

KnowledgeBase Article 2004

Guardian Cloud Environment

Guardian Software Systems Inc. provides a complete hosted solution for operation and maintenance of our ERP and MES software. The hosting site is a secure type 3 data center located in Kenosha, Wisconsin with replication sites in Chicago, Illinois and Las Vegas, Nevada.

Cloud Environment Servers

Guardian Database Server and Internal Webserver – This Microsoft Windows server runs the Pervasive Database Server software and hosts the Guardian Database. It also will host an internal webserver (internal to the hosted environment) for Guardian MES, and the Dashboards and Reports module.

Guardian Terminal Server – This Microsoft Windows server is the main hosted connection platform. All connections for running the Guardian 8 application from the hosted Guardian client are directed to this server. This server is a Microsoft Windows Remote Desktop host and is usually configured to include Microsoft Office as well as the Guardian application.

Private Domain Controller for Cloud Environment – This Microsoft Windows server is for configuring users and security within the hosted environment. Access to this server is only for administrative purposes and it is accessed by Guardian personnel and datacenter NOC staff.

Cloud Environment Requirements (Customer End)

Internet Connection – Cloud clients must have reliable internet service at their facility. A 20 megabit download / 4 megabit upload connection speed is minimum - faster is always better. Typically, this is a cable or fiber connection.

Firewall capable of maintaining an IPSEC Site to Site Tunnel – A private IPSEC Site to Site tunnel is the primary connection to the hosted environment across the internet. The datacenter can typically connect to any current firewall with the capability to maintain this type of connection.

Workstations capable of current Microsoft RDP connection – There are many devices that can act as a Microsoft RDP client. Typically, any windows PC running a current version of Microsoft windows will be sufficient.

Cloud Environment Backup and Disaster Recovery

Backups of all servers are made several times per day – while configured on a per client basis, backups are performed a minimum of 2 times per day.

Backups replicated to partner datacenters – All backups are replicated from the hosted site to a replicated site.

Backups may be used to recreate server from any date within the retention range. The backups that are saved may be used to completely recreate the hosted environment, thus the system can be completely restored back to the date of the last backup.