

Jebtek

Syncburst User Guide

v1.2

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About Syncburst

Syncburst provides an innovative solution to keeping software installations, and other files, synchronous across multiple Windows servers. Your synchronization is easily monitored, and configured, via a convenient web portal. Your server's communicate with the Syncburst hub through web services and the data being transmitted is encrypted using 128 bit SSL encryption.

One of the best features of Syncburst is that you can do multi-cloud, or multi-site, synchronizations without having to establish any VPNs. You can also have multiple "groups" to specify which servers are in the same category. For example you can set up all your www servers to be in a group that is separate from your portal application servers so that only the required software, and files, are mirrored for that group. There is also no limit to the number of groups that you can create.

Syncburst High Availability can also help you set up your server group for high availability using automatic failovers in about 15 minutes of setup time. This failover includes starting Windows services on the machine that is the failover target. Additionally your failover target can assume your primary server's IP address. If across two 3 second poll intervals the primary server cannot reach the Syncburst server, and the secondary server cannot directly reach the primary server, an automatic failover is triggered and all Windows services are stopped on the primary server, if it is still running, and started on the failover target server. Assuming IP failover was also configured, the IP change would also happen at that point. These steps also occur in reverse when the primary server again becomes available.

Pricing

We use a tiered pricing model which is based upon a high water mark for the number of servers you used synchronization for in a given month.

The Free tier

With our Free tier you can use Syncburst completely free, including all features, for up to five servers. With this you are guaranteed a response from our support team within 5 business days of your original message.

The Standard Tier

With our Standard tier you are guaranteed a response from our support team within 2 business days of your original message. The standard tier costs \$25 USD per server, per month, with a 10 server equivalent minimum charge (\$250 USD).

The Enterprise Tier

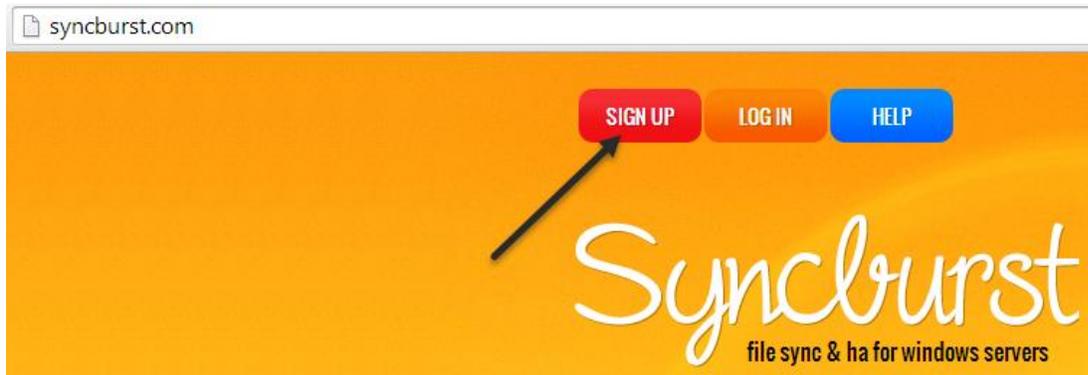
With our Enterprise tier you are guaranteed a response from our support team within 4 business hours of your original message. The enterprise tier costs \$50 USD per server, per month, with a 15 server equivalent minimum (\$750 USD).

Getting started

Signing up

To create your account follow the below steps

1. Go to www.syncburst.com
2. Click on the **SIGN UP** button, located on the upper left of your screen



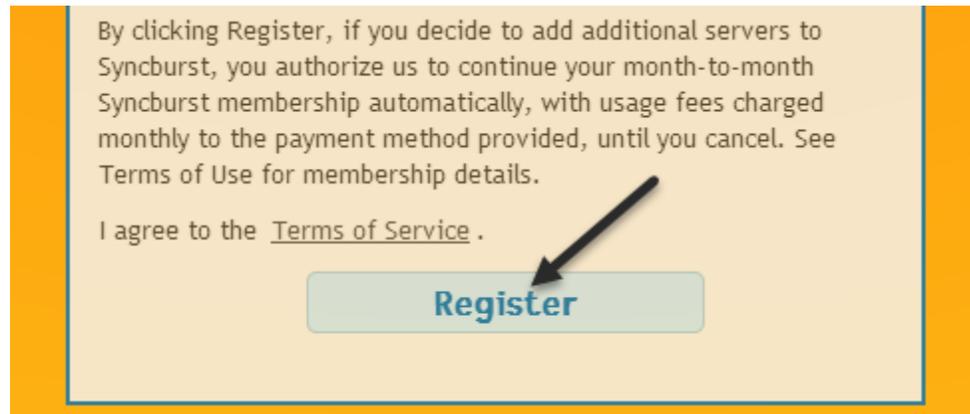
3. Fill out the signup form. All fields are required

