Cloud Hosting Product Information

Overview

Imagine you're running your FileWave server on a spare computer in your office. It seems like a cost-saving move at first, but then a power outage hits, and your server lacks a UPS. The database gets corrupted, and suddenly, your team scrambles to recover lost data. You realize the OS hasn't been patched in months, posing a security risk. When that old server finally dies, you're faced with the daunting task of migrating everything to a new machine. These are just a few scenarios that highlight the hidden costs and risks of self-hosting.

FileWave Cloud Hosting eliminates these concerns by handling backups, upgrades, and SSL certificates, allowing your team to focus on what they do best. It supports both FileWave Central and FileWave Anywhere administrative tools while maintaining your existing workflows.

Benefits of Hosted

Many benefits are outlined in the Cloud Hosting Current Customers.pdf, but key advantages include:

- Backups: No need to handle routine backups.
- Server Upgrades: Managed by FileWave.
- Business Continuity: Ensured in case of a disaster.
- Support Cases: Streamlined as access can be easily granted to support or development for issue diagnosis and resolution.

Differences from On-Premise

When transitioning to our Hosted service, there are a few differences to consider:

- FileWave Client IP Addresses - The FileWave server records the IP address the client is using to connect to the FileWave server. When clients are behind a router or firewall, the clients will only report their public (NAT) address to the FileWave server. This will not cause any issues with deployment or management of the clients.
- Client Monitor - The FileWave client monitor connects directly from the Client Monitor App or FileWave Admin application. When used in the FileWave Admin, the tool will auto-populate with the NAT address of the client. The Administrator will need to manually type in the correct local IP for the client. Likewise, Client Monitor will not be able to connect to a client that is off-premise from the FileWave Admin.
- Fileset Uploads - Administrators should be aware that there is no "resume" feature for large Fileset uploads. If an upload fails, the incomplete Fileset will need to be deleted and the upload can be attempted again.
- Boosters - Since the Server is remote, if you have Windows or macOS systems, you must have Boosters to handle the traffic. There must be at least 1 Booster per 2000 systems that is Internet facing if clients will be outside of a LAN environment.

Why Choose FileWave Cloud Hosting Over Self-Hosting?

While it might seem cheaper to run FileWave on a spare server, consider the hidden costs:

- Backups: Will you consistently perform and verify backups?
- Power Protection: Does your server have a UPS to prevent data corruption during power failures?
- Security: Are you regularly patching the OS for security updates?
- Hardware Lifecycle: When the server reaches end-of-life, are you prepared to migrate to a new machine without additional costs?
- Disaster Recovery: If the server's hard disk fails, can you quickly restore service?

These challenges are seamlessly managed by our dedicated cloud team, ensuring your FileWave server runs smoothly and securely.

Pricing

Please contact Customer Success for a quote. There is a one-time charge for the FileWave Server Migration and an annual charge based on the number of devices. The pricing is comparable to going directly to Amazon for their hosting.

Related Content

- Cloud Hosting / Services Maintenance Schedule
- Backup Procedures for FileWave Hosted Servers
- Your Hosted FileWave Server Has Been Upgraded - What Are Your Next Steps?