HIGH AVAILABLITY

Ensuring system redundancy, this package, in conjunction with multiple controllers, facilitates seamless failover safeguarding against the complete loss of one of the system controllers. Operating in an active/standby configuration, the primary system controller hosts all services while the backup server remains idle under normal conditions. If the primary system controller fails, the High Availability software package ensures the backup system controller takes over all services. The backup system controller remains active until a switchover or failover occurs. This allows the primary controller to be inspected and any faults diagnosed with minimum disruption to services. Additionally, the software module ensures the primary and backup controllers monitor each other's state.

LEARN MORE

Managing System Functionality

Jacques offers controllers in various capacities, tailored to accommodate a predetermined number of endpoints and key communication and reporting functionalities. Controllers, in conjunction with included software, serve as the backbone of the system, overseeing critical functions such as audio communication between endpoints, system & device reporting, and integration with leading third-party systems such as CCTV, access control & building management.

Virtual Controllers: Unleashing Flexibility

Our IP communication system software can be deployed in virtual environments, running on client-supplied hosts. Virtual controllers offer full system functionality, coupled with enhanced flexibility and usability. They seamlessly integrate into existing networks and infrastructure, making them a versatile solution for any setup.
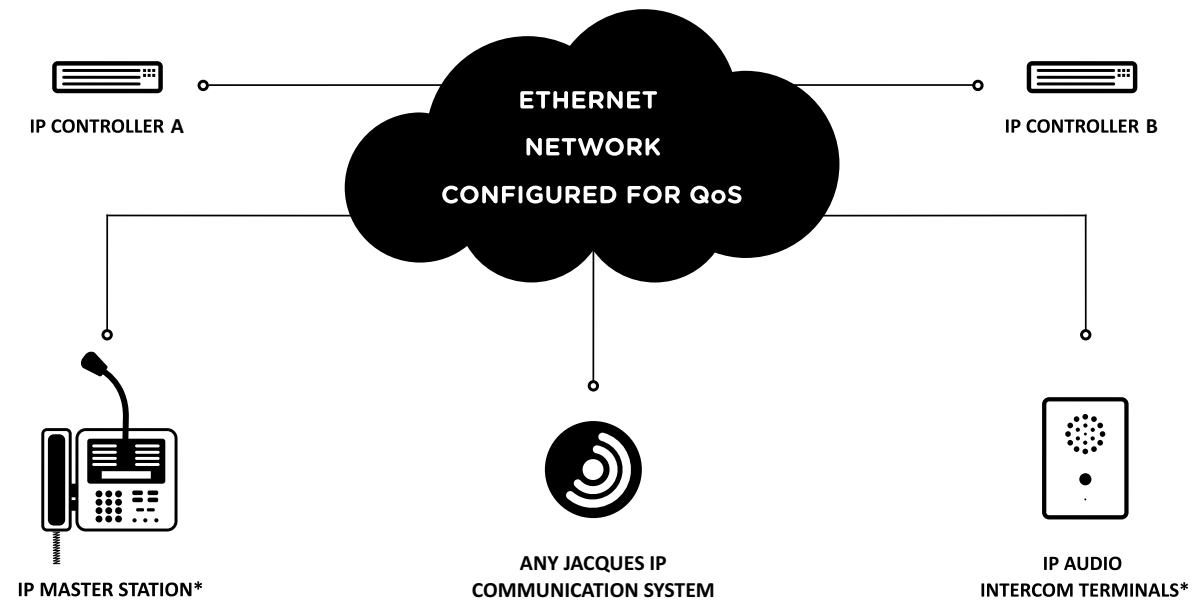
Redundant Controllers: Ensuring Uninterrupted Communication

