

Shadowbase Helps a Major ISP Migrate from Sybase to NonStop with No Downtime

Overview

A major international Internet Service Provider (ISP) offers email services, internet access, and other functions to millions of global customers. Several million of these customers may be logged in at any one time. Maintaining continuity of service to its customers is a mandatory requirement for the ISP.

Its rapid growth has led to capacity strains in its IT infrastructure. One such issue recently occurred in its login subsystem. When a customer logged in, his login request was sent to the ISP's Login Request Complex, where his user profile was accessed and validated and his session established. Though comprising a large farm of redundant servers running many instances of Sybase on Linux, this login subsystem had reached the limits of its capacity. Further additions to capacity were going to be very expensive.

The ISP therefore decided to architect and build an entirely new login subsystem. It performed a series of functionality, performance, and load volume torture tests using many of the major commercially available database engines, including Sybase, Oracle, and NonStop's SQL/MP. The tests were run under the configuration and tuning guidance of each vendor. As the load was scaled up to the ISP's load levels, one of the competitors could not complete the tests, another limped along under full load, not able to complete queries within the desired SLA. The clear winner was NonStop's SQL/MP, running on the HP Integrity NonStop hardware in an active/active configuration - it completed all tests satisfactorily. Not only would the single-system image presented by the active/active system make the Login Request Complex significantly more manageable, but the rapid failover time offered by the active/active system (seconds) would also ensure that the loss of a node would not be noticed by the users that it was servicing at the time of failure. Furthermore, if capacity were added in the future, only the capacity needed would be purchased, rather than twice the capacity as required by the redundant Linux/Sybase arrays.

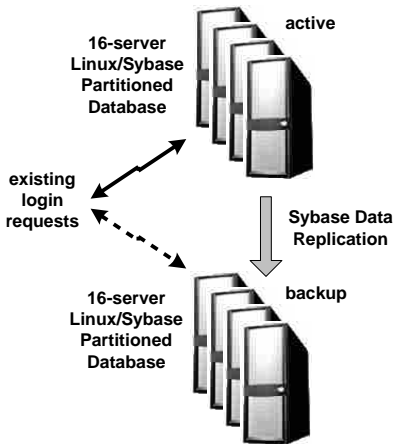
The problem then became how to migrate from the old Login Request Complex to the new NonStop system without impacting the ISP's customers. The goal was to perform an online migration of the application with zero (or minimal) application downtime, often referred to as Zero Downtime Migration, or ZDM. By the judicious use of the Shadowbase data replication engine from Gravic, Inc. (www.gravic.com), the ISP was able to gracefully migrate all of its customers over a period of time to the new NonStop system with no interruption in service.

The ISP's Login Request Complex

When a user wants to log in to the ISP, his login request is sent to the ISP's Login Request Complex. Until recently, this complex was comprised of a primary farm and a standby farm, each with 16 login servers. The farms were geographically separated for the purpose of disaster tolerance and were interconnected by a WAN. The servers were large Linux systems running Sybase database managers. Each server was very powerful, comprised of multiple processors. The login servers stored the profiles for

all of the ISP's users. As a user login request was received by these servers, a user session was set up with his or her profile.

For each server in the primary farm, there was a similarly configured backup server in the standby farm. The databases of the standby servers were kept synchronized with the primary databases via Sybase data replication.



The ISP's Login Complex

expenses added to the cost. This already high expenditure was further compounded by the costs of managing such a large complex of servers.

Additionally, each of the databases on the individual servers was standalone and not integrated, and operational transactions were individually generated and assigned to the appropriate database instance. For example, to generate a query that aggregated the information across all of the databases, one query per database was generated and individually run. Then the results had to be manually aggregated. Worse, the amount of data per database instance grew so large that queries scanning the largest tables often timed out before completing.

More problematic was that of transaction updates. If a transaction updated data across the databases (for example, an insert on one and a delete on another), the application programmatically submitted two transactions, one per database instance. If one of the transactions failed, the application programmatically noted this failure and "undid" the one that was successful. This update led to complex application transactions and backout logic when updating multiple instances, and the databases often became corrupt when the application itself failed or a system fault occurred.

