



Server Rescue Handbook

Overview at-a-glance

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Introduction

Welcome to the Server Rescue service provided by OnIT. Server Rescue is not about recovering from a disaster, but preparing for one. The aim of the service is to ensure that you are able to restore business-as-usual as quickly as possible after a disaster, or as we prefer to say, an unexpected interruption to your server.

The purpose of this handbook is to explain how Server Rescue works, when you should invoke it and what happens once it has been invoked.

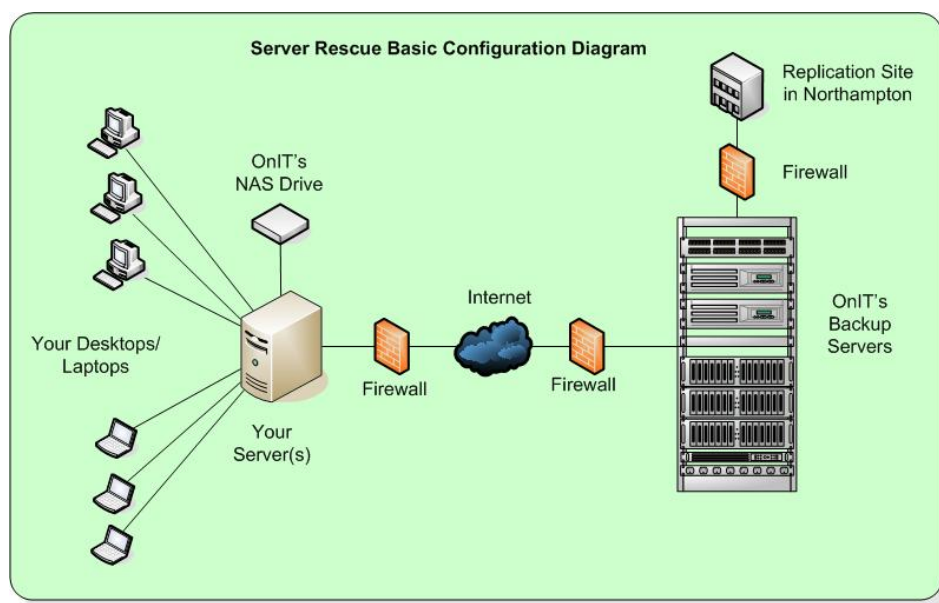
What is Server Rescue?

Server Rescue is a server disaster recovery solution. It is designed to provide 'business continuity' from an IT perspective in the event of a disaster, either natural or incidental. By purchasing Server Rescue, your organisation has the confidence that should your server go down, you will be back up and running within a one business day window. No delay in ordering hardware, no operating system to re-install, no messy restores to negotiate. A new server, pre-configured to your existing infrastructure, delivered to site and installed with the minimum of fuss.

How does it work?

The basic idea of the Server Rescue implementation is to regularly back up your server data to an on-and-off-site location, that can be used either for individual file restores through to a full server recovery.

The set-up is straight forward. We will send an engineer to your site who will install a small piece of software on the server and a Network Area Storage (NAS) Drive. We will then take a 'snapshot' of the complete server and retrieve it to our backup centre.



Once we have returned the 'snapshot' to our backup centre, we will run a test restore to ensure that we are able to recover and configure a replacement server with all your data and applications. This is the final acceptance test for both parties.

From now on in, the backups will automatically record any changes that are made on the server to the NAS drive and then send these changes via the internet* to our back-up servers in Hemel. The frequency of the backups is typically set to every 3 hrs between the hours of 6.00am and 9.00pm, meaning that should disaster strike, you will never be more than 3 hours out-of-synch with the data. However, we can determine the most appropriate frequency level with you at the time of the set-up.

You can now relax in the knowledge that your server is being backed up.

*Customer is responsible for a continuous internet connection of a reasonable speed

When should I Invoke Server Rescue?

The reason you would invoke Server Rescue is simple - if you experience an unexpected interruption to your server. There are a number of contributing factors to why an unexpected interruption can happen:

- Fire
- Flood
- Theft
- Malicious Sabotage
- External Hack
- Virus
- Hardware Failure
- Data Corruption
- Server
- User Error

Basically, Server Rescue covers you if your server fails, for any reason.

