

# Arcserve® X Appliance Series Secured by Sophos

## Frequently Asked Questions

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## General

### Q What is the Arcserve X Appliance Series?

Arcserve® X Appliance Series deliver an all-in-one data and ransomware protection strategy with multi-petabyte scalability with a complete means to neutralize ransomware attacks, restore large amounts of data and perform effective disaster recovery (DR).

Powered by award-winning Arcserve Unified Data Protection (UDP) and Sophos Intercept X cybersecurity, Arcserve X Appliance Series uniquely combine deep learning endpoint protection with scalable onsite and offsite business continuity for a multi-layered approach that delivers complete IT resiliency.

### Q What are key benefits of choosing the X Series?

Arcserve X Appliance Series allows you to:

1. Eliminate discrete data protection and security strategies while putting data growth worries to rest with up to 3PBs of effective capacity in a single appliance
2. Rely on proven Arcserve Unified Data Protection (UDP) software with instant VM and BMR, local and report virtual standby, application-consistent backup and granular restore, optional high availability, and more
3. Defend large data volumes from ransomware and hacker attacks with fully integrated Sophos Intercept X Advanced cybersecurity
4. Combine your on- and off-site backups and rapidly restore with integrated cloud DR and backup to private and public clouds, including AWS, Azure, Nutanix Objects, and more
5. Spin up dozens of VMs in the event of failures with 56 CPU cores and 1TB RAM, expandable to 2TBs
6. Scale quickly to increase capacity with linear expansion capabilities
7. Slash your storage footprint with hyper-efficient, flash-accelerated deduplication with up to 20:1 ratio
8. Gain peace of mind with on-site support in as little as four hours, and highly redundant hardware including hot-swap power supplies



**Q How are the X Series Appliances best used?**

Mid-market organizations, as well as small and medium enterprise leverage Arcserve Appliances to streamline a wide variety of deployment scenarios:

- Single-site protection for physical or virtual systems, including x86 and non-x86
- Primary site protection combined with copy to the Arcserve Cloud
- Cross-site protection between two sites
- Central appliance site with multiple branch offices
- Hybrid deployment with a combination of on-premises local, remote and cloud systems

**Q What are key features of the X Series Appliances Secured by Sophos?**

The X Series Appliances Secured by Sophos allows you:

- **Prevent Ransomware Attacks on Critical Data Backups**
  - Implement secure backup for large data sets and DR for physical servers and cloud Windows / Linux instances.
  - Back up and recover data from SQL Server, Exchange, File Servers, NAS, SAN, Oracle Database, UNIX, FreeBSD, AIX, HP-UX, Solaris, Oracle Database, SAP HANA and more, protecting it from ransomware.
  - Protect your VMware, Hyper-V, RHEV, KVM, Nutanix AHV, Citrix and Xen VMs with agentless and agent-based backup.
  - Spin up dozens of VMs on the NVMe flash-based appliance with 56 cores on Intel Xeon Gold 6258R CPUs and 1TB of DDR4-3200Mhz RAM, expandable to 2TB.
- **Secure Backups from Any Threat**
  - Keep your data and system backups safe with Sophos Intercept X Advanced for Server, preloaded and shipped with the Arcserve X Appliance Series.
  - Stay protected against any threat, including unknown malware, with a deep learning neural network combined with signature-based protection from common threats.
  - 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.
- **Scale Without Limitations**
  - Enable safe business and IT growth with six configuration options that range from 352TB to more than 1056TB of available disk capacity per appliance.
  - Keep up with data growth by expanding original capacity with in-field, in-appliance Expansion Kits.
  - Seamlessly scale up and out to the cloud with fully integrated hybrid cloud services.
  - Reduce backup storage requirements by up to 95% with built-in NVMe SSD flash drives and hyper-efficient global deduplication.
- **Eliminate Ransomware-induced IT Disruptions**
  - Implement the market's only "set it and forget it," multi-layered anti-ransomware solution, quickly deployable to protect large data volumes.
  - Protect petabytes of data and hundreds of systems with scalable, policy-based backup and DR management.
  - Reclaim up to 50% more time to spend on strategic IT initiatives.
  - Keep business and IT stakeholders informed with SLA reporting that includes recovery time objective (RTO) and recovery time actual (RTA) comparisons.
- **Gain Peace of Mind**
  - Remove the "do it yourself" complexity of orchestrating a cohesive data protection and cyber security strategy with one solution, from one vendor for backup, DR, high availability, security, hardware, and cloud services.
  - Recover large amounts of data and Windows/Linux systems across hardware, cloud, and hypervisors.
  - Experience unparalleled ease of deployment and usability with a simple, wizard-driven setup.



- **Recover from Major Disasters**

- Benefit from cloud economies of scale by storing backups and rapidly spinning up systems off-site with Arcserve UDP Cloud Hybrid Secured by Sophos, or by utilizing integration with private and public clouds, including Amazon® AWS, Microsoft Azure®, Eucalyptus® and Rackspace®.
- Reduce the need for dedicated bandwidth with built-in, WAN-optimized backup replication.
- Send copies of your sensitive data and systems off-site with proven tape drive and tape library integration.

- **Q What models are available in the X Series Appliances?**

There are 5 models in the X Series:

Model	Effective Capacity	Minimum Usable Capacity	Form Factor	CPU	RAM	SSD	NIC
<b>X1000DR</b>	1,056	352	7U	Dual Xeon Gold 6258R 56 cores total	1,024GB DDR4-3200 expandable to 2,048GB	2 x 1.6TB (RAID-1) and 6 x 4TB (RAID-5)	4-port 10 Gbit
<b>X1500DR</b>	1,584	528					
<b>X2000DR</b>	2,112	704					
<b>X2500DR</b>	2,640	880					
<b>X3000DR</b>	3,168	1,056					

Usable capacity depends on capabilities of RAID-ADAPT technology and may exceed the stated minimums. Capacity of any model, except X3000DR, can be linearly expanded with optional Expansion Kits, any number of times.