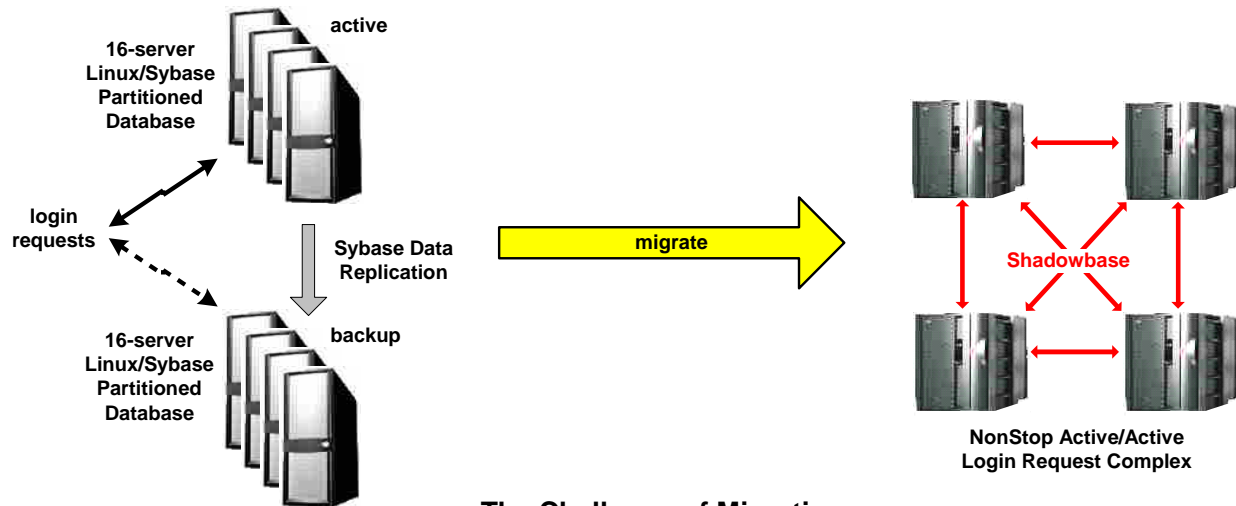
Therefore, the ISP decided to move its login processing to a new Login Request Complex organized as a four-node, geographically distributed active/active system.¹ HP NS16200 NonStop servers were used as the nodes in the active/active network. Shadowbase was chosen to keep the nodes in the active/active system synchronized.

The users were partitioned across the Login Request Complex according to their user names (screen names). Intelligent routers directed a user login request to the appropriate server in the Login Complex. During normal operation, login requests were routed to the primary farm. Should a server in that farm fail, its login requests were then passed to its companion in the standby farm by the intelligent routing infrastructure.

The Challenge of Migration

The ISP's customer base was rapidly growing. To accommodate this growth, the Login Request Complex had to be expanded. This could have been accomplished by adding more servers to the Login Request Complex and by repartitioning the users across the increased number of servers. However, these servers were very large and expensive. Significant licensing

¹ W. H. Highleyman, "What is Active/Active?" *Availability Digest*, (October, 2006).



The Challenge of Migration

The query and update problems posed by the multiple, independent Sybase databases described above were solved by the active/active Login Complex. The NonStop active/active system presented a single-system view with the database partitioned over many disks. Thus, single queries and transactions that span the entire database were issued.

The problem facing the ISP was how to make the migration from the existing Linux/Sybase servers to the new NonStop active/active system without impacting service to its customers – a Zero Downtime Migration.

The Migration Solution

Working with the Shadowbase engineers, a Zero Downtime Migration (ZDM) solution was formulated.² Temporary servers were set up to capture all changes to the Sybase databases in the Login Request Complex for a brief period of time. This change capture function was then activated while the Sybase database contents were loaded into the NonStop databases via an ETL (extract, transform, and load) utility. Once the load was completed, the changes that accumulated during the load were sent to the NonStop servers to synchronize them with the Sybase servers. At this time, the users were switched to the NonStop servers for login service.

To minimize any potential negative impact to the users, this process was carried out in phases. There was always a fallback path to the Sybase Login Complex if a migration step failed. The migration proceeded over a period of several months, after which the Sybase servers were decommissioned.

