

# Arcserve® UDP Cloud Hybrid Secured by Sophos

## Frequently Asked Questions

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## General

### Q What is UDP Cloud Hybrid Secured by Sophos?

Arcserve UDP Cloud Hybrid Secured by Sophos is a fully-managed service extension to Arcserve's award-winning Unified Data Protection (UDP) software and appliances. Arcserve UDP Cloud Hybrid Secured by Sophos enables IT professionals to create a cohesive data security, protection, and retention strategy with cloud-based backup and disaster recovery to public and private clouds, and deep learning endpoint protection to protect backups from cyberattacks.

### Q What are key benefits of choosing UDP Cloud Hybrid Secured by Sophos?

1. Easily implement cost-efficient offsite cloud backup as an alternative to local disks or tapes
2. Gain peace of mind that critical data and workloads are protected offsite and available so you can continue operations during or after unplanned on-premises outages
3. Effectively neutralize malware, exploits, and ransomware with fully-integrated Sophos Intercept X Advanced, award-winning endpoint protection with artificial intelligence
4. Quickly deliver secure offsite backup without up-front investment and maintenance of secondary site, infrastructure and personnel
5. Restore files, folders and workloads easily when necessary
6. Failover and Failback with remote virtual standby for critical servers via available disaster recovery option

### Q What are key features of UDP Cloud Hybrid Secured by Sophos?

Arcserve UDP Cloud Hybrid Secured by Sophos allows businesses to obtain:

- **Comprehensive Cloud-Based Protection and DRaaS**
  - Gain peace of mind with SSAE16-certified data centers and comprehensive 256-bit AES encryption of data at the source, in-flight, and in the cloud
  - Keep operations running with remote virtual standby for emergency application failover and failback to the cloud, and manual triggered failover to remote resources
  - Confirm RTOs, RPOs, and SLAs with fully-automated DR testing and application-level recovery, and RPO and SLA validation
- **Proven Ransomware Prevention**
  - Secure cloud backups from cyberattacks with integrated Sophos Intercept X Advanced – proven endpoint protection with signature-less deep learning that detects both known and unknown malware
  - Prevent major hacking techniques, including credential harvesting, lateral movement and privilege escalation with exploit prevention
  - Stop ransomware attacks on backup data with CryptoGuard and master boot record attacks with WipeGuard



- **Powered by Battle-Tested Arcserve UDP Software**

- Support cloud, physical, and virtual machines running Windows and Linux-based applications, Office 365, vSphere and Hyper-V, and Nutanix AHV hypervisors in the cloud
- Quickly adapt to changing business requirements such as telecommuting with heterogeneous protection for workloads on-premises or private and public clouds including Amazon AWS and Microsoft Azure
- Reduce budget stress with simple, cost-effective subscription-based licensing

- **Q How does Sophos secure UDP Cloud Hybrid?**

To protect data and system backups in the cloud from ransomware and other attacks, UDP Cloud Hybrid comes preconfigured with Sophos Intercept X Advanced, advanced endpoint protection that combines a signature-based and signatureless malware detection, deep learning neural network, anti-exploit technology, CryptoGuard anti-ransomware and WipeGuard technologies, and more to stop the widest range of endpoint threats.

- **Q Where do I find more information about UDP Cloud Hybrid Secured by Sophos?**

Additional information is available on the Avantstar website at <https://www.arcserve.com>.

- **Q I still cannot find an answer to my question. What do I do?**

Feel free to reach out to the Arcserve Partner Representative who will be happy to answer any questions you may have.

## Sales and Availability

- **Q Can I buy UDP Cloud Hybrid Secured by Sophos directly from Arcserve?**

Arcserve sells all its products through a network of global partners. Please contact Arcserve to locate the nearest Arcserve partner, or to see if your preferred IT solution provider partners with Arcserve. You can also locate Arcserve resellers on the [“find a partner” page](#) on the Arcserve website.

- **Q Can I try UDP Cloud Hybrid Secured by Sophos before buying?**

Yes! Arcserve UDP Cloud Hybrid Secured by Sophos is available to all new and existing Arcserve customers, and to prospects who demonstrate significant interest and require validating product functionality before the purchase. Please contact Arcserve Partner Representative for more details.



## Licensing

### Q How is Arcserve UDP Cloud Hybrid Secured by Sophos licensed?

Arcserve UDP Cloud Hybrid Secured by Sophos is sold as annual subscriptions for backup-as-a-Service (BaaS) and, if required, Disaster-Recovery-as-a-Service (DRaaS).

For BaaS, the subscription is based upon the amount of source data to back up to the cloud. The amount of source data is referred to as front-end terabytes (FETB). There are three levels available for the subscription:

- 1 TB – 10 TB
- 11 TB – 100 TB
- 101 TB+

Retention of data is available in three options: 1-year, 3-year, and Unlimited.

Egress is included with a limited of 1x subscription capacity per year. Additional egress is available for purchase.

For DRaaS, the subscription is based upon the amount of compute required to run critical applications and virtual machines from the cloud in the event of a disaster. Compute options available include:

- Up to 32 GB compute
- 36 GB to 64 GB compute
- 68 GB to 128 GB compute
- 132 GB to 196 GB compute
- 200 GB to 256 GB compute
- 260 GB+ compute

### Q What is included in Arcserve UDP Cloud Hybrid Secured by Sophos?

Arcserve UDP Cloud Hybrid Secured by Sophos includes the following:

- Storage space for backups via BaaS. DRaaS compute is available for purchase for disaster recovery requirements.
- UDP licenses for cloud
- Sophos Intercept X Advanced cybersecurity

## Support

### Q When is the phone/email/online support available?

Per the Arcserve Support Policy, 24x7x365 phone support in English is available for Severity-1 incidents. Arcserve also strives to respond the Severity-1 incident ticket by email within one hour of you submitting it online.

