



# 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 storage and additional hardware to be deployed on-premises to stage the data before it is transferred to the cloud. Arcserve UDP Cloud Direct (Cloud Direct), part of Arcserve Business Continuity Cloud, is a direct-to-cloud solution and does not require deploying and maintenance of additional hardware on-premises.
- 2. How are the Cloud Direct solutions licensed?**
  - Cloud Direct Backup as a Service (BaaS) is licensed per the amount of cloud storage in terabytes (TBs).
  - Cloud Direct Disaster Recovery as a Service (DRaaS) is licensed per the amount of cloud storage in TBs and the amount of RAM in gigabytes (GBs) needed to run virtual instances of recovered servers in the cloud.

*Both solutions include unlimited number of deployments of the backup agent and virtual appliance for VMware.*
- 3. Does Cloud Direct support both Windows and Linux?**

Yes, Cloud Direct supports protection of physical Windows systems and virtual systems running Linux.
- 4. Does Cloud Direct support Mac?**

Yes, Cloud Direct backup agent can be deployed to back up and restore files and folders on machines running macOS.
- 5. Will I need a WAN-optimization tool to back up data to the cloud?**

No, Cloud Direct backup agent includes WAN optimization and is designed to move large data sets as quickly and efficiently from on-premises to the cloud. After the initial full backup, Cloud Direct backup agent identifies and transfers only changed data to the cloud.
- 6. Does Cloud Direct encrypt the data?**

Yes, Cloud Direct encrypts the backup data with SSL encryption in-flight and with AES encryption at-rest in the cloud.
- 7. Which virtualization environments does Cloud Direct support?**

Cloud Direct supports agentless protection of VMware vSphere.

To protect VMware vSphere®, Cloud Direct includes a virtual appliance that communicates with the VMware vCenter server and leverages the VMware application programming interfaces (APIs) to discover, back up and restore VMware VMs.
- 8. How is Cloud Direct managed?**

Cloud Direct is managed and administered via web-based Arcserve Business Continuity Cloud Console, available at <http://cloud.arcserve.com>.
- 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. Cloud Direct DRaaS subscription requires you to purchase RAM entitlement to run virtual instances of protected servers and virtual machine images in the cloud. As a part of the Cloud Direct DRaaS subscription, a virtual datacenter is provisioned in the cloud. It includes a firewall, a 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 cloud console.



## CLOUD DIRECT DRaaS

### 11. How can I connect to a virtual instance of a protected server or VM during a disaster recovery test or an actual event?

There are two options to connect:

1. Establish a remote desktop connection
2. Establish a point-to-site virtual private network (VPN) connection

### 12. What is Arcserve UDP Cloud Direct DRaaS?

In the event of cyberattacks, human errors, unforeseen circumstances or natural disasters, Arcserve UDP Cloud Direct DRaaS enables you to continue accessing business-critical applications with minimal disruption. Applications and databases can be recovered with near-zero data loss.

### 13. How is the Arcserve Cloud managed?

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

### 14. How does Cloud Direct DRaaS work?

Arcserve UDP Cloud Direct DRaaS creates backup images of on-premises servers and transfers those images to the Arcserve Cloud. In the event of a disaster, the backup images are used to run virtual instances of the servers in the Arcserve Cloud.

Users can access virtual instances via secure virtual private network (VPN).

### 15. 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 backup images to the Arcserve Cloud where it is stored and protected.

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

This solution is part of the Arcserve Business Continuity Cloud that delivers robust and proven technologies to protect your entire IT.

**No Hardware:** Cloud Direct does not require intermediary, on-premise hardware for backup or recovery to the Arcserve Cloud.

**Direct-to-Cloud:** Cloud Direct backs up larger amounts of data quickly as backups use fewer system resources. Data is encrypted via SSL in flight to and at rest in the Arcserve Cloud.

**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:** Option for secure VPN connectivity to the recovered environment in the Arcserve Cloud is Point to Site.

**Customer Support Expertise:** Our technical experts help customers and partners during and prior to a disaster by assisting with onboarding, server protection and network connectivity to recovery site.

### 17. 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 Arcserve Cloud.

### 18. 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.

### 19. 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. Support Team contact information is available from [arcserve.com](https://www.arcserve.com)

## ABOUT ARCSERVE

Arcserve provides exceptional solutions to protect the priceless digital assets of organizations in need of full scale, comprehensive data protection. Established in 1983, Arcserve is the world's most experienced provider of business continuity solutions that safeguard multi-generational IT infrastructures with applications and systems in any location, on premises and in the cloud. Organizations in over 150 countries around the world rely on Arcserve's highly efficient, integrated technologies and expertise to eliminate the risk of data loss and extended downtime while reducing the cost and complexity of backing up and restoring data by up to 50 percent. Arcserve is headquartered in Minneapolis, Minnesota with locations around the world.

Explore more at [arcserve.com](https://www.arcserve.com)