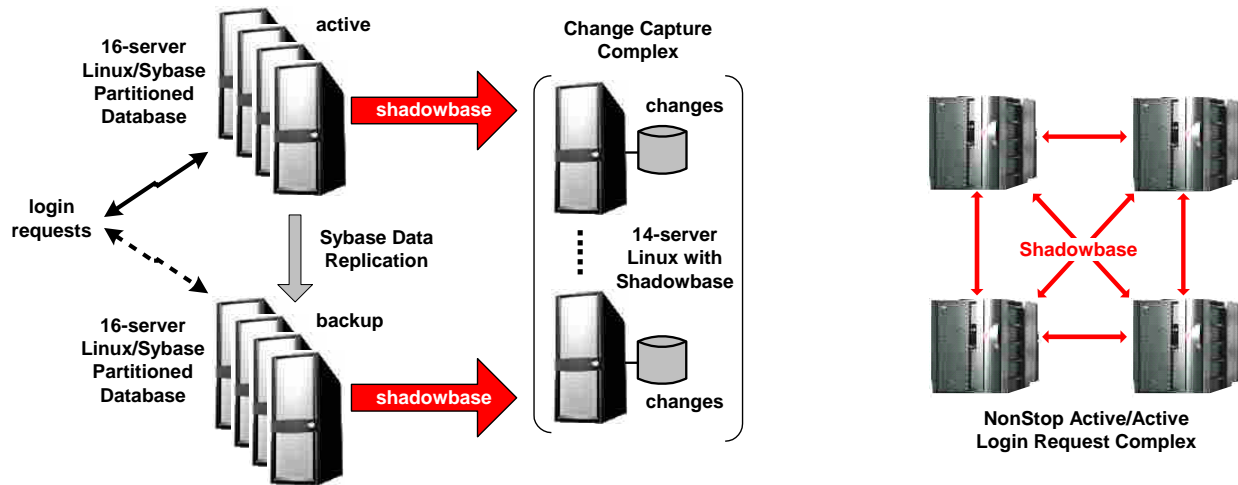
Additionally, the customer requested that no additional replication or application software, other than the existing Sybase replication product, be installed on the production servers. Hence, this customer request meant that the Sybase replication server was used to replicate the database information from the existing servers to the new NonStop environment, and since Sybase does not directly support replication to a NonStop target, Shadowbase provided the intermediate “glue” to connect the systems together.

Step 1 – Capture Changes

The first step in the implementation of this plan was to provide for the capture of Sybase database changes. This step was achieved by installing a server farm of 14 systems running the Linux operating system, thereby creating the Change Capture Complex. However, the only application running on these servers was the Shadowbase replication engine. There were no ISP applications, and Sybase was not required.

² B. D. Holenstein, W. H. Highleyman, P. J. Holenstein, “Eliminating Planned Outages with Zero Downtime Migrations”, *Breaking the Availability Barrier II: Achieving Century Uptimes with Active/Active Systems*, Chapter 8, (AuthorHouse; 2007).

As a result, the processing load on the servers was not large, and smaller, less expensive servers could be used. The servers comprised a minimal configuration of only two CPUs each.

