arcserve

arcserve[®] Unified Data Protection Technical Product White Paper

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Introduction

Fueled by data growth and technology advancement such as virtualization, current data protection architectures come up short in a number of operational areas and essentially perpetuate data protection islands or silos. Upon closer examination, there is also widespread user discontent leading to a re-examination of the current infrastructure: many data protection solutions are limited in scope and the multiplication of point solutions is creating complexity that has become very hard to manage for organizations whatever their size.

Today's IT is all about service delivery. Successfully managing the interdependence of its systems and applications in understanding and proving that you can resume IT service delivery in a reasonable amount of time is crucial. Metrics such as Recovery Point Objective (RPO) and Recovery Time Objective (RTO) have become synonymous with business availability.

Current data protection solution architectures make poor overall use of their resources due to a lack of ability to measure and mitigate, process inefficiencies. Obsolete solutions with expensive licensing or niche data protection capabilities only compound the problem by adding complexity on top of complexity.

Until now.



Introducing arcserve® Unified Data Protection

We are pleased to introduce a new solution to the market to alleviate these issues. arcserve UDP is a new arcserve solution yet built on the foundation of very mature and proven arcserve technology, offering a seamless solution from endpoint to remote archive site.

arcserve Unified Data Protection is the first solution to combine industry-proven backup, replication, high availability and true global deduplication technologies within one solution. The new arcserve Unified Data Protection delivers comprehensive Assured Recovery[™] for virtual and physical environments with a next generation unified architecture and an unmatched ease of use. This feature-rich solution enables organizations to scale their IT environments easily, while delivering against their recovery point and recovery time objectives, on-premise, off-premise or in the cloud. Traditional, overly complex backup policies are replaced by modern task-based data protection plans and deep integration with hypervisors fully automates complex, mundane, repetitive tasks.

arcserve UDP is based on a next generation unified architecture for both virtual and physical environments. Its unmatched breadth, ease of use, and Assured Recovery capabilities set it apart from other data protection solutions. This unified solution offers innovative features such as:

- Unified management console
- Simple task-based data protection and availability plans
- Agentless backup for VMware & Hyper-V (Windows & Linux VMs)
- Support for physical systems (Windows & Linux)
- Built-in replication and high availability
- True global deduplication
- Migration of disk images to tape, with granular restore from disk or tape

arcserve UDP Key Differentiators and Benefits

Ease of Use: Its unified management capabilities and centralized reporting and deployment simplify data and system protection and recovery operations dramatically, when compared to point solutions. It thus improves the operational efficiency of data and system protection recovery.

Solution Breadth: arcserve UDP provides a broad spectrum of enterprise-level functionality typically found in multiple point solutions such as imaging, replication and high availability, yet is easy to deploy, use and manage, on-premise, off-premise or in the cloud, across multiple virtual and physical platforms.

Automated DR/Assured Recovery[™]: In combination with a broad set of features for deploying advanced data protection, recovery and availability strategies, arcserve UDP enables the automated disaster recovery testing of business-critical systems, applications and data, without business downtime, or impact to production systems.





Innovating with the next generation unified architecture

arcserve UDP introduces an innovative, next-generation service oriented architecture. This new architecture is "services" focused: data and system protection and recovery now become IT services that can be delivered internally or externally, by in-house IT professionals or service providers.

It is innovative in that it introduces several new technologies while leveraging multiple, industry proven solutions into a single, unified platform.

It is differentiated because of the key technologies and innovations it includes, making it the next generation of unified platforms for data protection, recovery and availability.

The unified architecture consists of the elements outlined in the diagram below. Individual elements can reside on a single server, or be distributed or decoupled across multiple physical or virtual servers to provide a highly scalable solution.



A closer look at the arcserve UDP architecture



End Point Protection

- Agentless, single pass backup for virtual host protection
- Hybrid agent for physical system protection with independent local UI and restore or managed centrally

Recovery Point Server (RPS)

- Global information store
- Source-side data reduction
- Global de-dupe across nodes
- Built-in replication
- AES encrypted backups
- Data Seeding
- RPS Jumpstart (Offline Synchronization/Data Seeding)

Other Elements

- Central management
 console to manage
 thousands of nodes
- Instant Virtual Standby for non-disruptive disaster recovery
- Archive backups/RPS to tape with in-place re-hydration
- Decoupled to scale, added as needed



arcserve UDP – A disaster recovery topology view



Unified Management Console

This architectural element provides administrators with a single, web-based management console that enables the entire arcserve UDP environment to be managed quickly and easily. The unified management console makes use of wizards, which greatly simplifies deployment, day-to-day management and reporting functions.