Use the form below to create a new account

Company Name Enter your company's name	<input type="text" value="Your Company"/>
First name Enter your first name	<input type="text" value="Allen"/>
Last name Enter your last name	<input type="text" value="Smith"/>
Email address Enter your email address	<input type="text" value="asmith@yourcompany.com"/>
User name Enter your desired username	<input type="text" value="asmith-yourcompany"/>
Password Must be 8 characters or longer	<input type="password" value="....."/>

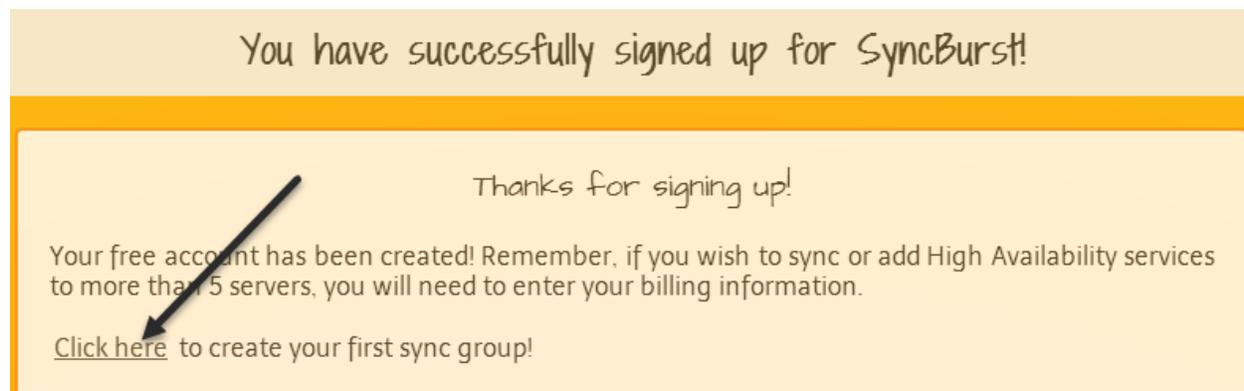


4. Be sure to read over the embedded terms as well as the complete Terms of Service at <http://www.syncburst.com/terms-of-service.html>
5. If you accept the conditions and terms of service click the checkbox stating such
6. Finally click the **Register** button



After you have activated your account

After you sign up and activate your account you will see the below screen.



Click the link to be taken to the Group Manager.

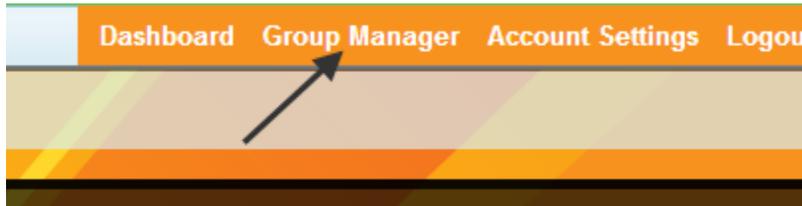
The Group Manager allows you to add and configure your sync groups. You'll also see status messages occasionally on the bottom-left. Right now it should say "Nothing is setup yet!"



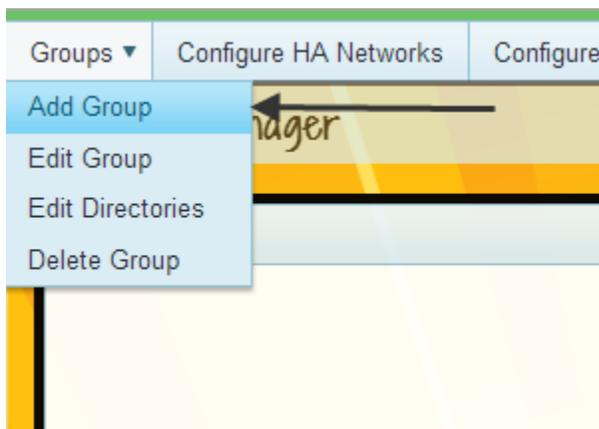
Setting up your first server group

Creating your group

1. When in the Syncburst portal click on the **Group Manager** button, located on the upper-right of your screen



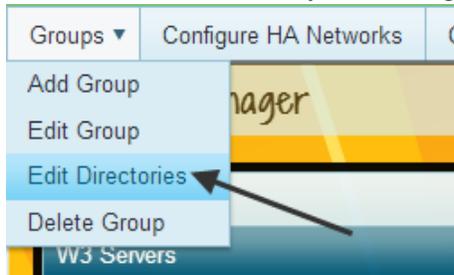
2. Next click **Groups** on the upper-left of your screen
3. A menu will appear, click **Add Group** in that menu