- **Q Where can I find additional technical specifications of the X Series Appliances?**

Detailed technical specifications for X Series are provided in the [X Series datasheet](#) available on the [Arcserve Website](#).

- **Q What Arcserve software comes with the X Series Appliances?**

The X Series Appliances are shipped with preinstalled Premium Edition Arcserve UDP software and Sophos Intercept X Advanced for Server. Arcserve Continuous Availability add-on is optional. More details about UDP editions can be found in the [Arcserve UDP Licensing Guide](#), available on the Arcserve Website.

- **Q How does Sophos secure X Series Appliances?**

To protect data and system backups from ransomware and other attacks, X Series come preinstalled with Sophos Intercept X Advanced for Server, 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.

The result is the first and only complete, multi-layered solution to entirely neutralize cyberattacks on large amounts of data, which allows you to keep operations running smoothly and meet service level agreements (SLAs) with turnkey backup, disaster recovery, high availability, and cyber-security. Now your organization can complete end-to-end protection delivered by Sophos Intercept X Advanced for Server integrated with Arcserve Appliances – a plug-and-play solution for disaster recovery, backup, and application availability.

- **Q Do the X Series Appliances integrate with Arcserve, public or private clouds?**

Yes, the X Series integrates with the Arcserve Cloud via an optional add-on, Arcserve UDP Cloud Hybrid Secured by Sophos – the offsite backup-as-a-service (BaaS) and Disaster recovery-as-a-service (DRaaS) for complete protection of your IT infrastructures from any disaster. Backups can be staged to the fully managed Arcserve Cloud and virtual machines can be spun up in the cloud.

In addition, UDP software natively integrates with Amazon AWS, Microsoft Azure and other private and public clouds to stage backups and spin up virtual machines/instances.



**Q Where do I find more information about the 9000 Series Appliances?**

More information about 9000 Series is available on the [Arcserve Website](#).

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

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

## X Series and 9000 Series Comparison

**Q How do X Series Appliances differ from 9000 Series Appliances?**

When compared to the 9000 Series, the X Series are:

- Advanced scalability with up to 3,168 TB of effective capacity – 6X from the largest model in the 9000 Series.
- More powerful with 56 CPU cores and default 1,024 GB RAM (1TB RAM), expandable to 2,048 GB (2TB)
- Including linear expansion capabilities – any model except the largest can be expanded to the any larger model any number of times
- Delivered with a new, innovative subscription licensing option, based on protected data amounts

**Q Will 9000 Series be discontinued with the release of X Series?**

No, X series and 9000 series complement each other, providing disaster recovery and data protection for different ranges of data capacities. Both series are available for sale and purchase

**Q Can backups from other series of Arcserve Appliances be migrated to the X Series?**

Yes, backups from any Arcserve Appliances can be migrated to the X Series Appliances. The detailed guidelines for the migration can be found on the Arcserve Website, [www.arcserve.com](http://www.arcserve.com).

## Sales and Availability

**Q When did X Series Appliances become available for sale?**

The X Series Appliances, optional edition and software upgrades, applicable maintenance and add-on cards are available for sale starting January 2021.

**Q In what countries/territories are the X Series Appliances available for purchase?**

The new X Series Appliances are available worldwide.

As with any Arcserve product, X Series Appliances are not available in Cuba, Iran, North Korea, Sudan and Syria, and any other countries designated as embargoed countries by the Bureau of Industry and Security of the Department of Commerce of the United States.

Note that the Arcserve Appliances X Series are not available for purchase in Japan. Please contact an Arcserve or partner representative in Japan for more details.

**Q When did the Expansion Kits become available for sale?**

Arcserve X Series Expansion Kits are available for sales from January 2021.



**Q Can I buy an appliance directly from Arcserve?**

Arcserve is a 100%-channel driven organization, delivering 9000 Series Appliances via an extensive network of global partners. Please contact Arcserve to find 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 an appliance before buying?**

Arcserve is currently considering expanding the existing Try and Buy program to X Series. The program is currently available to all new and existing Arcserve customers of 9000 Series, and to prospects who demonstrate a significant interest in Arcserve Appliances and require validating product functionality before the purchase. Please contact Arcserve or a partner representative for more details.

## Licensing

**Q How are the appliances licensed?**

Arcserve offers two licensing options for X Series to suit your needs and IT budget:

- (Recommended) **Subscription** licensing, based on terabytes of data protected.
  - Subscription includes support, maintenance, free expansion kits with qualifying subscription upgrade, and free refreshed appliance upon renewal to a new 36/60-month term
- (Alternative) **Perpetual** licensing with maintenance
  - Perpetual licensing requires purchase of maintenance. Expansion kits are optional.

**Q What does the recommended subscription license include?**

Subscription licenses for X Series includes complete package to protect licensed amounts of data to the X Series appliances. For the qualifying level of subscription, Arcserve provides X Series appliance hardware, including operating system, preinstalled Sophos Intercept X Advanced for Server, and a preinstalled Premium Edition of Arcserve UDP software (UDP) licensed to the capacity of the protected data. There are no limitations on the number of protected systems, sockets or OS instances, users or any other counters.

The licensed capacity is measured as a sum of protected data on all systems backed up to the appliance, including the ones protected by Arcserve UDP and/or Arcserve Backup.

The subscription license also includes

- Platinum support with as-fast-as 1-hour response for Severity A issues, and as-fast-as 4-hour onsite support for hardware issues
- Free upgrade to the next model with qualifying upgrade of the subscription capacity
- Free hardware refresh upon renewal of the subscription, expiring in less than 6 months, to the new 36/60-month term

An optional Arcserve Continuous Availability add-on require the purchase of a corresponding maintenance subscription for the same duration as the maintenance for the appliance itself.



