

A Bloomberg Professional Services Offering

DRS <GO> Overview of Disaster Recovery Services | DRS Help Page

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Overview of Disaster Recovery Services | DRS <GO>

Bloomberg Disaster Recovery (DR) services let you quickly and practically resume operations in a disaster, no matter where employees are located. When an unexpected event disrupts normal business operations, you can access your Bloomberg Terminal® service subscription remotely.

[Watch a video introduction](#) 

Available Services

Bloomberg Disaster Recovery (DR) services provide temporary remote access to the Bloomberg Terminal® service via two options:

- **Bloomberg Anywhere® Subscribers:** Get temporary access to remote trading and trade-related functions. This option requires your Terminal credentials and authentication with a B-Unit or B-Unit app. For more: [Overview of Bloomberg Anywhere](#).
- **Non-Bloomberg Anywhere (Shared Bloomberg Terminal) Subscribers:** Get temporary access to remote login, trading, and trade-related functions. This option requires your Terminal credentials and a code sent to a verified corporate email or verified mobile phone number. Limited to one concurrent login session.

Availability Details

The following table details how often and for how long disaster recovery (DR) mode may be activated.

Use Case	Activation	DR Mode Duration	Examples
Business continuity testing	Firm may activate two times in a 90-day period	Up to 24 hours	Annual business continuity preparation
Common, local business disruptions	Upon request	One day to one week, typically	Natural disasters such as typhoon, hurricane, earthquake, or flood; operational failures such as power outage; political unrest, cyberattack, or terrorism
Major, widespread business disruptions	Upon request and via automatic outreach by Bloomberg	As circumstances warrant, with discretionary extensions	Government-declared state of emergency, such as the 2020 COVID-19 pandemic

Workflows

Signing Up

Disaster Recovery is a supplemental paid service. To sign up, contact your Bloomberg account manager.

DR services can be purchased at a firm-wide level, or for selected business locations (CUST accounts) or individual users. To see your FIRM, CUST, and user identifiers, run IAM <GO>. Charges are based on the number of users covered and are invoiced attached to your Terminal subscriptions.

Setting Up Your Firm

Once you have signed up for Disaster Recovery (DR) services, take the following steps to ensure your users are ready to connect.

1. Call Bloomberg Customer Support.

|Hint| Run GCSN <GO> in the Terminal or go to service.bloomberg.com to find the phone number for your region.

2. Designate a DR administrator, who will activate the service and allow your users to connect and trade. By default, Bloomberg assigns this task to your firm's Access Point on Demand (APOD) Administrator, but you can designate admins of your choice.

|Hint| To identify your APOD administrator, run APOD AL <GO>, then enter your firm number.

3. If you want to assign different DR administrators to specific business locations or groups of users, inform customer support of those alignments.

Activating DR Mode

In the event of a disruption to normal business, you can activate remote connectivity services by contacting Bloomberg Customer Support.

1. As your firm's designated DR administrator, call customer support to start DR Mode. By default, this role is assigned to your APOD administrator.

|Hint| Run GCSN <GO> in the Terminal or go to service.bloomberg.com to find the phone number for your region.

DR mode activates for 24 hours, during which users can connect remotely.

2. If you want to extend DR mode, contact customer support. For typical events, DR mode can be activated at most twice in a 90-day period.

Connecting in DR Mode

When DR Mode is active, users at your firm can connect remotely using one of the methods below.

- **PC software:** Users or your firm's IT staff can install Bloomberg Terminal® software on personal or company computers. Go to bloombergsoftware.com or, for users in China, bloombergchina.com/support/software-updates.
- **Corporate VPN:** If your firm has a remote access solution, users can log into their PCs remotely and run Bloomberg Terminal software. DR Mode removes the normal restriction on this type of access.
- **Via the web:** Go to bba.bloomberg.net, then enter your Terminal login name and password.
 - **Bloomberg Anywhere** subscribers: Verify your identity with your B-Unit or B-Unit app. For details: bloomberg.com/bunit.

- **Non-Bloomberg Anywhere (Shared Terminal)** subscribers: Verify your identity with a code sent to your enrolled corporate email or mobile device. If this information is not already on file with Bloomberg, contact customer support.
- **iPad:** For Bloomberg Anywhere users only, select Terminal Mode in the Bloomberg iPad app.