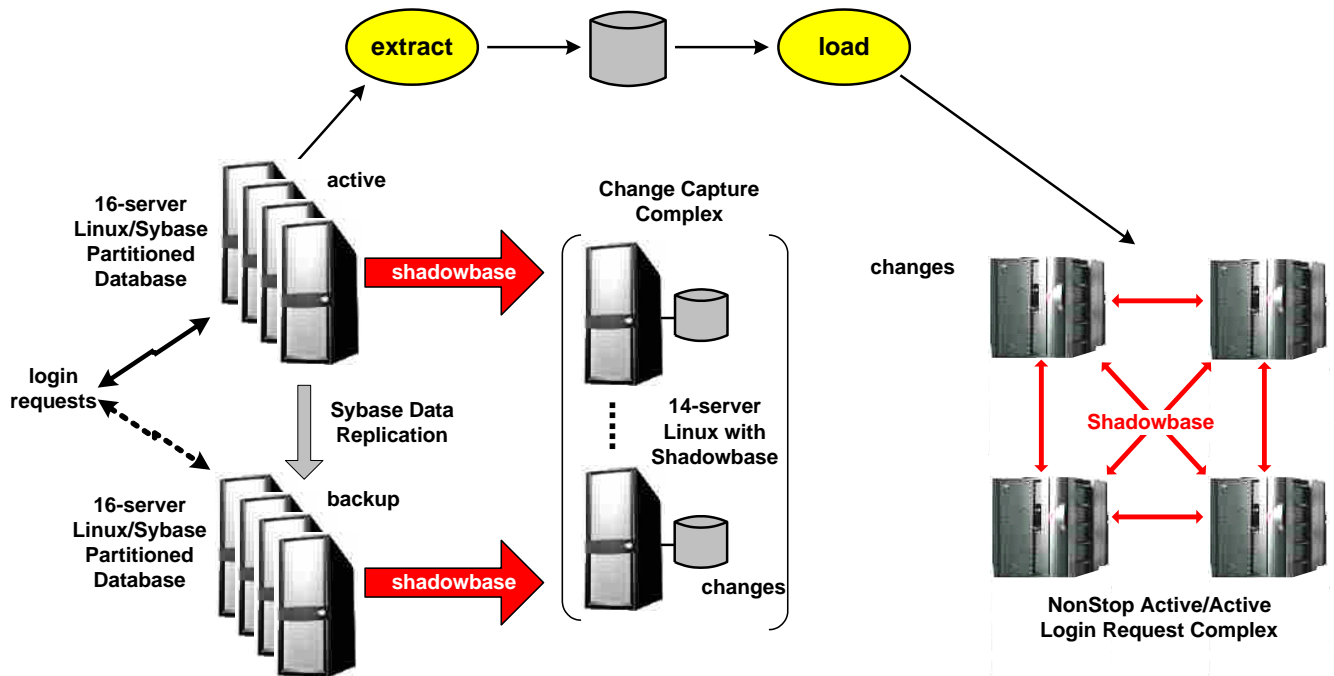


Step 1 - Capture Changes

Shadowbase was used to capture changes on the Sybase servers and replicate them to the Change Capture Complex. There the changes were queued until needed to synchronize the NonStop servers. Replication was provided for both the primary and standby Sybase farms to accommodate times when one or more primary Sybase servers were down. However, all changes were captured by the common Change Capture Complex.

Step 2 – Load Active/Active System Databases

With the Change Capture Complex installed and tested and the new login applications ready on the NonStop servers, it was time to begin the actual migration. An Extract, Transform, and Load (ETL) utility was used to copy the data from the actively running Sybase servers to the NonStop servers.



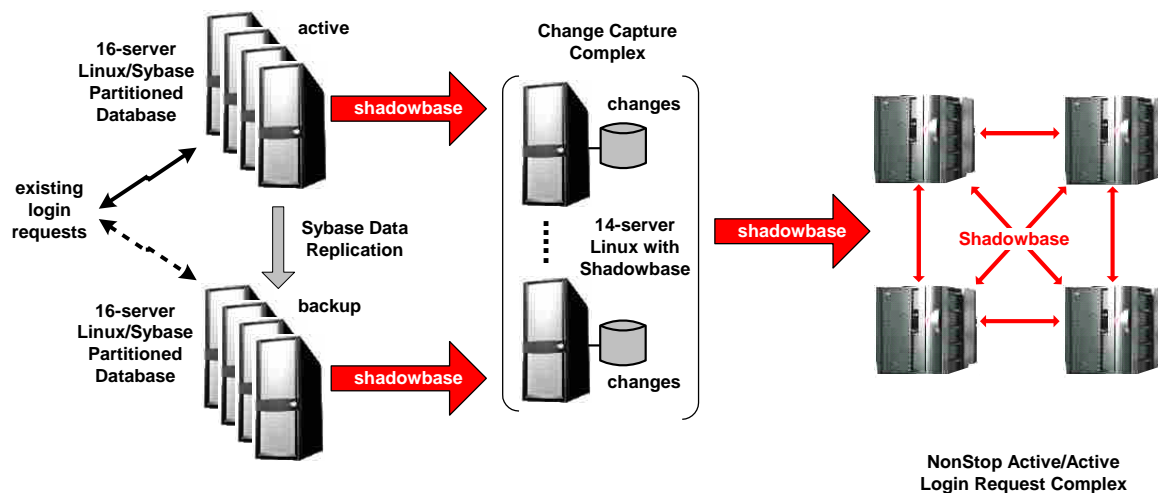
Step 2a - Load Active/Active System Database

At the same time, any changes made to the Sybase databases following the initiation of the ETL process were replicated by Shadowbase to the Change Capture Complex, where they queued for later use.

