector in the back of the appliance and plug in the power cord to a power socket. The appliance will need network access to get an IP address immediately after powering on (in order to retrieve the encryption key to unlock the storage pool if the device was pre-configured), so make sure the Ethernet cable is connected before plugging in the power cord.
4. The appliance will power on automatically. If it does not, click the power button located on the front of the appliance.
5. Continue to the Registration section of this guide:
   - If the device was purchased with Advanced Configuration, please continue to the **Agent Deployment** section of this guide.
   - If the device was purchased without Advanced Configuration, please continue to the Initial **Setup and Provisioning** section of this guide before proceeding with agent deployment.

Figure 1 - Back view of the Tower appliance

Install an Axcient Dell R240XL 1U Rack

The Axcient Dell R240XL 1U appliance model is assigned to be installed in a rack-based machine room. The Axcient appliance comes with the following:

- Power cord

- Ethernet cable

- Rack-mount rail kit

- Appliance Quick Start Guide

If any of these items were not received, please contact Axcient Support.

To install the appliance, do the following:

1. Unpack the appliance and mount it in the appropriate location.

2. Connect the Ethernet cable to the primary port labeled Port 1 on the back of the 1U appliance.

3. Connect the power cord to the power connector in the back of the appliance and plug in the power cord to a power socket. The appliance will need network access to get an IP address (and retrieve the encryption key to unlock the storage pool if the device was pre-configured) immediately after powering on, so make sure the Ethernet cable is connected before plugging in the power cord.

4. The appliance will power on automatically. If it does not, click the power button located on the front of the appliance.

5. Continue to the Registration section of this guide:

   - If the device was purchased with Advanced Configuration, please continue to the **Agent Deployment** section of this guide.

   - If the device was purchased without Advanced Configuration, please continue to the Initial **Setup and Provisioning** section of this guide before proceeding with agent deployment.

Figure 2 - Back view of the 1U app

Install an Axcient Dell R540 2U Rack

The Axcient 2U appliance is designed to be installed in a rack-based machine room. The Axcient appliance comes with the following:

- Power cord
- Ethernet cable
- Rack-mount rail kit
- Appliance Quick Start Guide

If any of these items were not received, please contact Axcient Support.

To install the appliance, do the following:

1. Unpack the appliance and mount it in the appropriate location.
2. Connect the Ethernet cable to the primary port labeled Port 1 on the back of the appliance.
3. Connect the power cord to the power connector in the back of the appliance, and plug in the power cord to a power socket. The appliance will need network access to get an IP address (and retrieve the encryption key to unlock the storage pool if the device was pre-configured) immediately after powering on, so make sure the Ethernet cable is connected before plugging in the power cord.
4. The appliance will power on automatically. If it does not, click the power button located on the front of the appliance.
5. Continue to the Registration section of this guide:

   - If the device was purchased with Advanced Configuration, please continue to the **Agent Deployment** section of this guide.
   - If the device was purchased without Advanced Configuration, please continue to the Initial **Setup and Provisioning** section of this guide before proceeding with agent deployment.

Figure 3 - Back view of the 2U appliance
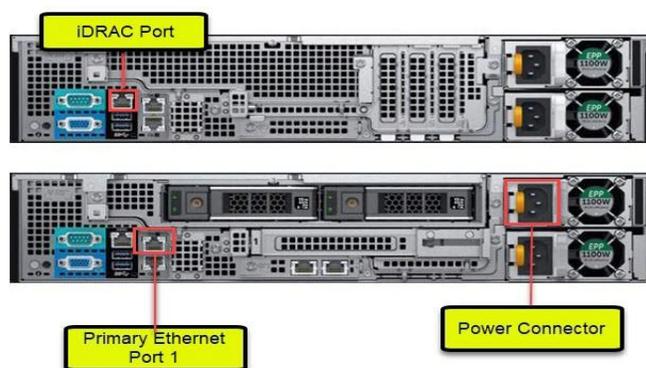
Provision the Axcient x360Recover appliance

The Axcient x360Recover appliance must be provisioned to a specific customer before it can begin protecting devices.

If you selected Advanced Configuration in the ordering portal, your device should arrive pre-provisioned and ready for use, and you may skip forward to the **Agent Deployment** section below.

Provision for first-time login

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

Before deploying a new appliance at your customer site, you must create a customer account and a location within the Licensing Portal.

To manage customers and licenses, access the 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-Replibit-eFolder-Replibit-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 the keyboard, mouse, and monitor, and turn power 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-x360Recover-Appliance-setup-and-first-time-login

Step 3: Login and configure settings

After provisioning, the device will reboot and display the login screen.
Note: It can take up to five (3) minutes for all backend services to come online after a reboot.

- The message *Logins are unauthorized, wait a couple minutes and try again* indicates that services are not completely running yet.
- Log in to the device using the admin user, and the password specified for the Web UI Admin during provisioning.
- 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.

- Select **Change Machine Name** and assign a hostname to the device.

It is best practice to use a naming convention to identify both the customer name and function of the device. For example, if deploying an appliance to ABC Distributors, *ABCDist-App* 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.

We recommend assigning 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. (Optional)
- Enter the **IP address or FQDN (URL)** of the Management Portal.

You can locate users and API keys on the Users tab within the Management Portal.

Note: Global Management Portal is deprecated, and its functionality is being replaced by x360Recover Manager. You can access Recover Manager via the x360Portal at https://partner.axcient.net

Once you have completed the above steps (or if you ordered your appliance with the Advanced Configuration option), you may now continue to deploying agents and setting up aault replication to the Cloud.

Agent Deployment

Step 5: Deploy agents

- Log in to each Windows system to be backed up with x360Recover.
- 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/360059921654-ConnectWise-PSA-Integrate-x360Recover-RMC

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.