International Computerware, Inc

Dilemma: Failing Backups

A Prestigious New England Prep School was experiencing long and unreliable backups. Using SNAP technology from EMC, SnapView, the snaps were scripted to mount at intervals throughout the day, however they would fail frequently or not function at all.

ICI Case Study #25 **March 17, 2006**

Customer Situation:

As a Prestigious New England Prep School with several years of student and faculty data, it is pertinent that their backups of both student and faculty mission critical data be reliable, available and secure. Currently using EMC's Award winning CLARiiON technology within a Fibre Channel switched fabric the customer was utilizing EMC's SnapView software to take incremental point-in-time copies of their data to backup up during the day and to use for fallbacks of mission critical production data.

Snap's were being initiated via custom scripts. The scripts were working and the snaps would mount for a brief period of time then they would fail, making the backup process fail and putting this institution's mission critical data at risk.

The Solution:

ICI's Scott Reuter, Principal Storage Consultant, reviewed the customers environment and monitored the snap process. He determined that the use of EMC's Replication Manager/SE would alleviate the snap failures and would also automate the entire snap process via JAVA based GUI, eliminating the need for custom scripting.

The design, implementation and testing process was accomplished within the hours of 8-6PM, in order to meet the customers demand to take snaps of mission critical data prior to the weekly fulls.

The Results:

The scheduled snap using RM/SE worked perfectly and logs show a successful snap.

Customer compared backup times on server1one (now using RMSE/Snap). The results are;

Backup direct to server1one – 13.5 hours
Backup using Snap – 2.75 hours (Or should I say "Priceless")

Backup Direct to server2two – 8.5 hours
Backup using Snap – 3 hours (Or should I say "Priceless")

Technology Features:

- *Replication Manager/SE: Application-centric replication management-for Windows users Microsoft Exchange and SQL integration*
  SnapView and SAN Copy support
- *Replication Manager/Local: Application-centric replication management for heterogeneous environments Exchange, SQL, Oracle, UDB, and filesystems TimeFinder Family, SnapView, SAN Copy, and HP HSG80 clones*
- *Replication Manager/Remote:*
  Disaster recovery and failover activities
  SRDF and TimeFinder Family configurationst

Process Automation:

- *Set up and execute your replication processes to best fit your needs:*
  Schedule events
  Kickoff events through the GUI
  Integrate pre- and post-processes
  Mount to any like host
  Set expiration period for replicas
  Backup to tape
  Initiate recovery manually when needed

Application Aware:

- *Replication Manager/SE enables replication in the context of the application*
  Eliminates need for detailed expertise each time a replica is needed

  Dynamically adjusts for changing business requirements