

Highly available configurations for IBM Tealeaf Solutions

Support and configuration for capture, Procession and Storage Servers



Highlights

- Supports failover and failback between primary and secondary Passive Capture devices
 - Health-based routing within IBM Tealeaf software for data transports to multiple processing servers
 - Storage Servers support local volumes and SAN storage
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In order to provide continuous service, IBM Tealeaf solutions support highly available configurations of its capture, processing and storage platforms.

Capture

The Passive capture capability in IBM Tealeaf solutions support failover and failback between primary and secondary Passive Capture devices. A heartbeat check from the secondary device published NIC polls the primary device published NIC at a configured interval: if it is not successful, the secondary device begins writing data to the Procession Server. Apart from the secondary machine in an identical configuration, the requirement for highly available capture is a second capture point (SPAN port or tap) that is active and connected to the secondary device.

Processing

IBM Tealeaf solutions support health-based routing within IBM Tealeaf software for data transports to multiple Procession Servers. For most implementations, Windows clustering or other failover switching is sufficient to ensure uninterrupted functioning of session evaluation and storage. Typically, a secondary machine with identical configuration is deployed as a failover, with a suite of services running. When this machine becomes active, the services assume processing the data written to the Procession Server machine name from the Passive Capture device. From a disk perspective, Procession Servers are typically configured with enough disk space to store several days' worth of session data, in the event that the Procession Server is unable to connect successfully with the Storage Server. Procession Servers support both local volumes and SAN storage.



Storage

Since the Storage Server is not writing data synchronously, and because the Procession Server is designed to store data for several days if necessary, there is usually not a failover machine requirement for the Storage Server.

If it is required, Windows clustering or other failover switching is sufficient to maintain uninterrupted functioning of session storage and retrieval for users of IBM Tealeaf solutions. Storage Servers support both local volumes and SAN storage.

Report

Windows clustering or other failover switching is sufficient to maintain uninterrupted functioning of the web application, if it is deployed on a separate platform. Typically, a secondary machine with identical configuration is deployed as a failover, with IBM Tealeaf solutions' reporting services stopped. When this machine becomes active, a script starts the services, which then assume collection of session metadata from the Procession Servers.

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