

Acronis SCS Cyber Backup 12.5 Hardened Edition

Frequently Asked Questions



Product Overview & Use Cases

Q: What is Acronis SCS Cyber Backup 12.5 Hardened Edition?

Acronis SCS Cyber Backup 12.5 Hardened Edition is a full disk image backup and disaster recovery solution purpose built to provide operational assurance to the US public sector's most sensitive environments: air gapped, 'no internet' networks. With zero-connectivity to online services required and extensive testing performed as part of FIPS 140-2, Common Criteria, and DoDIN APL certification processes, our Hardened Edition software meets the unique security and usability requirements of this traditionally underserved market.

Q: What is unique about the Hardened Edition?

Unlike other backup and recovery solutions on the market, our Acronis SCS Cyber Backup 12.5 Hardened Edition requires zero integration or outbound connections to online services in order to function. The software is installed locally and managed from a locally installed console. That means no superfluous access points that expand a network's attack surface and no false firewall alerts or failed connection notification to wade through. This product has the exact capabilities needed for air gapped environments and nothing else.

The product earned [DoDIN APL certification](#) in April 2020, Common Criteria certification under [server](#) and [agent](#) protection profiles in August 2020, and [FIPS 140-2 validation](#) in December 2020. Acronis SCS Cyber Backup 12.5 Hardened Edition is the only full disk image backup and disaster recovery point solution available on the DoDIN APL.

Q: Is the Hardened Edition only meant for DoD? Who can benefit from it?

The Hardened Edition has many use cases across DoD – including weapons testing sites, development labs/centers, training simulators, and deployed tactical elements, like ships, aircraft, vehicles, and warfighters – but its security-enhancing features are designed to deliver operational assurance to any air gapped network within the US public sector or organization/agency seeking to protect sensitive or classified data/operations. That includes supervisory control and data acquisition or SCADA networks, commonly used to keep municipal public utility systems up-and-running, state/county election boards, state/local law enforcement organizations, and more.

Q: What is an air gapped network?

An air gapped or 'no internet' network is isolated from any connection to the internet or an organization's operational/connected network.

Q: What is a SCADA system?

SCADA stands for supervisory control and data acquisition and refers to a system responsible for gathering and analyzing data in real-time. SCADA systems are frequently used by public utility companies (water, power, etc.), in military command and control environments, and in manufacturing for robotics and quality testing.

Q: Is the Hardened Edition an update for Acronis SCS Cyber Backup 12.5?

The Hardened Edition is not an update for Acronis SCS' other backup software, Acronis SCS Cyber Backup 12.5. That product will remain available for agencies or organizations who do not require the security-enhancing features and specifications of the Hardened Edition.

Features / Capabilities

Q: What is the Hardened Edition's bootable media feature?

The Hardened Edition's bootable media allows for both backup and rapid bare metal restores in the event of a hardware failure.

Q: Does the Hardened Edition protect against ransomware?

Yes, the Hardened Edition includes a built-in anti-ransomware module called Active Protection. This award-winning, AI-based technology stopped 400,000 ransomware attacks in 2018 and can detect, terminate, and repair damage from thousands of variants. The module monitors and blocks ransomware attacks (even zero-day attacks) and can be configured to automatically restore affected files to avoid unnecessary and costly downtime. Active Protection also prevents outside programs or attacks from deleting your backup files at rest, provided these files are stored in system running our agent.

Q: Does the Hardened Edition include centralized and remote management of backups?

The Hardened Edition does include a local centralized management server which manages any number of systems being backed up on a given network. It can also be installed on a single system and managed independently depending on the needs of the environment and organization.

Q: How many systems / devices can I backup with the Hardened Edition?

The Hardened Edition can backup 4,000 systems/devices per management server.

Q: Can the Hardened Edition be used on a stand-alone PC or server?

Yes, the Hardened Edition software can be used for individual machines/servers or groups of machines/servers.

Q: What backup storage locations are available with the Hardened Edition?

Users can backup to local folders, network shares (SMB/CIFS or NFS), USB and removable media, and tape drives/libraries, or via scripts.

Q: Does the Hardened Edition work with the cloud?

The ability for our Hardened Edition to store backups in the Acronis SCS Cloud has been disabled in the initial release to ensure zero-connectivity. However, Acronis SCS does offer an additional “backup gateway” that may be installed to provide the option for storing backups in the Acronis SCS Cloud.

Certifications

Q: Is the Hardened Edition certified for use in sensitive US government networks?

