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## Requesting a Restore Drive

<https://campus.barracuda.com/doc/93199412/>

In instances where using a client's internet connection to perform a restore would take too long, you can request to have us ship you a hard drive – called a restore drive – with your client's encrypted data for a faster restore. Once you have the restore drive, the Backup Agent will extract the data from the restore drive rather than downloading it from the cloud. This article will give you more information about restore drives and how to request one if needed.

### About Restore Drives

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#### Cost of a Restore Drive

The cost of creating a drive for restore purposes is \$200 plus shipping and handling, with an additional deposit related size of the drive – we pick the smallest drive which can fit all your client's data:

- \$200 deposit for drives <6TB
- \$400 deposit for 6TB -8TB drives
- \$700 deposit for drives => 12TB

The \$200 service fee is charged once per client account, not for each computer subaccount.

The largest drive we stock is 16TB. These are all USB3 external hard drives.

Shipping and handling costs are dependent on the method of shipping you choose. We refund the deposit on the drive once we receive it back in working order.

#### Time to Receive a Restore Drive

The time at which we receive the request along with the size of backed up data will determine the time table. For the quickest processing of a drive, we ask for the earliest notice possible. Requests received by 12:00 PM Eastern Standard Time will have the best chance of being processed and shipped in the timeliest fashion. Processing of your drive request may take up to 24 hours or longer depending on the size of the account that needs to be restored.

#### Shipping the Restore Drive

Before we ship the drive we request a credit card to charge for the restore drive and shipping as well as an address to which the restore drive should be sent. If you are set to bill by check, we can add the

credit card and only charge it for the drive service.

Before we ship the drive to you, we will send you an email with the restore drive's UPS tracking number.

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### Circumstances Appropriate for a Restore Drive

When considering to use a restore drive, please keep in mind it takes time to create a restore drive and to have the restore drive shipped which, under some circumstances, may make it faster to restore your data normally than it would if you used a restore drive. Generally, if your client's download bandwidth (Mbps) compared to the amount of data they want to restore (GB) has a ratio greater than 1:25, a restore drive will not result in an appreciably shorter restore.

Download Bandwidth	Size of Data Being Restored
< 5 Mbps	> 100 GB
< 25 Mbps	> 500 GB
< 50 Mbps	> 1 TB
< 100 Mbps	> 2 TB

This rule of thumb is true for backup set types which are almost always bandwidth-limited, including SQL, Exchange Information Store, Hyper-V Standard, and VMware Standard. However, for some backup set types (Exchange Mailbox Level and File and Folder) you are more likely to approach the software's inherent processing limit before network bandwidth becomes an issue. If your client has download bandwidth greater than 50-100 Mbps and you are trying to restore either Exchange Mailbox Level or File and Folder backups, you will see little benefit from using a restore drive.

### Ordering a Restore Drive

You can order a restore drive by contacting Intronis Support ( 408-342-5300 or [support@barracudamsp.com](mailto:support@barracudamsp.com)). When placing your order, make sure you specify which client account and computer ID you want a restore drive for. After ordering, Support may have you double-check the shipping address and method and ask you to approve the cost of the restore drive service - when this is completed, the restore drive will start processing and you will be notified of when it ships.

### Returning a Restore Drive

When you have restored what you need from a restore drive, ship the drive and any attachments to the following address:

Partner Support  
Barracuda Networks MSP  
100 Apollo Drive, Suite 205  
Chelmsford, MA 01824

When the drive is received, the drive deposit will be refunded.

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