

UNITRENDS DISASTER RECOVERY AS A SERVICE (DRaaS) FREQUENTLY ASKED QUESTIONS

Unitrends Disaster Recovery as a Service (DRaaS) delivers rapid spin-up of your critical systems and applications in the Unitrends cloud, at a cost significantly lower than building and managing your own off-site DR. Working in tandem with Recovery Series or Unitrends Backup appliances, Unitrends DRaaS provides business continuity and disaster recovery (BC/DR) in the secure Unitrends Cloud.



About Unitrends DRaaS

1. What is Disaster Recovery as a Service (DRaaS) and how is it different from cloud recovery?

Cloud recovery is a broad term for recovering from a server failure by spinning up a copy of that server in the cloud, regardless of the amount of time or professional services expertise required. It can refer to anything from simply spinning up a single server or virtual machine (VM) in a few minutes, to spinning up and operating an entire environment in a cloud—a complex process that can take hours or days.

In contrast, Unitrends Disaster Recovery as a Service (DRaaS) is a complete “white glove” managed service in which our cloud backup and recovery experts handle custom implementation, testing, and recovery of servers and data using the Unitrends Cloud. When you declare a disaster or test event, our experts spin-up your designated servers/VMs in the Unitrends Cloud and deliver a complete, fully operational recovery, based on a pre-planned and tested catalogue of servers/VMs and your predefined recovery time and recovery point objectives (RTO/RPO). For Elite and Premium service levels, actual recovery time and recovery points are automatically tested monthly and issues that may impede recoverability are automatically identified and corrected. Fast single machine recovery and partial environment spin-up is also available in the Unitrends Cloud. Our white glove service and support team is available 24/7/365 to assist with any size recovery. You can also use the Unitrends user interface to recover files from the cloud if you prefer self-service.

2. How fast will my protected systems be recovered in the Unitrends Cloud in the event of a disaster?

Unitrends uses the fastest recovery available for your environment and DRaaS service level, with speeds as fast as complete failover in one hour. Recovery times for Elite and Premium customers are validated ahead of time via DR testing and contractually guaranteed through a service level agreement (SLA). Premium DRaaS guarantees a 1-hour Recovery Time Objective (RTO), and Elite DRaaS guarantees a 24-hour RTO. These guaranteed RTOs are accomplished through Unitrends’ upfront

planning, automation, and regular Recovery Assurance testing.

Recovery times for Unlimited or Standard DRaaS will vary based on your environment, but your DRaaS service will include a manual test that demonstrates recoverability and RTOs, so you'll know what to expect in the event of disaster.

You can mix and match DRaaS service levels on different servers/VMs in your environment to achieve the best level of DR for your recovery objectives and budget.

3. How does Unitrends DRaaS work?

First, deploy a Unitrends backup appliance (Recovery Series or Unitrends Backup) for data protection at your primary site. Then, choose the critical servers or virtual machines you want to mirror in the Unitrends Cloud and be available for rapid spin-up in the event of disaster. These protected systems may be Windows physical servers, VMware VMs, or Hyper-V VMs. Then, Unitrends Support will help you enroll these servers/VMs in DRaaS and complete DR testing.

4. What are the purchasing options for Unitrends DRaaS?

Unitrends DRaaS is an add-on DR subscription service available to customers with a Unitrends backup appliance (Recovery Series or Unitrends Backup) and a Unitrends Forever Cloud or No Limits Cloud account. There are four options on an annual contract, and services can be combined:

- **Unlimited DRaaS** delivers spin-up and full failover at a low cost for an unlimited number of servers/VMs, based on the protected capacity of your Forever Cloud account.
- **Standard DRaaS** is configured per server/VM and delivers full failover for your selected servers/VMs at a low cost. Requires a Forever Cloud or No Limits Cloud account.
- **Elite DRaaS** has a 24-hour or less SLA with Recovery Assurance delivering testing and automated reporting. Elite DRaaS, configured per server/VM can be added to Unlimited and Premium DRaaS to customize coverage. Requires a Forever Cloud or No Limits Cloud Account.
- **Premium DRaaS** is configured per server/VM and delivers a fast 1-hour spin-up SLA, and Recovery Assurance that delivers testing and automated reports that prove recoverability. Premium DRaaS can be added to Unlimited or Elite DRaaS to add extremely fast

disaster recovery for your most critical servers/VMs. Requires a Forever Cloud or No Limits Cloud account.

5. How are Elite and Premium DRaaS systems configured?

Both Elite and Premium DRaaS are licensed per protected server/VM. Elite and Premium DRaaS systems get spun-up in the Unitrends Cloud with at least 2 cores and 4GB of RAM by default. If you need more compute, please contact Unitrends Support to adjust the compute requirement.

Security and Compliance

6. Is the Unitrends Cloud hosted in a secure, certified data center? What regulatory and compliance requirements are met by the Unitrends DRaaS data centers?

