

# Recovery Playbook

For Axcient x360Recover

## Automated Recovery Readiness and Flexible Recovery Paths

Axcient is a 100% MSP-dedicated solutions provider committed to giving our partners flexibility and choice with a single platform to cover their varied use cases. This playbook includes the technical details for recovery options for x360Recover, as well as an overview of some of the core security and automation features that allow Axcient to deliver rock-solid, simple, and reliable recovery for our partners.

With x360Recover, MSPs have options - and not just in recovery paths, but also in deployment. x360Recover gives MSPs **deployment flexibility** to solve diverse use cases with just one vendor and solution. MSPs have the flexibility of Direct-to-Cloud or appliance deployment to meet client data security and budget needs.

For on-premise BDR, partners can choose an **Axcient turn-key appliance** or their own server, and can replicate their image-based backups to the Axcient Cloud or their own cloud for uninterrupted business continuity. x360Recover can also store and protect public cloud data, including servers in Microsoft Azure, AWS, Google, or your private cloud.

Plus, x360Recover is billed using a **simple flat fee with pooled data storage** and two software license options to let MSPs determine the best pricing model for their clients. Choose between endpoint-based pricing with vaulting to the Axcient Cloud or software-only licensing with vaulting to their own cloud.

## Verified, Tested, and Recovery Ready

### AutoVerify: Automated Backup Integrity Testing

**AutoVerify** is a built-in, always-on, automatic backup monitoring and verification feature included in x360Recover for both cloud-based and appliance-based deployment options. It continually monitors backups and automatically virtualizes each protected system's latest backup recovery point. AutoVerify regularly tests endpoints using intelligent adaptive backup VM testing to perform numerous deep volume assessments for bootability, OS health, corruption, file system integrity, and application usability. Axcient partners can sleep easier knowing their data is recovery ready.



- ✓ Automatic backup monitoring, testing, and verification with alerting and escalation rules allow MSPs to test backups without any labor requirements or chance of suffering "backup burn" during recovery.
- ✓ Self-healing technology automatically responds to backup failures by re-backing up the portion of compromised or corrupt data in the next backup, and alerting the proper technicians for remediation. Test results are automatically prepared and provided in the x360 Portal for easy access and sharing with internal and external stakeholders and clients.
- ✓ Done-for-you, weekly Client Executive Summary Reports demonstrate automatic backup testing and backup health with a Boot VM screenshot.

## Virtual Office: Automated DR Testing and Virtualization

**Virtual Office** is a built-in, always-on, self-managed cloud failover recovery feature included in x360Recover for both cloud-based and appliance-based deployment options. MSPs can immediately start virtual machines in the Axcient Cloud of one or more protected devices to test or replace all impacted systems. Once the VMs are spun up, a Virtual Office runs within the Axcient data center using matching existing server configurations. Axcient partners can run clients in the Virtual Office for DR plan testing or during recovery scenarios for 30 days a year at NO cost.

### Virtual Office

from Axcient

- ✓ Data encryption in transit and at rest in Axcient's SOC 2-certified data centers means compliance is maintained during failover.
- ✓ Self-remediation uses a secure, web-based application with role-based authentication and multi-factor authentication (MFA) – now required for most cyber insurance plans.
- ✓ One-click disaster recovery with pre-configured automatic Runbooks for virtualized devices in Virtual Office significantly accelerates business continuity without human intervention.
- ✓ Full-office disaster recovery testing optimizes DR planning and proves cybersecurity readiness through in-depth reporting for insurance carriers, compliance agencies, and clients.

## AirGap: Immutable Data for Reliable Recovery

No discussion of recovery methods with x360Recover would be complete without first looking at the peace of mind Axcient partners have because of always-on **AirGap** data protection. Axcient AirGap separates backup data deletion requests from actual backup mechanics. It saves and protects a snapshot of your data so it can be restored as your last line of defense when there's a cyberattack on backup files, malicious deletion, or human error.

### AirGap

from Axcient

- ✓ "Honeypots" give bad actors the illusion they've accomplished their malicious goal – so they stop pursuing corruption – but, in reality, the data is stored on isolated tiers of storage.
- ✓ Human factor controls limit the number of authorized individuals who can create a deletion request within Axcient from authorized individuals who can actually fulfill deletion requests.
- ✓ Time gaps between when deletion requests are created, verified, and executed give partners time to see and stop any malicious activity. The amount of time between processes varies so patterns cannot be recognized and replicated.

