

CA Instant Recovery On Demand

Q: What do the terms replication and high availability mean?

A: With CA Instant Recovery On Demand, replication refers to initially copying all the application data from one server (primary) to another server (replica). After initial copy, only changes to the data are copied to the replica server, ensuring fast and efficient network throughput. High availability refers to the CA Instant Recovery On Demand 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.

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

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

Q: What is CA Instant Recovery On Demand?

A: CA Instant Recovery On Demand is CA’s business continuity and disaster recovery (BC/DR) solution delivered as a service offering. CA Instant Recovery On Demand provides you uninterrupted access to critical applications and data in case of any system failure, unplanned outage or disaster.

Q: What is CA Instant Recovery On Demand comprised of?

A: CA Instant Recovery On Demand is a turn-key BC/DR service offering that combines real-time replication and automated failover using CA XOsoft™ High Availability software with our top-tier DR data center, facilities, and staff and web-based provisioning, management and reporting tool.

Q: How long does it take to failover to the DR data center after a system outage?

A: CA Instant Recovery On Demand can be configured for automated failover, where the system itself redirects all your users to the replica servers at the DR site or it can be configured to alert your IT person or reseller that a failure has occurred and they can manage the redirect process manually, depending on the severity of the failure.

Q: How are users affected after a system failure?

A: Typically all your users have to do is restart the application they were using. A broadcast message can be sent to your users alerting them to restart their application

after a system failure. Other users that were in the middle of modifying a file, database or email will recover from the point at which their application was configured to protect their work in progress.

Q: How does CA Instant Recovery On Demand work?

A: CA Instant Recovery On Demand uses CA XOssoft High Availability software agent on each primary server at your location for replication to our third party DR data center. We maintain replica servers with CA XOssoft software and the applicable operating systems and applications, using a large VMware server farm and onsite IT staff. CA Instant Recovery On Demand provides a web-based provisioning, management and reporting tool for your reseller to quickly and easily implement the solution. You have the choice of configuring failover as automated or manual, based on your company's individual needs and processes. If you select manual failover, you or your reseller can use the web tool to initiate failover. You also have the option to enable secure remote user access if a complete site outage occurs. Once your primary server is repaired or replaced, CA Instant Recovery On Demand can replicate back (failback) to the primary site to continue normal operations.

Q: How does CA Instant Recovery On Demand ensure the replica server is running the exact OS and application release levels/patches that your primary server has?

A: Information about the your production servers is gathered by filling out the Readiness Assessment form with your reseller to capture the technical details to ensure the DR environment is set up to match your primary site.

Q: Does CA Instant Recovery On Demand support both physical and virtual replication?

A: Yes, CA Instant Recovery On Demand is set up on a per-host basis. It does not matter if the production host is running on a physical box or in a virtualization environment. High Availability On Demand replicates the appropriate data from each of your primary servers and supports failover and failback for each. The granular control of CA Instant Recovery On Demand allows you to failover just one of those virtual servers if there were any problems.

Q: Is DR testing included in the base offering?

A: Yes. Disaster Recovery testing is included at no additional charge.

Q: Is maintenance mode testing included in the base offering?

A: Yes. Maintenance Mode testing is included at no additional charge.

Q: Does CA Instant Recovery On Demand offer tape backup as an additional service?

A: CA Instant Recovery On Demand does not currently offer tape backup. If you require backup, you must perform it at your primary site. Backup cannot be performed remotely using the replica environment.

Q: How are other customers prevented from accessing my replica data at the DR data center?

A: 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.

Q: What happens if there is an outage at the DR data center? What is your own BC/DR plan?

A: Our DR data center staff have fully implemented and tested a Business Continuity plan that provides the BC/DR services from an alternate location in case of any failure. The DR data center infrastructure has no single point of failure and the staff periodically runs failover tests to ensure that the systems are able to provide high availability.

Q: Can CA Instant Recovery On Demand help to support any specific industry regulations for regulatory compliance?

A: 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

Q: How is CA Instant Recovery On Demand priced?

A: Contact your authorized CA Instant Recovery On Demand reseller for pricing.

