

Arcserve UDP Cloud Direct

Frequently Asked Questions (FAQ)

1. What does “direct-to-cloud” mean?

Direct-to-cloud refers to a cloud-based backup and disaster recovery solution that does not require hardware to be deployed on-premise as a staging area before the data is transferred to the cloud. Cloud Direct offers direct-to-cloud solutions that do not require the deployment and maintenance of on-premise hardware.

2. How are the Cloud Direct solutions licensed?

- Cloud Direct Backup as a Service (BaaS) is licensed based on the amount of cloud storage in terabytes (TBs).
- Cloud Direct Disaster Recovery as a Service (DRaaS) is licensed based on the amount of cloud storage in TBs and the amount of random access memory (RAM) in gigabytes (GBs) needed to boot virtual instances of recovered servers in the cloud.
- Both solutions include an unlimited number of deployments of the Cloud Direct backup agent and Cloud Direct virtual appliance for VMware.

3. Does Cloud Direct support both Windows and Linux?

Yes, Cloud Direct supports the protection of physical and virtual systems running Windows or Linux.

4. Does Cloud Direct support Macs?

Yes, the Cloud Direct backup agent can be deployed to backup and restore files and folders on machines running Mac OS.

5. Will I need to invest in a Wide Area Network (WAN) optimization solution to backup data to the cloud?

No, the Cloud Direct backup agent has built-in WAN optimization and was designed to move large data sets as quickly and efficiently from on-premise directly to the cloud. After the first initial full backup, the Cloud Direct backup agent identifies and only transfers changed data to the cloud.

6. Does Cloud Direct encrypt the data?

Yes, Cloud Direct encrypts the backup data in flight with SSL encryption and at-rest in the cloud with AES encryption.



7. Which virtualization environments does Cloud Direct support?

Cloud Direct supports the agentless protection of VMware vSphere and Microsoft Hyper-V virtual machines (VMs). Protecting VMware vSphere environments involves deploying the Cloud Direct virtual appliance which communicates with the VMware vCenter server and leverages the VMware application programming interfaces (APIs) to discover, backup and restore VMware virtual machines. Protecting Microsoft Hyper-V environments involve deploying the Cloud Direct backup agent to a Hyper-V enabled Windows server. Once deployed, the Cloud Direct backup agent enables the discovery, backup and restore of the Hyper-V virtual machines. NOTE: Clustered Microsoft Hyper-V is currently not supported.

8. How is Cloud Direct managed and administered?

Cloud Direct is managed and administered through a hosted web-based interface. With a choice of widely available web browsers and internet access, it is possible to manage both the Cloud Direct BaaS and Cloud Direct DRaaS solutions from the same web-based management portal.

9. Where are the Cloud Direct datacenters located?

Arcserve manages and operates three datacenters for Cloud Direct. The datacenters locations are Santa Clara, CA; Secaucus, NJ; and Manchester (UK).

10. Is it possible to first subscribe to Cloud Direct BaaS and then later subscribe to Cloud Direct DRaaS?

Yes. The Cloud Direct DRaaS subscription will require the purchase of random access memory (RAM) to run virtual instances of backed up server images and virtual machine images in the cloud. As part of the Cloud Direct DRaaS subscription, a virtual datacenter is provisioned in the cloud which includes a firewall, virtual private network (VPN) server, an IP network and one externally facing IP address. Cloud Direct BaaS and Cloud Direct DRaaS are managed through the same hosted web-based management portal. Through the management portal, Cloud Direct enables Disaster Recovery for virtual machines and servers where the system image is being backed up.

11. Does Cloud Direct provide functionality to failback?

Yes, Cloud Direct provides the ability to failback a virtual instance of a recovered server from the cloud to the on-premises environment.



Cloud Direct DRaaS

12. Is there any automated Disaster Recovery testing?

Monthly, Cloud Direct DRaaS will power on each virtual instance of a disaster recovery protected system, capture a screenshot of its login screen and then power the system off. It is possible to view the screenshot capture via the hosted web-based management portal.