AirGap is **enabled by default** as part of the x360 solutions and enables Axcient partners to deliver on immutable data storage promises, and always be recovery ready.

## Now, Let's Look at Recovery Options x360Recover

### Additional things to consider and resources to review before getting started:

- Perform basic recoveries and virtualize from the **x360Recover Manager**, formerly known as the RMC.
- If using appliances for BDR services, use x360Recover Manager to directly log in to an appliance and recover from a Protected Systems Details page.
- If an appliance is unavailable or you use Direct-to-Cloud (D2C) services, use x360Recover Manager to log in to your private vault or the Axcient Cloud vault to recover from a Protected Systems detail Page.

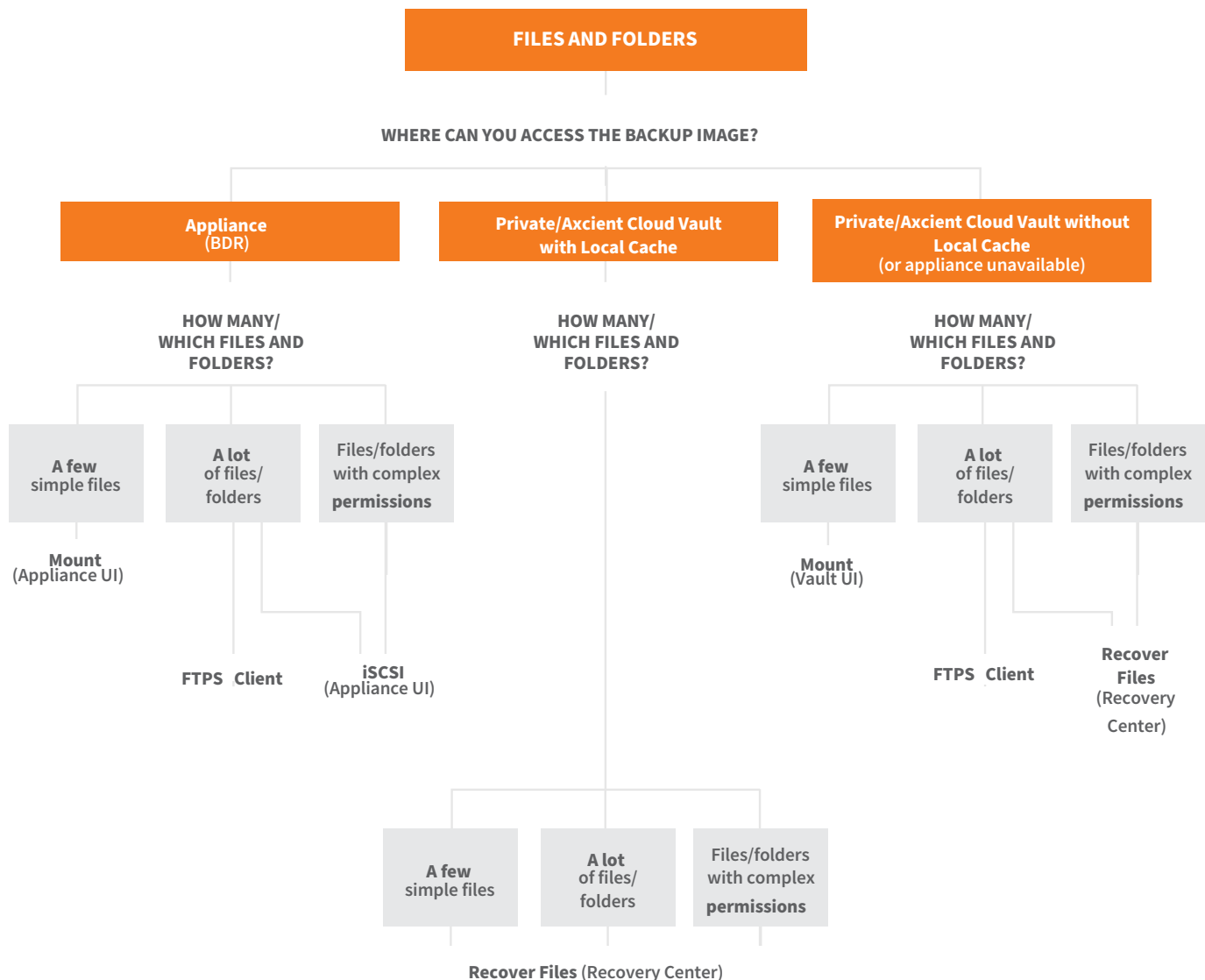
- The **Recovery Center** has a variety of recovery options and can utilize a local cache repository for rapid recoveries. Download Recovery Center [here](#).
- The x360Recover Bare Metal Restore Utility provides additional options. Download the x360Recover Bare Metal Restore Utility ISO [here](#).
- Use our **Real Time Objective (RTO) calculator** for x360Recover Direct-to-Cloud to calculate the relative time for a data restore download: [info.axcient.com/rto-calculator](https://info.axcient.com/rto-calculator)

