



# WebEx Global Site Backup

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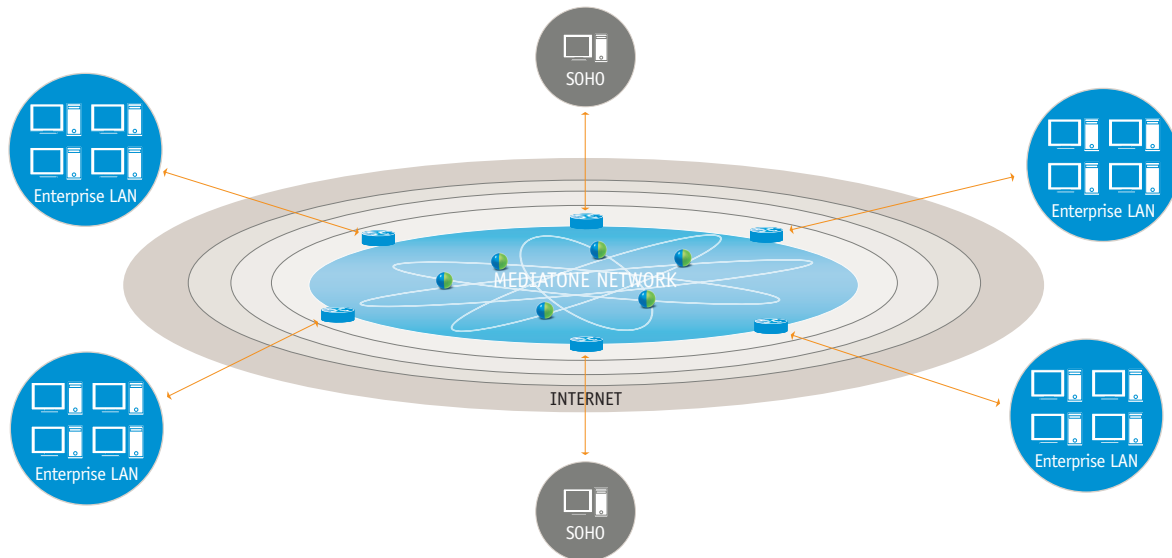


## Introduction

The modern Internet has evolved into a global telecommunications infrastructure. However, as a platform for business communications, the Internet has fallen short on delivering enterprise-class, mission-critical business processes. This is changing for the better with WebEx Communications real-time, on-demand (or synchronous) collaboration solutions.

The public internet is not known to be entirely suitable for real-time collaboration. The WebEx MediaTone Network mitigates the issues associated with the public Internet by employing carrier-class fiber that links its data centers in a dedicated network overlay to the Internet. This connectivity creates a private extranet topology, enabling WebEx to provide a large, managed, global infrastructure alongside high-capacity Internet Network Access Points (NAPs). This application service acts as an extension of your own enterprise network with a very short hop to the MediaTone Network, without the need for self-management.

Figure 2. Connectivity of the WebEx MediaTone Platform



*In the rare event of a service interruption, or unavailability, of your WebEx-branded site the only risk to your session may be the loss of some time or vocal communications that will have to be repeated. To minimize this, the WebEx MediaTone Network mirrors all sites, sessions, and connection information to re-create the meeting in full. This process is instantaneous.*

Within WebEx MediaTone data centers reside application-specific switches and real-time multimedia processors optimized to transport collaboration data on a continuous basis. Based on high-reliability and availability designs, WebEx data centers are built to recover from any interruption or outage at the modular or full data center level—“Zero Single Point of Failure” (ZSPF). In addition, fully redundant components distributed throughout the global MediaTone infrastructure ensure the availability expected from enterprise-class services such as WebEx. Within this robust framework, WebEx provides a site mirroring capability, “Global Site Backup” (GSB).

## Counting on Backup

The principle function of backup is to eliminate loss of work. With personal computers and networks there are occasional interruptions in service on the networks connecting PCs and the data destination. In the case of WebEx real-time collaboration where nothing is being stored, the chance of actual data loss is zero. In the rare event of a service interruption, or unavailability, of your WebEx-branded site the only risk to your session may be the loss of some time or vocal communications that will have to be repeated. To minimize this, the WebEx MediaTone Network mirrors all sites, sessions, and connection information to re-create the meeting in full. This process is instantaneous. In the event of a disconnection from the meeting, the host may restart the meeting and participants may re-enter without any loss of data. This is Global Site Backup.

