



CA XOssoft™ Replication r12.5 and CA XOssoft™ High Availability r12.5 Frequently Asked Customer Questions

What are CA XOssoft Replication and CA XOssoft High Availability?

CA XOssoft Replication and CA XOssoft High Availability are software products that deliver a combination of business continuity (BC) and disaster recovery (DR) capabilities for medium-sized businesses with remote and branch offices (ROBOs) and/or more than one data centre. CA XOssoft Replication and CA XOssoft High Availability provide you with uninterrupted access to business-critical applications and data in the event of a primary server failure, planned and unplanned outage or natural disaster.

What do the terms “replication” and “high availability” mean?

In the context of these two products, “replication” refers to the process of copying all application data from one server to another over a local area network (LAN) or wide area network (WAN), using a secure virtual private network (VPN) connection. After the initial data copy, only subsequent data changes are sent to the replica server, ensuring fast and efficient network throughput. “High availability” refers to the product’s ability to monitor the health of the primary server and automatically failover to the replica server and redirect end users after a disruption.

What do the terms “primary server” and “replica server” mean?

Also known as the production server, a “primary server” is any physical or virtual server hosting the applications that support business operations. A “replica server” is the standby server — usually housed in an offsite or recovery location — to which data is replicated for BC and DR purposes.

What capabilities do CA XOssoft Replication and CA XOssoft High Availability provide, and how are these products different?

Both CA XOssoft Replication and CA XOssoft High Availability offer:

- Application-aware, script-free replication capabilities
- Broad application and platform support
- Automated disaster recovery testing
- Data rewind technology for fast recovery time and tight recovery points
- Bandwidth benchmarking that establishes network requirements
- Integration with CA ARCserve® Backup

CA XOssoft High Availability extends the capabilities of CA XOssoft Replication by adding server monitoring, automated failover and push-button failback.

How do CA XOssoft Replication and CA XOssoft High Availability work?

CA XOssoft Replication and CA XOssoft High Availability install software agents on your primary servers to provide real-time, asynchronous replication to the replica servers you maintain at a local or remote location, or in a third-party data centre. After the initial synchronisation process — which copies all the specified data from primary to replica servers — the agents keep these servers up to date by



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continually replicating all changes made when your employees save files, update databases and send or receive emails. This delta-based replication process helps you minimise bandwidth consumption.

With CA XOssoft Replication, you must manually failover to the replica servers, however, CA XOssoft High Availability allows you to tailor failover to your specific recovery needs — choosing manual or fully automated processes for near-instantaneous recovery, as appropriate. Once your primary server is repaired or replaced, CA XOssoft Replication and CA XOssoft High Availability allow you to failback to the production environment and resume normal operations.

Do CA XOssoft Replication and CA XOssoft High Availability support both physical and virtual replication?

Yes, both products support physical-to-physical (P2P), physical-to-virtual (P2V), virtual-to-physical (V2P) and virtual-to-virtual (V2V) replication and failover/failback. In VMware ESX environments, these products protect the VMware vCentre management application — in addition to the data created by each virtual machine (VM) — improving overall protection, reliability and IT productivity. If your organisation uses Microsoft Hyper-V for virtualisation, these products independently replicate and failover/failback the individual VM application data — without requiring you to install the XOssoft Engine in each VM. This helps you simplify CA XOssoft product deployment while improving IT productivity and reducing risk.

How long does it take to failover to the replica server after an outage or disruption?

Because CA XOssoft High Availability continuously monitors your primary servers and automatically detects and reacts to a wide variety of issues, it can provide you with near-instantaneous failover. CA XOssoft High Availability also provides manual failover capabilities, which you can use to transfer operations to replica servers during routine maintenance activities on your primary servers. Conversely, with CA XOssoft Replication, you need to *manually* redirect users to the replica servers when necessary.

How will CA XOssoft Replication and CA XOssoft High Availability affect users when recovering from a system failure?

With CA XOssoft High Availability, most failover processes are transparent and do not impact end users, but in some scenarios, end users may need to restart the application they were using when the disruption occurred. If this is the case, it is a best practice to alert all appropriate personnel that they will need to restart their applications following failover.