**Need a map?** Review these two maps to decide what you are recovering: (You'll review methods below)

## MAP 1

### Recovering Files and Folders

Only a few files? Or many folders with complex permissions? Your choices include restoring from an appliance, a private cloud vault or an Axcient vault. **Options to recover files and folders:**

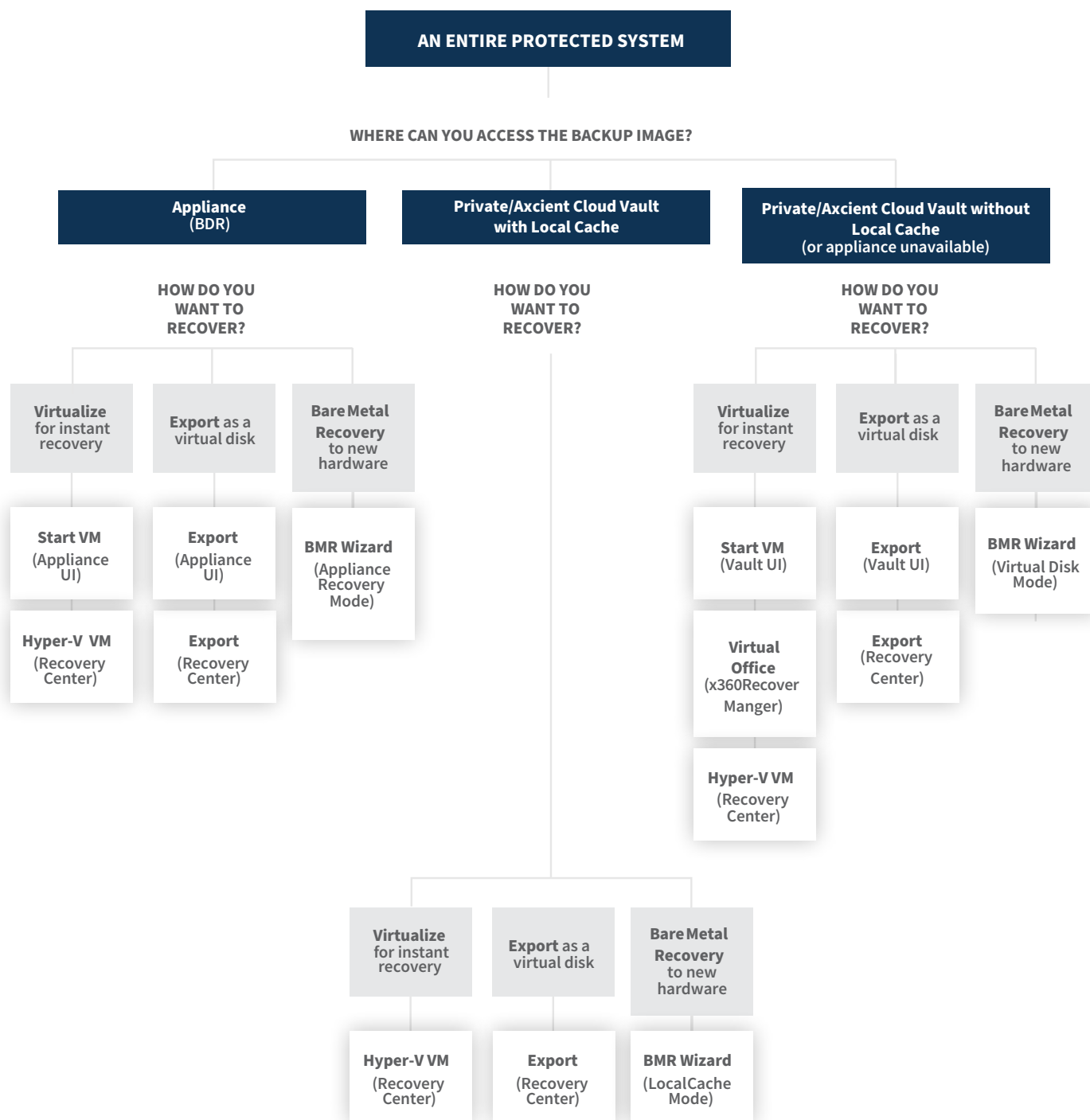


Visit the KB to see the map to recover files and folders: [https://training.securewebportal.net/x360/x360Recover/Recovery\\_Playbook/Files\\_and\\_folders.pdf](https://training.securewebportal.net/x360/x360Recover/Recovery_Playbook/Files_and_folders.pdf)

## MAP 2

### Recovering an Entire Protected System

When deciding where and how to recover an entire system: you can export as a virtual disk, recover to bare metal or virtualize for instant recovery. **Options to recover an entire protected system:**



Visit the KB to see the map to recover entire protected systems: [https://training.securewebportal.net/x360/x360Recover/Recovery\\_Playbook/Entire\\_Protected\\_System.pdf](https://training.securewebportal.net/x360/x360Recover/Recovery_Playbook/Entire_Protected_System.pdf)

## Review recovery methods

### Recovery method/option

	WHEN TO USE?	HOW TO ACCESS	DOCUMENTATION
<b>Direct-to-Cloud (D2C) Local Cache</b>	When you need fast recovery without an appliance, a local cache acts as a “big bucket of block data”, avoiding downloads from the internet	From <b>Recovery Center</b> attached to the local cache	Local cache for Direct-to-Cloud (D2C)
<b>BDR</b>	When you need instant virtualization of a protected system from image-based backups located on a local BDR appliance	Virtualize the protected system on the local backup appliance	Appliance-specific recoveries

### File and folder recovery

	WHEN TO USE?	HOW TO ACCESS	DOCUMENTATION
<b>Click to view a map of options to recover files and folders</b>	Choose a method based on services in use, number of files/folders to recover and whether to preserve permissions		Types of file and folder recovery
