

Group Logic and Symantec Webinar File System Archiving and the Mac

Question & Answer Transcript

Presenters: Andy Lewis, SVP, Group Logic
 Darren Lock, Product Manager, Symantec
 Derick Naef, CTO, Group Logic

Q: Is the EV-AC solution Windows only?

No, Enterprise Vault File System Archiving supports archiving from and the creation of seamless placeholders on Windows file servers, NetApp filers and EMC Celerra NAS devices. ArchiveConnect will work with all of these file serving platforms.

Q: What is the pricing / licensing structure for the solution? (answered slightly differently to below)

Enterprise Vault File System Archiving is licensed on a per user or per GB basis. A user would be defined as someone creating files to go in to the archive or a user accessing files in the archive. The per GB or capacity metric licenses FSA based on the total size of the files going in to the archive. ArchiveConnect is licensed on a per client or on a capacity metric.

Specific pricing varies quite a bit depending on your situation. If you contact us offline, we can work through your situation and help you understand the value of the solution, the price and the ROI for your specific business needs.

Q. How does Enterprise Vault monitor the file servers? Do you have to load a client application on the file servers/NAS? What NAS do you support?

On the Windows file servers, a small piece of agent software does need to be installed on to the file server. This has a very small footprint and can be installed without the file server needing to be rebooted.

This agent monitors for end-user or application access requests to the archived files. When an action on an archived file is detected, the agent will handle the recall request or the delete request of the archived file. All CPU intensive operations such as compression, deduplication, indexing and search are carried out on the Enterprise Vault server, leaving the file server free to handle the file serving requests of your user base.

The NAS vendors that we support are the Windows Storage Server, NetApp filers and EMC Celerra NAS devices. The same agent described in the previous paragraph will need to be installed on the Windows Storage Server. Agents cannot be installed on the NetApp or Celerra NAS devices.

For the NetApp, the Enterprise Vault server will communicate with it using CIFS and FPolicy. For the Celerra devices, the Enterprise Vault server will communicate with it using CIFS and the DataMover API.

Q. Do you support Mac XServe? And are there issues on supporting Mac files natively?

There are no issues with archiving or recalling files generated on a Mac system that are archived on any of the EV FSA supported file serving devices (Windows, NetApp, Celerra). EV FSA today does not support archiving from an XServe.

Q. Does Enterprise Vault have an offload mechanism to handle DR/Backup of file server as well as backup archives

Enterprise Vault is not a DR or backup tool. It can help ease the pain of DR and backup by considerably reducing the amount of data under management on the front end file servers (all the stale or inactive files will now be within the archive). It should also be said, that an archive is not a substitute for backups.

Q. How do you perform the data movement? I heard that you move the files? what protocols?

Enterprise Vault FSA will look for files to archive that match the policies that you have configured. A scan of the file servers will be initiated to identify those files. For files that do match policy, they are copied (not moved) in to Enterprise Vault. Once Enterprise Vault has been backed up (secured) then EV will turn the original files in to placeholders, which is what gives you your space saving. The scans and copies are performed over the CIFS protocol. HTTP is used to recall the files from the archive.

Q. When you bring a folder of items online is it affected by the recall limit?

Yes, recall limits will come in to play, so you need to ensure these are set appropriately.

Q. Will you be able to use the bypass recall limits for admin registry value?

Yes, if you do not want any users to be hit by the recall limits, the bypass recall limits key can be used.

Q. Does this solution support pass-through recall?

Yes, however there is a caveat. While file recalls work OK with pass-through, the bring-online feature will only work if the Mac is connected to the file server over AFP (using ExtremeZ-IP). Group Logic are looking to see if this restriction can be removed in a future version.