FAQs
FalconStor® Data Mastery Platform

FALCONSTOR
DATA
MASTERY
PLATFORM

Frequently Asked Questions

The FalconStor Data Mastery Platform (FDMP) is designed for complex enterprise environments and the full spectrum of data management use cases to help you:
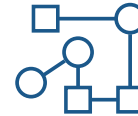
LOWER COSTS

Lower costs by leveraging your existing investments, optimizing performance and speed of existing infrastructure, avoiding vendor lock-in, and eliminating compromises on sub-par software embedded in hardware.

BREAK DOWN DATA SILOS

Break down data silos with world-class data protection and recovery, intelligent utilization of the right storage based on use case and policy (no matter where data resides), and a holistic view of your entire environment through a single central management console.

INCREASE AGILITY

Increase agility with real-time insights through predictive analytics and reporting that enable you to plan for growth, so you can focus on the strategic data initiatives that drive value.

WITH THE FALCONSTOR MASTERY PLATFORM, YOU CAN:

Push the boundaries of data management problem-solving.
Take advantage of FalconStor's long-time expertise and ingenuity in the data realm, and we will help you align your data management initiatives to your organization's goals. Our proven solutions can enable you to address high operational costs, diverse use cases, and data growth.

Master your data, without compromising or starting over.
FalconStor solutions are vendor-agnostic and designed to work with what you've got, so mastering your data to achieve results quickly won't mean starting over, compromising, or spending a fortune.

Unlock insights to elevate the strategic importance of data.
Get real-time, actionable information on all your storage resources across the enterprise to ensure high availability, flexible disaster recovery, and reliable data mobility so your organization can harness its data for competitive advantage.

Our hardware- and software-agnostic approach sets the data free from the confines of the storage infrastructure, enabling you to modernize without lock-in, rip and replace, or compromise on sub-par software that is integrated into expensive new hardware.

Below are some of the most frequently asked questions about the FalconStor Data Mastery Platform.

The FalconStor Data Mastery Platform (FDMP) is a modern, comprehensive, and easy-to-use platform that enables you to master your organization's data through a single central management console.

WHAT IS THE FALCONSTOR DATA MASTERY PLATFORM?

The FalconStor Data Mastery Platform (FDMP) is a modern, comprehensive, and easy-to-use platform that enables you to master your organization's data through a single central management console (FalconStor Management Server – FMS). Pervasive security is embedded so you can continually protect, optimize, recover, locate/move, analyze, and scale data and resources across any environment – physical, virtual, cloud, hyper-converged, and hybrid cloud.

The FalconStor Data Mastery Platform gives you the power to seamlessly migrate, recover, and protect data without tying your organization to specific hardware, networks, or protocols.

Use cases include:

- Dynamic monitoring and historical usage of servers
- Business continuity
- Data protection and recovery
- Data migration
- Predictive analytics

The FalconStor Data Mastery hardware- and software-agnostic approach enables you to choose the right storage medium for the right service-level to meet your business objectives, with the right performance and economic value to break the cycle of vendor lock-in and silo propagation.

WHAT HAPPENED TO FREESTOR?

The FalconStor Data Mastery Platform is the rebranded FreeStor. At FalconStor, we felt that the FreeStor name did not adequately convey the power and value of the solution as a data mastery platform. We have renamed FreeStor to FalconStor Data Mastery Platform as of January 2019.

WHAT TYPE OF INDUSTRY OR CUSTOMER IS THE BEST FIT FOR THE FALCONSTOR DATA MASTERY PLATFORM?

The FalconStor Data Mastery Platform is ideal for enterprises, universities, health care entities, and governmental organizations that are looking to:

- Consolidate their storage environment to lower costs and gain more efficient use of storage
- Reduce or eliminate data silos and complexity
- Modernize legacy environments without ripping and replacing current hardware
- Predict and plan for future data growth and capacity needs
- Move to a hybrid or private cloud data management environment.

The FalconStor Data Mastery Platform is also ideal for Service Providers (MSP or CSP) that need to embed data services into their offerings to address the heterogeneous variety of hardware across their customers and their own infrastructure.

DOES THE FALCONSTOR DATA MASTERY PLATFORM ENABLE CLOUD USE CASES?