**Q What are the subscription license tiers, and what models do they include?**

Subscription Minimum (FETB)	Minimum Term (months)	Free Appliance Included	Free Appliance Effective Capacity
352	36/60	X1000DR	1,056 TB
528	36/60	X1500DR	1,584 TB
704	36/60	X2000DR	2,112 TB
880	36/60	X2500DR	2,640 TB
1,056	36/60	X3000DR	3,168 TB

- You can subscribe to any number of FETB exceeding 352TB
- Subscription period is 36 or 60 months generally paid upfront
- During the first 30 or 54 months of subscription, upon upgrade and co-termining of the subscription to the larger tier, you will receive a free expansion kit(s) to upgrade the appliance
- In the last 6 months of subscription, upon renewal to the new 36- or 60-month term, you will get a refreshed appliance. If renewal is for the larger capacity, qualifying for the next capacity tier, both old and new appliance will be upgraded. Note, only the refreshed appliance will be covered by the hardware warranty.
- Only one appliance is provided per subscription – i.e., if you subscribe to 1,056 TB, only one X3000DR will be provided, not 2x X1500DR
- Upon expiration and non-renewal, backup is not allowed, bare-metal and data recovery can still be performed.

**Q What does perpetual license include?**

Perpetual licenses for X Series include hardware, operating system, preinstalled Sophos Intercept X Advanced for Server, and preinstalled Premium Edition of Arcserve UDP software (UDP) licensed to the target capacity of the appliance. There are no limitations on the number of protected systems, sockets or OS instances, or the capacity of the protected data.

The only compulsory add-on to any X Series Appliance purchase is the maintenance program, available in Gold and Platinum options in 1-, 3- and 5-year durations.

Optional Expansion Kits and Arcserve Continuous Availability add-on require purchase of corresponding maintenance subscription for the same duration as the maintenance for the appliance itself.

Perpetual licenses do not include free hardware refresh upon expiration of maintenance subscription.

**Q How are the Expansion Kits licensed?**

When you upgrade your X Series subscription license to the next qualification tier, the Expansion Kit is provided free-of-charge, and no additional purchase is required. You can still purchase the Arcserve Appliance X Series Expansion Kit to increase the capacity beyond provided with your subscription tier.

If you have a perpetual license, you will need to purchase an X Series Expansion Kit to increase the capacity of their appliance. For such purchases, the only compulsory add-on to an X Series Appliance Expansion Kit purchase is the maintenance program, available in Gold and Platinum options in 1-, 3- and 5-year durations. Note, the maintenance option of the Expansion Kit should match the maintenance or subscription option of the appliance. For example, if the appliance is covered by the Platinum maintenance option, the Expansion Kit must be purchased with the Platinum Maintenance option for the same period as for the appliance.



**Q Can Arcserve Backup be used with or on the appliance?**

Yes! Arcserve Backup is included with the Premium edition of Arcserve UDP software shipped with X Series.

- For subscription license, the capacity of the data protected by Arcserve Backup counts towards the subscription.
- For perpetual license, Arcserve Backup is licensed for the target capacity of the appliance.

Arcserve Backup backs up UNIX, FreeBSD, AIX, HP-UX, Solaris, Oracle Database, SAP HANA, and other systems/data to the appliance, and allows to copy these backups, UDP backups, and the appliance itself to the tape drives, multi-drive tape libraries, and autoloaders connected to the licensed appliance.

**Q Do I have to buy any software together with the appliance?**

No – all the necessary software is preloaded and shipped with the appliance. Optional software upgrades and add-ons are available to extend the appliance functionality.

Sophos Intercept X Advanced for Server is also preinstalled, and its license is included with the appliance subscription or maintenance. As long as the appliance remains under active maintenance or subscription contract, Sophos Intercept X will be active, and you will receive necessary updates.

You can also install third-party software on the appliance – including infrastructure monitoring, management tools and other software – to integrate your appliance into your IT infrastructure. As with any third-party tools, if you would require assistance, you may need to contact the relevant vendor's technical support department.

## Shipping and Delivery

**Q Who pays for shipping and delivery?**

Shipping charges and fees are not included in the licenses, and must be paid separately by either a distributor, a partner, or a customer. This allows Arcserve to provide affordable pricing and licensing, instead of artificially inflating the price to account for unpredictable shipping costs.

If a distributor, a partner, or a customer have a contract with a shipping company, Arcserve can utilize their account number to charge the shipping directly to them. Alternatively, Arcserve can pay shipping charges/fees and invoice the party responsible for the shipping directly.

In both cases, Arcserve will handle the entire shipping process and all necessary paperwork.

**Q Who pays for customs, import, VAT, etc.?**

As with shipping, all customs fees, import, and other taxes are not included in the licenses, and must be paid separately by either a distributor, a partner, or a customer. This allows Arcserve to provide affordable pricing and licensing, instead of artificially inflating the price to account for variable costs and taxes. For most countries, the receiving party – a distributor, a partner, or a customer – must work with local customs and authorities, as well as pay all associated taxes and fees.

An Arcserve Representative will gladly assist in the process and help with paperwork.

**Q How will the appliances be shipped?**

Upon the receipt of the purchase order, Arcserve will process the order and initiate all necessary steps culminating with the appliance arriving at your facility. Once the appliance is ready in Arcserve's production facility, it will be given to the designated shipper for delivery.



### Q How fast will the appliance be delivered?

Within the continental United States and Europe, delivery time is generally 1-2 weeks from ordering depending on stock availability. Note, this time does not include customs processing, which may take longer period depending on the country.

