

Actifio GO

Backup and Disaster Recovery-as-a-Service
for Google Cloud

Migrating to Actifio GO

This document describes the steps to migrate to Actifio GO from a legacy Actifio installation.

1. **Set up your Google Cloud Account:** Actifio GO is a solution listed on the Google Cloud Marketplace. To subscribe to Actifio GO, you need a Google Cloud account with billing setup. If you do not have a Google Cloud account, please see https://support.google.com/cloudidentity/topic/7555414?hl=en&ref_topic=7516500.
2. **Create a project and set up billing:** Actifio GO subscription is associated with the billing account associated with a project. If you have not already setup a project, please setup a project and billing. For more help, please refer to billing setup documentation at <https://cloud.google.com/billing/docs/how-to/modify-project>.
3. **Subscribe to Actifio GO:** Your Google account contact will provide you with a subscription link. Click on this link to activate your subscription. Accept the terms of service and click on subscribe button to complete your subscription.

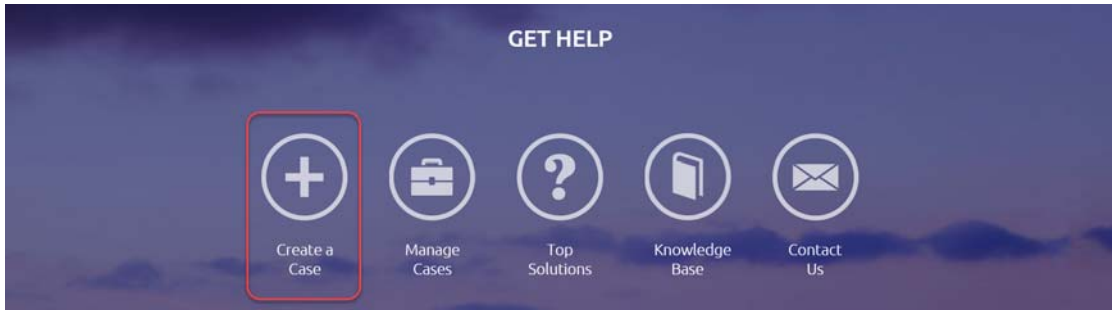
Note: You need Billing Administrator permissions on the billing account in order to subscribe to Actifio GO.

4. **Register with Actifio GO:** When prompted, click on Register with Actifio to set up your Actifio GO account. To complete the registration, you need:
 - o Your e-mail address
 - o Company Name
 - o Phone Number
5. **Request consumption billing configuration:** After completing steps 1-4, request consumption billing to be enabled on your Actifio GO subscription by logging a case to ActifioNOW at <https://now.actifio.com>. Be sure to include your Actifio GO username (the e-mail address used in step 4) in the body of the case. For instructions see [Creating an Actifio Support Case](#).
6. **Complete consumption billing configuration:** Upon receiving your setup request, Google Customer Support will schedule a time with you to complete your migration. This involves:
 - o Updating your current Actifio Global Manager (AGM) with the consumption billing patch.
 - o Registering Actifio Global Manager to your Actifio GO subscription

Creating an Actifio Support Case

To create a case with Actifio Support from the ActifioNOW customer portal:

1. Log into the ActifioNOW customer portal at: <https://now.actifio.com/>
2. From the ActifioNOW portal, click **Get Help** in the banner at the top of the portal.
3. From the Get Help page, click **Create a Case**.



4. From the Create New Case page, fill in the form as required for the issue you are experiencing. Click **Submit Case** when you are done. Your case is created and sent to Actifio Support, and you return to the Get Help page.

CREATE NEW CASE

Case Reason
--None--

Appliance
- None -

Product Type

Subject

Please describe the issue

Business Impact
How is this issue impacting your business?

Severity

Severe business disruption (Sev 1) ?

Significant loss of Actifio functionality (Sev 2) ?

Minor loss of Actifio functionality (Sev 3) ?

Feature Request (Sev 4) ?

Attachments
Choose File | No file chosen

CANCEL **SUBMIT CASE**

5. To review information about your case or other existing cases, from the Get Help page, click **Manage Cases**. The Manage Cases page appears. You can also create a new case from here.

MANAGE CASES

All Cases

CREATE NEW CASE

CASE #▲	SUBJECT	PRIORITY	STATUS	CONTACT NAME	ENGINEER	DATE OPENED	DATE CLOSED	LAST UPDATED
00095782	test case 3	Sev 3	Closed	Frank Grimes	Incident Mgmt	September 15, 2015	September 15, 2015	September 15, 2015