



Windows Data Management Client The WDMC

Archive, Backup and High Speed Restore for Windows
Features and Ordering Guide

Version 4.0
May 2009

Introduction

The Windows Data Management Client (WDMC) works seamlessly with Sun Microsystems' SAM-FS File system to provide Archive capabilities to Windows Servers. The WDMC is a policy-driven engine that copies data into SAM-FS, releases the data leaving a stub that looks like the real file, and then automatically restores it to disk when a user or application accesses it – without any user intervention.

The WDMC also provides the ability to backup and almost instantaneously RESTORE Windows Servers, Laptops and Remote Office machines. The client encrypts and compresses data, making it possible to back up laptops and remote offices over the Internet without a VPN connection. The Fast Restore feature allows users to immediately create a snapshot of the file system using stub files, and then restage data in the background. Files that a user accesses are immediately staged so users don't have to wait for the entire server to be restored to get the data they need!

Data Management and Archiving

Server administrators are constantly battling with storage and resource issues. User data and resource needs are continuously growing, even though users may not actually use much of the data that they've generated. Although the specifics vary by industry, most studies show that 80% - 90% of user data is never accessed after 90 days. Much of the user data that is stored on disk is either not needed at all, or is being kept for regulatory purposes and is not required to be stored in a user's working data set. The answer to these problems is an ILM solution that moves data to an appropriate storage location (Tier 1 Disk, Tier 2 Disk, Tape, the Trash Can) based on the value of the data. Unfortunately ILM solutions are very expensive and very hard to implement. A server administrator or data center manager cannot implement the solution without input and analysis from every business unit and data producer in an organization.

The WDMC provides an alternative to expensive ILM Solutions that still delivers many of the cost saving features to data center administrators. The WDMC allows administrators to archive data based on simple metrics such as Date Last Accessed, Date Last Modified, File Type, File Size, File Location, etc. The WDMC stubs the file and automatically restores it when users need the data so that users do not even need to be involved in the policy design process. The system sets the "Offline Bit" on files that are archived so users will know their data has been moved to a different tier and that they may need to wait when restaging files. The WDMC also provides tools that the users can use to manipulate their data so they can implement their own workflow and/or help to manage the process.

The Feature Summary section provides more details on the archiving capabilities of the WDMC.

Remote Backup with Instant Restore

Reduce Backup Time, Cost and Complexity by using the WDMC on Laptops, Workstations and Remote Office Servers. The WDMC provides rolling incremental backups of file data to a SAM-FS Repository using a TCP Sockets Connection. The WDMC sends and stores data in an encrypted format so that it can be sent over a public Internet connection, and it compresses data during transmission to utilize slow connections. The WDMC manages file versions, and the Self-Service Restore functionality reduces the workload for IT Administrators. Perfect for large environments, the WDMC Administrator provides the ability to centrally manage policies and monitor job status. Alerts can be set up to highlight backup issues.

Most importantly, the WDMC can be used where other software fails – the Restore. Typical remote backup packages can take days to restore all of the data over an internet connection. The WDMC uses its unique technology to almost instantly restore data-less stub files that look and act like the real file. When a user accesses a file, it is pulled back to the client. File data can then be restored in the background without forcing users to wait for every file to be restored.

Components and Features

The Windows Data Management Client consists of four components:

The Windows Client

This component is installed on the Windows Server, Laptop or Remote Office Machine. It contains a GUI that allows the user to configure backup and archive jobs. It also allows the user to perform “self-service” restores. This can optionally be managed and locked down by a Central Administrator.

Windows Tools

An Internet Explorer Plug-In allows end users to manually archive files or stage offline data. This allows users to incorporate this system into their own workflow and helps them to manage their data.

The Windows Administrator

This software allows a central administrator to manage and monitor multiple clients. It allows administrators to create central policies, push out policy changes, and lock down remote machines.

The Solaris Server Software

This piece handles communication with the SAM-FS Solaris Server. It is largely invisible to the end user but enables high-speed data transfer without having to use SAMBA or NFS, and enables tight integration with SAM-FS.

Refer to the following page for a detailed feature list for the WDMC.