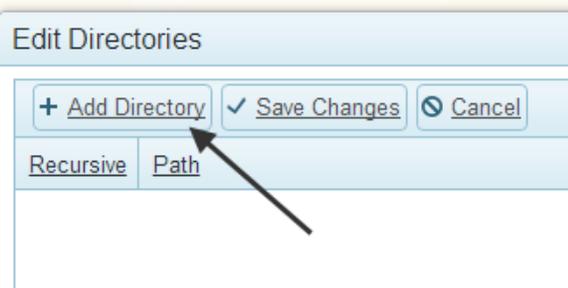
4. In the window that appears, you may enter in any name you would like as your group name. For our sample we called the group "W3 Servers".
5. Once you have entered a name, click on the **Add Group** button.



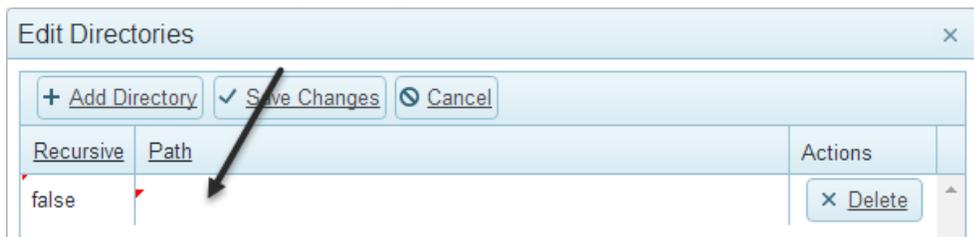
6. Next select the group you just created
7. Click on the **Groups** button again on the upper-left of your screen



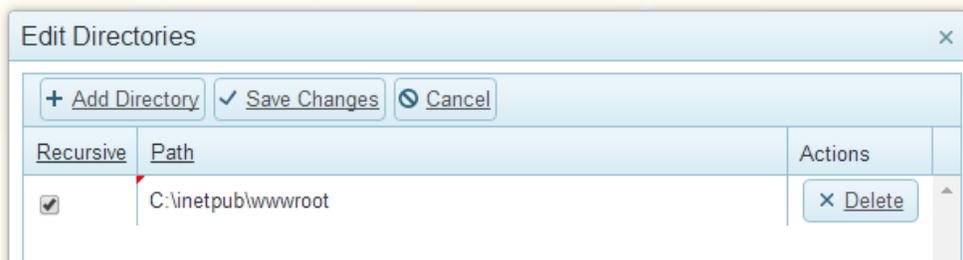
8. Click **Edit Directories** in the menu that appears
9. In the window that appears, click on **+ Add Directory**.



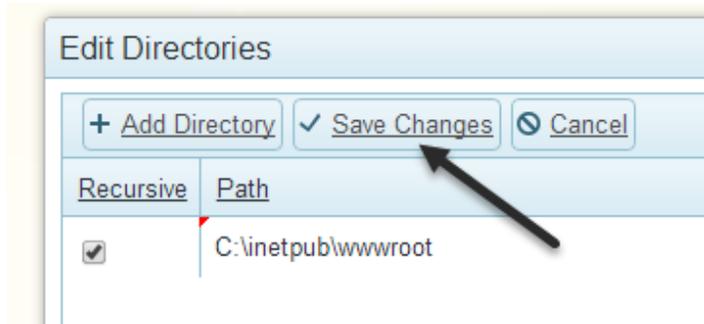
10. An empty row will appear in the grid
11. Click in the newly added path field



12. Type in the path of the directory to synchronize. (Note: this will be the same across all cloned servers)
13. Set your recursion preference in the **Recursive** column (Note: If the “Recursive” column says “false”, you can click on it to display the checkbox allowing you to make the directory’s inclusion recursive)



14. In this example we have set up recursive syncing for C:\inetpub\wwwroot. (Note: You may add as many paths as you want)
15. After you are done adding paths, click on **Save Changes**

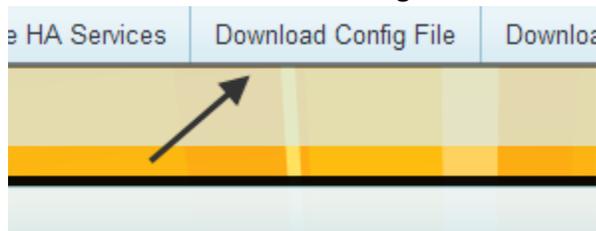


16. Finally click the **X** in the upper-right to close the window.

About the group config file

A special file called the **Group Config** file contains information that your servers will need in order to identify themselves to the Syncburst hub. You can follow the steps below to obtain a specific group's config file.