At the end of the load process, the database for the ISP's users was now on the NonStop servers. However, the NonStop database was inconsistent and out-of-date since copying was taking place while the source database was active and being changed by the ISP's applications. Row changes that arrived at the Sybase Login Request Complex after those rows had been loaded were not reflected in the NonStop database. Therefore, the NonStop database still needed to be brought into synchronization with the Sybase database.

This was the role of the Change Capture Complex. When the load was completed, the changes were made during the load and queued in the Change Capture Complex, and replicated to the NonStop servers via Shadowbase. During this process, changes were still arriving at the Sybase servers, also being queued by the Change Capture Complex, and ultimately replicated to the NonStop servers. This continual updating of the NonStop database from the original Login Complex continued throughout the migration to ensure that the two databases were properly synchronized.

Because there may have been cases in which old changes were applied to new data, Shadowbase's "fuzzy replication" was used. If an update could be made to a row that did not exist, the update would turn into an insert. If an insert could be made, but the row already existed, the insert would change to an update. If a row could be deleted, but it did not exist, the delete would be ignored. Ultimately, however, only the latest changes were reflected in the NonStop database, and the database was properly synchronized with the Sybase databases.



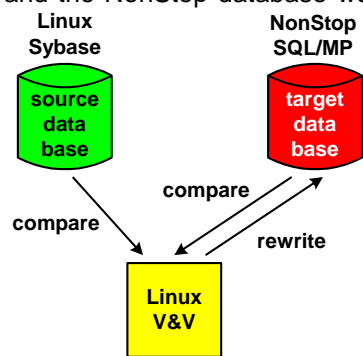
Step 2b - Update Database

Step 3 – Verification and Validation of the NonStop Database

Once the copy operation was completed, it was imperative to ensure that the NonStop databases were a consistent copy of the Sybase databases. The databases were compared, and any differences repaired by bringing the NonStop database into conformance with the Sybase databases.

The ISP wrote its own verification and validation (V & V) utility to perform this task. The utility ran on a separate Linux system that compared rows within key ranges to obtain higher speed through parallel operation. Comparisons were bidirectional so that extra rows and missing rows on the target could be detected.

The complexity of this step was compounded by the fact that the structure of the Sybase databases and the NonStop database were different. Shadowbase made this conversion automatically as changes were replicated from the Change Capture Complex to the NonStop Login Complex according to rules the ISP embedded into Shadowbase.



Step 3 - Verification and Validation

However, the initial load of the NonStop database was not accomplished with the Shadowbase loaders. Therefore, the ISP incorporated the data conversion rules into the ETL utility that did the loading. If a Shadowbase loader had been used instead, the conversion rules would have been consistent.

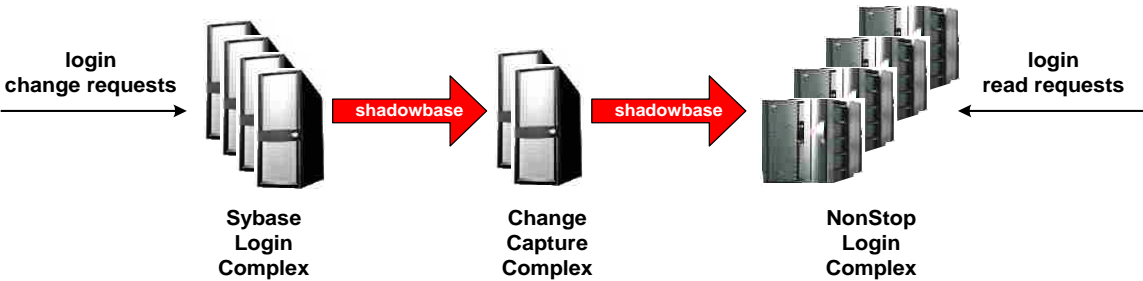
Furthermore, the same rules were incorporated into the ISP's V & V utility. As a result, many issues in the NonStop database and in the V & V verification logic were found. They included incorrect field mapping and improper conversion on the Sybase data types into NonStop SQL/MP data types. Consequently, corrections were made to the ETL loader and the V & V utility, and the load was rerun multiple times.³

However, in the end, the copy accuracy of the process and data was validated.