Your Arcserve partner or an Arcserve Representative will gladly help during the entire process to ensure the paperwork is in order and appliances are delivered as soon as possible.

### Q What to do if I received an appliance and it does not work?

If the appliance does not boot up within first 30 days of shipping to your location, upon confirmation by Arcserve Customer Support, Arcserve will replace the appliance, and will cover the costs of domestic shipping to and from the location of the appliance installation via the original shipping method. You will still be responsible for international shipping charges, customs, and taxes, if any.

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

### Q What to do if an Appliance, under warranty, does not work?

The first thing to do is to contact Arcserve Customer Support. If determined necessary, and upon completion of all required diagnostics, the onsite technician may be dispatched to fix the appliance.

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

## Maintenance and Support

### Q What maintenance programs are available for perpetual licenses?

There are two maintenance programs available when X Series Appliances are purchased with perpetual licenses – **Gold** and **Platinum**.

**Gold Maintenance** includes next business-day, on-site hardware parts replacement, license for Sophos Intercept X Advanced for Server, software upgrades and access to 24x7 phone, online and email technical support. One, three and five-year subscription options are available.

**Platinum Maintenance** includes a four-hour, on-site hardware parts replacement, license for Sophos Intercept X Advanced for Server, as well as software upgrades and access to 24x7 phone, online and email technical support. One, three and five-year subscription options are available.

Note: Platinum Maintenance is subject to availability, depending on the location of the appliance installation and operation. Your Arcserve Partner or Arcserve Representative can advise on the availability of the Platinum Maintenance at any time, including before the purchase.

Subscription licensing includes Platinum Maintenance for the period of the subscription. If four-hour on-site hardware support is not available at the location of the X Series appliance installation purchased via subscription, the next-business-day hardware support will be provided.

### Q What is the main difference between Gold and Platinum maintenance?

Gold Maintenance includes **next-business-day**, on-site hardware parts replacement, while Platinum Maintenance includes a **four-hour**, on-site hardware parts replacement.

Note: Platinum Maintenance is subject to availability, depending on the location of the appliance installation and operation. Your Arcserve Partner or Arcserve Representative can advise on the availability of the Platinum Maintenance at any time, including before the purchase.

Subscription licensing includes Platinum Maintenance for the period of the subscription. If four-hour on-site hardware support is not available at the location of the X Series appliance installation purchased via subscription model, the next-business-day hardware support will be provided.





**Q Why should I check availability of the Platinum maintenance with Arcserve when purchasing perpetual license?**

The only difference between Platinum and Gold maintenance is four-hour onsite support, which is subject to availability depending on the exact location of the appliance installation and operation. Arcserve can advise on the availability of the four-hour onsite support for any location at any time, including before the purchase.

Arcserve will not be able to sell an initial Platinum Maintenance for the perpetual license if the four-hour onsite support is not available for the location of the appliance installation.

Note: if an appliance is relocated from a location with an approved four-hour onsite support availability to a location where four-hour support is not available, the onsite support will be delivered next-business-day, even as the maintenance program remains Platinum.

Subscription licensing includes Platinum Maintenance for the period of the subscription. If four-hour on-site hardware support is not available at the location of the X Series appliance installation purchased via subscription model, the next-business-day hardware support will be provided.

**Q What are duration options for maintenance subscriptions coming with perpetual licensing?**

One, three and five-year subscription options are available for both maintenance programs.

**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 of your location.

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 and hardware components provided and shipped with the Arcserve Appliance, including Sophos Intercept X Advanced for Server. When required, Arcserve team may involve relevant vendors for in-depth expertise and advice – however Arcserve Support will remain the primary support contact throughout the process. Note, that any custom software or components, not provided by Arcserve, must be supported by the relevant software vendors.

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



**Q How does the onsite support work?**

Following the completion of remote troubleshooting, diagnosis, and problem determination, an Arcserve support technician will arrange for the failed parts to be dispatched to the location of the appliance and will schedule the on-site visit based on the maintenance agreement program and availability.

If the issue requires an on-site service technician visit for parts replacement, the following applies:

Response Time	On-Site Response Time	Terms & Conditions
Next Business Day	<p>Following telephone-based troubleshooting and diagnosis, a technician responsible for parts replacement can be dispatched to arrive on-site the next business day.</p> <p>If you are not available on the next business day, you can choose any future business day at your convenience, with the same service conditions applied.</p>	<ul style="list-style-type: none"> <li>Available five (5) days each week, ten (10) hours each day, excluding holidays.</li> <li>Calls received by Arcserve after 5:00pm local time (Monday-Friday) and/or dispatches submitted after that time may require an additional business day for the service technician to arrive at your location.</li> </ul>
4 Hours	<p>A technician responsible for parts replacement should arrive on-site within <b>four hours</b> after completion of telephone-based troubleshooting.</p> <p>If you are not available within the next four hours, you can choose to receive service at any other time at your convenience.</p>	<ul style="list-style-type: none"> <li>Available seven (7) days each week, twenty-four (24) hours each day – including holidays.</li> <li>Available within select four (4) hour response locations.</li> </ul>

Platinum Maintenance customers, as well as customers using subscription, are entitled to both next-business-day and four-hour, on-site hardware support services. Platinum Maintenance is subject to availability, depending on the location of the appliance installation and operation. Your Arcserve Partner or Arcserve Representative can advise on the availability of the Platinum Maintenance at any time, including before the purchase.

**Q Is onsite support available in my country?**

Onsite support is available in most locations, countries, and territories worldwide.

In select locations, due to the absence of the relevant facilities and other restrictions, the onsite support cannot be provided.