How does Data Rewind technology provide continuous data protection (CDP)?

Both CA XOssoft Replication and CA XOssoft High availability include Data Rewind technology, which provides integrated, continuous data protection (CDP). Data Rewind captures and stores every data write on the replica server as files, databases and emails are created, updated or deleted. Should a file, email or database record be accidentally deleted or changed — or damaged by a virus, malware or other corruption — Data Rewind helps you quickly and easily restore all data on the replica server to



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the point in time just prior to the event. At that point, end users can continue to work on the replica server, or administrators can failback to the production server. CDP is a core recovery competency your organisation needs to fill the gaps in data protection left by periodic backups and snapshots — and achieve the best recovery point objectives (RPOs) for your mission-critical applications.

Can you explain the automated recovery testing included in these products and why it's an important capability?

CA XOssoft Replication and CA XOssoft High Availability are integrated with CA XOssoft™ Assured Recovery®, an automated DR testing feature. CA XOssoft Assured Recovery allows you to schedule automatic, recurring DR testing of your replica servers, applications and data — without impacting your production and recovery environments or requiring IT intervention. Performing periodic testing helps you ensure that your systems are poised to automatically assume production duties and restore operations at a moment's notice, while your IT staff focuses on supporting other critical tasks and responsibilities. What's more, CA XOssoft Assured Recovery is integrated with Microsoft Virtual SourceSafe (VSS) snapshot management technology, a core component of a robust backup and recovery plan.

Do CA XOssoft Replication and CA XOssoft High Availability work with tape-based backup products?

Yes, both products tightly integrate with CA ARCserve® Backup solutions and both may be managed through the CA XOssoft Management Console. CA ARCserve Backup provides targeted protection for your replica servers, without any noticeable downtime in your production environment. Additionally, CA ARCserve Backup can be used to backup periodic VSS snapshots of replica servers. Beyond CA ARCserve Backup, CA XOssoft Replication and CA XOssoft High Availability integrate with most other backup products available today.

I've heard about CA Instant Recovery On Demand — how does this technology differ from CA XOssoft products?

CA Instant Recovery On Demand is a turnkey managed services offering from CA that leverages the core replication and failover capabilities provided by CA XOssoft High Availability. It's designed to provide small-and medium-sized businesses (SMBs) with the availability and reliability capabilities they need, without requiring the time or capital associated with implementing and maintaining a comprehensive DR and BC solution. CA Instant Recovery On Demand includes a full recovery facility complete with the staff, hardware and software required for replication and automated failover, as well as a web-based assessment, provisioning, management and reporting tool — all of which is deployed and managed by an authorised CA Partner.

What's new in CA XOssoft Replication and CA XOssoft High Availability r12.5?

The 12.5 releases of CA XOssoft Replication and CA XOssoft High Availability offer expanded application and operating system support, improved protection for virtualisation, mixed Windows, Linux and UNIX environments and include the following new features:

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CA XOSOFT ASSURED RECOVERY Is now included in both CA XOsoft products, increasing overall value and reducing total cost of ownership (TCO).

CA XOSOFT CONTROL SERVICE HIGH AVAILABILITY Ensures continuous access and manageability of your environment even if the XOsoft control service server itself is affected, which increases uptime and recoverability in the event of an emergency.

MICROSOFT SHAREPOINT HIGH AVAILABILITY Includes replication and high availability for all-in-one deployments of Microsoft SharePoint 2007, providing broader protection for customer environments and reducing risk.

VMWARE VCENTRE HIGH AVAILABILITY Enables replication and high availability for the VMware vCentre management application, improving manageability and increasing IT protection and productivity.

MICROSOFT HYPER-V HIGH AVAILABILITY Offers independent replication and high availability for multiple guest operating systems and applications running on a Microsoft Hyper-V Server — without requiring individual installations of XOsoft. This simplifies XOsoft deployment and enables broader protection, enhancing IT productivity and helping to reduce enterprise risk.

SYSTEM STATE PROTECTION Provides automatic DR through multiple point-in-time copies of the local system state, which are then replicated and stored on the replica server. This functionality helps to reduce risk and increases IT productivity via improved operating system protection and recovery.

