Setting Up Your Failover Configuration

Service Objects is committed to providing 100% availability of our data quality services. We maintain a redundant backup data center that is identical to our primary data center for failover in the event of a server or routing issue.

SINCE FAILOVER IS NOT AUTOMATIC, WE RECOMMEND THE FOLLOWING:

INTEGRATE A FAILOVER CONFIGURATION INTO YOUR APPLICATION

In the unlikely event that the primary data center does not respond in a timely manner

DO NOT CODE YOUR APPLICATION TO A SPECIFIC IP ADDRESS

Using our hostnames will provide you with the most amount of uptime

ALTERNATIVE CONFIGURATIONS:

You can also abstract the actual hostname into a configuration file, in order to simplify the process of changing hostnames in an emergency. Even in the case where your application handles failover logic properly, an easy-to-change hostname would allow your application to bypass a downed data center completely, and process transactions more quickly.

For most clients, simply updating their application to use our backup data center hostname should immediately restore connectivity. Your existing DOTS license key is already permitted to use our backup data center and no further actions should be needed.

PRIMARY DATA CENTER HOSTNAME	BACKUP DATA CENTER HOSTNAME
SWS.SERVICEOBJECTS.COM	SWSBACKUP.SERVICEOBJECTS.COM

In the unlikely event of a significant network failure at our primary data center, we will redirect our DNS record to temporarily point to our backup data center. In this case, no changes are required on your side.

For help with your failover configurations, please feel free to contact your Customer Success Specialist at 805.963.1700, or email customercare@serviceobjects.com.

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