

ANTlabs SG 4 HA Policy

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ANTlabs SG 4 Gateway is designed for large venues and mission critical environment. The gateway comes with high capacity user license count and full redundancy within a single appliance. Hence, deployment with HA unit is highly recommended for this series of gateway.

The HA unit is a cost-effective solution as compared with loan spare and costly 24x7x4 support services. By purchasing a standard HA appliance, the HA unit can be tied to and be the active standby Master unit.

When there is any license upgrades or module purchases on the Master Unit, the HA unit will automatically be entitled to the same set of license upgrades and modules with no additional cost.

The only requirement is that the customer must have valid support maintenance contract (Premium Care / Premium Plus Care) on the Master unit. This ensures that both the Master and HA unit can be updated and supported properly in the event of the hardware failure on the Master unit.

Below are the list SG 4 HA models.

| | | |
|--------------|--------------|--------------|
| SG 4200 – HA | SG 4220 – HA | SG 4400 – HA |
| SG 4210 – HA | SG 4300 – HA | SG 4410 – HA |

Procure Requirement: Master unit serial number is required if HA unit is purchased separately.

Rights of use: HA unit is tied to a designated Master unit and it is not transferrable to pair with another master unit.

Licenses: Follow Master unit.

Modules: Follow Master unit.

10 GE Upgrade: 10 GE adaptor upgrade kit must be purchased separately for HA unit with the exception for SG 4220, SG 4410 and any new SG 4 models with 10 GE ports built in.

Update Management: HA unit must have the same software update level with Master unit.

Maintenance: SG 4 Master unit must have a valid Premium Care or Premium Plus Care. The same maintenance package applies to the HA unit. HA unit will un-pair with Master unit 60 days after an invalid maintenance coverage for Master unit.