Unitrends Cloud data centers are secure and meet or help customers meet many compliance requirements. Read the [Unitrends Cloud FAQ: Safety, Security, & Compliance](#) for details.

7. How is the firewall configured?

Customers will receive a virtual firewall with industry standard stateful inspection enabled. Custom firewall settings including VPN tunnels can be applied and configured, at the time of a DR failover.

System Requirements

8. What operating systems are supported?

Unitrends Cloud and DRaaS spin-up of protected systems as VMware and Hyper-V virtual machines. Specifics of supported systems:

- VMware 6, 6.5, and [guest operating systems supported by VMware](#).
- Hyper-V 2012 R2, 2016, and [guest operating systems supported by Hyper-V](#).
- Unitrends DRaaS with physical Windows systems must meet the requirements of [Windows Instant Recovery as noted within the Unitrends Administrators Guide](#).

DR Planning and White Glove Service

9. What documentation will Unitrends provide to the customer as part of the onboarding process?

As part of the onboarding process and initial disaster recovery testing, Unitrends will prepare a DRaaS Prep Kit specific to each customer that contains information

referencing the protected servers and the DR environment on the Unitrends Cloud.

10. How will the DR plan be written and communicated?

Unitrends will provide the DRaaS Prep Kit to the customer to prepare their Business Continuity and Disaster Recovery (BC/DR) Plan). The customer is fully and solely responsible for their BC/DR plan and the use of the Unitrends services as defined by Unitrends Cloud and Disaster Recovery Services. The customer will write, maintain and, when necessary, execute a BC/DR Plan that is specific to their company and business.

11. What are my responsibilities as a DRaaS customer?

Customers who have purchased DRaaS must abide by all responsibilities set forth in the [Unitrends Cloud Terms and Conditions Agreement](#). In addition, customer will facilitate the onboarding process for DRaaS by providing Unitrends with the information including:

- A list of identified protected servers/VMs (i.e., hostname and IP address) whose data are to be replicated to the Unitrends Cloud;
- The respective boot order of the protected servers/VMs on the Unitrends Cloud in the event of a disaster;
- Names and contact information for individuals who are authorized to contact Unitrends to declare disaster events.
- For additional details, see the [DRaaS Service Schedule](#).

12. What is considered a declaration event?

A declaration event is anytime the customer initiates the full (or partial) spin up of a customer's DRaaS entitlement in the Unitrends Cloud based on the level of service purchased. Declaration events can be used for true disaster recovery, as well as manual disaster recovery tests. All DRaaS service levels include one FREE manual testing event per 12-month contract period, beginning with the contract start date. For environments needing frequent testing, Elite or Premium DRaaS which include automated testing is recommended. Spin-up in the cloud after a declaration event, whether for testing or true DR failover, will consume the allotted 30-days of run time entitlement in the Unitrends Cloud. Additional run time is available for purchase.

13. How does the customer declare a DR event?

The customer simply calls Unitrends Support; more detailed information is communicated during customer onboarding and is included in the BC/DR plan. Upon such declaration of disaster or manual testing, Unitrends will establish the customer's DR environment on Unitrends Cloud and provide the customer secured network access to the identified protected servers running on the Unitrends Cloud as VMs or virtualized computer systems.

14. Who is responsible for providing network access?

The customer is responsible for providing adequate public network access for any temporary sites or remote users for the use of accessing protected servers/VMs running on the Unitrends Cloud during a DR event or DR testing. Monitoring and network specific settings are determined by the customer and not part of the customer's SLA with Unitrends.

15. How will access to the DR environment be managed, and how long can servers/VMs be run in the cloud?

Customers will be allowed to access the DR environment, which is in a secured and isolated portion of the Unitrends Cloud that maintains the customer's protected servers, for a maximum of 30 days within a 12-month contract period. This access can be either during a DR event or as part of DR testing. After the 30-day period per 12 months is completed, customers who need additional time may continue to run VMs in the Unitrends Cloud at a cost of \$30 per day per VM. Access via a public IP is available for a small charge.

16. How will DR testing be scheduled and managed?

Manual DR testing can be scheduled with Unitrends. Automatic testing services via Recovery Assurance are included for both Elite and Premium DRaaS VMs.

- **For automatic testing for Elite and Premium DRaaS:** Unitrends provides the customer with monthly compliance reports for Elite and weekly reports for Premium, which include Recovery Time Actuals (RTA), guaranteed to be within the appropriate RTOs. Both Elite and Premium DRaaS include this automatic testing, including boot tests, and compliance reports at no additional charge. These are features of our Recovery Assurance platform and do not use time from the 30-day maximum access allowed per 12-month period.

