

Actifio GO

Backup and Disaster Recovery-as-a-Service

for Google Cloud

Migrating to Actifio GO

Updated on July 19, 2022

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. **Open a Support Case to Enable Consumption Billing:** 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 details on opening a case, see [Creating an Actifio Support Case](#).
6. For consumption based billing, the AGM needs to be able to resolve and connect to these websites via direct connection (proxy connection is not supported):
 - o auth.actifiogo.com on port 443 (HTTPS)
 - o www.actifiogo.com on port 443 (HTTPS)
 - o oauth2.googleapis.com on port 443 (HTTPS)
 - o billing.actifiogo.com on port 443 (HTTPS)
 - o storage.googleapis.com on port 443 (HTTPS)

AGM offloads a billing file to Google once every hour. The billing file contains the size of your data by application type. It does NOT contain any personally identifying information or confidential client information.

7. **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

Note: If you are using a Google Billing Account that has not been upgraded to a paid account, then please upgrade it, because when the trial period expires your Account GO Marketplace subscription will be auto-canceled.

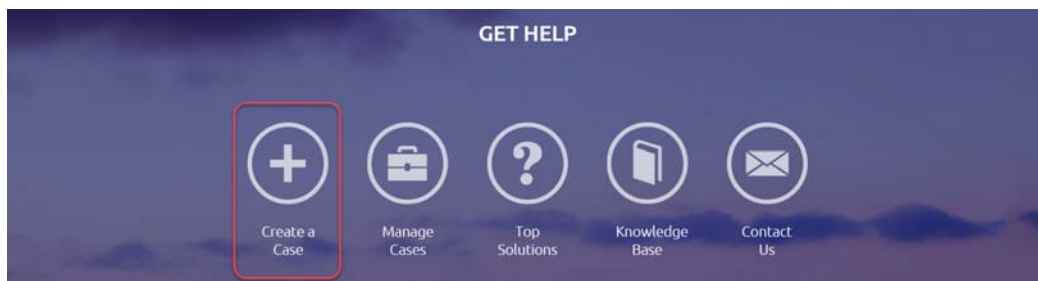
When you open your billing account from <https://console.cloud.google.com/billing> look for an upgrade button. Upgrading will not remove any of your trial period or credits.

Note: Firewall access rule changes may be needed. If the AGM has more than one interface, ensure that the correct IP is added to any allow-list.

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

Appliance

Product Type

Subject

Please describe the issue

Business Impact

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
 No file chosen

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

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