13. How does someone connect to a powered on virtual instance of a protected server or virtual machine during a disaster recovery test or actual event?

There are three options: 1) establish a remote desktop connection, 2) establish a point-to-site virtual private network (VPN) connection, and 3) establish a site-to-site virtual private network (VPN) connection.

14. What is Arcserve UDP Cloud Direct DRaaS?

In the event of human led malicious attacks, negligence, unforeseen circumstances or natural disasters, Arcserve direct-to-cloud DRaaS enables enterprise customers and partners to continue accessing business-critical applications with minimal disruption. Applications and databases can be recovered with near-zero data loss.

15. How is the Cloud Direct infrastructure managed?

Arcserve Cloud Direct infrastructure managed by Arcserve protects customer environments serving as a recovery site in the event of a disaster or disruption to a customer's primary site.

16. How does Cloud Direct DRaaS work?

Arcserve UDP Cloud Direct DRaaS creates backup images of on-premise servers and transfers those images to the Arcserve Cloud Direct infrastructure. In the event of a disaster, the backup images are used to run virtual instances of the servers in the Arcserve Cloud Direct infrastructure. Users are able to access the virtual instances running in the Arcserve Cloud Direct infrastructure via secure virtual private network (VPN) connectivity. The Arcserve team is available to assist with failover to the Cloud Direct infrastructure and with failback from and back to the on-premise environment.

17. What is an Arcserve Cloud Direct data center?

An Arcserve Cloud Direct virtual data center is a private virtual data center provisioned for each customer in the Cloud Direct infrastructure that includes Random Access Memory (RAM), a VPN server and an external IP address. It enables customers to power on the servers they are protecting in the Cloud Direct infrastructure.

18. What is the Arcserve Cloud Direct agent?

Arcserve's Cloud Direct agent is the lightweight software application that easily installs on a server and creates a backup image of the server and its contents. The agent leverages built-in WAN optimization to efficiently transfer the backup image to the Cloud Direct infrastructure where it is stored and protected.



19. How does Cloud Direct DRaaS compare to other offerings in the market?

This solution is part of the Arcserve UDP suite which includes software, hardware and cloud options that deliver tremendous ease-of-use with enterprise-grade capabilities.

- **No Hardware:** Does not require the presence of intermediary, on-premise hardware appliances for backup or recovery to the Cloud Direct infrastructure.
- **Direct-to-Cloud:** Back up larger amounts of data in the same timeframe as backups finish faster using fewer system resources. Data is encrypted via SSL in flight to and at rest in Cloud Direct infrastructure.
- **Near-Zero Data Loss:** Power on and run a high performing virtual server instance with near-zero data loss with the click of a button.
- **Secure Cloud Connectivity:** Options for secure VPN connectivity to the recovered environment in the Cloud Direct infrastructure include Point to Site, Site to Site and IP takeover.
- **Engineering Support Expertise:** Our technical experts help customers and partners prior to a disaster by assisting with onboarding, server protection and network connectivity to recovery site.

20. How does the pricing for Arcserve's direct-to-cloud DRaaS work?

Customers and partners purchase Arcserve UDP Cloud Direct DRaaS based on the amount of cloud storage needed to store server image files of protected servers and the amount of random access memory (RAM) needed to run virtual instances of the protected servers in the Cloud Direct infrastructure.

21. How many Cloud Direct agent licenses are included with Arcserve UDP Cloud Direct DRaaS?

An unlimited number of licenses for the Cloud Direct agent are included with the purchase of Arcserve Cloud Direct DRaaS. You may deploy the Cloud Direct agent on any number of servers.

22. Is there a separate charge for the Arcserve Virtual Appliance for VMware?

No, there is no additional charge for the Arcserve Virtual Appliance for VMware.

23. Who can be contacted to address any issues that may arise related to using Arcserve UDP Cloud Direct DRaaS?

The Arcserve Support Team is available 24x7x365. They can be contacted at 844-765-7043.

For more information on Arcserve, please visit arcsolve.com