

## Frequently Asked Questions

**Q: What is Scale Computing Platform Cloud Unity?**

**A:** SC//Platform Cloud Unity combines the private cloud capabilities of Scale Computing's infrastructure platform with Google's Cloud Platform to create an Infrastructure as a Service (IaaS) solution that supports applications and virtual machines that run on Scale Computing HyperCore.

**Q: What is SC//Platform Cloud Unity Disaster Recovery as a Service (DRaaS)?**

**A:** SC//Platform Cloud Unity DRaaS is the first service planned within the SC//Platform Cloud Unity suite, allowing users to utilize the native replication feature built into SC//HyperCore to replicate VMs to an SC//HyperCore VM running on the Google Compute Platform. This service includes:

- A dedicated cloud-based SC//HyperCore node running on the Google Compute Engine (GCE)
- Assistance configuring protection for customer VMs, and ground-to-cloud networking to ensure user access to application workloads (no reliance on complex VPN hardware/software)
- Disaster recovery (DR) testing
- Assistance with failover in the event of a disaster, and
- Creation of a DR 'runbook' that serves as an atlas for your disaster recovery testing and engagements

**Q: Where will customer's replicated data/VM actually reside and run?**

**A:** A dedicated cloud-based SC//HyperCore node will reside on GCE infrastructure which can be located in any of the following [regions supporting nested virtualization](#).

**Q: How is the data transmission secured?**

**A:** All traffic between the on-premises environment and the cloud utilizes an encrypted connection, authenticated via a pre-shared key.

**Q: How is data transfer handled for intra-EU zones?**

**A:** The data will remain solely in the zone chosen to run the instance in. For example, instances running in Belgium will only have their data physically reside on hosts in Belgium.

**Q: How long does the initial mirror take?**

**A:** This will vary depending on how much data must be seeded and the Internet speed at a given user's location. Generally, with a 50 MB link, the initial seeding of 500 G will take 4-5 days. There is no option to pre-stage data with an external drive at this time.

**Q: How much bandwidth is required for replication?**

**A:** Only changed blocks that are detected between snapshot intervals are transmitted. A 240 mbps internet connection is recommended as the minimum bandwidth. However, the amount of bandwidth required between two replication partners will depend on the rate of change and the snapshot frequency (as well as the number of servers protected and VMs replicating). As the rate of change and frequency increases, the need for more bandwidth also increases. If a snapshot isn't able to transfer all of its blocks before the next scheduled snapshot either the frequency should be reduced or the bandwidth between sites should be increased to accommodate the amount of data being transferred.

**Q: What is the pricing for SC//Platform Cloud Unity DRaaS?**

**A:** SC//Platform Cloud Unity DRaaS starts around \$510 per month for the first year for a virtual node with 2 TB of storage, plus an initial DR Planning Service fee. The monthly costs will vary depending on your resource needs.

**Q: What is the service level agreement (SLA) on the DR site for outages?**

**A:** We understand the importance of minimizing downtime for your operations and are committed to working closely with you and Google Cloud Platform (GCP). There are some dependencies, which include GCP's 4-hour SLA to Scale Computing and when the outage is declared. Scale Computing has an SLA of a maximum of 4 hours for recovery of the first VM while GCP is online.

**Q: When does my service/ subscription billing start?**

**A:** The SC//Platform Cloud Unity subscription starts from the date of initial purchase. The initial term for each subscription is set at 13 months to account for shipping and setup time. If you decide not to renew, please reach out to your account representative. Please be aware that data will not be kept.

**Q: What are egress fees? How are they assessed?**

**A:** Egress is the bandwidth that leaves your SC//Platform Cloud Unity instance. A static amount of egress is included: 12.5% of your purchased storage, which should be enough to cover the 6 days of runtime in most instances. Once you have exceeded your annual egress allocation, additional egress credits can be purchased in 1 TB blocks.

**Q: How often can I upgrade my subscription?**

**A:** At this time, customers must reach out to their sales team.

**Q: What are ingress fees? How are they assessed?**

**A:** Ingress is data coming into your SC//Platform Cloud Unity instance. There is no charge or metering for inbound data. (Replication data, for example)

**Q: What if I need to upgrade my SC//Platform Cloud Unity storage?**

**A:** An upgrade during an existing subscription ("mid-term upgrade") will require a new 12-month term with the newer subscription rate; existing subscriptions will not be prorated. Your sales representative will work with you to ensure you receive credit for any unused portion of the existing term.

