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SYSTEMS

SERVERware and Cloud Services - Q&A

We're all ears



Thanks for joining us today for our second and final Product session that covered SERVERware and Cloud Services.

Please find below all the information discussed during the session. For any further comments or doubts, please contact:

serverware@bicomsystems.com

1. When will Geo Redundancy be available?

On the virtualization level or SERVERware, we approach this problem by replicating Virtual Private Servers (VPSs) data from one location to another. Users can use this replicated data to restore services by performing manual action we call “takeover” using the SERVERware web console to different locations. Depending on the link between sites or the configured cycle schedule, this can vary from the replication cycle per minute up to daily replication.

We are currently in the beta program phase, where some of our partners are testing replication or using it in production, and we are anticipating feedback. My current estimation is that this feature will be released in the first half of 2021.

In the meantime, we are improving upon this by developing and testing bulk takeover and bulk takeover templates. This is a user-configured list of replicated VPSs that Administrators can use to start the takeover of multiple VPSs at once. Or the user can save this list for later use as a “template” to speed up the process when needed. This allows the user to be prepared for such emergencies and to be able to act quickly.

In our next steps, we work on “site monitoring” features. These features will allow users to set up a list of tests that can test if a remote site is unavailable. If so, it will trigger actions such as alerting administrators and/or run already defined bulk takeover templates. This test and what is activated will be under full control of user-defined configuration in the SERVERware web console.

All this round’s up on what is possible to achieve on the level of virtualization technology, in the way that users can rely on it (trust it) and have predictable outcomes.

2. I haven't heard about any news after Serverware 3.2. When is the next release coming?

We followed with the release of version 3.3 in June this year. Here is the link to release notes: [Release notes](#)

<https://www.bicomsystems.com/download#serverware>

3. What are the advantages of your hosting services?

Our hosting services' most important advantage is that they are entirely supported by our own in-house built software. From our SERVERware virtualization solution, PBXware telephony and SIP protection etc.

This gives us great control and understanding of potential issues, faster resolve times, and better resource control. It also gives us quicker deployment and partner onboarding times.

4. Any news on the Remote Backup service?

The answer to this question depends on whether this is a question about a feature (for the SERVERware team) or service (for the Hosting team)?

Next release version 4 will come with local and/or remote backup features, for making backups of VPS data.

Remote Backup service is already present in our hosting where it is used alongside local backup to ensure the safety of our partners data.

5. What is the real time frame for HA and geographic redundancy?

As mentioned above replication is performed in 1min incremental cycles or if otherwise configured, this also depends if all changes can be pushed over the link in 1min frame. If there is no bandwidth enough, for example, SERVERware will perform in minimum possible time frames. The takeover of VPS, when started, can take from a couple of seconds to a couple of minutes depending on if replication data is on the same storage or must be copied and how much time it takes for all services in VPS to run on startup.

We estimate that mentioned geo-redundancy features will be released by the end of 2021.

- 6. Do you have any plans to implement a tracking system for bugs, reports, development, etc. that we can have access to so we can understand what is going on and what known bugs are reported?**

We will be introducing “Product board” very soon for this purpose. More information here: <https://www.youtube.com/watch?v=wEKINs3H73k>

- 7. Do all SERVERware versions come with the Remote Backup and Replication services?**

No, this is determined by the license including local or remote backup.

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