

# Customer Case Study



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**What we expect from this session:  
An open discussion!**

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- Who is PCS?
  - Fifth largest trade union in UK
  - Largest trade union throughout civil services in UK
  - Started in 1998 as a merger of CPSA and PTC
  - >40,000 new members in the first 5 years
  - 2004 PCS reached the 300,000 members milestone

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- What is PCS doing?
  - PCS campaigns for:
    - Fair pay and conditions
    - Decent pensions
    - Equality in the workplace
  - PCS offers several additional services for members:
    - Legal services
    - Insurance services
    - Health services
    - ...

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- Who is supporting PCS?
  - Reseller:
    - EZIS Ltd.
    - Rob Collins
  - GWAVA-Distributor UK:
    - Adsisto Ltd.
    - Rob Meakin, Laurence O'Brien

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- GroupWise system @ PCS
  - GroupWise 8, SP1
  - 12 Post Offices with 600 Mailboxes
    - 1 large POA in HQ in London
    - 11 smaller ones all over the UK
  - Operating system: Novell NetWare 6.5 SP8
  - Hardware: HP reliant ML350
    - Dual Processor
    - 4 GB RAM
    - 300 GB RAID 5

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- GWAVA solutions @ PCS
  -  **GWAVA4** AS & AV
  -  **Redline** Monitoring
  -  **Vertigo** Mailbox Management
  -  **Reveal** Mailbox Auditing
  -  **Reload** Backup & DR
- Guinevere was replaced by GWAVA some weeks ago

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- Focus today:

-  **Reload** Backup & DR

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- Why Reload was originally bought
  - To make backups faster
  - To make restoring easier
  - To have a Disaster Recovery solution in place
- Typical reasons for the usage of Reload
  - => Backup and DR
- Before Reload PCS used tape backups...

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- Where Reload was a “lifesaver”
  - GroupWise Migration from Novell NetWare 6.5 SP8 to Suse Linux Enterprise Server 10 SP2

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- Situation:
  - Physical GroupWise Server was low on disk space
- Plan:
  - Move GroupWise to a virtual environment  
=> VMWare ESX 3.5
  - Still run GroupWise on NetWare 6.5 SP8
  - Moving mailboxes in batches of 20 over some weeks  
=> Using Teamviewer remote session for that



- Problem:
  - Due to an error all mailboxes were moved in once
    - => 100% utilization of the GroupWise system
    - => File queues of >600,000
    - => VM couldn't handle the workload
    - => Also processors & SAN speed were doubled
  - Problem finally was NSS Disk Alignment in as ESX environment using VKMD disks!

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- Solution:
  - Moving from NetWare 6.5 SP8 to SLES 10 SP2
- Problem:
  - Speed of GroupWise Migration Tool
    - Due to the bad NSS performance of the NetWare VM the migration would have taken 56 days!
- Solution:
  - Reload Disaster Recovery Mode!

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- How it worked:
  - Brought down NetWare POA
  - Ran a Reload Backup
  - Ran the pre-migration job again
  - Ran the final full migration from Reload on SLES VM
- That's it!

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- What Reload did beside that
  - During full user move some migrations went wrong => Data of several users was lost!
  - Reload backup made sure that we could recover all the data we lost during migration

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- My opinion about Reload:

“Reload has certainly been the most critical of all GWAVA products we use. It has proved its worth on a number of occasions, but in particular, the last 2 months it has been a lifesaver!”



**Thank You Very Much!**

**Do you have any questions?**