Yes, with the FalconStor Data Mastery Platform, IT departments can deploy data protection, optimization, and recovery across physical, virtual, cloud, and hybrid cloud environments without lock-in because our solution is vendor- and hardware-agnostic. FDMP currently supports three cloud uses:

- Use the cloud as your secondary copy of data for the ultimate in low-cost protection and site security.
- Migrate your storage and workspaces to the cloud to eliminate data center equipment expenses, maintenance, and support.
- Protect your data in the cloud by replicating to other cloud sites or vendors for maximum security of your data and insurance against cloud pricing changes.

WHAT TYPE OF ANALYTICS ARE PROVIDED BY THE FALCONSTOR DATA MASTERY PLATFORM?

FDMP 's predictive analytics engine predicts storage utilization and troubleshoots problems, allowing you to have control over your data environment. You can predict capacity utilization to plan for growth, and easily identify hotspots and bottlenecks to optimize performance and availability across all storage resources.

You also get insight from core-to-edge across heterogeneous storage environments, allowing you to unlock the capacity, performance, and availability insights needed to take actions to proactively drive down costs. The client management feature provides a global central core-to-edge visibility of host agents and applications by displaying information about client systems and agents. It also allows managing disk protection policies for multiple host clients.

WHAT IS THE FALCONSTOR DATA MASTERY PLATFORM PRICING MODEL?

The FalconStor Data Mastery Platform is licensed on an annual subscription basis by capacity regardless of the underlying hardware, ensuring that you're accurately billed for your actual usage. Your subscription includes Continuous Data Protector (CDP) and Network Storage Server (NSS).

WHAT DOES SUBSCRIPTION PRICING MEAN?

Subscription pricing is defined as purchasing the FalconStor Data Mastery Platform for a contractual term at a fixed $/TB rate. This is billed annually based on capacity being managed by FDMP. Each year, you will go through a True-Up process to determine the capacity being managed going forward for the following year. The term can be from one year to as many years as you would like to put under contract to lock-in pricing. Terms of three to five years are typical, but contracts can be longer or shorter depending on your needs.

HOW MANY LICENSES WILL I NEED TO RUN THE FALCONSTOR DATA MASTERY PLATFORM?

You need one license for each FalconStor Management Server (FMS). Each FMS can support up to 128 FalconStor Storage Servers (FSS).

WHAT DOES "MANAGED CAPACITY" MEAN?

You will only be charged for the capacity managed by the FalconStor Data Mastery Platform. This is separate from the raw capacity of the underlying physical storage, as not all that storage capacity must be managed by FDMP. As a result, you have the flexibility to use any of the FDMP data services and add or remove storage capacity at any time without having to stop and get any additional licenses or pay additional fees.

IS THERE A MIGRATION OR UPGRADE PATH FROM FALCONSTOR LEGACY PRODUCTS INTO THE FALCONSTOR DATA MASTERY PLATFORM?

Yes. Please contact us at +1.631.777.5188 or at salesinfo@falconstor.com and we'll help you upgrade.

DOES THE FALCONSTOR DATA MASTERY PLATFORM OFFER A SOFTWARE MAINTENANCE PACKAGE?

Yes. The annual Software Maintenance is a percentage of the overall subscription to FDMP and includes maintenance and 24 x 7 email/phone support.

FalconStor Storage Servers can be configured to ensure that upgrades are non-disruptive and access to data is continuous. FalconStor Management Servers (FMS) can be updated at any time without impact to data availability.

WHAT HAPPENS IF I DON'T RENEW MY SUBSCRIPTION TO FALCONSTOR DATA MASTERY PLATFORM AFTER THE CONTRACT TERM IS UP?

FalconStor recognizes that managing and protecting your data is a mission-critical initiative for your organization, so we do not disable the software if you fail to renew. However, certain functions will be limited, and you will be unable to add nodes. Because data is your organization's most precious asset, we take a proactive approach through the software and by our team to notify you when your subscription is coming up for renewal, so that you can act quickly.

IS CHARGE-BACK REPORTING AVAILABLE WITH THE FALCONSTOR DATA MASTERY PLATFORM?

Yes. FDMP includes a chargeback feature that tracks storage usage and/or the number of IO operations per customer for all managed storage servers. Chargeback reports enable service providers and IT departments to easily invoice customers or end-users.

