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Answers

About the inSync CloudCache Server

What is the inSync CloudCache Server?

inSync CloudCache Server is a dedicated server that temporarily stores backup and restore data from inSync Client, and then periodically syncs data to inSync Cloud. For more information on inSync CloudCache Server, see About inSync CloudCache Server.

When should I use the inSync CloudCache Server?

You can use inSync CloudCache Server if any of the following scenarios are applicable to your organization:

- You or your users are backing up a large volume of initial data.
- You are planning large data transfer events, for example device refreshes or OS migrations.
• You want to accelerate or optimize backups and restore operations.
• You want to optimize your WAN bandwidth consumption. Schedule sync operations from inSync CloudCache Server to inSync Cloud during off-peak hours.

For more information on inSync CloudCache Server, see About inSync CloudCache Server.

What are the inSync CloudCache Server licensing models?

inSync CloudCache Server licensing is based on the size of the cache required for your enterprise. You can calculate the size of the cache that you require by using sizing calculator and purchase licenses in tiers of 16 TB, 32 TB, and 64 TB of inSync. For more information, contact your account executive or Support.

We used the inSync CloudCache Server primarily for a faster rollout. Can we use it for incremental backups and restore operations?

Yes. You can use the inSync CloudCache Server for incremental backups and future restore operations. Using the inSync CloudCache Server allows you to accelerate your backup and restore operations. Additionally, you can save bandwidth utilization during peak hours.

How does the inSync CloudCache Server help optimize bandwidth utilization?

If you are using inSync CloudCache Server in your environment, your WAN bandwidth is kept free during peak hours. Most of the communication between the user devices and the inSync CloudCache Server occurs over your organization's Local Area Network (LAN). You can schedule sync operations during off-peak hours. For more information on scheduling sync operations, see Configure inSync CloudCache Server.

Does the inSync CloudCache Server deduplicate the data for all users who are mapped to the CloudCache Server?

Yes. inSync deduplicates the data for users across an inSync Cloud storage. inSync sends backup data to the CloudCache Server only if no other user has the same data.
inSync CloudCache Server Setup

**What operating system does the inSync CloudCache Server support?**

inSync CloudCache Server supports Microsoft Windows Server 2019 R2 (64-bit) operating system. For more information on the prerequisites for inSync CloudCache Server, see Prerequisites to install inSync CloudCache Server.

**Can I set up multiple inSync CloudCache Server?**

Yes. You can have one or more CloudCache servers per location. You must ensure that each of these servers is accessible to their users over a Local Area Network (LAN).

**Can I use Active Directory integration and mass deployment (IMD) to automatically roll out users and map them to the inSync CloudCache Server? If yes, how will it work if we have more than one CloudCache Server?**

Yes, you can use Active Directory integration and IMD to automatically roll out users and map them to the inSync CloudCache Server. This can work even if you have multiple CloudCache servers in your environment because during IMD, you must specify the CloudCache Server ID as one of the parameters. For more information, see Install inSync client for integrated mass deployment.

**Does the inSync CloudCache Server notify the administrator about low disk space on the server?**

Yes. If the CloudCache Server disk space is occupied at 90%, inSync sends an alert and an email notification to all subscribed users.
How do I monitor inSync CloudCache Server?

inSync Management Console consistently monitors the inSync CloudCache Server for its status, which it displays on the Manage CloudCache Servers page.

You can monitor or view details about the inSync CloudCache Server, Cloud sync schedule and resources, and users associated to the inSync CloudCache Server through CloudCache Server Details page.

What is the name of the CloudCache Server service?

CloudCache Server runs with the service name - Druva inSync Cache Server, that you can track through Services window.

Connectivity and Data Transfer

Do users need connectivity to inSync Cloud even if they are mapped to the inSync CloudCache Server?

Yes, users still need connectivity to inSync Cloud.

Can multiple users connect to inSync CloudCache Server and upload or restore their data?

Yes. Multiple user devices can connect to a inSync CloudCache Server at a given time and can upload or restore their data.

What happens if the connectivity between {{Client}} and inSync CloudCache Server is lost while a backup is in progress?

In such a scenario, {{Client}} backs up the user data directly to {{insync}} Cloud.

Can users connect to the inSync CloudCache Server outside their office Local Area Network?

The inSync CloudCache Server and the user devices that want to connect to this server must be located within the
firewall of an enterprise. User devices must be able to connect to the inSync CloudCache Server through a Local Area Network (LAN). For more information on inSync CloudCache Server, see About inSync CloudCache Server.

**What happens when the backup to the CloudCache is not complete and the user device goes out of the corporate network (LAN)?**

In this scenario, the remaining backup data directly goes to inSync Cloud. The backup operation continues seamlessly. The backup operation starts from where the backup operation stopped. For example, if a user completed backing up only 20% of data on the inSync CloudCache and then the user went out of the corporate network, once the user is connected to the Internet, the 80% remaining data for backup continues on inSync Cloud. The 20% data that is already on the CloudCache Server will sync to inSync Cloud as per the syncing schedule.

**What happens when my data was not completely synced to inSync Cloud and I try to restore data outside the corporate network (LAN)?**

In this scenario, inSync Cloud ensures that the backup data is restored for the user. If the backup data is not available on the inSync Cloud, it fetches the data from the inSync CloudCache Server. The inSync CloudCache Server must be up and available so that inSync Cloud can fetch the data. In the rare event that the inSync CloudCache Server is offline, the restore operation fails.

**I backed up data to the inSync CloudCache Server, I went off the LAN, and then I restore data from inSync Client. Will the restore data come from inSync Cloud or from the inSync CloudCache Server?**

If you are not on the LAN, data comes from inSync Cloud. Users continue to see restore points as they did earlier.

**Is the inSync Client bandwidth configuration or profile bandwidth configuration applicable to the inSync CloudCache Server?**

inSync Client or profile bandwidth configurations are not enforced for the CloudCache Server. This configuration is only applicable for Cloud traffic.
Can you edit the data retention limit of an inSync CloudCache Server?

No, you cannot define the data retention limit of an inSync CloudCache Server. When an inSync CloudCache Server reaches 80% of its data capacity, inSync triggers a batch job that transfers the data to another inSync CloudCache Server till the server usage of the former inSync CloudCache Server reduces to 50%.

Data Security

How is data encrypted on the inSync CloudCache Server? Where is the encryption key stored?

Data is encrypted on the inSync CloudCache Server by using its own unique encryption key. This encryption key is generated at the time of the inSync CloudCache Server activation, along with its unique authentication key. Once the authentication key is generated, it stays only with the inSync CloudCache Server on your organization's premises. The encryption key is encrypted using the authentication key and stored in the inSync CloudCache Server configuration record on inSync Cloud. Thus, inSync Cloud’s 2-factor encryption ensures that only an authenticated inSync CloudCache Server has access to its encryption key. For more information on data encryption, see the inSync Enterprise-class Security technical brief.

Is the data on inSync CloudCache Server encrypted at rest?

Yes, data on inSync CloudCache is encrypted at rest.