Convert Unitrends Virtual Backup (UVB) to Unitrends Backup (UB) Frequently Asked Questions
In February of 2015, Unitrends announced a plan to unify its software portfolio into a single product. As a result, Unitrends Virtual Backup (UVB) customers were given the opportunity to migrate to Unitrends Backup (UB) as part of their existing UVB maintenance contracts. This FAQ for Unitrends customers contains detailed information on the next step of the Unitrends Virtual Backup lifecycle plan and how to prepare for the next move within the Unitrends portfolio of continuity solutions.

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Frequently Asked Questions (FAQs)

Converting Your Licenses to Unitrends Backup

1. What are my conversion options from Unitrends Virtual Backup?
   Unitrends Virtual Backup socket licenses can be converted to Unitrends Backup, formerly known as Unitrends Enterprise Backup, socket licenses using the EZPASS program. This conversion allows UVB—as well as UCRS and Recovery Management Suite—customers to replace their existing product with Unitrends Backup. The program includes free conversion options that are typically more cost-effective than your current UVB renewal, while offering more functionality. There are also highly discounted options that allow you to convert to premium editions of Unitrends Backup. For more information on functionality, see the Unitrends Enterprise Editions and Pricing information. Additionally, there is a detailed UB FAQ that describes how licensing works.

2. What is the benefit of converting my product to Unitrends Backup?
   Unitrends Backup is the core engine of all Unitrends backup and cloud solutions. New features are being added at a rapid pace, and it protects more and scales-up far higher than Unitrends Virtual Backup (hundreds of TBs vs. a maximum of 10TB per virtual appliance). The EZPASS program materials offer more information about improving your continuity strategy, protecting more with a single product, and simplifying your backup deployment through a scale-up architecture.

3. When should I convert my licenses?
   Now is a great time. There is no penalty to convert right away and then plan your product conversion according to your infrastructure needs and timelines.

4. When MUST I convert my licenses?
   You can convert your licenses to Unitrends Backup as long as your Unitrends Virtual Backup support contract is active.

5. If I convert my UVB licenses to UB, what product do I renew when the support term expires?
   If you convert your licenses to UB, then subsequent renewals are executed with the appropriate UB product codes and prices.
The Migration Process

6. How much time can I take to migrate my Unitrends Virtual Backup deployment to Unitrends Backup?
   Even after converting your licenses to UB, we understand it takes planning to switch products. Your UVB deployment will remain supported throughout the support expiration date on your newly converted UB licenses OR the UVB EOL date, whichever is first.

7. What if I decide to go back to using UVB after I convert to UB?
   As previously noted, your UVB deployment remains supported through the transition process. So even if you hit a snag with your conversion and need to stop using UB momentarily, you may continue to use UVB where it was originally licensed.

8. Is it an in-place upgrade from Unitrends Virtual Backup to Unitrends Backup?
   Unitrends Backup is a different product with a different backup format. An in-place upgrade is not available and UB cannot manage or recover your UVB backups. The new backup format with Unitrends Backup provides significantly faster inline dedupe capabilities due to in-memory hashing, as well as the ability to scale to hundreds of terabytes in a single instance. It also supports hypervisor, file, and application data protection.

9. Are there best practices and services available to help me with deploying Unitrends Backup?
   Yes. There are several materials available to help you understand how best to implement UB. Here are a few key resources:
   - [UB Deployment Best Practices](#) (a must read)
   - [Unitrends Backup Community](#): Ask specific questions to help us tailor advice for your environment
   - [UB Deployment and Administrative Guides](#)
   - [Interoperability and Compatibility Matrix](#)

   You can also speak with a partner or sales representative about paid professional services to assist with designing and implementing your solution to best practices.

10. What key feature differences should I look out for in my deployment?
    There are a few key differences in functionality and architecture that are worth noting.
    - How many UB virtual appliances do you need?
      *It is easy to think it is a one for one switch of Unitrends Virtual Backup VBAs and Unitrends Backup virtual appliances. This is usually not the case. Unitrends Backup supports not only hot-add, but also network access to VMware and Hyper-V virtual machines*, even if the UB virtual appliance cannot directly access the VM storage. Additionally, a UB virtual appliance can protect multiple hypervisors in a single deployment, can run on bare metal Linux and can scale to hundreds of terabytes in a single instance. Please consult the [UB Deployment Best Practices](#) to see if you can simplify your deployment by only having one or two UB virtual appliances in comparison to potentially many UVB engine VBAs.

    *Citrix deployments must use hot-add in a similar fashion to UVB.

    - How does disaster recovery work with UB?
      UB is designed to perform hot backup copies in a WAN optimized, secure fashion. You can send those copies to the [Unitrends Cloud](#) (cloud storage, long-term retention, DRaaS and recovery assurance). You can also send them to another UB (requires at least Standard edition). Cold backup copies – ones that do not utilize UB at the target site – can be stored on tape*, NAS/SAN, or even Amazon S3, Google Cloud Storage, or Rackspace Cloud Files.

      UB does not include a VM replication feature similar to UVB. Instead, for VMware and Hyper-V, it is recommended to use hot backup copies and then instant recovery for fast RTOs. Enterprise Plus edition includes full automation of testing and failover for your Unitrends Backups. In fact, that recovery testing is very
useful for local backups, as well.

*Must deploy on bare metal RHEL or CentOS.

- How does disaster recovery work with Citrix XenServer and UB?
  
  UB for XenServer does not support instant recovery or VM replicas. Therefore, disaster recovery processes require a full VM restore if you use hypervisor-level (agentless) backups. Unitrends does have an instant recovery capability for Windows that allows you to keep a cold standby VM of your Windows machine on a VMware or Hyper-V host, fully equipped with automated recovery testing and failover (requires Enterprise Plus edition). Citrix XenServer users can leverage this approach for their own private cloud DR. Alternatively, if you do not have a DR location, you can use the Unitrends Cloud DR Service.

- What backup storage should I use?
  
  UB has similar storage best practices as UVB. If you are using attached virtual disk storage, this is still the best practice considering UB does global, inline deduplication. It is highly recommended. If you are using network protocols, such as NFS, CIFS, or iSCSI, these are supported. Please consult the best practices and our network storage vendor and configuration KBs, especially if your storage is a deduplication device, such as ExaGrid or Data Domain.

Interested in upgrading from UVB? Contact us.