1. Once your group has been created, select the group you wish to retrieve the config file for
2. Click on **Download Config File**



3. This will download an xml file with the name set as "**<your group name>.sbconfig.xml**". For example, since the group we created earlier was "W3 Servers" and we are retrieving the config for this group the destination file name would be "W3 Servers.sbconfig.xml". (Note: special characters may be removed if they aren't compatible with file names)

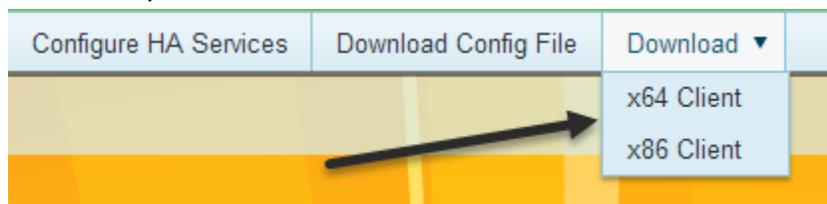
Adding your first server to the group

Congratulations you are about to add your first server! If you haven't already please complete the steps in [Creating your group](#) and [About the group config file](#). Also, you will need .NET Framework 4 installed on your server. If you have recently installed it, you may need to restart your server before completing the steps below.

The first server you add will automatically be set as the master server. All other servers within the group will be setup as slaves that will mirror the first server's files.

Follow the steps below to download the Syncburst client

1. To download the client program Clicking on the **Download** option in the upper-left menu
2. Then click on either the **x64 Client** or the **x86 Client** option depending on which is appropriate for your server.



3. Once the download is complete, install the client on your master server.
4. Take the group config file you downloaded earlier and place it in the Syncburst client's install directory.
5. Finally, start the Syncburst client's Windows service (Note: By default, the Syncburst service will automatically re-start when your server starts)

Adding additional servers to the group

The steps for adding additional servers are identical to that of adding a master server which can be found [here](#). All subsequent servers will automatically be configured as slaves when they are added.

Once a slave server is configured with Syncburst, you can also make an image of that server to use in the future. Then, anytime you create a new VM from that virtual image, it will automatically register itself with Syncburst, detect that it's a new clone, and start synchronizing its files. With this feature, you can spin up new virtual servers from stale server images and still be assured that all your files will be up to date!

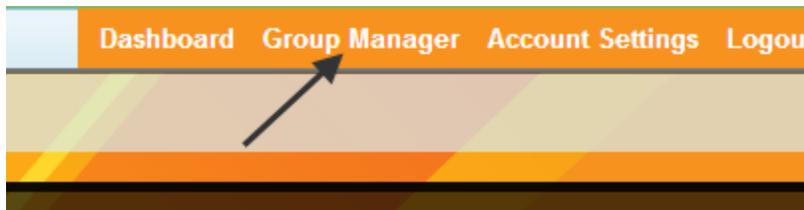
Setting up High Availability

You can configure any group to be an HA (High Availability) group. The only restriction is that HA groups can only have 2 servers in them – a master and a backup. Syncburst will automatically pick the first server that was configured to be the master, and the second to be the backup.

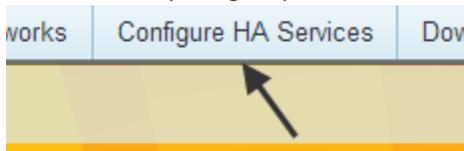
Configuring High Availability Services

To demonstrate High Availability, let's create a new group. For our example we have created a new group called "HA Billing Service".

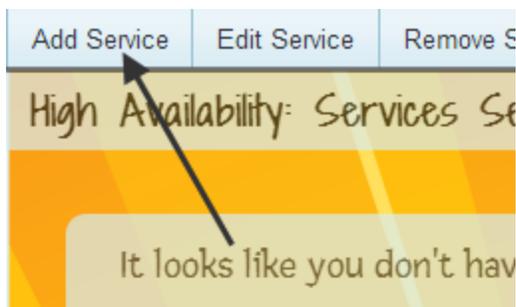
1. When in the Syncburst portal click on the **Group Manager** button, located on the upper-right of your screen



2. Select the group that has services you want to set up for HA
3. With your group selected, click on **Configure HA Services**.



4. Next, click on **Add Service**



5. In the window that appears, you can set the name, startup parameters and the timeout for the target service. (Note: the name **must** be the same as the service's name in the "Services" manager in Windows)
6. Next, click on the **Add Service** button at the bottom of the window. (Note: if you just see a black line on the screen, please refresh your window)
7. Your service is now configured

If multiple services run on the same server, you may add as many services as needed.

