

Frequently Asked Questions

Q: What operating system environments and applications can be protected, backed up, migrated and recovered by Remis?

A: Remis protects, backs up, migrates and recovers the entire operating system and data stack associated with any application running on Windows Server 2003 and Windows Server 2008 Editions, either on physical server(s) or in virtual machine(s). Additionally, Windows XP, Windows 7 and Windows Vista are supported.

Q: What virtualisation technology does Remis use?

A: On the target machine(s), Remis creates virtualised workload images in the VMware Virtual Machine Disk Format (VMDK). When migrating or recovering any of the protected workloads, Remis runs the VMware hypervisor to achieve this. If any source machine workloads are already virtualised in either Microsoft HyperV or XenServer, Remis protects these but the recovery will be to virtualised VMDK workload images.

Q: Can I use either virtualised machine(s) (VMware vSphere) or physical machine(s) as my target machine(s) and/or a combination of the two?

A: Yes. Remis automated functions can be deployed on virtualised (VMware vSphere) target machine(s) or physical target machine(s) or on both. Please contact us to discuss your preferred deployment scenario.

Q: For every source machine (physical or virtual) that requires protection, is the same version of the Windows operating system running on the source machine(s) required to be licensed and running live on the target machine(s)? In other words a one to one source to target machine relationship?

A: No. Remis only requires 2 Windows licenses on a single virtualised target machine – one for the Remis virtual machine and one for the Remis management machine (this controls multiple target machine(s)). If a 2nd, 3rd 4th etc target machine is used each target machine only requires a Windows license for the Remis virtual machine. These can be Windows Server 2003/8 Standard Edition licenses. In other words they do not need to be the same Windows Server Enterprise or Datacenter Editions that may be running live on the protected source machines. This architecture significantly reduces the total cost of ownership of the Remis solution for end customers.

Q: Are any applications (i.e. Exchange, SQL etc) required to be running live on the target machine(s) in order for Remis to execute the functions described?

A: No. Remis does not require any live applications to be running on the target machine(s). Again, this architecture reduces the total cost of ownership of the Remis solution for end customers.

Q: What recovery options are available and in what context might each be used?

A: Remis supports a number of recovery options as follows:

1. Recovery of any replicated file(s) or folder(s) that may have become corrupted on the source machine(s) from the archives held on the target machine(s);
2. Recovery from the last backup. This option might be used when a virus or corruption on the source machine(s) has been replicated therefore corrupting the target copy or when there is a requirement to test the recovery process.
3. Backup and then recover source machine(s). This option creates an archive and then performs a recovery using that archive. This option is useful when there is a need to test the recovery process. The recovery is achieved by performing an incremental backup (i.e. archive all data changes since last

backup) and then restoring archives to another volume. This can be considerably quicker than executing a complete copy of the target volume.

4. Copy volumes and then recover. This recovery option is best suited for creating Test & Development environments on the fly. Machine(s) are recovered by performing a sector copy of the replicated volume(s).

5. Disaster recovery / migration. This option is used for disaster recovery, as it is the fastest recovery. This is also the option used for migrating machines – e.g. physical to virtual machine migration. It uses the target volume(s) so therefore replication will be stopped, and can no longer continue.

Q: After recovering a source machine(s) to a target machine, how easy is it to use Remis to failback to the original source machine that has either been replaced or repaired?

A: Failback is simple. In such a scenario the target machine temporarily becomes a source machine and vice versa. Using the Remis UI, the source and target machines will be “attached” and the system state replicated. On completion, Remis will then execute the disaster recovery procedure so that the replaced or repaired machine now becomes the source machine. This can be carried out during any appropriate window – i.e. overnight or weekend etc.

Q: How many source machines (servers) can Remis protect?

A: Depending on the target server specification, one instance of Remis should be able to support 20 or more source machines. By deploying multiple instances of Remis on other target server’s, very large numbers of source machines can be protected.

Q: Do my protected servers (source machines) need to be virtualised?

A: No. Remis protects and recovers any combination of virtualised and physical workloads, or an environment consisting exclusively of all physical machines or all virtual machines. Remis has the ability to turn the back up of a workload running on either a physical or virtual source machine into a VMDK. So, source machines running in a physical or virtual mode format can be replicated, backed up and recovered by Remis.

Q: What Recovery Time Objective (RTO) does Remis provide?

A: Using the “disaster recovery / migration” recovery option explained above (the fastest recovery option), selected source machine(s) can be recovered in literally minutes and is essentially the same for a 600 gigabyte workload as it is for a 10 terabyte workload because all the protected data is fully replicated to the target machine(s) and is thus immediately available.

Q: What Recovery Point Objective (RPO) does Remis support?

A: Remis supports near continuous replication of backups to both local (on premise) and / or remote target machine(s) at a frequency configured by the system administrator. Both local and remote replication is configurable to any frequency deemed practical given network connectivity constraints.

Q: Do I need a remote disaster recovery site?

A: For disaster recovery purposes, best practices suggest a remote site to host Remis target machine(s). This could be either a branch office equipped with appropriate network connectivity or a hosted data center or co-location facility supplied by a third party.

Q: Will Remis saturate my limited site to site bandwidth?

A: We have procedures in place to prevent workload replication consuming excessive bandwidth and clogging your network. The most sensitive time is at the initial data collection stage when ALL data is replicated from the source to the target machine(s). We refer to this as the initial synchronisation or “heavy lift”. To prevent network clogging we can execute this offline by copying and moving all source data onto a storage device and sending/attaching this to the target machine(s). Alternatively,

we can schedule this overnight or over the weekend. After the initial synchronisation, only incremental changes are replicated across. Furthermore, Remis supports throttling which is configurable. This allows administrators to run Remis replication “in the background” where bandwidth between sites is limited.

Q: What types of storage can be used on the target machine(s)?

A: Remis interoperates with all storage architectures and automatically provisions all types of storage on target machine(s) including SAN, NAS and direct attached storage.

Q: How long does it take to install Remis?

A: This does depend on individual configurations. It can take as little as a few hours to have Remis up and running.

Q: How do I manage my Remis deployments?

A: Remis features a secure point and click interface, allowing administrators to simply and easily manage the set up and ongoing management of replication, backup, archiving, migration and recovery functions.

Q: What does Remis cost?

A: Please contact us for details on pricing.