Acronis SCS Cyber Backup 12.5 Hardened Edition has been rigorously tested as part of in-depth FIPS 140-2, Common Criteria, and DoDIN APL certification processes. The product earned [DoDIN APL certification](#) in April 2020, and Common Criteria certification under [server](#) and [agent](#) protection profiles in August 2020, and [FIPS 140-2](#) validation in December 2020. Not only does our solution meet or exceed more than 45 Common Criteria & 70 DoDIN APL specified security controls, it is the only full disk image backup and disaster recovery point solution available on the DoDIN APL - providing you peace of mind that your DoD or other government systems and data are protected with the absolute highest security standards.

Q: What do the FIPS 140-2, Common Criteria, and DoDIN APL certifications encompass?

The [FIPS 140-2 certification](#) verifies our backup communication and archives are protected with military-grade encryption and have been reviewed and tested by government labs for use in environments that contain sensitive information. The [Common Criteria certification](#) provides assurance to customers that the process of specification, implementation, and evaluation of our hardened product was conducted in a thorough and standard manner, including our cryptographic support, user data protection, security management, protection of the TSF, and more. These standards – which were developed by the [National Information Assurance Partnership](#), are managed by the National Security Agency, and are accepted by more than thirty countries – ensure our product satisfies information assurance and supply chain requirements in the United States.

Lastly, the [DoDIN APL certification](#) ensures our product is recognized as a military/DoD lab-tested and trusted solution for purchase within the Department of Defense. The certification includes requirements for cryptography, information assurance, CAC/PKI, IPv6, and UCR, as well as CS, SAR, and IO testing.

Trial Version

Q: Is a trial version of the Hardened Edition available?

Yes, there is a 30-day trial available. Please [contact](#) our Sales Team for more information.

Q: Will I lose my backups at the end of the trial period?

No, upon purchase you will be provided one or more license keys. Once our agent is added to your management server, you have a fully functioning system for the number and type of licenses you have purchased. You do not need to create new backup plans and all backups and customized settings are retained from your trial period.

Licensing & Maintenance

Q: What type of licenses are available for the Hardened Edition?

Three types of licenses are available for the Hardened Edition: Universal Licenses (which can be used on servers and virtual hosts), Workstation Licenses, and Site Licenses. Due to the Hardened Edition's zero-connectivity, only perpetual licenses are available (no subscription licenses). After install, your organization owns the product upgrade/update process. Perpetual licenses include one year of US-based technical support, and additional years of support and maintenance can be purchased up front or toward the end of your maintenance agreement.

Q: Why are licenses only available in perpetual form versus subscription?

Maintenance of subscription licenses requires regular communication with Acronis SCS internet servers in order to validate the length of subscription and process renewals. To better service air gapped networks, the Hardened Edition does not connect to any online services and, therefore, is not available for subscription-based licensing.

Q: If the Hardened Edition has zero-connectivity, how does it validate my license?

The license is validated internally on the management server, and no outside validation is required.

Q: How are product updates provided?

Update notifications are emailed to the primary contact provided to Acronis SCS and will need to be downloaded from the internet and then physically transferred to the system where the Acronis SCS Management Server is installed. Agents may also need to be updated.

Supported Platforms & Applications

Q: What platforms does the Hardened Edition support?

The Hardened Edition supports Windows Workstations, Windows Servers, Linux Workstations, and Linux Servers.

Q: Can the Hardened Edition be installed on a Linux system?

Yes, on defined, required packages and certain OS versions. Our product provides both agents and the management server for Linux. Please see the specific requirements described in our product documentation for further details.

Q: How do I determine if my Linux system is a workstation or a server?

A Linux system is considered a server when it is a multi-user system, allows for remote connections/logins, or hosts multi-user applications, like databases, mail servers, FTP, etc.

Q: Is there a Mac version of the Hardened Edition?

The first release of the Hardened Edition does not include a version for Mac systems. Mac agents will be added in the near future and delivered as part of a product update.

Q: What operating system versions does the Hardened Edition support?

Please see the specific requirements described in our [user guide](#) for further details about which operating systems the Hardened Edition supports.

Q: What applications does the Hardened Edition support?

The Hardened Edition supports Active Directory, Microsoft SQL, Microsoft Exchange, and Oracle Databases.

Customer Support

Q: I have a question about my license. Who should I contact?

For licensing questions, please contact our Sales Team at (877) 202-0240 or salesteam@acronisscs.com.

Q: I'm having an issue with my Hardened Edition software. Who should I contact?

For customer support, please contact our Support Team at (877) 202-0240 (toll-free), via email at appsupport@acronisscs.com, or through the account/support option at www.acronisscs.com.