Before testing the high availability configuration please verify that the servers are in sync from the Dashboard. Once the files are synced you may try stopping the service on the primary server. You will notice that Syncburst will automatically start it again. Additionally you may shut down the primary server. After the primary server has shut down Syncburst will start the service on the secondary server, typically about 10 seconds after the primary was shut down.

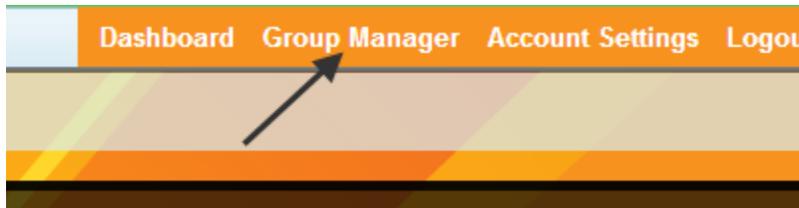
Note: Don't forget to configure the sync Directories for the services. Adding the service's install folders will ensure that the services are properly synchronized whenever the code on the primary server is updated.

Configuring High Availability Networks

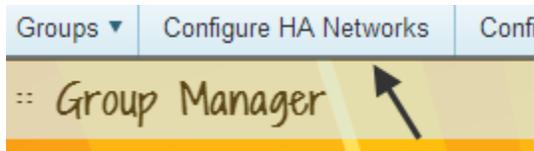
Syncburst is able to perform an IP failover from a primary server to a secondary server. When the primary server is no longer available (for example, it shuts down unexpectedly), the secondary server assumes the primary's IP address. To prevent an IP conflict by the primary server, Syncburst detects a when it comes back online and immediately changes the primary server's IP to the Failover value. The Syncburst service on the primary server then contacts the Syncburst hub and proceeds to do a graceful failback.

To set up a High Availability network configuration follow the below steps

1. When in the Syncburst portal click on the **Group Manager** button, located on the upper-right



2. Select the group that has services you want to set up for HA
3. Click on **Configure HA Networks** in the upper-left menu.



Note: You will need the MAC address, and other network configuration parameters, for both the primary server and second server in order to continue

4. Fill in all the parameters requested on the configuration screen. (Note: The “Failover” IP, Mask, Gateway and DNS fields is required to ensure there are no IP address conflicts in a failover scenario)



Configure Network

Primary Server MAC

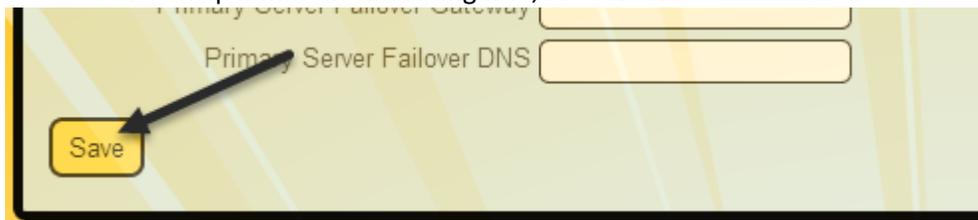
Backup Server MAC

Primary Server Original IP

Primary Server Original Mask

Primary Server Original Gateway

5. Once the parameters are configured, click on the “Save” button.



Primary Server Failover Gateway

Primary Server Failover DNS

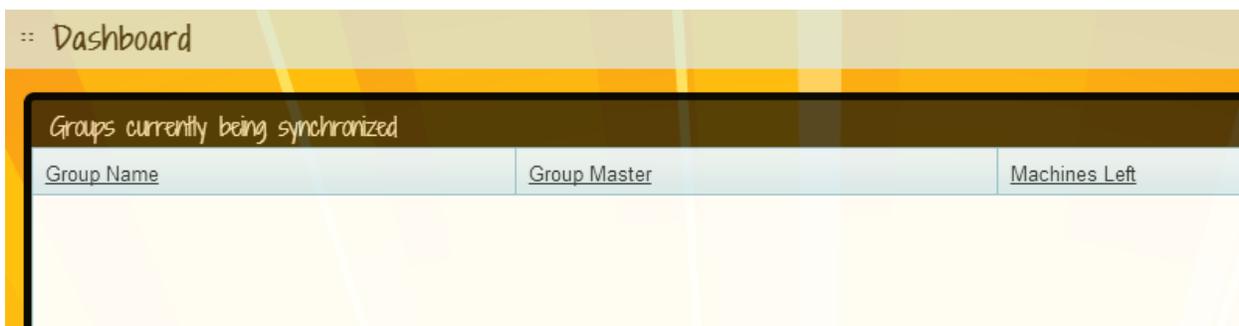
Save

6. Syncburst will automatically update the configuration on the primary and secondary servers and is now ready to do a network failover if necessary

Managing your account

The Dashboard

The Dashboard shows the list of groups, servers, directories and files that are waiting to be synchronized. If it's empty, it means everything is in sync. You'll also see a status message on the bottom-left. Just like the group manager it has status text on the bottom-left of your screen.