Activating Software Via the Internet

After installing the Bloomberg software on your local PC, you must activate it before you can log into the Bloomberg Terminal®.

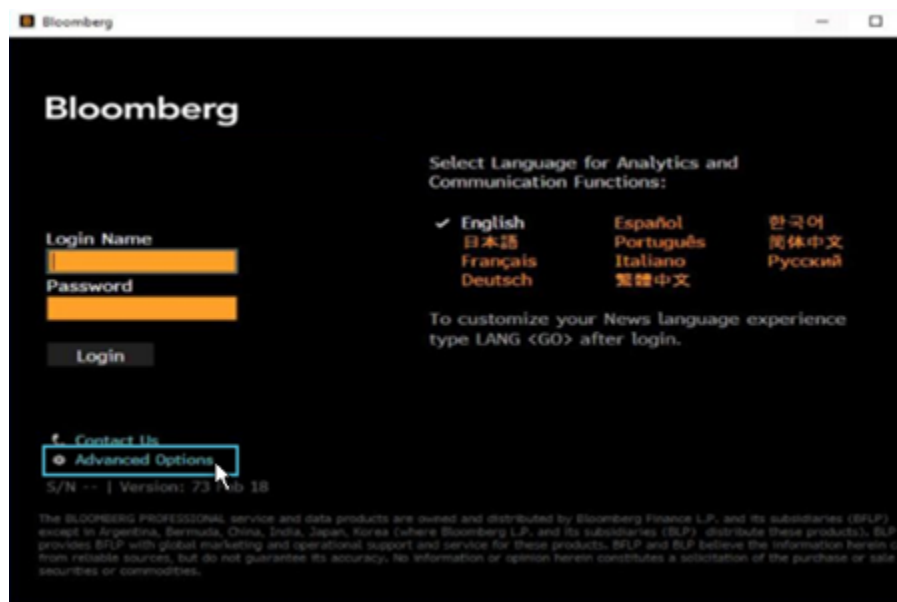
Note: If you are connecting to the Terminal via a virtual connection that Bloomberg recognizes as your office, follow the instructions in [Activating Software Via Virtual Office Network](#).

1. Double-click the green Bloomberg software icon.



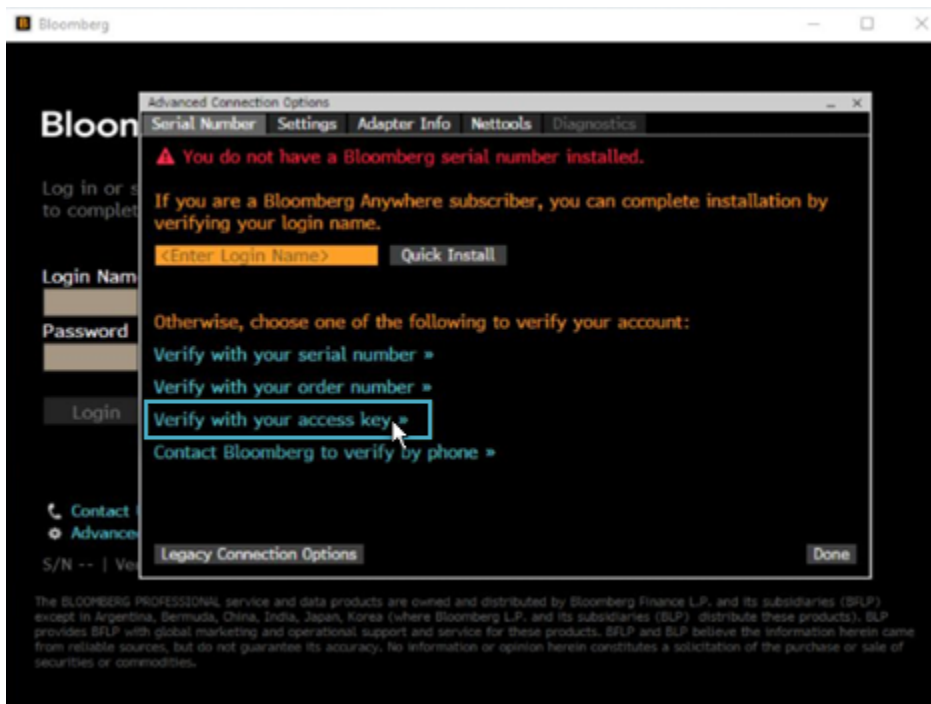
The Bloomberg login screen appears.