This includes: Afghanistan, American Samoa, Antarctica, Cabinda, Canary Islands, Cape Verde, Central African Republic, Chad, Chatham Island, Christmas Island, Cocos Island, Cook Islands, Diego Garcia, Djibouti, Easter Island, Equatorial Guinea, Eritrea, Falkland Islands / Islas Malvinas, Greenland, Guantanamo Bay, Guinea-Bissau, Jan Mayen, Kyrgyzstan, Liberia, Madagascar, Madeira, Mariana Islands, Marshall Islands, Mayotte, Micronesia, Nauru, Niue, North Marianas, Saint Helena, Saipan, San Marino, Sao Tome and Principe, Somalia, Zanzibar, Tahiti, Tajikistan, Tokelau, Tuvalu, Wake Island, Wallis and Futuna Islands.

As for any Arcserve product, support is not available in Cuba, Iran, North Korea, Sudan and Syria, and any other countries designated as embargoed countries by the Bureau of Industry and Security of the Department of Commerce of the United States.



**Q Is 4-hour onsite support available in my country?**

Four-hour onsite support is available in most countries and territories worldwide, and its availability depends on the exact location of the appliance installation. To best of our knowledge, nearly every supported country has select locations where four-hour support is offered and provided.

Your Arcserve Partner or Arcserve Representative can advise on the availability of the Platinum Maintenance for the exact location of appliance installation at any time, including before the purchase.

**Q Does the appliance maintenance come with free software upgrades?**

Yes, throughout the duration of the Gold or Platinum maintenance, as well as the appliance subscription period, you are entitled to free upgrades of Arcserve and Sophos Intercept X software.

**Q Does the appliance come with the hardware warranty?**

Yes, Arcserve Appliances are provided with the hardware warranty for the duration of the maintenance program subscription in the initial perpetual purchase, as well as for the initial subscription period. Note, when the subscription is renewed within last 6 months of the period or after its expiration, and the new, refreshed appliance is provided, the hardware warranty applies only to the new, refreshed appliance.

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

**Q I have a 7000/8000 Series Appliance with maintenance that includes a Refresh program. Am I eligible to refresh to X Series?**

No, Arcserve X Appliance Series are not a successor to 7000 or 8000 series, as they do not include models with capacities similar to 8000 or 7000 series. As such the hardware refresh does not apply. Please refer to the details of refresh from 7000/8000 to 9000 appliances instead.

**Q I have a 7000/8000 Series Appliance with maintenance that includes an Upgrade program. Can I upgrade to X Series?**

No, the upgrade program allows you to upgrade from 7000/8000 to 9000 series only. Please refer to details of upgrade from 7000/8000 to 9000 appliances instead.

**Q I have an X Series appliance purchased with a perpetual license. Can I renew the maintenance with a different program after the first year? Will I be eligible for the benefits of the new maintenance level?**

You can choose to renew with a different maintenance program upon renewal, provided that the new maintenance program is provided and offered at the location of the appliance installation. Any additional benefits of the new maintenance level will start 30 days after the beginning of the new maintenance subscription period.

**Q I have an X Series appliance purchased with a perpetual license. Can I switch to a subscription program instead of renewing the maintenance? Will I be eligible for the benefits of subscription?**

Yes! You can choose to transition to the subscription program instead of renewing the maintenance. The additional benefits of the new subscription will start 30 days after the beginning of the new subscription period. Please contact your Arcserve Partner or Arcserve Representative for more details.

**Q Can I renew the maintenance after it has expired?**

Yes, you can renew the maintenance after it has expired. The renewed maintenance will start from the date when the previous maintenance has expired. When you renew an expired maintenance, hardware support benefits, including on-site support, will start 30 days after Arcserve receives the renewal order.

You can choose to renew with a different maintenance program, provided that the new maintenance program is provided and offered at the location of the appliance installation. As with hardware support, the additional benefits of the new maintenance level will start 30 days after you place the renewal order.



**Q Can I renew the subscription after it has expired?**

Yes, you can renew your subscription after it has expired. The renewed subscription will start from the date when the previous subscription has expired. When you renew an expired subscription, hardware support benefits, including on-site support, will start 30 days after Arcserve receives the renewal order.

**Q Can I buy an appliance via perpetual model without maintenance?**

No, Arcserve Appliances can only be purchased with a relevant maintenance contract. You can select an available maintenance program and choose the duration that fits your requirements. Alternatively, you may want to consider subscription that includes maintenance and eligibility to receive a free appliance and upgrades.

**Q What to do if the Appliance just arrived it does not work?**

If the appliance does not boot up within the first 30 days of shipping to your location, upon confirmation by Arcserve Customer Support, Arcserve will replace the appliance, and will cover costs of domestic shipping to and from the location of appliance installation via the original shipping method. You continue to be responsible for international shipping charges, customs, and taxes, if any.

**Q What to do if the Appliance, under warranty, stopped working?**

First thing to do is to contact Arcserve Customer Support. If determined necessary and upon completion of all required diagnostics, an onsite technician may be dispatched to fix the appliance.

**Q Will the onsite technician take back the defective parts?**

Yes, during the onsite support process, a technician can take the defective parts, including HDDs, back for further analysis and possible return to the part supplier.

If you would like to keep the defective HDDs for security purposes, you can do so, as appliances include a “Keep Your Hard Drive Service” service that allows you to keep the hard drives upon replacement by a technician.

“Keep Your Hard Drive Service” is included free-of-charge with X Series appliances, covering any appliance models and an unlimited number of HDD replacements, provided you have a valid maintenance or subscription contract.



## Technical Questions

### Q How does the appliance installation process work?

Arcserve Appliances are based on a standard server-grade hardware, and the installation is nearly identical to provisioning of any other hardware server in your data center. The components of the appliance are simply unpacked, installed in a rack cabinet, connected with all relevant cables according to the Hardware Installation Guide, and powered on.