### Switched Architecture

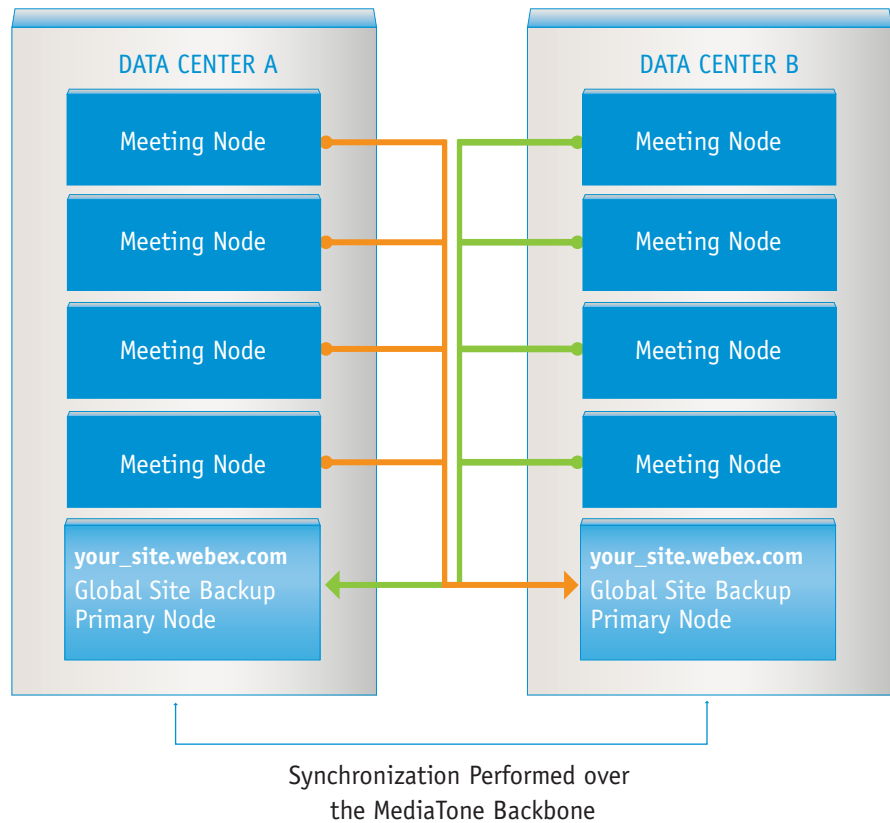
WebEx uniquely deploys a globally-distributed network of high-speed MediaTone switches. With this architecture, session data originating from the Presenter’s machine and arriving at the Attendees’ machines is switched — never persistently stored — through the WebEx MediaTone Network. This is unlike other web meeting solutions that use a store and forward server model where potentially sensitive content is persistently stored on vendors’ equipment. WebEx sessions are thus completely transient and operate similarly to a voice conversation over the public phone network. In addition to unique security benefits, this architecture also enables an extremely scalable and highly available meeting infrastructure unburdened by the physical limitations of premise-based server solutions



# How Global Site Backup Works

GSB forms a part of the MediaTone Network. Figure 2 shows two data centers: the primary and GSB nodes. Each has a set of "Meeting Nodes" depicting real-time collaboration switching.

Figure 2. Global Site Backup Scheme



*Switching from the primary to the GSB node occurs transparently and the next session will initiate without incident. From inside the session, if an outage resulting in a conference disconnect occurs, then it will switch to the backup node with no loss of setup or site-specific data.*

There are two scenarios:

1. Outside a session
2. Within a session

Outside a WebEx session, GSB preserves the branded portal, all of the listed meetings, as well as setup and preference data. There is no awareness of the backup operation. Switching from the primary to the GSB node occurs transparently and the next session will initiate without incident.

From inside the session, if an outage resulting in a conference disconnect occurs, then it will switch to the backup node with no loss of setup or site-specific data. During this time, GSB preserves usage tracking, look and feel, as well as a transparent customer experience. The host and participants will need to reenter the session and the session will recommence without incident.



The dedicated MediaTone backbone synchronizes between the primary and backup sites on a daily basis. By providing security and reliability within a managed, redundant and dedicated network infrastructure, collaboration may proceed without concern. Only WebEx MediaTone provides this from within its switching platform to the edge of the user experience resulting in the most reliable collaboration experience.

## Conclusion

Real-time web collaboration is becoming mission-critical in the enterprise. In order to comply with the same corporate security and reliability guidelines as other high-value data service it should be handled within a dedicated network and fail-over architecture designed specifically for high availability. WebEx Global Site Backup on the MediaTone Network conforms to these these guidelines, absolutely.

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