



## Instant Recovery on Demand by CA: Frequently Asked Questions

### What do the terms replication and high availability mean?

Within Instant Recovery on Demand, replication refers to initially copying all the application data from one server (primary) to another server (replica). After the initial copy, only changes to the data are copied to the Replica Server, ensuring fast and efficient network throughput and minimal impact to server performance. High availability refers to our capability to automatically “fail over” to the Replica Server after a Primary Server failure, as well as “fail back” to the Primary Server once it is repaired or replaced.

### What do the terms primary server and replica server mean in regards to replication?

Primary server refers to the physical or virtual server running the business applications at your client’s site. Replica server refers to the “standby server” at the data center where your client’s applications and data are replicated.

### What is Instant Recovery on Demand by CA comprised of?

Our service is a turn-key BC/DR service offering that combines real-time replication and automated failover using high availability software and a top-tier data center, facilities, and staff, plus a web-based provisioning, management and reporting tool.

### How long does it take to failover to the data center after a system outage?

Our service can be configured for immediate automated failover, where the system itself redirects all users to the replica server at the DR site or it can be configured to alert that a failure has occurred that can be managed by the reseller via a manual redirect process.

### How are resellers end-user clients affected after a system failure?

Typically, end-user clients’ workers restart the application they were using at the time of failure. A broadcast message can be sent to end-user clients alerting them to restart their applications after a system failure. End-user clients’ workers that were in the middle of modifying a file, database or email will recover from the point at which their application was configured to save while their work was in progress.

### How does the service work?

The service uses a high availability software agent on each primary server at your customer’s location for replication to our DR data center. The service maintains replica servers with this software and the applicable operating systems and applications, using a large VMware server farm and onsite IT staff to ensure that all systems are running. The service provides a Web-based provisioning, management and reporting tools for quick and easy implementation of the solution. Each end-user clients has the choice of configuring failover as automated or manual, based on individual needs and processes. The reseller end-user clients that select manual failover use the Web tool to initiate failover. They also have the option to enable secure remote user access if a complete site outage occurs. Once your end-user clients’ primary server is repaired or replaced, our business continuity service can replicate back to the primary site to continue normal operations.

### How does the service ensure the replica server is running the exact OS and application release levels/patches that the primary server has?

Information about your client’s production servers is gathered by filling out the Readiness Assessment form, capturing the technical details to ensure the DR environment is set up to match the primary site.

SALES CONTACTS: For more information, visit us at [www.ingrammicro.com/seismic](http://www.ingrammicro.com/seismic) or call the Ingram Micro Services team at (800) 705-7057, option 5. For questions about our services, e-mail [saleservices@ingrammicro.com](mailto:saleservices@ingrammicro.com). For the Ingram Micro Services team in Canada, call (877) 755-5002, option 1, e-mail [services2ingrammicro.ca](mailto:services2ingrammicro.ca) or visit [www.ingrammicro.ca](http://www.ingrammicro.ca) Last updated 6/21/11.



## Instant Recovery on Demand by CA: Frequently Asked Questions

### Does the service support both physical and virtual replication?

Yes, the service is set up on a per-server basis. It does not matter if your end-user clients' production servers are running on a physical box or in a virtualization environment. Our service replicates the appropriate data from each of your end-user clients' primary servers and supports failover and failback for each. The granular control of this business continuity service allows you to failover just one of those virtual servers if there were any problems.

### Is disaster recovery testing included in the base offering? How about maintenance mode testing?

Yes. Both disaster recovery and maintenance mode testing are included at no additional charge.

### Does this service offer tape backup as an additional service?

Tape backup for reseller's end-user clients is not currently offered. Resellers end-user clients who require tape backup must perform that process themselves at the primary site. Backup cannot be performed remotely using the DR environment.

### How are other reseller end-user clients prevented from accessing my customer's replica data at the DR data center?

Each replication environment is set up inside an isolated network and virtual environment so that no two replication environments may talk directly to each other.

### What happens if there is an outage at the data center?

The DR data center has a fully implemented and tested Business Continuity plan that obtains BC/DR services from an alternate location in case of any failure. The DR data center infrastructure has no single points of failure and failover tests are periodically run to ensure that the systems are able to provide consistent high availability.

### Can this service help support any specific industry regulations for regulatory compliance?

Certain regulatory requirements have a section pertaining to disaster recovery and emergency operations. For example:

- HIPAA
- HIPAA Citation Description
- 164.308(a)(7)(i) Contingency Plan
- 164.308(a)(7)(ii)(A) Data Backup Plan
- 164.308(a)(7)(ii)(B) Disaster Recovery Plan
- 164.308(a)(7)(ii)(C) Emergency Mode Operation Plan
- 164.308(a)(7)(ii)(D) Testing and Revision Procedures

### What operating systems can be protected by Instant Recovery on Demand?

Microsoft Windows Server 2000 SP4/2003 in Standard or Enterprise Edition (32-bit or 64-bit)  
Microsoft Windows SBS 2000/2003 in Standard or Premium Edition (**supported in replication mode only**)

### What applications can be protected by Instant Recovery on Demand?

Microsoft File Services 2000 SP4/2003/2008 in Standard or Enterprise Edition (32-bit or 64-bit)

SALES CONTACTS: For more information, visit us at [www.ingrammicro.com/seismic](http://www.ingrammicro.com/seismic) or call the Ingram Micro Services team at (800) 705-7057, option 5. For questions about our services, e-mail [saleservices@ingrammicro.com](mailto:saleservices@ingrammicro.com). For the Ingram Micro Services team in Canada, call (877) 755-5002, option 1, e-mail [services2ingrammicro.ca](mailto:services2ingrammicro.ca) or visit [www.ingrammicro.ca](http://www.ingrammicro.ca) Last updated 6/21/11.



Microsoft Exchange 2000/2003/2007 in Standard or Enterprise Edition  
Microsoft SQL 2000/2005, SQL Express 2005/MDAC

## Instant Recovery on Demand by CA: Frequently Asked Questions

Microsoft IIS v5/v6  
Blackberry Enterprise Servers (BES) 4.1.1/4.1.2  
Oracle 9i/10g

### What are the system requirements for my clients?

Minimum of a DSL, cable, or high speed Internet connection  
Network running Microsoft Active Directory 2000 SP4/2003/2008  
Internet router cable supporting VPN IPSEC Tunnel  
Mail server redirection requires access to DNS records  
Administrator access on servers to be replicated

### Q: What determines which Data Center the customer will connect to? By region? By request?

A: US based customers will be using a US Data Center unless they make a particular request to have it elsewhere. Canadian customers will be deployed primarily in the Canadian Data Centers.

### Q: Does the Buffalo Data Center adhere to the same PCI compliance standards as the Toronto Based Data Centre?

A: Yes, the Data Center meets the PCI compliance and the SAS70 requirements.

### Q: Is there a different point of contact for Buffalo DC related questions, or still go through Matt Goddard?

A: Still contact myself regarding any questions about the service or data center.

SALES CONTACTS: For more information, visit us at [www.ingrammicro.com/seismic](http://www.ingrammicro.com/seismic) or call the Ingram Micro Services team at (800) 705-7057, option 5. For questions about our services, e-mail [saleservices@ingrammicro.com](mailto:saleservices@ingrammicro.com). For the Ingram Micro Services team in Canada, call (877) 755-5002, option 1, e-mail [services2ingrammicro.ca](mailto:services2ingrammicro.ca) or visit [www.ingrammicro.ca](http://www.ingrammicro.ca) Last updated 6/21/11.