2. At the bottom left, click **Advanced Options**.



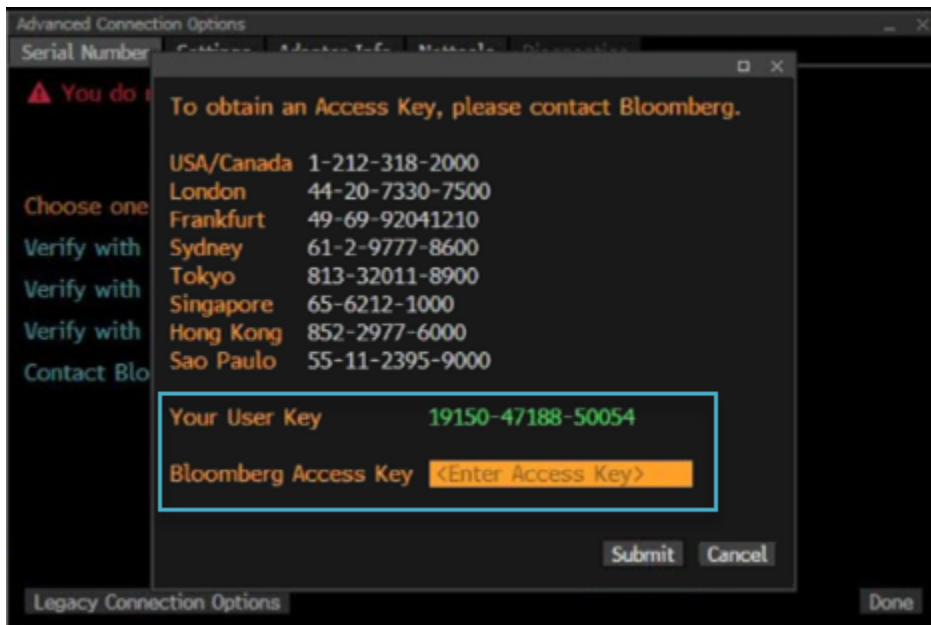
The *Advanced Connection Options* window appears.

3. Click **Verify with your access key**.



A pop-up appears with instructions for obtaining an access key.

4. Call the Bloomberg Support number for your region and give them the 15-digit number listed as *Your User Key*, enter the key provided by support, then click the **Submit** button.



The software activates. You can now log into the Terminal with your login ID and password.

Activating Software Via Virtual Office Network

After installing the Bloomberg software on your local PC and connecting virtually to your office's network, you must activate the software before you can log into the Bloomberg Terminal®.

Note: If you are not connected to a virtual network that Bloomberg recognizes as your office, follow the instructions in [Activating Software Via the Internet](#).

For details on any virtual network setup, contact your firm's technical support.

1. Double-click the green Bloomberg software icon.



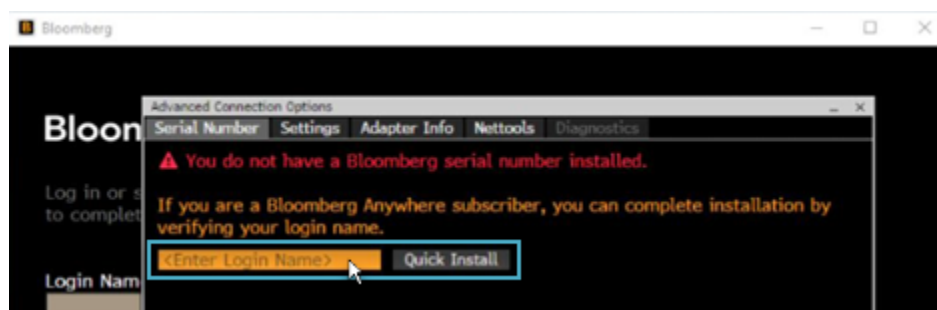
The Bloomberg login screen appears.