REGISTRY SYNCHRONISATION Facilitates automatic DR protection of select registry keys by synchronising key data with copies stored on the replica server, increasing operating system protection and recovery capabilities and mitigating the risk of loss.

UNIX/LINUX REPLICATION SUPPORT Provides heterogeneous compatibility with UNIX and Linux systems that broadens application and data protection capabilities while helping to reduce risk and lowering TCO.

NATIVE 64-BIT ENGINE Ensures that CA XOsoft performs optimally in 86-bit and 64-bit deployment without requiring the overhead of WOW-mode compatibility, improving integration and IT productivity.

BANDWIDTH TUNING Enables per-scenario granularity when defining bandwidth throttling limits and time parameters to help you limit congestion, minimise network costs and reduce risk.

LOCALISATION Includes language support for English, French, German, Italian, Spanish, Brazilian Portuguese, Chinese (simplified), Chinese (traditional) and Japanese, improving global usability.

CDP REPORTING Provides administrators with summary and detailed reports from the CDP Repository for Exchange products, enabling them to track RTOs and RPOs against service level agreements (SLAs).

CONTENT DISTRIBUTION* Offers scalable information sharing across 100s to 1000s of replica servers, improving IT productivity and ensuring consistency across the enterprise. *Requires CA XOsoft™ Content Distribution product, which is licensed separately.

What operating systems do CA XOsoft Replication, CA XOsoft High Availability and CA XOsoft Content Delivery protect?

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CA XOssoft Replication supports:

- Microsoft Windows Server 2000 SP4, 2003 and 2008 in Standard or Enterprise Edition (32-bit or 64-bit)
- Microsoft Windows SBS 2000 and 2003 in Standard or Premium Edition
- UNIX, AIX 5.3 6.1, Solaris 9, 10, SPARC, Intel
- Linux, RedHat 4,5, SuSE 9, 10

CA XOssoft High Availability supports:

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

CA XOssoft Content Delivery supports:

- Microsoft Windows Server 2000 SP4, 2003 and 2008 in Standard or Enterprise Edition (32-bit or 64-bit)

Note: CA XOssoft Assured Recovery is not currently supported on UNIX or Linux systems.

What applications do CA XOssoft Replication and CA XOssoft High Availability protect?

CA XOssoft Replication and CA XOssoft High Availability supports:

- Microsoft File Services 2000 SP4, 2003 and 2008 in Standard or Enterprise Edition (32-bit or 64-bit)
- Microsoft Exchange Server 2000, 2003 and 2007 in Standard or Enterprise Edition
- Microsoft SQL Server 2000, 2005 and 2008, and SQL Express 2005/MDAC
- Microsoft SharePoint Server 2007
- Microsoft IIS versions 5, 6 and 7
- Blackberry Enterprise Servers (BES)
- Oracle 9i and 10g
- Additional application support can be achieved through custom scripting

What are some of the competitive advantages of CA XOssoft Replication and CA XOssoft High Availability?

CA XOssoft Replication and CA XOssoft High Availability provide:

- Industry-leading BC and DR technology
- Broad platform and application support
- Automated DR testing through CA XOssoft Assured Recovery
- Built-in CDP with data rewind technology
- Localised and translated versions for worldwide ease of use
- A foundation built upon CA's decade of experience developing BC and data protection products
- A partner-friendly setup that enables customers to continue working with their preferred software and services vendors
- A robust, global footprint that has supported Fortune 500 companies with strategic software solutions for over 30 years



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Where can I find more information on CA XOssoft Replication and CA XOssoft High Availability?

Additional information about CA XOssoft Replication and CA XOssoft High Availability is available at ca.com/xossoft.

What are the pricing structures for CA XOssoft Replication and CA XOssoft High Availability priced?

Contact your authorised CA XOssoft Replication and CA XOssoft High Availability reseller for pricing information.

Can I get trial versions of the products?

Visit ca.com/xossoft to download your free trial software.

What CA XOssoft Replication and CA XOssoft High Availability user training is available?

CA offers a wide variety of training programs for both CA XOssoft Replication and CA XOssoft High Availability. Contact your local authorised CA partner or visit ca.com/contact/rmdm.