



Upcoming End of Life for Actifio on-premises with consumption billing

What is being announced?

On **June 30, 2025** Actifio on-premises with consumption billing, the feature that enables local on-premises backups and on-premises to cloud backup, will reach End of Life.

After June 30, 2025, security, reliability, and performance fixes will no longer be available.

Until that date, the feature will continue to operate normally with required critical security, reliability, and performance fixes.

While full support and functionality will remain available to you through June 30, 2025, Google recommends customers begin planning for the Actifio on-premises End of Life as soon as possible. For most, this will mean identifying a third-party backup solution for on-premises applications.

Who is affected?

Customers running Actifio on-premises with consumption billing for backup of on-premises VMs, databases, and file systems. This includes customers using Actifio for local on-premises backups and on-premises to cloud backups.

What is excluded from this announcement?

Backup of workloads in Google Cloud are not affected by this announcement. This change only applies to backup of on-premises applications.

Legacy Actifio customers with active support contracts are also not affected by this announcement.

FAQ

→ Why are we ending support for Actifio on-premises?

Google Cloud is investing in best-in-class backup for in-cloud workloads. Streamlining our backup offerings enables our team to focus on evolving Google Cloud Backup and DR.



→ **What actions do I need to take?**

Google recommends customers begin planning for the End of Support as soon as possible and transitioning to an alternative solution for on-premises backup. Actifio on-premises will continue to operate normally through the planned End of Life.

→ **What are the options/alternatives to consider?**

With this change, Google Cloud will no longer support backup of on-premises data or restore to an on-premises host. Google Cloud Backup and DR will continue to support data protection for workloads in Google Cloud.

For infrastructure modernization and migration of primary workloads to Google Cloud there are several options that may fit your needs – including Compute Engine, VMware Engine, and Google Distributed Cloud.

If you require assistance in evaluating these infrastructure modernization options or in identifying marketplace solutions for on-premises backup, please reach out to your account team.

→ **How do I get my backup data exported?**

For any backups taken using Actifio on-premises, you will need to restore your backups in order to export data in a usable format. Applications restored on-premises can then be backed up using a new solution. For more information on how to restore backups see our [documentation](#).

For any questions on exporting backup data, please reach out to our support team for assistance by opening a Cloud Support ticket.

→ **Can I migrate my on-premises applications to Google Cloud instead?**

Yes. If you are interested in migrating to VMware Engine or Compute Engine for any of your on-premises workloads, we can assist in leveraging your backups and our restore-to-cloud capabilities to ease the migration process.

→ **What will happen if I don't take the necessary actions?**

At End of Life Actifio on-premises will no longer be in active development and no new fixes will be issued.



For any pre-existing backups stored in a cloud OnVault pool, our support team will continue to assist with data export and restore through 2025.

→ **I am a legacy (pre-acquisition) Actifio on-premises customer with an active support contract. Does this change affect me?**

While this change does not affect your existing support contract, we encourage you to migrate to an alternative on-premises backup solution or consider infrastructure modernization ahead of your support contract end date.

This change means Google Cloud Backup and DR does not support on-premises backup or recovery outside of pre-existing support contracts. Beyond your contract end date or June 30, 2025, whichever is later, we cannot provide support for on-premises workloads.

→ **I am a legacy (pre-acquisition) Actifio on-premises customer and my legacy support contract has expired. Can I renew that contract or switch to Actifio on-premises with consumption billing?**

Legacy support contracts cannot be renewed or extended. Customers who require additional time to migrate to an alternative solution may opt to use Actifio on-premises with consumption billing until June 30, 2025 by reaching out to our support team.

As announced above, Actifio on-premises with consumption billing is being deprecated. Please be aware that migrating to this solution will not extend support beyond June 30, 2025.

Please reach out to your Google Cloud account team for information on infrastructure modernization and other supported alternatives.

→ **What if I have questions that are not addressed in this announcement?**

Please contact actifio-transition@google.com with any questions.

We're here to help

We understand this situation likely represents a change to your plans. We're here to help. If you have any questions that are not answered by this message, please send them to actifio-transition@google.com and we will reply as quickly as possible.