<b>Mount a snapshot and browse the file system</b>	Best for quick restore of a few files/folders	From an appliance	Mount a snapshot
<b>Browse and transfer files with an FTP client</b>	When restoring large groups of files/folders	From an appliance From a private vault	Use FTPS
<b>Launch an iSCSI initiator application</b>	Best for restoring large files/folders or searching for missing files	From an appliance From a private vault	Start iSCSI
<b>Manual partition</b>	When performing a manual, partition-by-partition recovery for BDR (not Direct-to-Cloud)	x360Recovery Toolkit (using iSCSI)	Manual partition Only for BDR: NOT for D2C

### Bare metal recovery

	WHEN TO USE?	HOW TO ACCESS	DOCUMENTATION
<b>Click to view a map of options when recovering an entire system</b>	When you are recovering an entire protected system image to a new device, either physical or virtual	From local cache or a Virtual Disk Image export	Bare Metal Restore Guide
<b>BMR from an appliance</b>	To recover a protected system from a local appliance	From an appliance	How-to: From an appliance
<b>BMR from a vault with local cache</b>	When a Direct-to-Cloud (D2C) endpoint has a local cache, and you wish to recover directly from that local cache	From a private vault, located locally on the LAN (because you'll need direct iSCSI connections)	How-to: From a vault with local cache
<b>BMR from a vault without local cache</b>	When recovering from a vault without Direct-to-Cloud local cache enabled	From your vault without local cache if (a) an appliance-based endpoint or (b) a D2C endpoint	How-to: From a vault without local cache

<b>BMR from a virtual disk image</b>	When no local cache is configured for a D2C system, or when you may have already exported your protected system to a virtual disk image	From a virtual disk image	<b>How-to:</b> From a virtual disk image
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Virtualization