End Point Protection for servers, desktops and laptops.

Agentless VM Backup

The Host-Based/Agentless Backup Proxy is an architectural element based upon technology that enables a single-pass backup of all Windows and Non-Windows VMs, without the need to install software agents on each VM.

- Fast, single-pass backup of all VMs for VMware and Hyper-V environments
- Integration with VMware & Hyper-V technologies, such as vSphere, VDAP, VDDK, VIX, vDS etc., to simplify management
- Auto-discovery of VMs on target hypervisor
- Application consistent backups (Exchange, SQL etc.)
- Backup of changed blocks only
- Granular recovery of emails and individual files/folders, from within each VM
- Centralized node, group & plan management from the unified management console

For Microsoft Hyper-V environments, UDP introduces a new changed block tracking mechanism that tracks changes to the VM's virtual disks. With changed block tracking, only the changed or used blocks of each virtual disk are actually read, which improves performance significantly, as well as reducing overall storage requirements. In addition, arcserve UDP leverages VSS snapshot technology to help ensure file system and application consistent backups. The resulting backup session format is identical to UDP client backups and host-based backup of VMware VMs.

Agentless Backup for VMware & Hyper-V





Hybrid Agent

The Hybrid agent applies to physical (and virtual) system protection and provides users with the ability to restore locally, or to be managed centrally by the UDP console.

Recovery Point Server (RPS)

The Recovery Point Server (RPS) is a new architectural component in our portfolio, and it is a unique set of technologies that provide the fundamental building blocks of the arcserve UDP solution. Among the key features of RPS are:

True Global Deduplication

Setting arcserve UDP aside from its competition, our global deduplication dramatically reduces the amount of data actually transferred during backup cycles.

The ability to deduplicate across all the clients in the infrastructure is central to limiting the unnecessary storage and transfer of existing data – this is what makes it "global": data is deduplicated across nodes, jobs and across sites. The global deduplication database is distributed so that all source and target data can be deduplicated across all RPS servers. Since backup data is deduplicated before it is actually transferred to the target RPS, only changes are sent over the network, which improves performance and reduces bandwidth usage. This entire process is secured with datastore-level encryption and per-session passwords.

The global deduplication in arcserve is different from many other vendor solutions which only deduplicate data on one node or one backup job, thus reducing the overall potential benefits, in terms of bandwidth and storage savings.

With arcserve UDP, you can optimize storage requirements and bandwidth as well as accelerate protection and recovery across sites. In addition, the solution allows for in-place re-hydration of data, for fast granular restore, including from tape.

We also offer an option to store the deduplication database index on high performance SSD, which is a great way to improve performance, efficiency and reduce costs, compared to a pure memory-based approach.



Proven built-in replication

arcserve UDP provides built-in, industry proven replication (arcserve RHA) technology that is ideal for multi-site environments that require disaster recovery and/or high availability. In addition, the solution includes built-in WAN optimization and bandwidth throttling capabilities, which enables end users to control network bandwidth usage and costs.

Among the key replication features of arcserve UDP are:

- Proven block-based RPS to RPS replication
- Unidirectional communication via HTTP tunneling to remove firewall and NAT configuration issues
- Offline synchronization and automated, link-failure resistant resynchronization
- One-to-many and many-to-one replication capability
- Replication task verification upon completion
- Concurrent job and multi-stream replication
- Compression and encryption





RPS Jumpstart or "offline" synchronization

This capability enables users to save their RPS datastores to a portable disk unit (like a small NAS for example) to seed a remote site. This can save significant bandwidth, time and cost to get a remote RPS server synchronized. In essence, this offline synchronization process accelerates the deployment of Recovery Point Servers and helps to optimize (time consuming and costly) data transfers.

Offline synchronization is ideal for environments with limited bandwidth or charge-by-the-usage connections and is also perfect for service providers who will use arcserve UDP as part of their offering.

