



Hardware and Software

Maximum Security and Availability

The UDS-PRO[®] server architecture ensures that no one point of failure can compromise our system. Our servers are located in a highly secure computer room managed by the University at Buffalo, The State University of New York. This room and the building that houses it operate under government-level security. The Internet connection provided by the University at Buffalo features high redundancy and very high-speed connections (2-T3 or 6-T1). The university also provides us with a redundant power source to protect against outages and blackouts. In addition, we have an off-site disaster recovery system available in the event of a catastrophic failure to ensure maximum accessibility in the face of unforeseen events.

Web servers

Our three high-power, multi-processor web servers operate at the same time and share the load as needed. If one server becomes busy, another will process requests in order to speed up the response time that you see on your end.

Security controllers

These two servers maintain our security. These servers also function as backups for our Crystal Reports server, so your reports are available even if the report server goes down.

Database servers

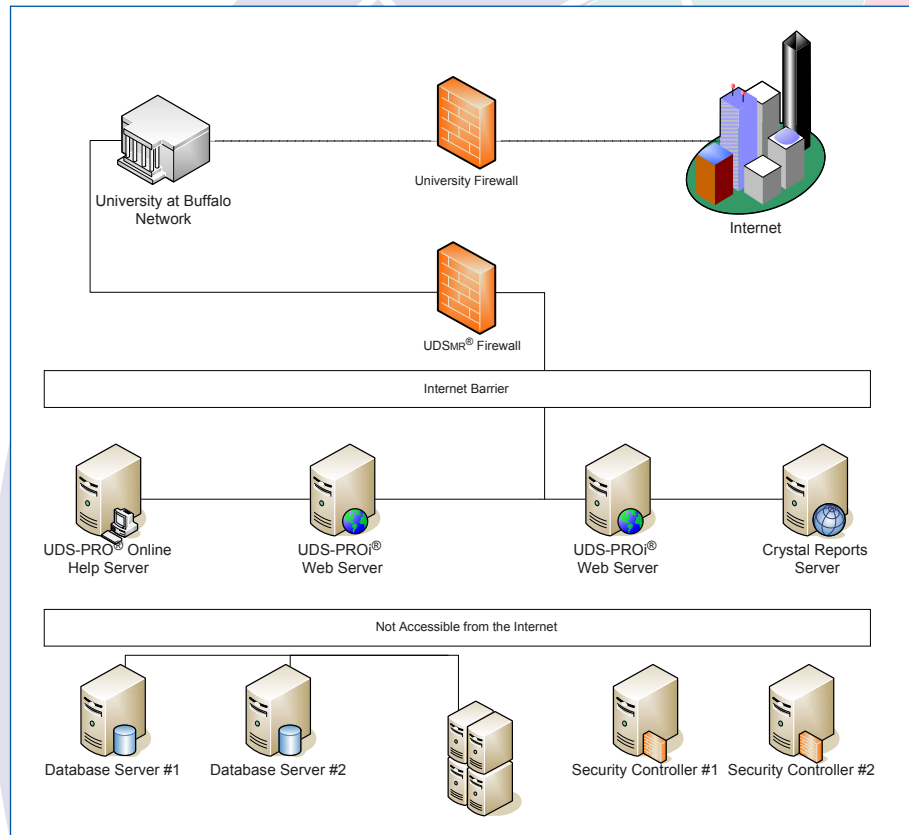
Our two high-power, multi-processor database servers provide redundancy insurance and the potential for future load sharing.

Crystal Reports server

Our Crystal Reports server is responsible for creating your reports. This powerful server is backed up by our security controllers.

Firewalls

We employ two firewalls to safeguard your data. One is administered directly by us, and the other is controlled by Computing and Information Technology (CIT) at the University at Buffalo. The extra protection of our second firewall helps insulate your data from external source corruption. The following diagram illustrates our server setup:



UDS-PRO[®] System

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Backup Procedures

Server backups

We follow standard server backup procedures. Full backups are run nightly on all servers. We also have images of all the servers so that we can restore them quickly if needed.

Database backups

Our MS-SQL database is fully backed up each night. We also perform differential backups every few hours during the day. These procedures back up data that has been added or changed since the last nightly backup. In a worst-case scenario, we will lose data only since the last backup. The verification process restores the database and data to another set of database servers.

Conversion Fees

Database conversion

Conversion from version 4.x of the UDS-PRO[®] desktop software to the UDS-PROi[®] software is available free of charge after an evaluation period.

Report conversion

We can convert custom Crystal Reports that facilities have created and imported into version 4.x of the software. A fee will be charged for each report. (We cannot convert reports that access databases other than the UDS-PRO[®] database.)

Hardware and Software Recommendations

The table below provides our recommended minimum requirements for both the UDS-PRO[®] desktop software and the UDS-PROi[®] Internet-based software.

Computer	PC with an Intel [®] Core™ i5 Desktop Processor or comparable processor 1024 x 768 resolution
Operating system	Windows [®] XP or later, supported by the latest service pack
System memory	4 GB of RAM
Hard drive	10 GB of available hard drive space
Supported Internet browsers and other software	Microsoft [®] Internet Explorer 8.0 or higher (IE 9 recommended) Adobe [®] Reader [®] 7.0 (free from www.adobe.com)
Internet	Broadband Internet connection (T1 or higher)



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