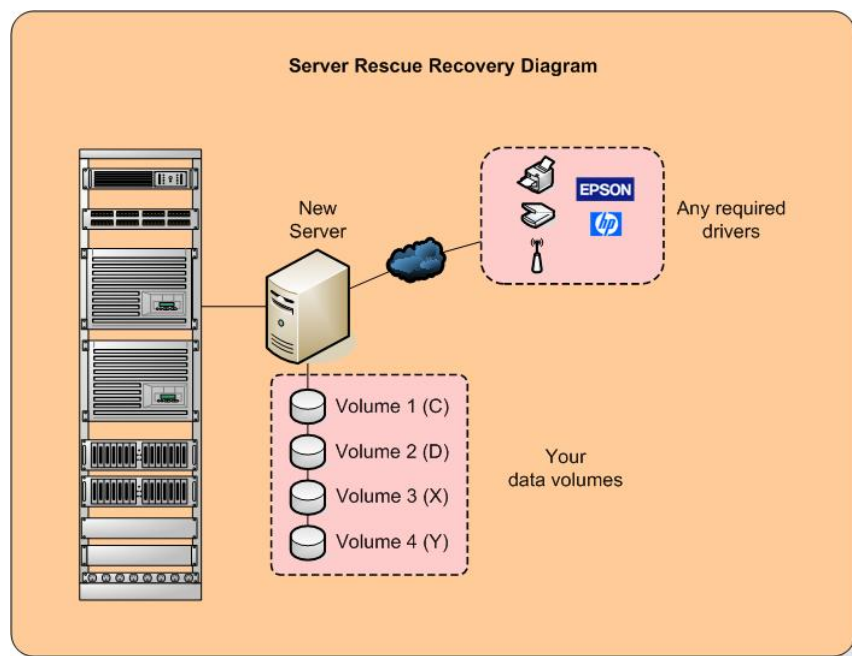
In the event of a failure, the first thing you do to invoke Server Rescue is call **OnIT**.

One of the other advantages of subscribing to Server Rescue is that you now also have a backup and restore facility. Because your server data is backed up every 3 hours, should you lose any data or discover any corrupt files, we can restore to your existing server quickly and easily, either from the last backup taken or, in the case of corrupt files, the last point that you knew the files were okay. Again, ensuring that you continue to work with the minimum of downtime.

What Happens When I Invoke Server Rescue?

In the event of a server failure, the first thing to do is call 0845 2267734. Once you have registered your call, we will start the process of the server recovery. The way in which this works is simple. We start the restore of your server volumes to a new server. You may have 1, 2 or more volumes that need to be restored.

Once the restore is complete, we will now ensure that the new server has all the network and device drivers it requires. This is an important stage of the restore as we can almost guarantee that the new server will be a different make and model to your existing server. However, because of the way in which Server Rescue works, we will be able to configure the new server with the relevant drivers it requires to restore your current network back to its original state.



Once all the drivers have been configured, we will arrange for an engineer to be dispatched to your site with the replacement loan server. This will be arranged for the earliest opportunity within normal business hours and the one business day guaranteed window.

The engineer will arrive onsite, install and boot the new server. They will then make sure that the network is back up and running as it was before the interruption occurred (with data restored to the last available backup). We will also restart Server Rescue on the loan server....just in case!

This new server will now be on loan to you for 14 days while you arrange the failed server to either be replaced or repaired. At this point, you will be given the option to purchase our loan server. However, if you decide to repair or source your own replacement server and this process takes longer than 14 days, you can continue to rent the loan server from us at a charge per day for a maximum of 20 days. After this you will own the server.

If you do have the original server repaired or source your own replacement, we will arrange with you to restore the data from the loan server using the same Server Rescue restore process.

Once this is complete, we will re-instate Server Rescue on your server, protecting you against another 'disaster'**. .

What is Covered

The standard Server Rescue contract covers:

Item	Description
1	Setup & configuration
2	1 Server with up to 100GB data (additional servers and capacity can be added at an additional cost)
3	2 Full Restores in the event of a 'disaster' (within any 12 month period)
4	6 partial restores of data in the event of data corruption/loss (within any 12 month period)
5	A loan server for up to 14 days
6	The option to purchase the loan server

**Server Rescue covers customers for 2 full restores per server covered in a 12 month period