Q: What is the policy if I want to change my service, bring in-house or move to another provider? Is there a minimum commitment?

A: The CA Instant Recovery On Demand solution is offered as a Software as a Service (SaaS) model. So your subscription is only bound by your individual service agreement with our CA Instant Recovery On Demand authorized Partner.

Q: How is CA Instant Recovery On Demand different from CA XOssoft software products like CA XOssoft™ Replication and CA XOssoft High Availability?

A: CA Instant Recovery On Demand is a turn-key hosted BC/DR service offering while CA XOssoft Replication and High Availability are software products. CA Instant Recovery On Demand includes all the software, hardware and professional services required for you to quickly and easily implement a complete BC/DR solution with the help of an authorized CA Partner, without the need for a remote facility. CA XOssoft software provides replication and high availability that requires you to install, manage and maintain the CA XOssoft software on all primary servers that require protection in addition to purchasing, installing, managing and maintaining hardware and software at a remote DR data center or other remote location. You or your reseller must have a remote DR location and facilities to leverage CA XOssoft Replication and CA XOssoft High Availability software for a complete BC/DR solution.

* Note, you may use CA XOssoft Replication and CA XOssoft High Availability with the replica server located at the same physical location as your primary server. This is typically referred to as “local business continuity” solution. This implementation only supports a server failure and is not recommended for Disaster Recovery as both your primary and replica servers are located together and are both vulnerable to the same risks.

Q: When do I buy CA Instant Recovery On Demand instead of a CA XOssoft software solution?

A: CA Instant Recovery On Demand is positioned for small or medium organizations which may have limited IT resources and budget for a BC/DR solution, or prefer a managed service solution to eliminate upfront capital expense, speedy implementation and reduce ongoing IT support. Your organization with an appropriate budget, knowledgeable IT staff and existing multiple locations may prefer a software solution that you can manage and support yourselves, hence avoiding recurring services fees. Additionally, CA XOssoft Replication and CA XOssoft High Availability software offers additional protection technology including “CDP” for continuous application and data protection with granular, “Rewind” capability for any-point-in-time recovery as well as snapshots for periodic data protection between backups, in case of application or data corruption, not currently offered as part of CA Instant Recovery On Demand.

Q: What operating systems can be protected by CA Instant Recovery On Demand?

A: CA Instant Recovery On Demand supports:

- Microsoft Windows Server 2000 SP4/2003 in Standard or Enterprise Edition (32-bit or 64-bit)
- Microsoft Windows SBS2000/2003 in Standard or Premium Edition

Q: What applications can be protected by CA Instant Recovery On Demand?

A: CA Instant Recovery On Demand supports:

- Microsoft File Services 2000 SP4/2003/2008 in Standard or Enterprise Edition (32-bit or 64-bit)
- Microsoft Exchange 2000/2003/2007 in Standard or Enterprise Edition
- Microsoft SQL 2000/2005, SQL Express 2005/MDAC
- Microsoft IIS v5/v6
- Blackberry Enterprise Servers (BES) 4.1.1/4.1.2
- Oracle 9i/10g

Q: What are the system requirements for my environment?

A: CA Instant Recovery On Demand requires:

- 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
- Minimum of 5GB of free disk space on each primary server being replicated

Q: What are CA Instant Recovery On Demand competitive advantages?

A: CA Instant Recovery On Demand leverages:

- CA – A global company supporting Fortune 500 companies with strategic software solutions for over 30 years. CA is someone you can trust with your data.
- Leading technology in the marketplace – CA XOsoft High Availability and CA XOsoft Replication.
- Over 10 years of experience in business continuity/data protection industry and customer needs
- Partner friendly – customer can continue to work with their preferred partner.

Q: Where can I find information on CA Instant Recovery On Demand?

A: CA Instant Recovery On Demand information may be found at ca.com/recovery.

Q: What CA Instant Recovery On Demand user training is available?

A: Since CA Instant Recovery On Demand is offered as a Managed Service, all customer training will be provided by your authorized CA reseller.

To learn more, and see how CA Recovery Management solutions enable other organizations to unify and simplify IT management for better business results, visit ca.com/instantrecovery.

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