

Remote Monitoring & Diagnostics



Features & Benefits

- Nonstop monitoring guards against unplanned downtime
- Added layer of security improves business continuity
- Preset performance thresholds provide immediate status of storage environment
- Storage systems and components monitoring ensures availability
- Anticipatory problem solving achieves complete customer satisfaction
- Storage expertise and diagnostics deliver effective business operations
- Automatic error detection minimizes reaction time
- nStor Specialists' 24x7 monitoring frees up valuable IT resources

Add a Layer of Security and Improve Business Continuity

Data availability 24x7 is essential for achieving complete customer satisfaction and effective business operations. Customers expect continuous service and instant response to their needs. Unplanned downtime is costly and can result in lost business and lower productivity. Instead of waiting for service or maintaining a 24x7 support staff, choose StorView Alert to prevent unplanned downtime and provide an added layer of security for PAC Storage systems.

StorView Alert detects and addresses potential problems before business operations are disrupted. Nonstop remote monitoring of PAC Storage systems by PAC Storage support specialists guards against unexpected downtime. At the heart of StorView Alert is StorView Global Manager software. Through preset performance thresholds, StorView Global Manager keeps an eye on PAC Storage systems including controllers, disk drives, fans, power supplies, arrays and logical drives. The PAC Storage support specialist is automatically notified of potential problems. The specialist evaluates the situation and determines the corrective action. Based on the service contract, the specialist will dispatch the correct parts for next day delivery. Should onsite service be necessary, a specialist will be dispatched before business operations are interrupted. Since StorView Alert does not access actual customer data located on the storage systems that information remains confidential.

StorView Alert improves business continuity and productivity by anticipating and avoiding potential interruptions to business operations. Through nonstop monitoring, the reaction time from discovery to prevention is significantly reduced. PAC Storage is committed to increasing productivity, reducing costs and simplifying storage management.

To learn more about StorView Alert or to see our wide range of Storage solutions and services, visit our website at: www.pacstorage.com.

Operating System Support

- Microsoft Windows 2000 & 2003
- Red Hat 7.3/9, Advanced Server 2.1, Red Hat Enterprise Linux AS
- SuSE 9 and SuSE Linux Enterprise Server 8

Hardware Requirements

- SMTP server connection and email capability
- Personal computer or server with an Intel Pentium III type processor or compatible
- 128 MB RAM
- 100 MB disk space
- CD-ROM
- NIC or Loopback adapter
- Video support 256-colors
(best viewed at 1024 x 768 resolution)



Software and Service Contract Requirements

- StorView Global Manager
- Service Contract for Advanced Replacement, Depot Express, Basic or Premium

StorView Management Suite Compatibility

- Web browser software that supports HTML 1.1 and JavaScript 1.3 or better

PAC Storage Systems Supported

- PAC Storage FSATA-16 FC to SATA RAID Systems
- PAC Storage FFIBRE-12 FC to FC RAID Systems
- PAC Storage FSAS-12 FC to SAS/SATA RAID Systems
- PAC Storage SSATA-12 SCSI to SAS/SATA RAID Systems



Additional PAC Storage Service Offerings Available

- Integration Service
- Backup & Recovery Health check
- Installation
- Test Verification and Certification
- Training
- On-Site Support Optimization

**USA Sales / Support
Call Service**

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