One additional benefit of offline synchronization is that your data loss exposure can also be mitigated. Instead of waiting for a full synchronization to happen over the network, which can take many days in the case of larger datastores, offline synchronization allows you to "catch up" after the copy to the remote server is complete. If the physical transfer of data with a portable disk device takes one day, you will only have one day of updates to catch up, and reduced exposure should something happen to your primary site. In addition, the solution supports public cloud platforms, such as Amazon, Azure, Rackspace and others who offer seeding services



RPS Jumpstart - "Data Seeding"



Multi-Tenant Storage

This capability offers the ability to logically segregate user data within the RPS. Data is stored on a local recovery point server and then replicated centrally (in a many-to-one fashion) using global deduplication to a centralized RPS server.

That data is isolated logically on the server, both by the manner of encryption (256-bit AES encryption is supported) and the security credentials that are required for administrators to access the customers' data. Access by customer RPS name can be used leveraging a separate folder structure.

In addition, global deduplication works across all tenant storage, to improve operational efficiency and reduce storage costs further. Because of this, arcserve UDP is an ideal solution for MSPs, as well as organizations and/or departments that share IT services.

Multi-tenant Storage





Additional Key capabilities

The RPS server also uses technologies such as compression and AES encryption as noted above. It should also be mentioned that the RPS server offloads resource-intensive tasks from the production systems, such as backup merge/purge processes and cataloging operations.

It comes with a full set of open APIs and also includes a managed capacity report to simplify licensing management.

Managed Capacity Report



Virtual Standby Proxy

This architectural element provides periodic, image-based system, application and data protection for Windows Servers and VMs, and the ability to failover to a live VM of that backup image. Users can replicate to remote locations (remote office, DR site, MSP and Cloud) and run recovery point conversion into VHD or VMDK formats, on the LAN or through a WAN depending on the chosen topology.

SINGLE SITE FAILOVER Թո ARCSERVE UDP CONSOLE VIRTUAL STANDBY PROXY PHYSICAL OR VIRTUAL SERVERS RECOVERY PHYSICAL OR VIRTUAL POINT SERVER **REPLICA SERVERS** PRIMARY SITE REMOTE SITE BRM OFFSITE REPLICATION VIRTUAL STANDBY PROXY WAN PHYSICAL OR VIRTUAL SERVERS PHYSICAL OR VIRTUAL RECOVERY **REPLICA SERVERS** REPOSITORY

Local & Remote Virtual Standby with RPS



Focus on data protection Plans

One unique capability enabled by arcserve UDP's unified management console is the creation of data protection plans. When combined, these plans form the basis of the organization's data protection strategy.

Traditional data protection solutions force administrators to protect highly complex environments by defining tasks using disjointed and ever-growing lists of backup, replication, and failover policies, often across multiple products or systems.

In contrast, arcserve UDP data protection plans consist of a single management object that contains within it all of the data management actions and tasks needed to protect devices. These plans orchestrate a workflow of tasks that are user-customizable and can be applied to one or many nodes. This workflow provides the ability to generate a full data protection lifecycle, one that can combine many advanced features such as offsite replication, high availability and many more!

In essence, this allows users to create service level oriented plans or specific protection plans for nodes that share the same characteristics. With arcserve data protection plans, users can achieve the level of RTO/RPO granularity they need for each node, quickly and easily. This is a unique capability, which sets arcserve UDP apart from any other data protection solution in the market. These plans are akin to a SLA "dial" in many ways, where the user simply turns the dial to the level of RPO/RTO they require and the solution selects the most appropriate technology to deliver the desired result.

Protection plan examples





With arcserve UDP, users can also leverage advanced high availability capabilities for enhhanced RPO and RTO. Failover an failback operations are automated and simple to configure. This Push button near instant recovery across virtual and physical systems includes the following characteristics:

- Integrated with arcserve UDP Console
- Protects Windows and Linux Full Systems (OS, Apps, Data)
- Continuous full system replication enables near-instant recovery of entire system including business applications, files & data
- Automated DR testing and/or push button fail-over, fail-back
- WAN optimized replication & offline sync, for remote sites
- Supports P2P, P2V, V2V, V2P
- Supports DAS, SAN, NAS & cloud storage

Full System High Availability/Failover



Tape/Archive module

This element provides tape capabilities to arcserve UDP, including the ability to perform a tape backup of Recovery Point Server deduplication datastores. In addition, it allows users to easily restore and "re-hydrate" deduplicated backups directly from tape and one step file level restore. In addition, tape remains a preferred medium in many environments for long term retention of data for archive and/or compliance purposes.



