SilverbackMDM

High Availability and
Service Monitoring

silverback

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Introduction

Silverback takes Mobile Device Management to the next level by delivering highly scalable and redundant solutions. Silverback utilises a range of different scaling techniques which enables it to be integrated into most business continuity strategies. Silverback's database architecture and virtualisation support allows it to be highly available and scaled vertically. Silverback's multi node architecture allows for load balancing and horizontal scaling, removing single points of failure and provides multi-site redundancy.

Scaling Vertically (Virtualization)

Scaling vertically means adding resources to a single hardware node in a system. This traditionally involved adding CPUs or memory to a single computer, but more recently it means adding additional virtual hardware from a blade system. Silverback's virtualisation support allows you to add additional resources to your Silverback server in line with your smartphone and tablet adoption, allowing Silverback to grow with your business. Virtualisation allows Silverback to be moved 'motion-ed' between hardware, to increase performance or mitigate hardware failure. This support also allows us to elastically adding computing resources to Silverback in a cloud environment.

SilverbackMDM supports the best of commercial and Open Source virtualisation technology including VMware, Microsoft and XEN based systems. You can host Silverback in your corporate environment, in a hybrid cloud environment or in a public cloud service, with the confidence that Silverback can stretch and grow with your virtualisation strategy.

Scaling Horizontally (Multi Node)

Each of Silverback's core services can be run as a separate instance, allowing us to run separate services on different servers. You can run all the services on one server or you can run each service on a dedicated server, giving you the ability to mix and match your services to meet your needs. Not only can each service run on its own server, but you can also run multiple instances of them. If a service requires high availability, multiple instances can be spun-up to meet the corporate need thus helping you integrate into your load balancing technology to deliver high availability within mission critical environments. You can run any number of cluster designs - Active-Passive, Active-Active or Active-Active-Active-Passive - providing ultimate flexibility for deploying Silverback within your enterprise.

Silverback has been designed to integrate seamlessly into your business continuity and disaster recovery planning.

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Service Monitoring

There are a number of monitor types you can use to determine if your server is up and ready to accept traffic. The built-in tests vary by monitor, but generally they break down into HTTP/S (does a GET / request on the server), port monitoring, service monitoring, SNMP/WMI queries and just ICMP host up/down. The idea is you take these built in monitors and customize them for your environment. Silverback provides this guide to help you integrate into your load balancing technology.

Silverback's published services also helps you integrate neatly into your network operations center and infrastructure monitoring tools, allowing you to accurately monitor the health of service, and pro-actively manage outages.

Protocol Monitors

Service: Node
Type: ICMP
IP: Server IP Address (e.g. 192.168.1.1)

Service: Website
Type: Port Check
IP: Website IP Address (e.g. 192.168.1.1)
Port: 443

Service: Activate
Type: HTTP
URL: https://server.domain.com/activate/
Response: ** This is a web form so just check for any returned content **

Service: Admin
Type: HTTP
URL: https://server.domain.com/admin
Response: ** This is a web form so just check for any returned content **

Service: Apps
Type: HTTP
URL: https://server.domain.com/apps
Response: "app port is running time: <local time>"

Service: Checkin
Type: HTTP
URL: https://server.domain.com/checkin
Response: "MDM Checkin service is running."

Service: CompanyHub
Type: HTTP
URL: https://server.domain.com/companyhub
Response: “Company Hub service is running”

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Service: EnrollmentServer
Type: HTTP
URL: https://server.domain.com/enrollmentserver
Response: “Enrollment Service is running.”

Service: EPiC
Type: HTTP
URL: https://server.domain.com/epic
Response: "Epic service is running."

Service: Integration
Type: HTTP
URL: https://server.domain.com/integration
Response: “Integration service is running.”

Service: MDM
Type: HTTP
URL: https://server.domain.com/mdm
Response: "MDM Service is running."

Service: Sharepoint
Type: HTTP
URL: https://server.domain.com/sharepoint
Response: ** Will Redirect to SSP Website **

Service: SSP
Type: HTTP
URL: https://server.domain.com/ssp
Response: ** This is a web form so just check for any returned content**

Service: Sync
Type: HTTP
URL: https://server.domain.com/sync
Response: “Sync service is running.”

Service: SyncAdmin
Type: HTTP
URL: https://server.domain.com/syncadmin
Response: ** This is a web form so just check for any returned content**

Service: Tunnel
Type: HTTP
URL: https://server.domain.com/tunnel
Response: ** Will Redirect to SSP Website **

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Windows Service Checks

Service Name: EpicService
State: Started
Description: Silverback EPiC Service - This service manages communication between EPiC and Silverback.

Service Name: SilverbackMaintenanceService
State: Started
Description: Silverback Maintenance Service - This service manages communication between iOS devices and Silverback.

Service Name: SilversyncService
State: Started
Description: Silversync Service - This service is used to coordinate and manage the files between Silversync server and Silversync.

Service Name: Silverback Cloud Connector Service
State: Started
Description: Cloud Connector Service – This service is used to join Silverback 'in the cloud' to an Internal Corporate Network to utilize already in-place infrastructure.
(Cloud Connector Customers Only)

Service Name: W3SVC
State: Started
Description: World Wide Web Publishing Service - Provides Web connectivity and administration through the Internet Information Services Manager.

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