Feature Summary Chart

| Windows Data Management Client | |
|---|---|
| Feature | Description |
| Rolling Backup | The WDMC utilizes a continuous Rolling Incremental Backup to reduce the amount of data transferred during backup. SAM-FS maintains a mirror file system. |
| High-Speed Restore | <p>Unique Technology will quickly restore a snapshot of the file system, and then re-stage individual files as they are accessed. A complete restore can be done in the background and can be prioritized by file type and date last accessed.</p> <p>This allows users to begin using the system immediately; critical files are restored first, followed by the next most critical files and so on.</p> |
| Multiple Versions | Ability to maintain multiple versions is controlled on a directory basis, and specified as a specific number of versions or as all versions within a given time period. |
| Compression & Encryption | Data can be encrypted during transmission and storage. An Encryption Password can be controlled by the user or centrally by an administrator. Data can be compressed during transmission. |
| Encrypted Authentication & Logon Security | Authentication is encrypted to prevent Internet snooping or "Man-In-The-Middle" attacks. Access is locked down to a specific computer by default. |
| Self-Service Restore | The easy-to-use GUI allows users to restore their own files, including previous versions of a given file. |
| Multiple Jobs | The system can support any number of backup jobs including full backup or "Hot" backup for critical data. |
| Include / Exclude | Files can be specified by directory path or file extension. Backup jobs can be set up to include only specific files or exclude only specific files. |
| Restricted Time Period | Excluded periods can be specified so that backups do not run during business hours. This is important for remote offices with marginal internet connections. |
| Multi-Threaded | Single backup and restore jobs can utilize multiple threads to improve performance. |
| Volume Shadow Copy Aware | The WDMC will use the VSC service to back up locked files and VSC aware application files such as Exchange and SQL Server. |
| Pre / Post Commands | Issue commands before and after the backup. |
| Real-Time Status & Control | Users can easily view the status of jobs, pause jobs or cancel them if they are interfering with system performance. |

| WDMC Centralized Administration Tool | | |
|---|---------------------------|--|
| Feature | | Description |
| | Company Hierarchy | Set up accounts by Machine, User, Department and/or Company. The software supports 4 layers of organization, and each layer can have administrators that manage it. |
| | Central Policy Control | Create company backup policies and push it out to all clients. Modify an individual user's configuration regardless of whether that machine is on the network or not. Control whether users can make configuration changes. Set central encryption policies. |
| | Central Reporting | Generate reports on the status of all backup jobs listing missed files, errors encountered, number of files reviewed, changed, etc. |
| | Automated Reporting | E-mail reports to backup administrators. Any report available in the system can be configured to run automatically and can be sent as a PDF. Individual administrators can receive reports for the machines that they are responsible for. |
| | Charge-Backs / Accounting | Calculate charges for Users, Departments or Companies depending on how much storage space has been used. Multiple rate plans can be set up. Charges can be tiered based on how much storage is used. |
| | Billing Component | Bill a user's credit card for storage charges and e-mail the invoice and receipt. Useful for offsite backup providers. This functionality can be disabled. |

| WDMC Archiving | | |
|-----------------------|--|---|
| Feature | | Description |
| | Microsoft Supported Reparse Points | WDMC Archiving utilizes the latest technology from Microsoft. This technology was created specifically for vendors to reduce the possibility of a blue-screen, dead-lock or system crash. |
| | High & Low Watermark | Release data when your file system reaches a high watermark. Release files until the system is below the low watermark. Files are selected for release using an algorithm that attempts to select the oldest, largest files. The age vs. size priority can be configured by the user. |
| | Include / Exclude by Directory, File Extension, Date, Size | Release data that is in certain directories. Exclude data over or under a certain size, or outside of a specific data range. |
| | Scheduled Release Capability | Run the release process manually or schedule it to run on a given interval. |
| | Tight Integration with SAM-FS | Optionally configure the system to only release files that have been completely archived within SAM-FS. Restore operations communicate with SAM-FS to pre-stage data when possible. |
| | | |

Ordering Information

The table below contains pricing information for the Windows Data Management Client and Support Options. Licenses are available for a single machine, or discounted prices are available for a Five-Pack or Ten-Pack of licenses. EDSI can also work with clients to create a custom licensing quote for customers who don't fit the above models.

| License | Single User | Five Pack | Ten Pack |
|------------------------------------|-----------------|-----------------|-----------------|
| WDMC Backup and Archiving Software | \$4,500.00 | \$15,000.00 | \$25,000.00 |
| 1 Year Standard Support | \$810.00 / yr | \$2,700.00 / yr | \$4,500.00 / yr |
| 1 Year Premium Support | \$1,260.00 / yr | \$4,200.00 / yr | \$7,000.00 / yr |
| WDMC Backup Software ONLY | \$1,500.00 | \$5,500.00 | \$9,500.00 |
| 1 Year Standard Support | \$270.00 / yr | \$990.00 / yr | \$1,710.00 / yr |
| 1 Year Premium Support | \$420.00 / yr | \$1,540.00 / yr | \$2,660.00 / yr |

Standard Support

Standard Support is provided from 8am –8pm Eastern Time on Business Days with 2 hour phone response.

Premium Support

Premium Support is provided 24x7. Response time is 2 hours between 8am – 8pm Eastern Time on Business Days; 4-Hour Response All Other Times.

For More Information:

Enterprise Data Solutions, Inc.
 1717 Superior Ave.
 Cleveland, OH 44114
www.edsi.us.com
 866-302-EDSI (3374)

Patrick Connor
patrick.connor@edsiohio.com