- **For manual testing:**

The customer will contact Unitrends to schedule periodic testing. The date for such testing will be mutually agreed to by both parties. The DR testing provides the means for the customer to validate their BC/DR Plan and to determine i) if there are any gaps or omissions resulting in changes or updates to the BC/DR plan; and ii) if the Unitrends DRaaS meets their Recovery Time Objective (RTO) requirements. The duration of all scheduled DR Testing must be within the 30-day maximum allowed per 12-month contract period as indicated in the [DRaaS Service Schedule and Agreement](#). After the 30-day period per 12 months is completed, customers who need additional time may continue to run VMs in the Unitrends Cloud at a cost of \$30 per day per VM.

17. How are change requests handled?

To make a change request, such as what servers/VMs are protected in the DRaaS cloud, contact Unitrends Support.

In the Event of Disaster

18. How is failover managed?

The customer is responsible for managing the re-routing of network data traffic and end-user access to the customer's computer systems from their production site to their DR Environment on the Unitrends Cloud. Unitrends will provide the customer with access to protected servers running in the Unitrends Cloud via SSL Client virtual private network (VPN). The customer is responsible for managing any external public IP addresses and updating any DNS settings required for re-routing of data traffic.

19. How is failback managed?

Once a DR event is declared and the protected servers/VMs are live in DRaaS cloud for the customer to use for business continuity, Unitrends will perform periodic backups of those servers/VMs. When the customer is ready to failback to their production site, Unitrends will ship the current data set to the customer on physical media or an appliance. In the meantime, customers may also use their existing Unitrends backup appliance to selectively download additional backup copies that are not live in DRaaS at that time.

The customer is responsible for managing the re-routing of

network data traffic and end-user access to the customer's computer systems running as VMs on the Unitrends Cloud to their new or re-built production site.

Customers using Unitrends Enterprise Plus on-premises can use Recovery Assurance to automate failover and speed up the process of rebuilding their primary site.

20. How does the VPN work for customers to access the Unitrends Cloud? Is the VPN set up set before or after the declared disaster?

Unitrends will provide a connection via an SSL VPN appliance. Customer user accounts (logins and passwords) will be set up and tested during the on-boarding process.

21. Does the VPN connect to individual VMs, or a grouped environment?

Customer IT administrators will authenticate via a web URL (provided to the customer during the on-boarding process). Once authenticated, the IT administrator can SSH or RDP to all VMs in the DR environment. Administrators will use the same private IPs or hostnames as their production environment.

22. Does the customer have access only to individual VMs, or can he manage them at the hypervisor level?

Customers do not have access to the Unitrends Cloud at the hypervisor level (i.e. VMWare vCenter). During a disaster and spin-up in DRaaS, customers access their servers/VMs through remote access, protected by a VPN. It's recommended that remote access be enabled on the protected servers/VMs locally at the customer site *prior* to replication to the cloud to ensure availability and access.

23. Can customers access applications via a public IP?

Yes, for a small charge a public IP can be provisioned and the customer can set up a DNS change to re-route traffic to the DRaaS Cloud during a DR event.

Contract Terms and Service Schedule

24. What are the terms and charges for canceling or terminating a Unitrends DRaaS contract?

To terminate a Unitrends DRaaS contract, provide a written notice to Unitrends 30 days in advance of the desired cancellation date. Customers on a monthly payment schedule will be charged an early termination fee equal to all unpaid monthly subscription fees remaining for the term

of the contract. However, if the customer's contract terms ends in 30 days from the receipt of the written notice, no early termination fees will apply. Customers with annual payment schedules do not incur any early termination fees but will not be given a refund for any unused portion of the contract term.

25. What happens to my data if I terminate my subscription?

If you terminate or fail to renew your subscription, your data will be deleted from the Unitrends Cloud. See the [Unitrends Cloud Services Terms and Conditions](#) for more information.

26. If I bought Unitrends Backup Enterprise Plus Edition or ReliableDR (legacy) for my on-premises site, do I automatically get the ReliableDR add-on for my DRaaS VMs?

No. Recovery Assurance for DRaaS is configured as part of both Elite and Premium DRaaS and is not related to on-premises configurations or purchases.

27. Where can I find the service schedules for Unitrends DRaaS?

Visit this link: [DRaaS Service Schedule and Agreement](#), or the [Legal Notices](#) section on our web site.

Getting Started

28. How do I get started? Does Unitrends allow potential customers to evaluate DRaaS?

Yes, evaluation periods can be made available. Please contact your Unitrends Partner or Sales Representative for details.

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Unitrends increases uptime, productivity, and confidence in a world in which IT professionals must do more with less. Unitrends leverages high-availability hardware and software engineering, cloud economics, enterprise power with consumer-grade design, and customer-obsessed support to natively provide all-in-one enterprise backup and continuity. The result is a single source of support across a set of offerings that enable customers to focus on their business rather than backup. Learn more by visiting unitrends.com or follow us on LinkedIn and Twitter @Unitrends