Scalability

For larger organizations looking to scale out arcserve UDP, individual elements or "roles" can be installed on separate systems. In smaller organizations or remote offices, solution elements or "roles" can be combined on a single system to reduce cost.

Scalability topology



Focus on Assured Recovery

arcserve UDP enables the automated disaster recovery testing of business-critical systems, applications & data, without business downtime or impact to production systems.

- Enables automated disaster recovery testing of business-critical systems, applications & data on a separate, replica server, which can be located at a remote DR site, or hosting provider
- Non-disruptive DR testing process avoids business downtime and impact to production systems
- Recovery testing can be fully automated, or performed on a scheduled basis, as needed
- Assured Recovery reporting provides evidence of system recoverability for compliance auditors



Assured Recovery



Features Details

arcserve UDP provides Assured Recovery capabilities with enterprise-level features yet is easy to deploy. The solution is designed to optimize physical and virtual protection, and is geared towards data and system protection and recovery services delivery.



ENTERPRISE-CLASS CAPABILITIES & PERFORMANCE



OPTIMIZED FOR VIRTUAL PROTECTION

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EASE OF USE



SERVICES-ORIENTED PLATFORM



Key features Highlights

- · Next generation unified data protection architecture with Assured Recovery capabilities
- Unified management console
- Agentless backup for VMware and Hyper-V (Windows and Linux VMs)
- Support for physical machines (Windows and Linux)
- Integrated replication and high availability option
- Local and remote virtual standby
- Tape archive
- True global deduplication
- Block level infinite incremental (I2 Technology)TM backup
- Multi-Site protection enhancements (Ideal for Branch Offices & MSPs)
- Granular recovery for Exchange, SQL and files
- Multiple ways to restore data and systems
- · Bare Metal Restore to original and dissimilar hardware
- Desktop/Laptop protection
- Auto update
- Installable software, locally or in the cloud
- Comprehensive set of APIs for 3rd party integration

Ease of use

• Many to one central management to manage the full protection lifecycle SIMPLE ALL-IN-ONE • Manage all your servers, desktops and laptops from one single UI CENTRAL MANAGEMENT UI • New redesigned User Interface Intuitive workflow-based protection strategies, plans and tasks Improves Operational Efficiency • Web-based including web services with one unified management Status updates console for all key data Access from any browser including mobile devices protection functions

· Designed to extend with 3rd party integrations



Ease of use	
INTEGRATED FUNCTIONS Unified data protection solution that delivers enhanced abilities to set, control, measure and improve RPO and RTO for hybrid environments	 Central management & reporting RPO RTO Monitoring Report "Getting started" wizard Windows and Linux image-based backup and recovery Agentless backup and recovery of all VMs in VMware or Hyper-V systems Virtual standby On or offsite replication of data stores Continuous full system replication Full system high availability or failover for Windows and Linux Detailed logs Tape migration
WIZARDS Simplify the orchestration of previously complex and disjointed data protection tasks Maintain granular control of your data protection strategy through advanced settings	 Simple and intuitive setup process; "Getting started" wizard Discovery via Active Directory and easy nodes addition Add a Recovery Point Server and Data Store(s) Create your first protection "Plan" to enable the right level of RTO/RPO Fine-tune capabilities with advanced settings Reduced need for extensive product training First backup within minutes of installation
DATA PROTECTION PLANS Turn the "SLA" dial to the level of RPO/RTO you require and the solution selects the most appropriate technology to deliver the desired result.	 Full data protection lifecycle Customized protection for user's unique environment Individualized level of RTO/RPO for each node Offsite protection Workflow engine to allow integration with future modules and 3rd parties





∧ssured recovery[™]