A simple wizard guides through the initial configuration, and the appliance becomes ready to start protecting the IT infrastructure. You will also receive simple instructions on activating the Sophos Intercept X Advanced for Server that comes with the appliance.

Detailed Hardware Installation Guides and other documentation are available at the [Arcserve Support Website](#).

### Q Does the UDP software in the X Series differ from the UDP software licensed separately?

There are no technical differences of UDP software inside X Series Appliances and the standalone UDP software. In fact, version upgrades, updates, patches, and hotfixes can be applied to both the appliances and standalone software.

The major difference is licensing – the UDP software license in the X Series is included with the appliance subscription or the perpetual license.

- The subscription license is measured by the front-end terabytes (FETB) – the sum of protected data amounts backed up to the appliance, including all systems protected by Arcserve UDP and Arcserve backup.
- The perpetual license is licensed per target capacity of the appliance.

There are no limitations to the number of protected systems, sockets or OS instances, number of Microsoft Office 365 users, as long as backups are stored on the licensed appliance. These backups can be later copied to the tape devices connected to the same appliance.

### Q Does the Arcserve Backup software in the X Series differ from the Arcserve Backup software licensed separately?

There are no technical differences of Arcserve Backup within X Series Appliances and the standalone Arcserve Backup software. In fact, version upgrades, updates, patches, and hotfixes can be applied to both the appliances and standalone software.

The major difference is licensing – the Arcserve Backup software license in the X Series is included with the appliance subscription or the perpetual license.

- The subscription license is measured by the front-end terabytes (FETB) – the sum of protected data amounts backed up to the appliance, including systems protected by Arcserve UDP and Arcserve Backup.
- The perpetual license is licensed per target capacity of the appliance.

There are no limitations to the number of protected systems, sockets or OS instances, number of Microsoft Office 365 users, as long as backups are stored on the licensed appliance. These backups can be later copied to the tape devices connected to the same appliance.

### Q Does the Arcserve Continuous Availability software, formerly Arcserve RHA, in the X Series differ from the Arcserve Continuous Availability software licensed separately?

There are no technical differences of the optional Arcserve Continuous Availability add-on in X Series Appliances and the standalone software. In fact, version upgrades, updates, patches, and hotfixes can be applied to both the appliances and standalone software.

The major difference is licensing – the optional Arcserve Continuous Availability add-on in the X Series allows you to perform its functions only if the target node for high availability and/or replication is located on the licensed appliance.



**Q Why do X Series Appliances include Sophos Intercept X Advanced for Server?**

To protect data and system backups from ransomware and other attacks, X Series are preinstalled with Sophos Intercept X Advanced for Server, 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.

The result is the first and only complete, multi-layered solution to entirely neutralize cyber-attacks, which allows businesses to keep operations running smoothly and meet service level agreements (SLAs) with turnkey backup, disaster recovery, high availability, and cyber-security. Now your organization can complete end-to-end protection delivered by Sophos Intercept X Advanced for Server integrated with Arcserve Appliances – a plug-and-play solution for disaster recovery and application availability.

**Q How does the activation process for Sophos Intercept X preinstalled on the appliance work?**

Sophos Intercept X preinstalled on the appliance must be activated according to simple instructions that you receive in your email as part of the delivery process. More details are available on the [Arcserve Support Website](#).

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

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

Yes. Sophos Intercept X on the Arcserve X Appliance Series will be automatically updated with the latest malware definitions and other software improvements. Note, you must have valid and active subscription or maintenance for the Appliance in order to continue receiving Sophos updates.

**Q I have multiple Arcserve Appliances. Can Sophos Intercept X on all appliances be managed under one account?**

Yes! Sophos Intercept X installed on all your Appliances can be managed from the same interface and the same account in Sophos Central.

**Q I already have Sophos Intercept X in my environment. Can Sophos Intercept X on the Arcserve Appliance be managed from my current Sophos Central account?**

In order to manage the Sophos Intercept X provided with the Arcserve Appliance, you must provide a separate email address for a dedicated account on Sophos Central to be able to receive free Sophos Intercept X Advanced Server included with Arcserve Appliances. You can also choose to uninstall the bundled version and install a separately licensed copy of Sophos Intercept X.

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

Arcserve strongly recommends protecting the appliance with the proven and reliable solution from the IT security industry leader – Sophos.

With Sophos Intercept X, you will receive Sophos Intercept X updates and upgrades at no cost, as long as the appliance is under active maintenance or subscription contract. In addition, Arcserve Customer Service is the single point of contact for your support inquiries, including Sophos Intercept X.

If you choose to do so, you can uninstall Sophos Intercept X Advanced for Server included with Arcserve Appliances and install another security solution of your choice. Note, that Arcserve does not certify any other solutions to be compatible with Arcserve Appliances and does not provide support for any issues related to 3rd-party products, including compatibility with appliance software and hardware components.

Also note, it is strongly not recommended to operate appliances without a security solution installed.



### Q Does the X Series include deduplication? What ratios does it achieve?

Yes, X Series Appliances are designed for the built-in 16KB-block, source-side, global deduplication. The deduplication allows to store significantly more backups, protect more data and systems without needing extra storage capacity. The X Series can deliver deduplication ratios of 20:1 and more.

Most Arcserve Appliance customers report real-life deduplication ratios of 7:1 to 10:1. To avoid setting unachievable expectations, Arcserve calculates effective capacity of the appliance as three times the usable capacity, which represents conservative deduplication ratios of 3:1 to 4:1, depending on the appliance model.

Your actual ratio may vary, depending on your data types, backup type, backup schedule, retention policy, as well as other factors.