Dashboard

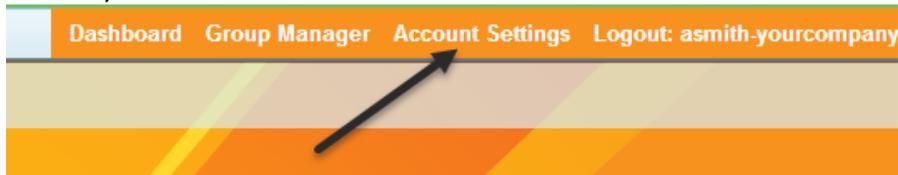
Groups currently being synchronized

Group Name	Group Master	Machines Left
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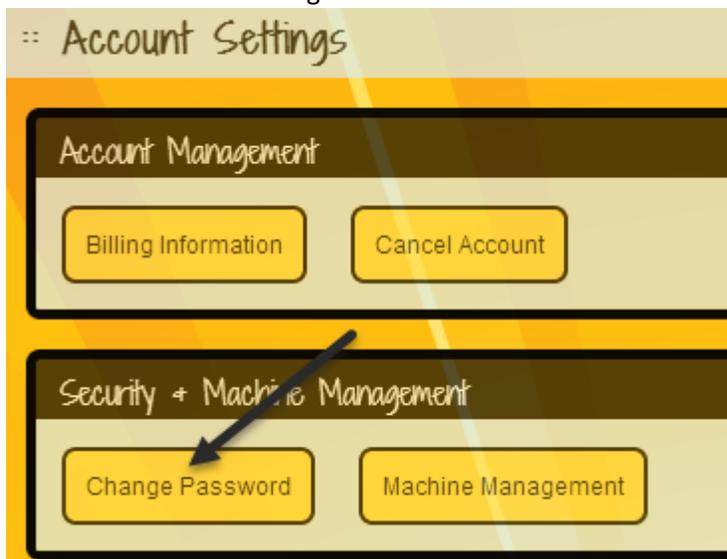
Changing your password

Follow the below steps below to change your password.

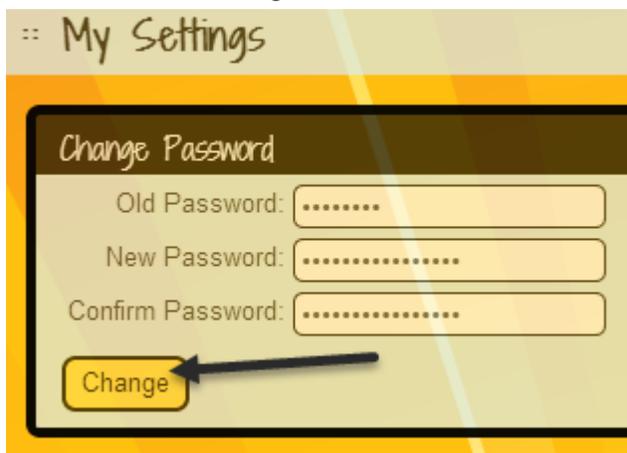
1. When in the Syncburst portal click on the Account Settings button, located on the upper right of your screen



2. Click on the Change Password button



3. Fill in the form that appears
4. Click the Change button



5. You will see a message stating whether the change failed or succeeded



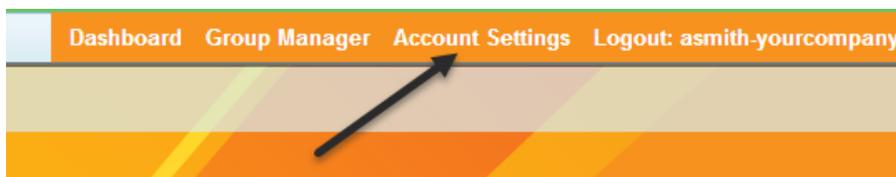
A screenshot of a password change form. It features three input fields: 'Old Password:,', 'New Password:,', and 'Confirm Password:,'. Below the fields is a yellow 'Change' button and a green success message: 'Your password was successfully changed!'.