Enterprise class capability and performance		
TRUE GLOBAL, Deduplication Reduces backup windows Reduces bandwidth consumption Reduces storage costs across your whole infrastructure	 Improved storage requirements, bandwidth & accelerated protection and recovery across sites Data is deduplicated before being transferred to the target RPS, which improves backup performance and reduces bandwidth requirements. Global: Data is deduplicated across nodes, jobs and across sites In place re-hydration of data for fast granular restore (even tape) Replication designed for deduplication Option to use inexpensive SSD to hold hash database, improve speeds and reduce cost Enhanced Infinite Incrementals speed and merge 	
INFINITE INCREMENTAL PERFORMANCE Uses less disk space and network bandwidth for your backups	 Block-level design uses less disk space and network bandwidth Optimal for cloud or remote site protection New I2 merge performance improvements in arcserve UDP RPS merge job will be very quick as merging data on RPS data store only needs to change links in index file when duplicate recovery point data exists 	
BUILT IN REPLICATION FROM RPS to RPS Improves the resilience of your data protection infrastructure	 Proven block-based RPS to RPS Replication Unidirectional communication via HTTP tunneling with no firewall hassles Restart of failed jobs at last block Advanced scheduling and retention Data can be replicated to multiple RPS servers Replication task verification upon completion High concurrent job support Support of compressed, encrypted and de-duplicated backups 	
ACCELERATE OFFSITE PROTECTIONS Jumpstarts data seeding of your recovery or remote site and lower network costs	 Off-line sync to accelerate deployment of Recovery Point Servers and improve data transfers Ideal for environments with limited bandwidth or charge-by-the-usage connections Reduced exposure when protecting data offsite Support for public clouds Amazon, Azure, Rackspace and others who offer seeding services Can eliminate the need to use tape 	
SCALE Grow as you go without headache	 SEPARATE ELEMENTS ON TO DIFFERENT HOSTS For larger organizations looking to scale out arcserve UDP, individual elements or roles can be installed individually to enable optimal performance. SHARE ELEMENTS ON SINGLE HOST For smaller organizations or remote offices solution elements or roles can be combined on a single host or node to reduce cost and complexity 	

Enterprise class capability and performance		
ADVANCED SCHEDULING & RETENTION Puts you in granular control of your data protection strategy and SLAs	 Advanced scheduling, retention & throttling control Disable / pause backup schedule Define backup time, throttling and merge tasks by day of the week Create detail retention schedules for daily, weekly and monthly backups Retention plans unique to each RPS Tape migration 	
OTHER FEATURES	 Near-agentless backup of Linux clients running on physical/virtual Bare Metal Restore to original or dissimilar hardware Catalog-less backup Reduced load on source node: Offload incremental merging to RPS; offload backup catalog generation to RPS Storage Management: Pruning recovery points automatically; sending alerts when resources are low Tape backup of RPS store: Rehydrate image-based backups directly on tape to perform restore 	







Optimized for virtual and physical protection	
LOCAL AND VIRTUAL REMOTE STANDBY Enhances your RPO and RTO locally or over distance	 Periodic, image-based system, application and data protection for Windows Servers and VMs Replication to remote location (remote office, DR site, MSP and Cloud) Recovery point conversion into VHD or VMDK formats at the remote site to a virtual server Register with ypervisor Server Heartbeat Monitoring Manual failover to remote resources
FAST, SIMPLE, AGENTLESS BACKUP FOR VMWARE AND HYPER-V HOST ENVIRONMENTS Simplify the protection of your hypervisor environment and lower costs	 Single-pass backup of all VMs without the need to install software agents on each VM Auto-discovery of VMs on target hypervisor Integrated with VMware vStorage APIs Only backs up changed blocks Application consistent (Exchange, SQL etc.) and transaction-log purge Easy recovery of individual files & folders from within each VM Centralized node, group and plan management from UDP Console
FULL SYSTEM HA Push button near instant recovery across virtual and physical systems	 Integrated with arcserve UDP Console Protects Windows and Linux Full Systems (OS, Apps, Data) Continuous full system replication enables near-instant recovery of entire system including business applications, files and data Automated DR testing and/or push button fail-over, fail-back WAN optimized replication and offline sync, for remote sites Supports P2P, P2V, V2V, V2P Supports DAS, SAN, NAS & cloud storage
ASSURED RECOVERY From Objectives to Assurance with fully automated testing and reporting	 Enables automated disaster recovery testing of business critical systems, applications and data, on a separate, replica server Non-disruptive process avoids business downtime and impact to production systems Recovery testing can be fully automated, or performed on a scheduled basis, as needed Assured Recovery reporting provides evidence of system recoverability for compliance auditors
OTHER FEATURES	 Protection of non-Windows VMs Backup of powered off VMs / Single pass backup with UAC enabled vDS VLAN Protection of VM with Snapshot