### Q Why do appliances include Enterprise NVMe SSDs?

Arcserve Appliances are powered by the built-in, block-based, source-side, global deduplication. To identify a duplicate data block, the deduplication process calculates its checksum, named *hash*, and compares the hash to the database of all hashes backed up previously. If a hash (and hence the identical duplicate block) is already stored on the appliance, the deduplication will not store a duplicate copy of the same data block again and will not even transfer the block over network.

The process of hash comparison during the backup creates a high number of input-output (IO) operations and, to be efficient, requires a device with very high IOPS rating (IO operations per second).

Enterprise NVMe SSDs installed in the Arcserve Appliances are perfect for deduplication, as they can process nearly a million IO operations per seconds (IOPS), compared to maximum of thousands by the spinning HDDs.

### Q What is the maximum backup throughput that X Series Appliances deliver?

Based on Arcserve Performance Lab tests, the Arcserve Appliance X Series deliver up to 281 TB/hour throughput based on global source-side deduplication with a 98% deduplication ratio.

Actual performance of the appliance in a specific IT environment may differ, depending on configuration of source systems, network throughput, deduplication ratio and a multitude of other factors.

### Q What is the difference between Raw, Usable, Effective and Available Capacity?

**Raw Capacity** is the sum of capacities of hard drives in the appliance, not counting SSDs. For example, the X1000DR model has the raw capacity of 448TB, as it comes with 28 HDDs, 16TB each.

**Usable Capacity** is a sum of total capacities of all HDD volumes available to the operating system, not counting the SSDs. In general, it is the raw capacity minus RAID ADAPT overheads. For example, the X1000DR model has a minimum usable capacity of 352 TB. As RAID ADAPT is capable of dedicating custom amount of spare space for additional resiliency, the actual usable capacity may be higher or lower than the stated.

**Effective Capacity** is an estimated volume of backups that can be stored on the appliance, taking deduplication into account. Arcserve calculates effective capacity of the appliance as three times the usable capacity. For example, the X1000DR model has a usable capacity of 1,056TB.

For your convenience, rounded effective capacities of X Series models are indicated in the model number. Note, your actual volume of backups may be different, depending on data types, backup type and schedule, deduplication ratios, as well as other factors. For many Arcserve customers, actual volume of backups significantly exceeds the published effective capacity.

**Available Capacity** of the X Series Appliance is a sum of free spaces on all HDD volumes dedicated to backup data stores, not including NVMe SSDs. Generally, in X Series, available capacity is equal to usable capacity.



**Q Why the disk capacity shown in Windows OS is less than stated in the Arcserve’s documentation?**

All capacities provided in the Arcserve documentation, technical specifications and this FAQ are provided according to common standards of storage industry – in **decimal** gigabytes and terabytes – with 1GB equal to 10<sup>9</sup> or 1,000,000,000 bytes, and 1TB equal to 1,000GB, 10<sup>12</sup> or 1,000,000,000,000 bytes.

Components of Windows operating system, including Windows Disk Management and other tools, often use **binary** gigabytes and terabytes – with 1GiB equal 2<sup>30</sup> or 1,073,741,824 bytes and 1TiB equal 2<sup>40</sup> or 1,099,511,627,776 bytes.

This may cause indicated GB and TB capacities to be different from the Arcserve specifications by up to 10%, and this difference should be expected.

**Q Can storage capacity of the X Series Appliances be expanded?**

**Yes!** All models, except the largest, X3000DR, can be expanded with an Expansion Kit, that increases raw capacity of the appliance by 224TB, the usable capacity by approximately 179TB, and the effective capacity by about 537TB.

In simple words, the expansion kit upgrades the X series appliance to the next model.

The Expansion Kit installs into the appliance itself and does not require any additional space in rack cabinets, extra wiring, power, or cooling, making the installation process easy and straightforward.

Any number of expansion kits can be installed, provided the total number of HDDs in the Storage Node does not exceed maximum of 84, supported by the storage node hardware.

**Q How is an Expansion Kit installed?**

Installation guide for Arcserve Appliance X Series Expansion Kits is available in the [Arcserve Appliance User Guide](#).

**Q When Expansion Kits will become available for sale?**

Expansion kits will be available for sale in February 2021.

Note, that expansion kits are provided free of charge when you upgrade your subscription licensing to the next eligibility tier. You can still purchase an expansion kit to increase the capacity without upgrading their subscription tier.

**Q Can the RAM of the X Series Appliances be expanded?**

**Yes!** All models allow expansion of the RAM capacity, to spin up virtual copies of more mission-critical servers in case of hardware failure or any other local disasters.

Here are possible configurations and the resulting RAM sizes:

Appliance Model	Base RAM	Total DIMM Slots	RAM Expansion Kit	Expanded RAM Capacity	
				1 Kit	2 Kits
X1000DR	1,024GB (16x64)	24	256GB RDIMM (4x64)	1,280GB (20x64)	1,536GB (24x64)
X1500DR					
X2000DR					
X2500DR					
X3000DR					

Notes:

- To maintain maximum performance, expanded RDIMMs must have the same capacities and models as the RAM installed in the base model originally.
- Expanding appliance RAM capacity is only possible via optional RAM expansion kits supplied by Arcserve and only in compatible configurations listed above.
- Using third-party RAM modules may void the appliance warranty





**Q Can the RAM of the X Series Appliances be upgraded?**

**Yes!** All models allow upgrade of the RAM to further increase total capacity, to spin up virtual copies of even more mission-critical servers in case of hardware failure or any other local disasters.