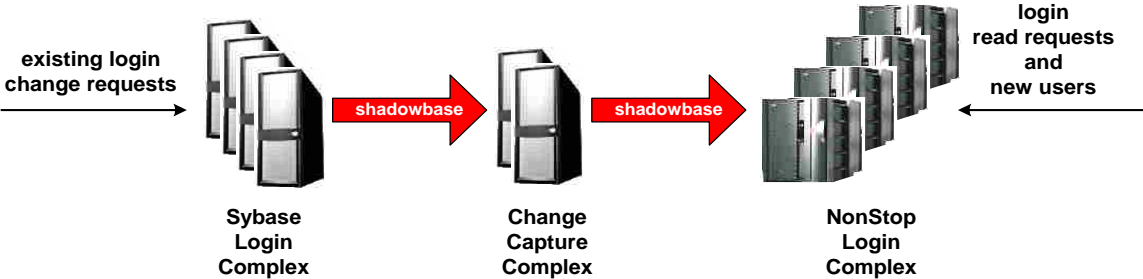
³ The customer later acknowledged that it would have been a lot easier and faster to have used a Shadowbase loader to avoid these problems. A version of the Shadowbase SOLV online loader, soon to be released, will include V & V. This version would have also precluded the V & V problem.

Step 4 – Migrate Users

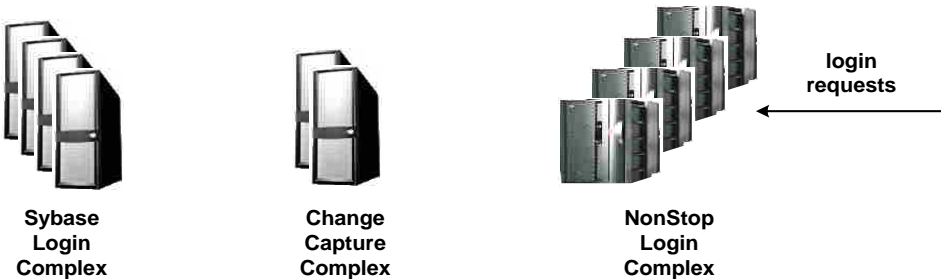
At the conclusion of this process, all changes were sent to the NonStop servers. Introducing the new NonStop active/active system into service was accomplished in a controlled fashion. At first, only read requests were routed to the NonStop servers. All update requests were still routed to the original Linux/Sybase Login Complex. After experience was gained with this activity, new users were assigned to the NonStop system, which handled both read requests and update requests for the new users. Finally, the original users were moved to the new complex, and all processing by the Linux/Server farms was discontinued.



Step 4a - Move Read Requests to NonStop Login Complex



Step 4b - Move New Users to NonStop Login Complex



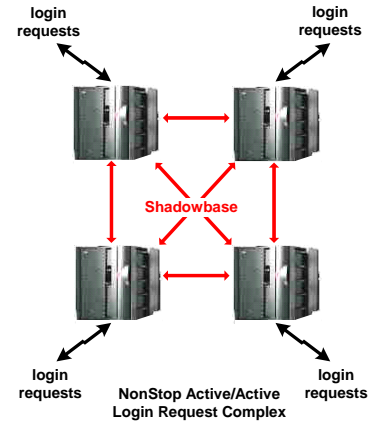
Step 4c - Move All Login Requests to NonStop Login Complex

The Result

As described previously, the migration proceeded cautiously. After several months, all users were successfully migrated, and the Sybase Login Request Complex and the Change Capture Complex were decommissioned.

Each node in the NonStop active/active system acts as a master node for 25% of the ISP's users. When a user request is received, it is routed to its master node by intelligent routers for processing. Since only the master node updates its portion of the database, there is no possibility for data collisions. If that node fails, the intelligent routers reassign that subset of users to one of the surviving nodes, which becomes the new master for that part of the database.

If additional capacity is needed, it is supplied by adding additional nodes to the active/active network. Likewise, load balancing is straightforward. If one node becomes heavily loaded, some of the users who are being serviced by this node are moved to other nodes.



The Result

Summary

When companies have user communities measured in the tens of millions of active users, any consideration of migrating a core system to another platform is daunting, especially if it is achieved with no application service outage. By using data-replication technology, this ISP was able to successfully migrate several hundred million user accounts to a new NonStop system with no impact on user service. Shadowbase from Gravic provided the necessary services to perform this migration and implemented the new active/active system.