

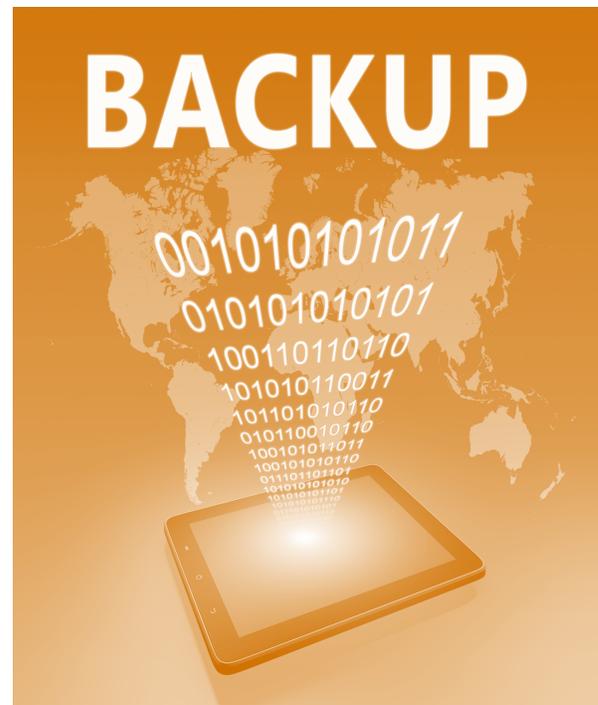
Multiplatform Automated Backup Service 4.0

ARRIS Global Services



SERVICE HIGHLIGHTS

- **Automation** – Set it and forget it
- **Reliability** – Robust disk storage (offsite available)
- **Assurance** – Notifies if a backup fails
- **Security** – Uses secure SSH and VPN technology
- **Eco-friendly** – No courier vehicle required



PRODUCT OVERVIEW:

MABS (Multiplatform Automated Backup Service) is an ARRIS service that creates electronic backups of various devices on a regular basis. This Day 2 service saves money by eliminating the manual steps required to back up the devices at your site. Furthermore, tapes fail and can be lost or damaged in a disaster. Disk-based storage makes MABS a more reliable choice. Tired of incurring shipping charges to ship the tapes offsite? The MABS interface allows the user to select a Linux offsite server anywhere in the world to push the backed up files. There is no need to worry if a backup fails because of the built-in automatic case creation functionality that notifies ARRIS and operator personnel if a backup fails to complete if the site has an active and live connection to the ARRIS Support Gateway system. MABS is the solution for maintaining the integrity of the data at your site.

A Closer Look

MABS is installed on the EndPoint Server (EPS) which is part of the ARRIS Support Gateway (SGW) system. Support Gateway is the ARRIS tool that allows technical support specialists to access your site and quickly assist with any questions or issues you have. With this connection to your site, we can push MABS down remotely, install, and configure MABS without deploying a field engineer. Furthermore, we can customize the backup schedule to your liking. No maintenance window is required because it will not impact your customers or your day-to-day operations. Having MABS hosted on the EndPoint Server also allows ARRIS personnel to be alerted in the event of a failure. This process is automated and no work on the customer side is required. Unlike traditional system backups, MABS does not require a reboot of that device when a system backup is performed through MABS. MABS couldn't be easier!

MABS offers the convenience and cost savings to assist you in operating your site at peak efficiency. For conditional access customers, you will be able to backup as many as four devices with the base purchase of MABS. Additional backups will be available with the purchase of licenses. For our programmer customers, five backups will be included with the base package and additional backups will be available for purchase if they are required.

Features

AUTOMATION – Set it and forget it! MABS is an automated tool so once the schedule is set you will not have to remember to create a backup.

ASSURANCE – A pop-up will prompt users in the event of a mismatch. This feature will prompt you in the event a mismatch is detected between the version you are attempting to load versus the software version that is currently loaded. (Example - You will be prompted via a pop-up window if a DAC 4.1 R2 database is trying to be restored to a 4.4 R2 configuration).

CUSTOMIZED RESTORE OPTIONS – Backups can be restored to other spare devices at your site.

REMOTE LOCATION STORAGE – Worried about shipping tapes and those tapes being misplaced with your valuable data missing? MABS offers operators peace of mind by having MABS push the backed-up files to an offsite Linux server. Simply identify the server and set the user interface to point to that server for seamless offsite transfer.

SUPPORT – With an active support contract, ARRIS can proactively check to ensure there have not been any failed backups. In the event of two consecutive failures, a case will automatically be created and our support staff will be engaged.

STORAGE SIZE – MABS will clean up and remove older files for efficient storage.

AVAILABILITY – Unlike a tape backup, the backup created by MABS will be available instantly for restoration without shipping fees or pulling the correct tape from storage.

REDUNDANCY – MABS is preprogrammed to back up its own database for use in the event of a disaster recovery effort.

ON DEMAND – MABS will create a backup of a particular device in the event one needs to be created at that particular moment. This is done by simply clicking an icon when a particular device is selected.

Benefits

COST SAVINGS – Save time by allocating resources to other activities. Save money on shipping and tapes while reducing your carbon footprint.

FAST RECOVERY - Tapes can be lost or damaged and it takes time to get a tape delivered to your site. MABS can start the recovery immediately.

ECO-FRIENDLY – Having a backup system that creates electronic copies of the files will eliminate the need to have tapes shipped to your site or shipped off site to a remote facility.

ARRIS EXPERTISE – Backup software, professional planning, and configuration of your backup schema by ARRIS are included with the Multiplatform Automated Backup Service. ARRIS is unsurpassed in digital headend backup and restore planning, system integration, and project planning expertise. ARRIS also has the field engineering and technical support resources required to successfully deploy and manage an automated backup solution.



Supported Products

PRODUCTS SUPPORTED BY MABS

Digital Addressable Controller (DAC)

- System Backup
- UKL Backup
- Database Backup

Conditional Access Systems Management (CASMR)

- Database Backup

CASMR Configuration Assistance (CAST)

- Database Backup

SmartStream Device Manager (SDM)

- Database Backup

Broadcast Network Controller (BNC)

- Database Backup

Expansion of Product Portfolio

We are increasing our product portfolio. Please ask your ARRIS program manager or account representative to provide input.

USER MANUAL

Part Number	Description
365-095-29351	MABS 4.0 User Manual

ORDERING INFORMATION

Part Number	Description
476666-156-00	MABS for Programmers (includes 5 backups)
476666-159-00	One Additional License for Programmers
476666-157-00	MABS for Cable and Telco (includes 4 backups)
476666-158-00	One Additional License for Cable and Telco