Service oriented architecture		
OPEN & DOCUMENTED API ACCESS Simplifies integration in applications and frameworks	 Web-Services API Exposed Database Log Schema Straightforward third party integration capabilities Extends arcserve UDP capabilities Can be integrated with other in-house applications, frameworks or platforms Ideal for Remote Monitoring and Management integrations 	
RPS Jumpstart Populates offsite datastores and lowers costs	 Offline Sync to accelerate deployment of Recovery Point Servers and • improve data transfers Ideal for environments with limited bandwidth or charge-by-the-usage connections Reduced exposure when protecting data offsite Support of public clouds Amazon, Azure, Rackspace and others who offer seeding services Can eliminate the need to use tape 	
SECURE TENANT STORAGE Securely optimizes data protection services	 Ideal solution when all tenant protection is managed by a single MSP partner Deduplication optimization across tenants Separate folder structure access by customer RPS name Added data security via 256-bit AES Encryption Reduced storage costs for MSPs 	
SERVICE-LEVEL REPORTING Puts you in charge to manage and control SLAs for your internal or external customers	 Total storage consumption reports across arcserve Solutions (ASBU and UDP) site wide Detailed status reports on physical and virtual nodes Detailed Logs Schedules the creation and email of reports in multiple formats (PDF, CSV, HTML,) 	
internal or external customers	(PDF, CSV, HTML,)	







Summary of Key Differentiating Technologies

arcserve Unified Data Protection combines industry-proven image backup, tape, replication, high availability and true global deduplication technologies within one, simple, solution. arcserve UDP's next generation architecture delivers comprehensive Assured Recovery capabilities with unmatched ease of use. Innovative technologies include a new unified, scale-out architecture simple task-based data protection plans, Assured Recovery capabilities and true global deduplication. The table below summarizes the key technologies and capabilities that set arcserve UDP apart from its competition:

Unified Solution with Broad Features	Image backup, high availability, tape, cloud; virtual, physical, global deduplication One UI, all core data protection technologies unified under one solution
Ease of Use	Out of the box Enterprise Class Protedtion that leverages wizards (improves end to end customer experience) Protection Plans Purchasing, deploying, licensing, configuring
Assured Recovery [™] Recovery Point and Time Assurance	Recovery Time and Recovery Point Assurance Assured Recovery with full system high availability Automated Virtual Standby Reporting and logs
Service Provider Friendly	MSP Capabilities Document API and Log Schema MSP Partner Program



Conclusion

arcserve UDP brings to the market the first easy-to-use and deploy unified data protection, recovery and availability solution, on-premise, off-premise or in the cloud. With arcserve UDP organizations can scale and add features as their requirements or IT environment evolves. The ease of use and deployment of the solution, combined with enterprise-level capabilities, makes advanced data protection, recovery and availability a much simpler objective to achieve than in the past, relieving them of the complexity created by multiple point solutions. This places you in the driver's seat, to truly manage, measure, and control RPO and RTOs. The next generation unified architecture of arcserve UDP makes it easy for end-users to start small and add capabilities beyond traditional backup as they grow: replication, high availability or advanced virtualization protection and recovery support. As many IT professionals are constantly reminded, it's all about delivering on RPO and RTO...what about using a unified architecture with Assured Recovery capabilities to do so?



∧ssured recovery™

For more information on arcserve UDP, please visit arcserve.com

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arcserve UNIFIED DATA PROTECTION

NEW ARCSERVE UDP NEXT GENERATION DATA PROTECTION: IT UNIFIES PROVEN REPLICATION, HIGH AVAILABILITY AND TRUE GLOBAL DE-DUPLICATION CAPABILITIES ACROSS BOTH PHYSICAL AND VIRTUAL ENVIRONMENTS. INFINITELY SCALABLE, IT JUST GROWS WITH YOUR EXPANDING ORGANISATION. AND WITH AN INNOVATIVE AND EASY-TO-USE WEB-BASED GUI FRAMEWORK, IT SIMPLY WORKS SO WELL THAT YOU WILL NEVER HAVE TO THINK ABOUT DATA PROTECTION IN THE SAME WAY AGAIN.