



The Failover Support Module is configured to operate in a client-server model, supporting an architecture where there is a single Master TelAlert®/6e process set, and multiple remote back-up systems.

The application function is to synchronize changes applied to the “master” or primary messaging server configuration with the back-up system's messaging server configurations, updating, in bulk, those messaging server components that are directly managed by the TelAlert 6e UI.

Once this simple configuration is established, it is possible to send messages and modify the master configuration in a fully reliable and redundant fashion so that no configuration changes are lost and that multiple servers are available to deliver messages when a messaging server is unreachable.

**SENDING MESSAGES IN FAILOVER MODE**

When the messaging servers are set-up for synchronization with the Failover Support Module, the programs that initiate alerts can be programmed to address the master and secondary systems you have configured. The TelAlert client will attempt to contact each system in sequence, so that if the primary is unreachable, the secondary will be targeted.

In addition, when the messaging servers are set-up for synchronization with the Failover Support Module, the programs that initiate alerts can share the message load with master and any secondary systems you have configured.

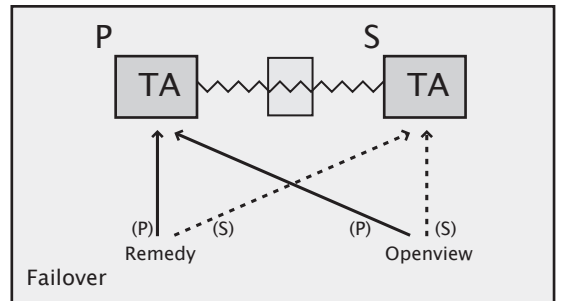
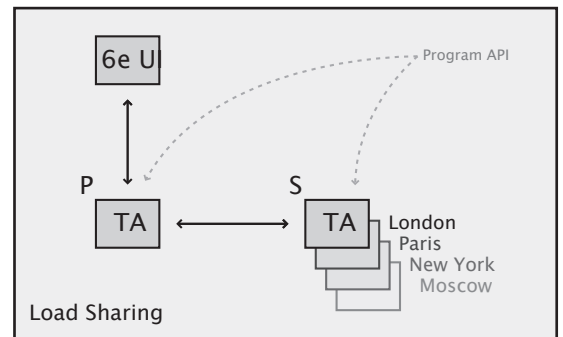
This is achieved by establishing a precedence order for the host target. For example, all Remedy alerts go to a nominated server first and secondarily (in the case of a system failure) to another. Equally, alerts coming from a network management system would be configured for a reverse configuration. Over time it is possible to see how much traffic is going through each server with the Telalert “totals” command.

**SENDING MESSAGES IN FAILOVER MODE**

Programs that initiate alerts can be set up to address the master and any number of remote systems you have configured. The TelAlert client will attempt to contact each system in sequence, so that if the primary is unreachable, the secondary will be targeted.

PRODUCT HIGHLIGHTS

- Non-stop messaging
- Synchronization of messaging data
- Fully automated and unattended
- High data transmission efficiency
- Provides a redundant and resilient messaging network
- Scalable for enterprise deployment



```
% telalertc -i <destination> -m "test for 1 host and a backup" -host  
<primary_host_IP_address>  
<backup_host_IP_address>
```

Simply extend the list of host names to include more messaging servers, like this:

```
% telalertc -i <destination> -m "test for multiple messaging servers" -host  
<primary_host_name>  
<1st_backup_host_name>  
<2nd_backup_host_name> ...
```

## **FAILOVER RECOVERY**

TelAlert provides a single command to initiate recovery on either the secondary or primary systems. The main case where this applies is when the primary is returning after an outage and needs to synchronize with a secondary to pick up any changes that may have been made to the configuration.

Similar use-cases exist for secondaries that may have been out of service, or even for the situation in which a new system is being connected to expand the resilient messaging network.

## **SECURITY MEASURES**

Security is enforced using `tasync.hosts`, using the same logical model employed by TelAlert in `telalert.hosts` and `telaconf.hosts`, respectively. There is an alternative means to specify a single master host by inputting the IP name/number of the Master system. If this path is selected, no `tasync.hosts` file need be created.

## **AUDIT LOGGING**

The TelAlert Failover Support module writes significant event notes in the general TelAlert log (`telalert.trail`) and the failover synchronization log. If needed, there is a verbose mode that allows administrators to monitor the synchronization more closely.