



Microsoft Dynamics

CA ARCserve® Replication and CA ARCserve® High Availability products support Microsoft Dynamics CRM applications. CA ARCserve Replication provides continuous and periodic data replication for onsite and offsite data migration. CA ARCserve High Availability provides all the features of CA ARCserve Replication and adds Full System High Availability, monitoring, automated and push-button failover, and push-button fallback for the entire Dynamics CRM environment including the web front end/IIS server, SQL database server and application server.

OVERVIEW

CA ARCserve Replication and CA ARCserve High Availability supports replication and high availability of Microsoft Dynamics CRM v4 data.

CA ARCserve Replication and CA ARCserve High Availability protects all core components of Dynamics CRM, typical deployments of SQL Server Reporting Services, and typical deployments of Dynamics CRM Email Router.

It also allows customers to quickly and easily migrate or copy data from one server to another, and from one site to another for disaster recovery.

BENEFITS

- Protects Microsoft Dynamics CRM Application Role, Platform Role, and Database Services.
- Single Server and Distributed Deployments are supported.
- Replace costly and risky media transport for DR with fast and easy WAN replication.
- Keeps your CRM application and data up and available during planned and unplanned outages.

Install/Upgrade

Installation of CA ARCserve Replication and High Availability is very straightforward and wizard driven. You need to install the CA ARCserve Replication and High Availability Engine on all the Master and Replica servers and install the CA ARCserve Replication and High Availability Control Service on a computer that is used to monitor and manage all the scenarios. The CA ARCserve Replication and High Availability Engine can also be deployed to the Microsoft Dynamics CRM Servers during the scenario creation process or by using Remote deployment utility.

CA ARCserve Replication and High Availability scenario creation wizard allows user to select which Microsoft Dynamics CRM server roles and data to protect and completes the scenario creation process.

The scenario is then started, and CA ARCserve Replication or High Availability begins to replicate the Microsoft Dynamics CRM configuration files and databases from the Master Microsoft Dynamics CRM Server to the Replica Server over the LAN or WAN. If a High Availability Scenario was created, the Replica Server will perform an Is-Alive check that verifies network connectivity and the status of Microsoft Dynamics CRM services on the Master.

How Microsoft Dynamics CRM Replication & High Availability Works

AUTO-DISCOVERY

CA ARCserve Replication and CA ARCserve High Availability automatically detect the architecture of the Microsoft Dynamics CRM deployment during the Scenario Creation Wizard process. The user does not have to manually specify the configuration. Auto-discovery helps to detect which Dynamics CRM components are installed and those automatically get added and protected within the scenario. In case of all in one Dynamics CRM configuration, a single CA ARCserve Replication and High availability Dynamics CRM scenario can be used to protect all of the components. When you deploy the Dynamics CRM in a distributed environment, then you need to create multiple scenarios for high availability to cover the entire distributed environment. If the Dynamics CRM SQL Database and Email Router components are installed on remote hosts, the user needs to create a separate

SQL scenario for protecting its remote database and a separate File Server scenario with customized scripts to manage and protect the Email Router service. Please Refer Microsoft Dynamics CRM Guide for additional details.

REWIND POINTS

CA ARCserve Replication and CA ARCserve High Availability create automatic bookmarks on the Microsoft Dynamics CRM deployment is in a consistent state. Users can also create their own bookmarks at any time. These bookmarks will serve as a rewind points for administrators to restore Microsoft Dynamics CRM data after accidental or malicious loss or damage.

FAILOVER

In the event of a failure on the Master Microsoft Dynamics CRM Server, CA ARCserve Replication and High Availability can failover to the Replica Microsoft Dynamics CRM Server to minimize system interruption for the users. The failover can happen either manually or automatically.

Frequently Asked Questions

- Q. Can CA ARCserve Replication and High Availability r16 protect a distributed Microsoft Dynamics CRM environment?**
A. Yes. You will need a separate Microsoft Dynamics CRM scenario for each Application Role and Platform Role server in the deployment. You will also need an SQL scenario to protect the CRM database.
- Q. Which versions of Microsoft Dynamics CRM are supported?**
A. CA ARCserve Replication and CA ARCserve High Availability r16 supports Microsoft Dynamics CRM 4.0

Summary

CA ARCserve Replication and High Availability products provide simple yet powerful solutions to replicate Microsoft Dynamics CRM deployments and to make them highly available. These solutions feature a simple Scenario Creation Wizard to facilitate the process of protecting the Microsoft Dynamics CRM deployment. In addition, powerful technologies such as Data Rewind and Failover help minimize downtime and facilitate recovery in the event of server failure or data corruption.

For more information about the CA ARCserve Family of products, please visit arcserve.com/products or test drive our products at arcserve.com/software-trials.