You have 24x7x365 access to <https://support.arcserve.com> for online technical support, and access to software product and documentation, downloads, fixes, service packs, patch downloads, user groups, user forums, FAQs, webcast recordings, usage tips, and technical updates.

All other phone and email support are provided during normal business hours.

More details can be found in the [Arcserve Support Policy](#).

### Q How do I get support for non-Arcserve components, including Sophos Intercept X?

Arcserve Customer Service supports all software included with UDP Cloud Hybrid Secured by Sophos, including Sophos Intercept X. When required, the Arcserve team may involve relevant vendors for in-depth expertise and advice – however Arcserve Support will remain the primary support contact throughout the process.

More details can be found in the [Arcserve Support Policy](#).

## Technical Questions



**Q How is front-end terabytes calculated?**

Front-end terabytes (FETB) are simply calculated based upon the amount of source data to back up to the cloud.

**Q Can I rollover unused egress if they have a multi-year subscription?**

No, they cannot rollover unused egress.

**Q What are the retention settings available if I purchased unlimited retention?**

You can configure any retention setting. Best practices would recommend several weekly and monthly retention points (or more if your business or compliance requirements dictate).

**Q Does UDP Cloud Hybrid Secured by Sophos offer Virtual Standby (VSB) and Instant VM (IVM)?**

Yes, UDP Cloud Hybrid offers both virtual standby (VSB) and Instant VM (IVM) capabilities.

**Q Data provisioning to a specific availability region?**

Yes, data is provisioned to a specific availability region during the purchase process. As of April 2020, there are more than 20 availability regions worldwide.

**Q How do we license for SharePoint Online?**

It is based upon the number of users who have access to content in the site.

**Q Can I have a certain number of mailboxes with unlimited retention and the rest annual?**

No. The retention has to be uniform for the subscription. The other option is to use two subscriptions one with extended retention and one with the standard retention.

**Q What virtual machines can I run in the Arcserve Cloud for Disaster Recovery?**

Arcserve UDP Cloud Hybrid provides for nearly limitless flexibility of virtual machine configurations to suit the needs of your environment. Compute is available in different tiers of RAM.

With Virtual Standby, you can achieve maximum application performance, as the VM is always available, being maintained up-to-date with the latest backups. As a result, you can start VMs immediately without waiting for rehydration or recovery to complete.

Any RAM capacity that is purchased is reserved for your use and is always available.

**Q How do I install Arcserve UDP Cloud Hybrid Secured by Sophos?**

As for any cloud service, you don't need to install Arcserve UDP Cloud Hybrid Secured by Sophos. Upon activation of your subscription, you will get:

- Credentials to access your Arcserve UDP Cloud Hybrid console
- Instructions for connecting your existing Arcserve UDP to Arcserve UDP Cloud Hybrid

**Q How quickly is Arcserve UDP Cloud Hybrid Secured provisioned and available for usage?**

Once an order is received, it may take up to five business days for the service to be provisioned and available for usage. However, in most cases, it will be significantly less.

**Q Is storage included with DRaaS?**

Disaster Recovery as a Service (DRaaS) does not include storage space. That is why DRaaS is sold in conjunction with BaaS. You will need to account for the amount of storage space required to run the virtual machines PLUS associated data for the backups.

**Q Will existing UDP Cloud Hybrid customers receive Sophos Intercept X Advanced?**

No, only customers with an active subscription for UDP Cloud Hybrid Secured by Sophos will receive Sophos Intercept X Advanced as part of their subscription.



**Q Why does UDP Cloud Hybrid include Sophos Intercept X Advanced?**

To protect data and system backups from ransomware and other attacks, UDP Cloud Hybrid is pre-configured with Sophos Intercept X Advanced, endpoint protection that combines a signature-based and signatureless malware detection, deep learning neural network, anti-exploit technology, CryptoGuard anti-ransomware and WipeGuard technologies, and more to stop the widest range of endpoint threats.

**Q How does the activation process for Sophos Intercept X Advanced that is preconfigured with UDP Cloud Hybrid work?**

No additional work is required. Since it is preconfigured, it is ready to protect your data and system backups in the cloud.

[Arcserve Customer Support](#) will be happy to assist with any questions.

**Q Would Sophos Intercept X Advanced be kept up to date?**

Yes. Sophos Intercept X Advanced included as part of UDP Cloud Hybrid Secured by Sophos will be automatically updated with the latest malware definitions and other software improvements. Note, you must have a valid UDP Cloud Hybrid subscription to continue receiving Sophos updates.

**Q Can I uninstall Sophos Intercept X and install another security solution?**

Since UDP Cloud Hybrid Secured by Sophos is a fully managed service, Sophos Intercept X cannot be uninstalled. With Sophos Intercept X Advanced, you will receive Sophos Intercept X Advanced updates and upgrades at no cost, as long as the UDP Cloud Hybrid subscription is active. In addition, Arcserve Customer Service is the single point of contact for any support inquiries, including Sophos Intercept X Advanced.

## 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.

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