

# Neverfail for BlackBerry Enterprise Server

is an affordable, comprehensive high availability solution that keeps users connected to their BlackBerry environment.

Stationary employees and branch offices represented the traditional business model. Today, a growing percentage of the workforce is mobile, and platforms such as BlackBerry® enable employees to take their offices with them. How much would it cost your company in lost productivity and revenue to go a day without access to your BlackBerry Enterprise Server™? With Neverfail for BlackBerry, you don't have to worry.

## Neverfail protects and proactively monitors your entire BlackBerry Enterprise Server environment, including all application components

On-demand, on-the-go email raises the bar for the availability required from your BlackBerry environment. With Neverfail, your users stay connected to their email application all the time, no matter whether a failure occurs in the operating system, hardware component, software application, or somewhere within the network.

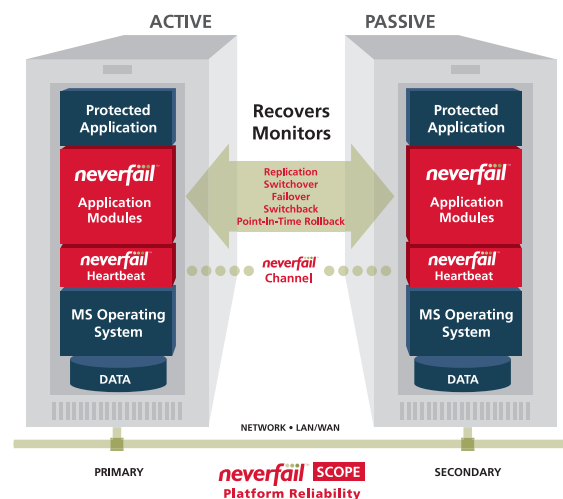
In addition to monitoring the BlackBerry Enterprise Server, Neverfail also protects Microsoft Exchange and Lotus Domino Servers – providing you full protection for your entire email environment. Neverfail is the only “cluster-class,” high availability solution to proactively monitor the health of your entire BlackBerry Enterprise Server environment, including the application, operating system, physical server hardware, and network infrastructure. If any problem occurs, Neverfail can take a variety of preemptive, corrective actions without resorting to a full system failover. In extreme cases, a non-disruptive, seamless failover to your secondary server can occur automatically and transparently to your users.

## Support for virtually any Auxiliary Application

Neverfail can also protect auxiliary applications that you may have installed onto your server. These may include supporting applications such as anti-virus, backup and archiving solutions. Our Application Module eXtension technology provides an interface to easily and rapidly generate these extension products.

## The heart and soul of Neverfail for BlackBerry – Neverfail Heartbeat

One of the most important considerations in protecting your BlackBerry Enterprise Server is creating a real-time, duplicate copy of your BlackBerry environment. Neverfail Heartbeat sits at the core of Neverfail's suite of affordable, “cluster-class” solutions, replicating data from your active to your passive server, whether they reside in the same server room, or across the globe.



*Neverfail's unique true pair technology delivers continuous data protection, application availability and disaster recovery for companies of all sizes.*

## You'll only find switchback capabilities in Neverfail

In addition to offering both manual and automatic switchover capabilities, Neverfail for BlackBerry Enterprise Server also features the ability to seamlessly switchback, something replication solutions can't offer. Whether your primary server is down for several hours or days, Neverfail will seamlessly resynchronize your servers when the primary does come back online, and allow you to switch your workload back to a normal production state within a few minutes by the simple click of a button!

## High availability over a LAN or WAN environment

Neverfail can be configured to protect your service in either a LAN or WAN environment. Where bandwidth or network utilization is an issue or needs to be reduced, the Neverfail Low Bandwidth Module (LBM) is available to optimize and reduce the amount of data that is transmitted between the two servers.





## Reliability is the first and most crucial step to achieving high availability

The successful implementation and ongoing performance of any “cluster-class” high availability solution is predicated upon a reliable technology platform. Neverfail’s Server Check and Optimization Performance Evaluation (SCOPE) is the only automated software solution to deliver a comprehensive health “check-up” of your server environment. SCOPE identifies existing configuration and performance issues in your environment prior to installation of a high availability solution and it provides “snapshots” of your environment to ensure on-going reliability.

### KEY FEATURES

#### Dynamically identifies and includes specific application components

- Neverfail intelligently discovers all application files, registry settings, services and data associated with RIM BlackBerry Enterprise Server.
- Saves time, money and lowers risk by eliminating any customization or scripting required to support specific applications. Neverfail supports your BlackBerry Enterprise Server servers straight “out of the box”.

#### Automatically monitors all key application services

- Automatically monitors the availability of all key services associated with BlackBerry Enterprise Server.
- Improves availability by showing not only whether a server is available or not, but what is happening within the BlackBerry application.

#### Monitors all key application performance attributes

- Monitors all key performance aspects of the performance operating system, hardware and BlackBerry application components.
- Improves availability by identifying when overall performance begins to degrade.

#### Preemptive failover avoidance

- Neverfail can take a variety of corrective failover actions to repair or resolve problems detected through its monitoring capability.
- Avoids expense of IT personnel involvement in managing unnecessary failovers.

#### Seamless switchover, failover and switchback of application workload

- Ensures seamless, non-disruptive availability of your entire BlackBerry environment, so users stay connected to working applications.
- Automatically moves workload back and forth between primary and secondary BlackBerry servers with no impact to end users.

## Neverfail Data Rollback Module

Data Rollback Module complements Neverfail’s core technology by providing a simple and swift application restart from earlier points in time, to ensure data restoration and regain data integrity quickly and efficiently after data corruption has occurred. Neverfail Data Rollback Module runs directly on top of Neverfail Heartbeat, and utilizes Microsoft’s Volume Shadow Copy Service (VSS) technology to provide an efficient application/data restoration and retrieval mechanism.

### SYSTEM REQUIREMENTS:

#### Primary server requirements

- Microsoft Windows 2000 or 2003 compatible server with 2GB of free system hard disk space. On a single partition.
- A minimum of 1GB RAM is recommended. Exact requirements depend on application load.
- Microsoft Windows 2000 or 2003 Server or Enterprise Server latest SP version
- BlackBerry Enterprise Server version 4.0 for Microsoft Exchange or Lotus Domino.

#### Secondary server requirements

- Microsoft Windows 2000 or 2003 compatible server with disk space and memory to match the Primary Server. Microsoft Windows 2000 or 2003 operating system with the same Service Pack applied as the Primary Server and the same version of BlackBerry Enterprise Server Software as the Primary Server.

#### Network requirements

- 2 Network cards per machine (1 Public & 1 Channel) or 3 Network cards per machine (1 Public & 2 Channel).

#### Licensing

- Neverfail for BlackBerry Enterprise Server is licensed based on the Server in a pair with the greatest number of CPUs.