FAQs
RecoverTrac™Technology

VERSION
3.0

Frequently Asked Questions

Recover all Your Data with Automated,
Service-Oriented RecoverTrac™ Technology.

WHAT IS RECOVERTRAC™ TECHNOLOGY?

RecoverTrac™ Technology is an integral component of FalconStor® Data Mastery Platform (FreeStor), Continuous Data Protector (CDP) and FalconStor® Network Storage Server (NSS) that provides automated disaster recovery for both physical and virtual server infrastructures.

HOW DOES RECOVERTRAC TECHNOLOGY WORK?

RecoverTrac Technology eliminates complex, time-consuming, and error-prone failover and failback operations by allowing you to create jobs to manage the recovery process for multiple host machines for rapid recovery of files, databases, systems, and entire sites. It works by mapping servers, applications, storage, and failover procedures from source sites to recovery sites, automating the logistics involved in resuming business operations at the recovery site.

WHY DO I NEED RECOVERTRAC TECHNOLOGY?

Service interruptions can occur at any time due to hurricanes and other natural disasters, power grid failures, and human errors or malicious actions. RecoverTrac Technology provides simple, automated disaster recovery that allows you to quickly recover entire business applications and services in the event of a disaster or outage. With RecoverTrac Technology you can perform complete site recoveries without the need for manual intervention, and transform your disaster recovery plan into a streamlined job-based system capable of changes on the fly.

IS RECOVERTRAC A STANDALONE PRODUCT?

No. RecoverTrac Technology is included with FalconStor CDP and FalconStor NSS and utilizes features of each product. In order to leverage RecoverTrac Technology, a FalconStor CDP or FalconStor NSS must be installed in at least at protected site for local recovery and/or on two sites if DR site recovery is needed.

CAN RECOVERTRAC TECHNOLOGY BE INSTALLED IN A VIRTUAL MACHINE (VM)?

Yes. RecoverTrac Technology can be installed in a VM or as a standalone server. (Please refer to the RecoverTrac User Guide for a complete list of

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hardware and software requirements.)

CAN RECOVERTRAC TECHNOLOGY RESTORE MY PHYSICAL MACHINES TO A DIFFERENT LOCATION, SUCH AS NEW HARDWARE OR A VM?

Yes. RecoverTrac Technology supports the following types of recovery scenarios for both similar and dissimilar hardware: physical-to-physical (P2P), physical-tovirtual (P2V), virtual-to-physical (V2P), and virtual-to-virtual (V2V).

DOES RECOVERTRAC ALLOW ME TO TEST MY DISASTER RECOVERY PLAN WITHOUT IMPACTING MY PRODUCTION ENVIRONMENT?

Yes. Recovery jobs can be executed in Test Mode without impacting production applications or data volumes. Jobs can be auto-matically pre-staged, "paused", and ready to "play" when recovery is needed, greatly reducing recovery time.

CAN RECOVERTRAC TECHNOLOGY BE INSTALLED ON THE SAME SERVER AS THE FALCONSTOR MANAGEMENT CONSOLE?

Yes, RecoverTrac Technology can be installed on the same server used for the FalconStor Management Console. (NOTE: It is strongly recommended that do you not install RecoverTrac Technology on machines running third-party databases or applications, such as Microsoft SQL or Microsoft Exchange.)

WHICH DATABASES AND APPLICATIONS ARE SUPPORTED BY RECOVERTRAC TECHNOLOGY?

RecoverTrac Technology utilizes application-aware snapshot agents provided by FalconStor CDP and FalconStor NSS, ensuring 100% data integrity and transactional consistency. A complete list of snapshot agents and their supported applications and file systems can be found at https://www.falconstor.com/certification-matrix.

CAN RECOVERTRAC TECHNOLOGY RESTORE MORE THAN ONE SERVER, APPLICATION, OR SERVICE AT A TIME?

Yes. RecoverTrac Technology will simultaneously recover up to five servers by default. This number can be increased as hardware performance allows. For more information, please review the   Hardware Requirements   section of the RecoverTrac 3.0 Release Notes or visit FalconStor Technical Support at https://www.falconstor.com/support/support-services.

I AM CURRENTLY USING FALCONSTOR CDP TO PROTECT DATA. CAN RECOVERTRAC TECHNOLOGY ACCESS THE SAME DATA FOR RECOVERY?

Yes. If you currently have CDP, RecoverTrac Technology can be deployed to recover the currently protected systems and applications.

WHICH TYPES OF HYPERVISORS ARE SUPPORTED BY RECOVERTRAC TECHNOLOGY?

RecoverTrac Technology supports the following hypervisor environments:
- VMware vCenter version 4.1 and above
- VMware ESXi version 4.1 and above
- Microsoft Hyper-V with Windows Server 2008, 2012 and R2 editions

DOES RECOVERTRAC TECHNOLOGY SUPPORT LINUX RECOVERY?

RecoverTrac Technology supports data-only jobs for non-Windows operating systems. For data-only jobs, it is assumed that the user has pre-configured a recovery machine with a non-Windows operating system. Once this is done, RecoverTrac Technology can manage all FalconStor CDP and FalconStor NSS operations, power control, and VM operations. However, RecoverTrac does not currently support conversion of a non-Windows operating system.

HOW DOES RECOVERTRAC COMPARE TO VMWARE VCENTER SITE RECOVERY MANAGER?

While VMware Site Recovery Manager is limited to enabling recovery of Vmware only virtual machines, RecoverTrac Technology is vendor-agnostic and can recover both physical and virtual machines across hypervisors such as Vmware and HyperV. Since most SANs consist of a combination of physical and virtual machines, RecoverTrac Technology provides a much more comprehensive recovery solution than VMware Site Recovery Manager.

WHEN RECOVERING TO VMWARE ENVIRONMENTS, HOW ARE VMS RESTORED?

- With FalconStor CDP, the RecoverTrac tool always uses RDM or direct iSCSI disks for VMware recovery machines. The FalconStor CDP disks must represent real disk images and not VMFS or NFS file systems that have VMDK files on them.
- With FalconStor NSS, the RecoverTrac tool is configured in-band. The restore process creates the corresponding VMDK files and assigns them directly to the VM

WHAT IS THE ADVANTAGE OF PERFORMING V2V RECOVERY OVER VMDK RATHER THAN OVER PHYSICAL RDM?

Failback is faster and failback time is reduced since recovery remains in band and the need to use DiskSafe System Recovery is eliminated.

WHICH OPERATING SYSTEMS ARE SUPPORTED BY THE RECOVERTRAC TOOL?

RecoverTrac Technology runs on the following operating systems:

- Microsoft Windows Server 2016
- Microsoft Windows Server 2012 & 2012 R2 (64-bit)
- Microsoft Windows Server 2008 R2 (64-bit)
- Microsoft Windows Server 2008 (32-bit and 64-bit)

(NOTE: Data-only jobs are system-independent and not restricted by system requirements.)

DOES RECOVERTRAC TECHNOLOGY SUPPORT WINDOWS DYNAMIC DISKS?

No, Windows Dynamic Disks are not supported by RecoverTrac Technology.

HOW MUCH DOES RECOVERTRAC TECHNOLOGY COST?

RecoverTrac Technology is included with FalconStor Data Mastery Platform (FreeStor), FalconStor CDP and FalconStor NSS products. There is no additional cost to use RecoverTrac; however, Professional Services fees may be required to assist you in creating detailed disaster recovery plans or to perform onsite installation. Please contact your regional FalconStor Sales representative for additional information or to request a demo.

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