

SCALABILITY AND PERFORMANCE

Esker Fax can easily be scaled up and out to meet the changing needs of any organisation with features such as Load Balancing and Microsoft® Clustering support. These features add value by reducing unplanned downtime, improving total hours of service operation and providing fault tolerance.

Esker Fax's Load Balancing coordinates the operation of multiple and/or geographically dispersed Esker Fax servers, improving processing efficiency by distributing workloads among servers. Clustering allows two or more computers to work together as one, redirecting resources and redistributing workload as needed in the event of a server failure.

LOAD BALANCING

Load Balancing ensures efficient and timely fax handling by distributing fax workloads among a group of servers. When loads are balanced, no single server can overload. Load Balancing improves overall conversion speed and fax transmission rate and ensures that highest priority faxes transmit first. Load Balancing balances loads for any multi-server system—single site or globally dispersed.

Once Load Balancing is enabled on two or more Esker Fax servers, the servers automatically and transparently share information about loads and various phone and connection costs. When preparing to send a fax, each connected server queries its locally cached data tables for the most recent information and uses this information to determine routing and balancing priorities. Servers query one another to update information at regular specified intervals.

Load Balancing set-up is simple. Within the Microsoft Management Console-based Esker Administrator of each Esker Fax server, the administrator places the server within a group, configures and imports cost tables, and sets properties. To enable Load Balancing, administrators must configure each server as a member of a group (rather than as a stand-alone)—

a simple point-and-click selection in the Esker Administrator. Group servers identify one another by IP address and must be Internet-connected.

Load Balancing can be paired with Esker Fax's Least Cost Routing feature to further maximise the use of multiple Esker Fax servers and reduce transmission costs by routing outbound faxes through the lowest cost server. When both Least Cost Routing and Load Balancing (LCR/LB) are enabled on Esker Fax servers in more than one calling zone, organisations can send faxes at local or best available calling rates—instead of incurring long distance or international charges.

Users are notified of successful transmission whether the local server or another group server processes the fax. If the local server handles transmission, notification is standard. If a remote server handles the transmission, it sends notification to the user's local server.

MICROSOFT CLUSTERING

By taking two or more servers and organising them to work together as one, Esker Fax provides higher availability, reliability and scalability than can be obtained by using a single system. Within a Microsoft Cluster, the various servers—or nodes—are joined together so they appear as a

single environment (a virtual server). Clustering Esker Fax servers ensures that if one node fails, operations can be automatically assumed by another node in the cluster.

Esker Fax Clustering offers:

- ◆ **HIGH AVAILABILITY**
Clustering provides continual access to critical fax services while greatly reducing unscheduled outages. This allows Esker Fax to meet an organisation's scheduled uptime goals while reducing unplanned downtime and maximising total hours of service operation.
- ◆ **HIGH RELIABILITY**
Clustering reduces the frequency of system failure, while providing fault tolerance in case of failure. This minimises the number of single points of failure and reduces the risk that failure of a single component/system will result in the routage of the entire fax service.
- ◆ **HIGH SCALABILITY**
As organisational fax needs change and grow, Esker Fax can be scaled to increase throughput capacity and performance by adding servers or lines to load balanced or clustered server farms.

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