	WHEN TO USE?	HOW TO ACCESS	DOCUMENTATION
<b>Virtual Office (VO)</b> Click to view a map of options when recovering an entire system	Local failover VM used during a disaster to temporarily replace production devices with a VM running in Axcient’s cloud	x360Recover Manager	Virtual Office – Get started
<b>Smart Recovery feature</b>	Useful when source partition tables and volume topology must be exactly replicated	From an appliance From a private vault	Smart Recovery
<b>Hyper-V VM</b>	Export virtual disks and create a Hyper-V VM on the locally installed Hyper-V host	Recovery Center	How to perform a Hyper-V recovery
<b>VMware recovery</b>	Use the NFS Export feature on an appliance or vault as a temporary data-store	Launch as a VM from an appliance or VMware	How to perform a VMware recovery
<b>Virtual machine (VM)</b>	Launch a VM to temporarily start a server or workstation while rebuilding or replacing hardware	From an appliance From a private vault Recovery Center x360Recover Manager	Virtual machines

Export disks

	WHEN TO USE?	HOW TO ACCESS	DOCUMENTATION
<b>Export snapshot</b> Click to view a map of options when recovering an entire system	Choose from a variety of formats to export a virtual disk image, then download the disk with an internet connection	From an appliance From a private vault From Axcient Cloud vault Recovery Center	Virtual disk export using x360Recover D2C and Recovery Center
<b>Download exported virtual disks from the cloud</b>	When you need to download an exported disk from an Axcient hosted vault	From an Axcient Cloud vault and the LFTP local client linked in the KB	Segmented download using LFTP for Windows
<b>NFS export</b>	Export a virtual disk image, then share the disk on the network	From an appliance From a private vault From Axcient Cloud Vault	Export a protected system disk with the NFS exports tool
<b>Request a disk shipment/USB</b>	Request a disk if a snapshot is too large to export/download	Use x360Portal to submit an Axcient Support ticket	How to request a copy of your hosted data
<b>Instant Cloud Recovery with Scale-Out Cloud</b>	Perform a near-instant export and recovery without needing to convert to VHDX or VMDK first	Use x360Portal to submit an Axcient Support ticket	Scale-Out Cloud with instant cloud recovery

## Flexible BCDR at a Fixed Rate

With deployment and recovery flexibility and built-in features for data testing and immutability, x360Recover solves for common MSP use cases with a single solution and vendor. Plus there are no surprise billing or overage fees; Axcient business continuity and disaster recovery (BCDR) is priced at a flat fee with pooled storage.

Axcient's flat fee per endpoint or server provides ample storage per our [Fair Use Policy](#) for nearly all SMB types and sizes, and MSPs can ensure their clients are getting the best solution available to keep their data protected no matter what. MSPs can cultivate and build on a trustworthy relationship with clients without uncomfortable and reoccurring conversations about storage overages and surprise fees. Built-in protections like data pooling, automated security, and predictable costs add value for clients, reinforcing trust between MSPs and SMBs.

x360Recover with an appliance and x360Recover Direct-to-Cloud are built on Axcient's [Chain-Free technology](#) to provide ample data storage and secure long-term retention to give MSPs consolidated efficiency for business growth. Axcient goes above and beyond legacy technology to solve for long-term retention and data bloat while delivering on the economic promise of the cloud. We make cloud storage affordable and attractive for all SMBs, regardless of size, and offer value for any budget with our [commitment to turnkey BDR appliances](#).

**See what your MSP can do with BCDR powered by Axcient:  
Start Your Free 14-Day Trial Now!**

### Additional resources:

- [Recovery Time Objective \(RTO\) calculator](#)
- [x360Recover recovery best practices for technically challenging recoveries](#)
- [Essential User Guide](#)
- [x360Recover Data Sheet](#)
- [AutoVerify Data Sheet](#)
- [Virtual Office Data Sheet](#)
- [AirGap Data Sheet](#)
- [Appliance vs Direct to Cloud Deployment Guide](#)
- [Flat Fee Pricing with Pooled Storage Explained](#)

## Need More Assistance?

Contact Axcient Support: (720) 204-4500 | (800) 352-0248 | <https://partner.axcient.com/login>

#### ABOUT AXCIENT:

Axcient is an award-winning leader in business continuity and disaster recovery for Managed Service Providers (MSPs). Axcient x360 provides one platform for MSPs to Protect Everything™, and includes BCDR, Microsoft 365 and Google Workspace backup, and secure sync and share. Trusted by more than 5,400 MSP partners worldwide, Axcient protects business data and continuity in the event of security breaches, human error, and natural disasters.

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