CN6000& ACS1216A Offers Smooth and Steady Remote Access Function

Company: Sakura Internet Inc.

Website: http://www.sakura.ad.jp/

SAKURA Internet Inc. (aka SAKURA Internet) is a network services company in Japan, which owns a large capacity high-speed backbone and manages the data centers of its client companies.

SAKURA Internet has six data centers in Tokyo and Osaka, which provide general virtual hosting and related hosting services. The number of dedicated hosting servers exceeds ten thousand, which is the leading figure in the network services business in Japan. Server rental services start from ¥125 a month, with customers consisting of both individual and business users.

With its high-quality and exceedingly price-effective services, for beginners that enjoy the ease of service and serious users that demand a large capacity network, SAKURA Internet is able to meet the requirements of clients on all levels. In addition, its superior flow transmission processing capability and reception is perfect for business clients that use popular Web content such as Blog/SNS and animations.

Challenges

- Establish a management environment that can supervise over 100 servers through one single control console.
- Ensure frequent remote read and write access.
- Increase efficiency of remote read and write tasks.

Equipment Purchases

- CN6000

KVM on the NET™… One Unit

- ACS1216A

16 port PS/2 KVM switch… 10 Units

Benefits

- Established a management environment that allows fast remote read and write access anytime and from anywhere
- Relieved the mental stress of system operators with stable remote read and write environment
- Increased the operation efficiency of server installation

Challenges

Efficiently manage up to 100 servers remotely and perform immediate maintenance in case of emergency

Upon the onset of new server services provided by SAKURA Internet in the second half of 2005, over 100 servers were added to its hosting configuration. As a result, the need for remote maintenance and contingency action capabilities became a major issue. Assessments on implementing KVM switches suitable for remote read and write access were conducted to effectively address this issue.

While there was prior experience using the ATEN CN6000, communications with the server end operator was required each time, where the operator had to install CN6000 on the specific server that required the remote access. This way there was physical connection to any device, which had the security advantage of preventing illegal reading and writing. However, as the total number of servers increased, the demand for control of remote access functions were expected to grow accordingly. As a result, it became necessary to consider a more efficient configuration for remote read and write access.

People in charge: (Right) Sakura Internet Inc.
Director of Utilization Department: Mr. Kenta Tsushima
General Manager of Planning and Promotion Division: Yamashita Osamu

Success Story: Sakura Internet Inc.

Equipment Purchases

Realization of smooth and steady remote management using the ACS1216A connected serially via daisy chain in combination with the CN6000

In addition to connecting to a single server, the CN6000 can also connect to an analog KVM switch. This flexibility enables the user to perform remote read and write functions on all servers that are connected to the KVM switch. In addition, the CN6000 is a digital KVM device that is highly expandable.
The personnel responsible for this task at SAKURA Internet connected ten ACS1216A analog PS/2 KVM switches in series to meet the system requirements for the specific configuration. The CN6000 was considered in the process of equipment selection for its high cost-effectiveness and stability.
However, prior to making the decision about products, Mr. Tsushima was uncomfortable about the idea of implementing a KVM switch. “Honestly speaking, my earlier experience with the several KCM switches I’ve used indicated that their operation was not very stable. The system status would degrade after rebooting, which made me hesitant about the idea of implementing this particular product in the practical decision process of using the CN6000.”
His concerns were later eased after a trial period. According to Mr. Tsushima, the project leader evaluated the stability of the CN6000. “It was proposed to try the CN6000 before actually purchasing one. After the trial period, the stable operation of the CN6000 lowered the concern about this product.”

Benefits

Increase task efficiency and relieve work load by establishing a remote read and write environment with high performance

Stability is an indispensable factor to SAKURA Internet to be able to provide virtual hosting services through multiple servers. Upon implementation of the new system, the attitude to handling emergencies by remote access has changed. However, a peculiar problem regarding the physical installation of digital KVM switches has resulted in longer system downtime and connection failure, which caused great confusion to the users.
While the technical staff actually working on the project were delighted by the fact that the issue was being addressed, it was natural that they were still anxious with the stress caused by the poor installation, especially as they were still performing their daily tasks.

Now the implementation of the CN6000 has earned their trust by not only solving the problems encountered in using remote hardware but also ensuring stable remote read and write access. In practice, once the system is implemented, as long as the product power is on, no task will be interrupted by the CN6000 itself even when the maintenance task changes its establishment location.

This progress has enabled SAKURA Internet to provide stable services through a highly trustworthy remote access configuration and also brought tremendous benefits to both the users and SAKURA Internet technical staff.
In addition, many other improvements have been noted, including the working efficiency of staff and the integration of the CN6000 and ACS1216A, with the latter capable of connecting to the CN6000 and problematic servers in real time as in the past. Moreover, smooth installation can be done through one set of controls with the operation switched between multiple servers by the KVM switch.

Prospect

Highly praised economical solution features stable equipment and expansion function through serial daisy-chain connection

At present, the implementation of the CN6000 and ACS1216A meets the requirements of stability and real time response simultaneously. The requirement for stability has been described previously. As for real time response, compared to the digital KVM device used previously, the CN6000 makes a great impression by its prompt response. In addition, as indicated by Tsushima, the serial daisy-chain connection of the ACS1216A provides an optimized configuration for the important mission.
“The fact that the ACS1216A supports serial daisy-chain connections gives it many advantages. Firstly, since the ACS1216A has dedicated serial ports, connections can be established readily with short cables, which make its installation onto the rack relatively easy. In addition, KVM cables come in various categories, allowing users to select the cable which is suitable to their installation and these cables can be connected orderly and neatly. The operation can still work without interruption even if the system configuration is changed in the future.”

CN6000 (top) and ACS1216A (bottom) installed on server rack

Moreover, he also mentioned his feeling about operating the serial switch in this particular situation, “In the beginning, I was uncomfortable about whether using a Slave

switch would degrade the operating environment of the server. The practical operation, however, was no different than using a Master switch, which provides equally good performance and meets the requirements effectively."

In the Utilization Department of SAKURA Internet, besides being used to acquire information of new products, the CS9138 8-port PS/2 KVM switch is also used in server management. Given the task requirements, the KVM switch is vital to the server configuration when there is parallel change made to the server group.

Mr. Tsushima also regularly reviews new products by ATEN and is interested in the CN8000, a more recent product in the same series as the CN6000. While the CN6000 is a product with PS/2 interface, the CN8000 offers dual interfaces of PS/2 and USB. The USB interface can be utilized according to the task requirements, which can also enhance the efficiency for the staff by implementing the CN8000 and further meets the expectations of the demand side.

Company Information

Company Name	SAKURA Internet Inc.
Address	Headquarters: Main town 1 Chome 8 - 14 of the Osaka city Chuo Ku south Tokyo Branch: Tokyo Shinjuku Ku west Shinjuku 2-7-1 Shinjuku first life building 6F
Main Business	• Provide internet network connection services • Establish network server and related management business • Various information services through network utilization

System configuration after product implementation