Here are possible upgrade options and the resulting RAM sizes:

Appliance Model	Base RAM	Total DIMM Slots	RAM Upgrade Kit	Expanded RAM Capacity	
				3 Kits	4 Kits
X1000DR	<b>1,024GB</b> (16x64)	24	<b>512GB LRDIMM</b> (4x128)	<b>1,536GB</b> (12x128)	<b>2,048GB</b> (16x128)
X1500DR					
X2000DR					
X2500DR					
X3000DR					

Notes:

- Upgrading appliance RAM capacity is only possible via optional RAM upgrade kits supplied by Arcserve and only in compatible configurations listed above
- RDIMM and LRDIMM RAM modules are not compatible, and 64GB RDIMM modules must be removed before installing 128GB LRDIMM modules supplied with the RAM upgrade kit
- Intel Xeon Gold 6258R CPUs support maximum of 1TB of RAM per CPU, so maximum RAM of the appliance is 2TB
- Using third-party RAM modules may void the appliance warranty

**Q What are the optional Spares Kits and when they will be available for sale?**

Optional spare part kits will allow to own a set of parts to replace with or without help of an onsite technician in case of part failure. Spares Kits generally include spare HDD, SSD, RAM, power supplies and fans.

More details will be provided when Spares Kits will become available for sale in February 2021.

**Q What are the form factors for the X Series Appliances?**

X Series Appliances consist of two devices:

- **Compute node:** 2U, full-depth, rackmount chassis with ReadyRails sliding rails without cable management arm.
- **Storage node:** 5U, full-depth, rackmount chassis with ReadyRails sliding rails without cable management arm.

**Q What are the dimensions of the X Series Appliances?**

	Compute Node	Storage Node
<b>In-rack Dimensions</b>	26.7" x 17.1" x 3.4" 67.9 cm x 43.4 cm x 8.7cm	35.41" x 17.1" x 8.75" 90.27cm x 43.4cm x 22.23cm
<b>Outer Dimensions</b>	29.6" x 19.0" x 3.4" 75.1 cm x 48.2 cm x 8.7cm	38.31" x 19.01" x 8.75" 97.47cm x 48.30cm x 22.23cm

In-rack dimensions exclude bezel, front panel, and power supply handles.

Outer dimensions include bezel, front panel, and power supply handles.

**Q What is the power consumption and BTU heat dissipation of X Series Appliances?**

Compute nodes of all models of X Series Appliances have dual, hot-plug, redundant (1+1) 1100W power supplies with maximum heat dissipation of 4100 BTU/hr.

Storage nodes of all models of X Series Appliances have dual, hot-plug, redundant (1+1) 2200W power supplies with maximum heat dissipation of 7507 BTU/hr.



**Q How many PCIe slots are available in the X Series Appliances?**

Compute node of all models of X Series Appliances have **two** available PCIe slots – one full-height PCIe slot and one half-height PCIe slot. Two PCIe slots are occupied by the “SAS 12Gbps HBA External Controller” cards connected to the storage node.

Storage node does not include expandable PCIe slots and does not support installation of expansion cards.

**Q What add-on PCIe card options will be available for the X Series Appliances, and when they will be available for sale?**

Arcserve plans to release multiple options of add-on PCIe cards for the Compute Node to integrate the appliance into your existing IT infrastructure, available for sale in February 2021. Currently, the following cards are being considered:

- **SAS 12Gbps HBA External Controllers** to connect external SAS devices, like tape drives, tape libraries, or SAN storage.
- **10Gbit and 25Gbit Optic Ethernet cards** to connect optic cable network, along with necessary transceivers and cables.
- **16G and 28G Fibre Channels** to connect Fibre Channel (FC) devices like tape drives, autoloaders and libraries, or SAN storage.

**Q Can other PCIe cards, HDDs or RAM be added to the appliance?**

Adding non-standard PCIe-cards, HDDs, SSDs, or extending RAM without a written consent by Arcserve generally voids the warranty. Please contact Arcserve Support Representative before installing third-party extensions, cards, or components into the appliance.

**Q What external I/O ports do the X Series Appliances come with?**

X Series Appliances include 2x USB, VGA, Serial and iDRAC LAN port on the chassis, 4x SAS external 12GB ports on the SAS 12Gbps HBA External Controller connected to the storage node, and 4x 10G Base-T ports on the Intel X550 Quad Port 10G Base-T NIC Adapter.

**Q What Operating System is installed on X Series Appliances?**

The X Series Appliances ship preinstalled with Windows Server IoT 2019 for Storage.

**Q Does I require OS/Application licenses to run the Virtual Machines on the Appliance?**

Arcserve Appliances include Windows Server IoT 2019 for Storage, a binary equivalent of Windows Server 2019 Standard Server with Hyper-V, technically capable of running an unlimited number of virtual machines on the appliance.

Licensing the virtual replicas of the original production systems on the Arcserve Appliance remains the responsibility of the customer. Many operating systems and applications allow running and using virtual replicas in case of the original system failure. For example, numerous Microsoft agreements and licensing guides include Disaster Recovery Rights, allowing to run the replicas of the production Windows systems in limited circumstances, including disasters and/or for DR testing.

Please refer to licensing of operating systems and applications or contact the relevant vendor for more details.

**Q Is there a remote hardware management for X Series Appliances?**

Yes! All models in the Arcserve X Series include a complete and unlimited iDRAC 9 Enterprise license, allowing you together with Arcserve partners and Arcserve to manage the hardware and diagnose issues.

**Q Can third-party system monitoring tools be used with the X Series Appliances?**

Yes, absolutely. In addition, the IPMI interface is available to ensure simple integration with most infrastructure monitoring and management tools.

**Q Should the appliance itself be backed up?**

Yes, it is advisable to back up the operating system, boot and EFI partitions of the Arcserve Appliance. Arcserve UDP software on the appliance can be used to perform the backup. A secondary copy of the appliance backup can be stored on the Arcserve Cloud with the Arcserve UDP Cloud Hybrid add-on.



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## 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 the reducing the cost and complexity of backing up and restoring data by up to 50 percent.

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