2. At the bottom left, click **Advanced Options**.



The *Advanced Connection Options* window appears.

3. Enter your login name, then click the **Quick Install** button and follow the instructions.



The software activates. You can now log into the Terminal with your login ID and password.

Remote Trading Access

By default, trading and post-trade functionality are not available remotely. However, while in DR Mode, your firm's APOD administrators can grant individual Bloomberg Anywhere® or Non-Bloomberg Anywhere (Shared Terminal) subscribers access to trade.

[Watch a video guide for AIM](#)

[Watch a video guide for TOMS](#)

For a breakdown of the requirements for different user types and connection methods: [Disaster Recovery Access Matrix](#).

For details on APOD administration: [Access Point on Demand Help Page](#).

Shared Terminals

Users who share a single-location Terminal license in the office (non-Bloomberg Anywhere® subscribers) can use DRS to share that Terminal subscription from another location.

Only one user can be logged into a shared Terminal at a time. If another user logs in, the current user is logged off. For simultaneous access, convert to Bloomberg Anywhere.

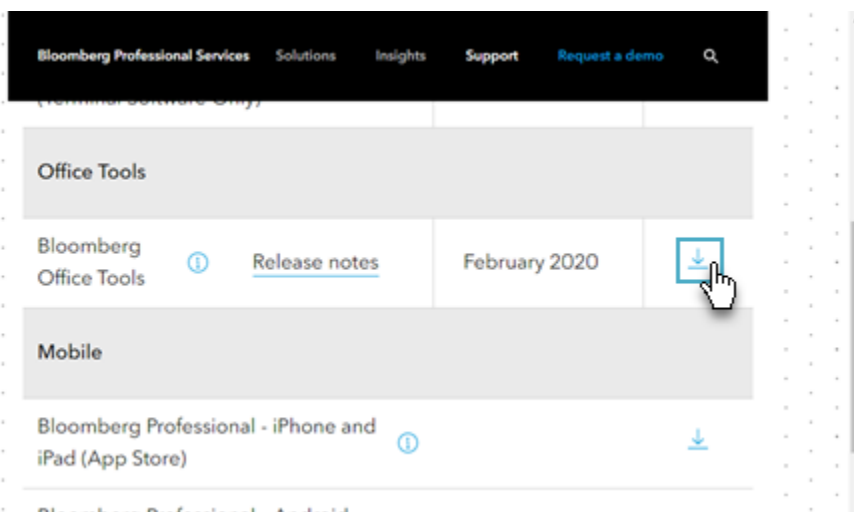
For DR Mode, users who share a Terminal must maintain unique login names and passwords.

Excel Integration

When connected remotely, you can access Bloomberg data in Microsoft® Excel.

For more information about the Bloomberg Office Add-In: [DAPI Help Page](#).

- **PC Software:** To install the Bloomberg Office Add-In on your PC, go to bloombergsoftware.com, then download the Bloomberg Office Tools installer.



- **Corporate VPN:** Once connected remotely, you can use Bloomberg data in Excel as usual.
- **Bloomberg Anywhere®:** Your spreadsheets and Bloomberg data are available in the web version of Excel.

Reference

Important Notices

March 24, 2020: COVID-19 Extension of Service


As of March 24 2020, DRS is extended for the duration of office closures or "work from home" scenarios that are the result of government mandates related to the COVID-19 outbreak.

As of March 24 2020, for customers in highly affected areas who already activated disaster recovery services, the duration of services is automatically extended by 30 days.

If you want to activate or extend DR mode to comply with government mandates in regards to the COVID-19 outbreaks, contact Bloomberg Customer Support.


Documents

The following document details the requirements to allow users at your firm to connect and trade remotely during DR mode.

Type	Title	Description
	Disaster Recovery Access Matrix	Compare the requirements for users to connect and trade across different connection methods and subscription types.

Internal Documents

The following document details client login errors and how to resolve them.

Type	Title	Description
	Overview of Common Error Codes and Resolutions	Common DR Mode login errors and how to troubleshoot and escalate them.

Take the next step.

For additional information,
press the <HELP> key twice
on the Bloomberg Terminal®.

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