DOES THE FALCONSTOR DATA MASTERY PLATFORM SUPPORT AUTOMATED CLIENT INSTALLATION AND UPGRADES?

A typical FalconStor enterprise customer may have hundreds of client servers each requiring use of one or more FalconStor agents. Since it is not practical to manually install and upgrade agent software on these client servers, FDMP provides integration with Puppet software, an open source configuration management tool, to facilitate the installation and upgrade of FDMP agent software.

CAN I INSTALL THE FALCONSTOR DATA MASTERY PLATFORM MYSELF?

Yes, knowledgeable managers and administrators can install FDMP themselves; however, your purchase of FDMP includes installation support by FalconStor.

IS DOWNTIME REQUIRED TO UPDATE FALCONSTOR DATA MASTERY PLATFORM NODES WHEN APPLYING PATCHES OR UPGRADING BETWEEN VERSIONS?

FalconStor Storage Servers can be configured to ensure that upgrades are non-disruptive and access to data is continuous. FalconStor Management Servers (FMS) can be updated at any time without impact to data availability. Since the FMS is not in the data path, it can be taken down for maintenance without disrupting the storage servers.

WHAT NETWORK PROTOCOLS DOES THE FALCONSTOR DATA MASTERY PLATFORM SUPPORT?

FDMP supports Fibre Channel, iSCSI, and Fibre Channel over Ethernet (FCoE) for client connections, 10GbE for FSS node storage cluster interlink and FC and IP for connections between FSS and FDR nodes.

WHAT OS'S DOES THE FALCONSTOR DATA MASTERY PLATFORM SUPPORT?

For the most recent information on OS support, please visit the online Certification Matrix.

WHAT THIRD-PARTY APPLICATIONS AND DATABASES DOES THE FALCONSTOR DATA MASTERY PLATFORM SUPPORT?

For the most recent information on third-party application and database support, please visit the online Certification Matrix.

SOME OF MY INFRASTRUCTURE IS NOT ON YOUR CERTIFICATION MATRIX. DOES THAT MEAN I CANNOT USE THE FALCONSTOR DATA MASTERY PLATFORM?

Not necessarily. If you have hardware not on our certification matrix, we will work with you and our support organization to understand what hardware you have in place and determine if we can do a field certification.

CAN A FALCONSTOR STORAGE SERVER (FSS) BE RUN AS A VIRTUAL APPLIANCE (VA)?

Yes. FSS can be deployed as a VA, with a total of up to 128 FSS/FalconStor Deduplication Repository (FDR) nodes per FalconStor Management Server (FMS). These nodes can be a mix and match of physical or virtual instances.

CAN I GET THE NEW GUI AND FALCONSTOR MANAGEMENT SERVER (FMS) IF I STAY ON THE STAND-ALONE CDP AND NSS PRODUCTS?

Please contact us at +1.631.777.5188 or at salesinfo@falconstor.com and we'll help you determine if you can upgrade or if your existing software is incompatible with FDMP.

CAN I ORGANIZE RESOURCES BY BUSINESS UNIT?

Yes! There are multiple ways this can be done in the FalconStor Data Mastery Platform. By assigning devices to Storage Pools in the FDMP Portal, users can monitor, manage, and report by those groups. Our full set of APIs allow for custom reporting on everything from data usage, IO throughput and performance, network throughput and performance, and all data services used or modified. User permissions can also be granted or restricted by Storage Pool.

DOES THE FALCONSTOR DATA MASTERY PLATFORM SUPPORT MULTI-TENANCY?

FDMP offers secured multi-tenancy through data, network, and management isolation, and integrates with existing in-place Active Directory or LDAP implementations.

FALCONSTOR®

Corporate Headquarters
701 Brazos Street, Suite 400
Austin, TX 78701
Tel: +1.631.777.5188
salesinfo@falconstor.com

Europe Headquarters
Rosa-Bavarese-Strasse 3
80639 München, Germany
Tel: +49 (0) 89.41615321.10
salesemea@falconstor.com

Asia Headquarters
Room 1901, PICC Office Tower
No. 2 Jian Guo Men Wai Avenue
Chaoyang District Beijing 100020 China
Tel: +86.10.6530.9505
salesasia@falconstor.com