**Q: Is SC//Platform Cloud Unity DRaaS available for managed service providers?**

**A:** Yes. SC//Platform Cloud Unity DR is a great solution for service providers and resellers to offer a full-service DRaaS offering without requiring existing or additional infrastructure.

**Q: How do I size my DR environment?**

**A:** It is important to consider all required VMs involved in protecting applications with multiple dependencies (DNS, DHCP, time, etc.). Setting up a snapshot schedule provides insight into change rates within the guest VMs to help plan for storage needs. Scale Computing System Engineers can help in sizing for each unique customer's requirements.

The easiest way to size is to match the usable on-premises cluster resources at 100%. For example, mapping of resources with the S/M/L active VM equating to:

**Active Mode**

- S = 16C, 124GB
- M = 32C, 252GB
- L = 64C, 416GB

ATTRIBUTES		SC//PLATFORM CLOUD UNITY - DRaaS							
<b>Storage (Usable TB)</b>		<b>2</b>	<b>4</b>	<b>8</b>	<b>16</b>	<b>20</b>	<b>24</b>	<b>32</b>	<b>64</b>
<b>Passive Mode</b>	<b>vCPUs</b>	<b>2</b>							
	<b>RAM</b>	<b>13</b>							
<b>Active Mode</b> <small>Compute Resources (6 days included/yr)</small>	<b>vCPUs</b>	<b>16</b>		<b>32</b>		<b>64</b>			
	<b>RAM</b>	<b>124</b>		<b>252</b>		<b>416</b>			

\* Each includes network egress at 12.5% of usable storage annually. Unlimited network ingress is included

**Q: How would one fail back from SC//Platform Cloud Unity to their on-premises cluster?**

**A:** If a cluster remains intact during an outage, failing back means simply reversing the replication job. Failing back means only the changed data within the VM is sent back to your primary site, greatly expediting and simplifying the failover process. After the failback is initiated, the GCE instance will be resized to the Passive Mode size.

**Q: What applications or VMs will not work?**

**A:** Applications that have been customized to work with physical hardware, such as a licensing dongle, or that are not licensed to run in a DR capacity. Applications or programs which have been locked or restricted with other customizations, or have MAC address restrictions, may not function well in a DR scenario.

**Q: How will users access virtual machines in the event of a disaster?**

**A:** Running the Scale Computing Cloud Gateway (whether on-premises or at a disaster recovery location) will allow access to the SC//HyperCore node running on the Google Cloud Platform. Please see the SC//Platform Cloud Unity Theory of Operations for more information on this setup.

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**Q: Is it offered through AWS or Azure?**

**A:** Not at this time.

**Q: What are the advantages of SC//Platform Cloud Unity DRaaS vs a physical single node?**

**A:** SC//Platform Cloud Unity DRaaS is a complete cloud service, that provides our DR runbook, unified networking, testing facilitation, and hosting. The virtual node and data exist only as long as the cloud service subscription is maintained. A physical single SC//HyperCore node allows a customer to deploy and manage their own hardware and disaster recovery in any data center they choose. The node and data are theirs to keep.

**Q: Who should I contact for more information if a prospect is interested?**

**A:** Contact your Scale Computing sales representative.

**Q: What licenses are required for running at a DR site?**

**A:** It is a "BYOL" or Bring Your Own License model. It is the responsibility of the customer to be in compliance with OS licensing as it relates to operating in a disaster recovery scenario.

Licensing requirements and rules change frequently, so please see the Scale Computing Guide to Microsoft Licensing.

Additionally, applications (such as Microsoft SQL Server, for example) may have different requirements for running and/or testing DR. Questions regarding specific applications' licensing requirements for a DR scenario should be directed to the specific software or application vendor.

**Q: What are the overage fees, and how are they accessed? How are they billed? Will there be a quote and purchase order, or will it auto-bill? Can users pick how they are charged for these fees?**

**A:** Overage fees are incurred when the amount of included network egress and/or active-mode compute runtime has been exhausted. The overage "fees" are addressed by purchasing additional network egress and/or additional compute runtime. We will automatically generate an opportunity when those thresholds are exceeded and include the appropriate SKUs. There is no option to elect how the fees are charged.

**Q: What is included in the service?**

**A:** The SC//Platform Cloud Unity DRaaS subscription includes:

- Six days of Active Mode testing
- Runbook outlining DR procedures
- One Runbook failover test and one separate Declaration
- Network egress equal to 12.5% of Storage
- ScaleCare Support
- For end-users and first-time service providers, DR Planning Service to be purchased (QDRPS - \$2,000 USD).