6. Assuming your change succeeded, the next time you log in you will need to use your new password

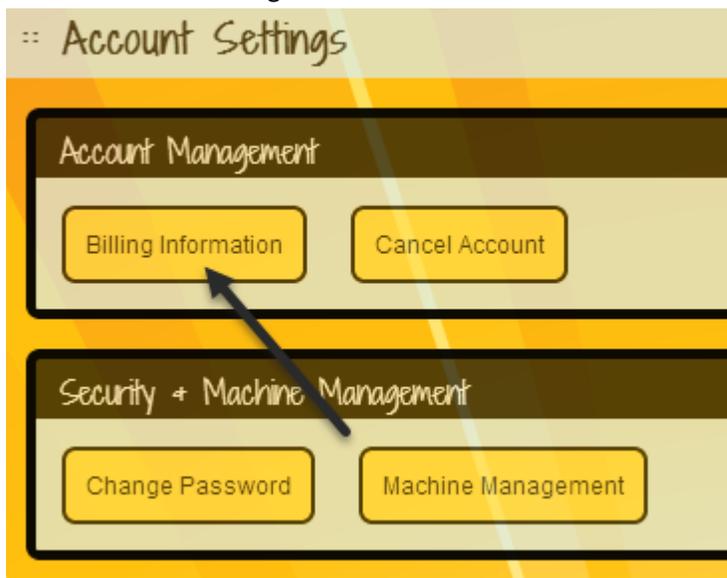
Editing billing information

Follow the below steps to add, or edit, your billing information

1. When in the Syncburst portal click on the Account Settings button, located on the upper right of your screen



2. Click the Billing Information button



3. Complete the form. All fields, except Address 2, are required (Note: the “card holder name” should be entered as it appears on your credit card)



Billing Information

Change Billing Information

Card holder name:

Address 1:

Address 2:

City:

State:

Zip:

4. Click the Update button



Expiration Year:

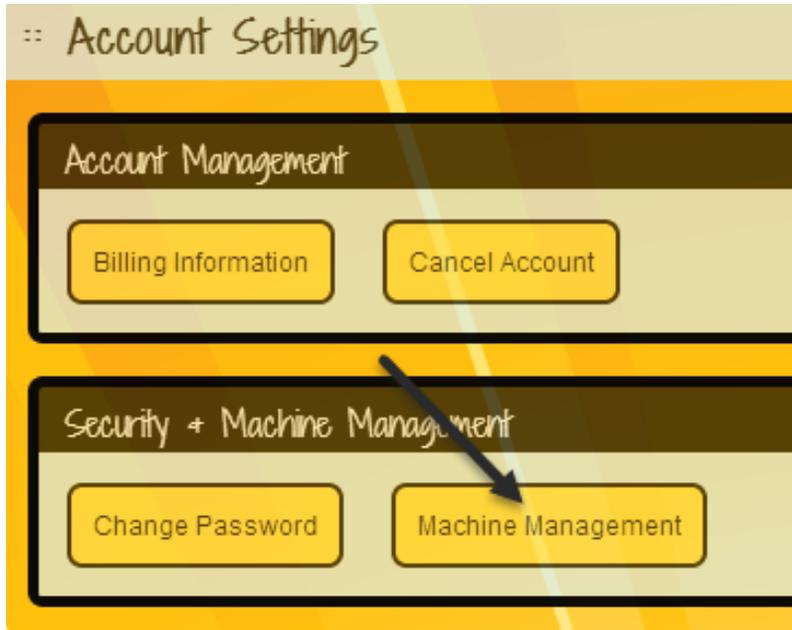
CVV:

Managing your defined servers

1. When in the Syncburst portal click on the Account Settings button, located on the upper right of your screen



2. Click on the Machine Management button



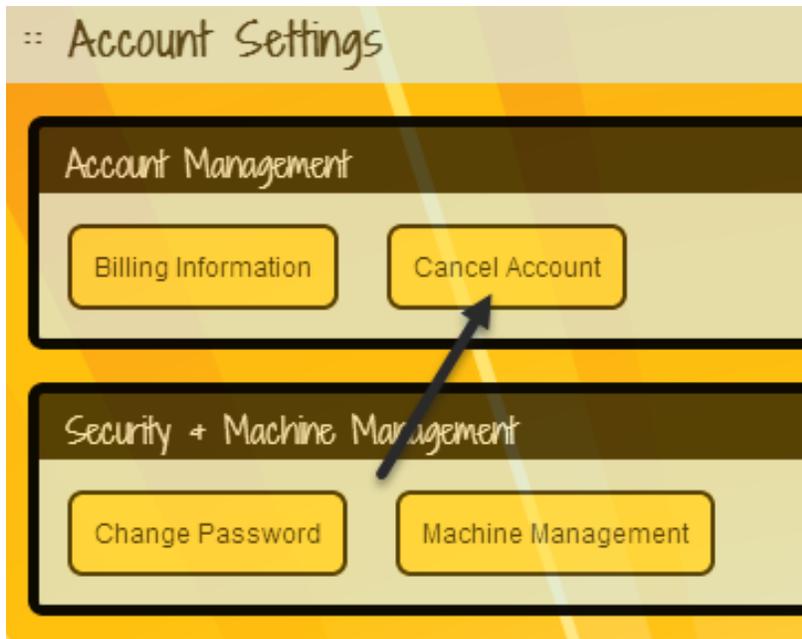
3. The servers that have been registered with your account on the Syncburst system will show up here. You can delete a machine or simply delete all offline machines if necessary. This option is useful if you created a number of clones to handle peak traffic demands, and then once that period was over you deleted those clones.