In mission-critical environments where uninterrupted communication is paramount, Jacques provides redundant controller solutions. Featuring (at least) a primary and secondary controller, in a redundant setup, this safeguards against system failures caused by hardware or software issues. In the event of a failure, the secondary controller automatically takes over, ensuring continuous system operation. Our rigorous testing procedures guarantee that the failover process occurs in less than a minute, minimising disruptions. Our redundancy solution significantly reduces the risk of system failure, making it ideal for environments such as corrections, defence establishments, and hospitals.
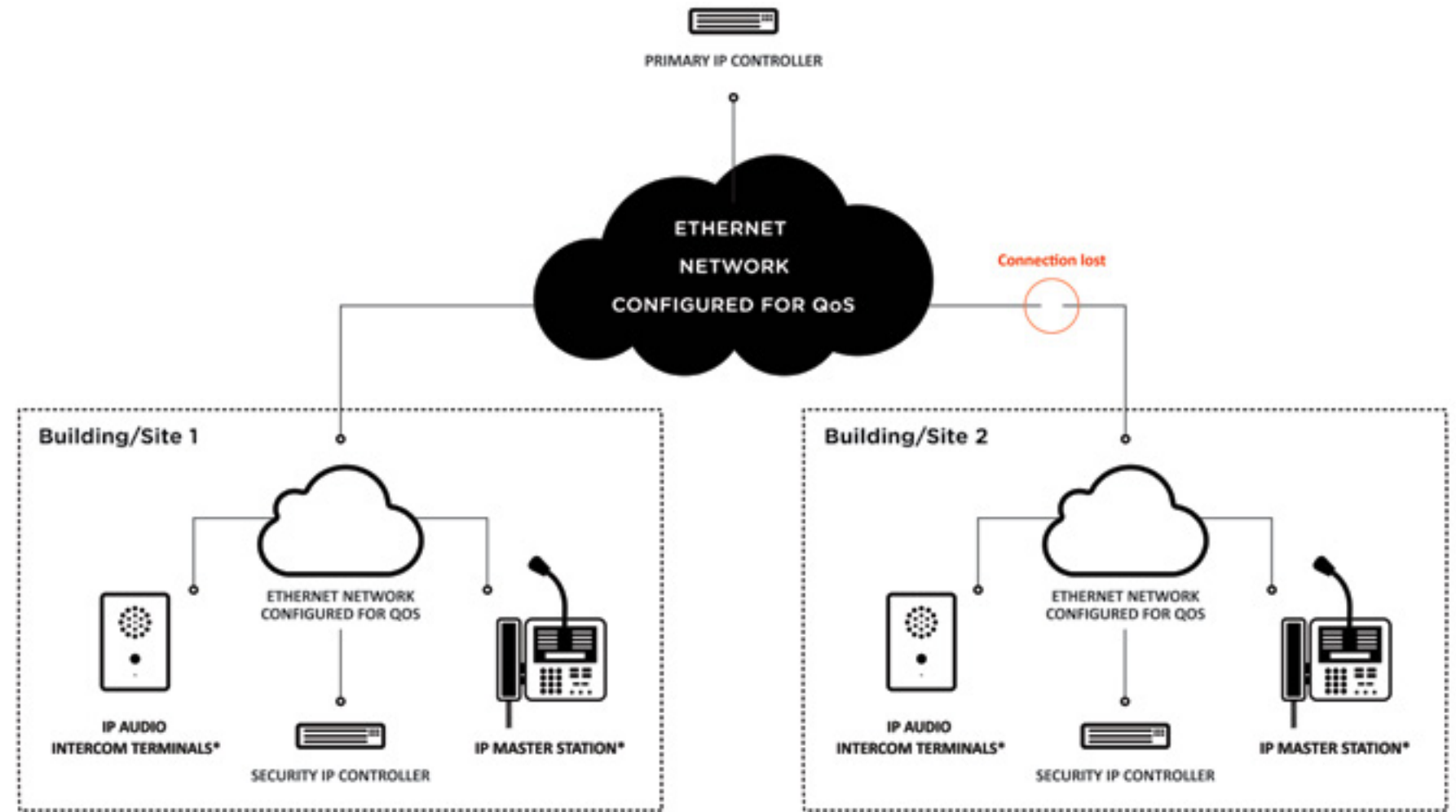
Distributed Networks: Seamless Integration Across Sites

The Jacques IP Communications System seamlessly supports distributed networks across multiple locations. With hot standby redundant controllers at the primary site and multiple transmission links for alternate routing, the system ensures continuous operation even in the event of link failures. Each remote site is equipped with a local controller, enabling independent operation if all transmission links fail. In cases where a master station fails or remains unanswered, calls can be routed to alternate sites on the wide area network (WAN). This distributed network capability is a valuable asset for organisations operating across multiple locations utilising multiple controllers.

Redundant controllers diagram

IP CONTROLLER A

ETHERNET NETWORK CONFIGURED FOR QoS

IP CONTROLLER B

IP MASTER STATION*

ANY JACQUES IP COMMUNICATION SYSTEM

IP AUDIO INTERCOM TERMINALS*

Distributed networks diagram

PRIMARY IP CONTROLLER

ETHERNET NETWORK CONFIGURED FOR QoS

Connection lost

Building/Site 1

ETHERNET NETWORK CONFIGURED FOR QOS

IP AUDIO INTERCOM TERMINALS*

SECURITY IP CONTROLLER

IP MASTER STATION*

Building/Site 2

ETHERNET NETWORK CONFIGURED FOR QOS

IP AUDIO INTERCOM TERMINALS*

SECURITY IP CONTROLLER

IP MASTER STATION*

SECURITY IP CONTROLLER
Under normal operation, all secondary controllers, master stations and intercom terminals communicate directly with the primary controller. During normal operation any master station or intercom terminal that attempts to connect to its secondary controller will be rejected.

CONNECTION LOST - DISRUPTED OPERATION
The Secondary IP Controller at building/site 2 detects a lost network connection to the Primary IP Controller
The Secondary IP Controller at building/site 2 will now accept connections from master stations and intercom terminals within it's network
The master stations and intercom terminals at building/site 2 will detect the lost connection to the primary IP Controller and automatically connect to their Secondary IP Controller
Building/site 1 continues to operate as normal with connection to the Primary IP Controller