Closing your account

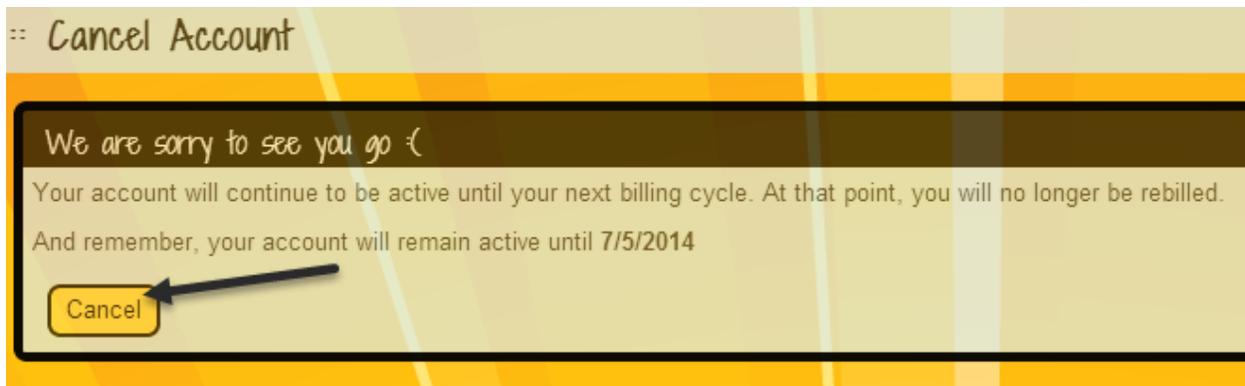
1. When in the Syncburst portal click on the Account Settings button, located on the upper right of your screen



2. Click on the Cancel Account button



3. Click on the Cancel button if you are certain that you want to close your account





FAQ

1. How does Syncburst work?

A lightweight service is installed on your Windows servers that can communicate to Syncburst using secure web services, allowing Syncburst to monitor the master and all of your clone servers for any file changes. When the master server has a change (a new or modified file), Syncburst automatically restores the file so the clone continues to mimic the master server. If a new file is created on the clone, Syncburst immediately removes it. Syncburst can be configured to watch multiple directories. Directories can be configured to synchronize just the parent directory or include all sub-directories.

2. What types of sync methods can I use?

Currently, Syncburst only supports one-to-many data mirroring, allowing you to mirror the content of the primary (or master) server to any number of clone servers.

3. What Operating Systems are supported?

Currently, Syncburst supports both the 32 bit and 64 bit versions of Windows Server 2008, Windows Server 2008 R2, Windows Server 2012 and other Windows operating systems that are compatible with the Microsoft .NET Framework 4.0 See <http://msdn.microsoft.com/en-us/library/8z6watww.aspx> for the complete list.

4. Is the transferred data being stored?

The primary server's data is securely stored so that it can be synchronized quickly and efficiently. However, you can request that files only be saved temporarily and then deleted as soon as your servers are in sync.

5. Is the data being transferred secured?

Syncburst uses 128 bit SSL channels to transmit data. All access to the system is guarded with large size keys.

6. How does the billing work?

Billing is based on the number of servers Syncburst is installed on using the "high water mark" approach. Thus, if 15 servers had Syncburst deployed in the middle of the month, but then 5 servers were deleted before the month was over, you would be charged for 15 servers.

7. What am I charged usage fees on?

There are no usage fees, transfer fees or device fees to use Syncburst.

8. How much does service and maintenance cost?

Support is included in all Syncburst editions, however, the time until response will be changed based on the subscribed edition. Free Syncburst users will receive a response within 5 business days. Standard Syncburst users will receive a response within 2 business days. Enterprise Syncburst users will receive a response within 4 business hours.



9. Can I really cancel at any time?

Yes. You can cancel your account yourself from within the Syncburst portal, or you can email support at support@syncburst.zendesk.com.