

Features

- **Automated** daily analysis of StorHouse system hardware log files
- **Automated** daily trend analysis of performance
- **Daily report** e-mailed to your system administrator
- **Daily review** of device errors and trend reports
- **Support calls** dispatched for covered hardware
- **Peripheral firmware** revision control through FileTek engineering functions

Benefits

- **Utilization** of FileTek proprietary hardware diagnostics for non-FileTek supported hardware
- **Reduced** system downtime
- **More reliable** system performance
- **Reduced** system administrative tasks



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As an enhancement to its award-winning customer support, FileTek offers a Remote Monitoring Service (RMS) to its StorHouse[®] customers. RMS provides extended hardware monitoring, tape volume media management, log review, and trend analysis that is normally the customer's responsibility.

Remote Monitoring of Hardware

RMS extends the StorHouse Call Home error reporting feature to provide StorHouse systems with total software and hardware monitoring and reporting services. With Call Home, StorHouse sends FileTek's Customer Support division alerts and diagnostics about StorHouse software. With RMS, FileTek's Customer Support division can also monitor hardware devices and send problem and diagnostic reports to the contracted maintenance provider.

Tape Volume Media Management

RMS assists customers with tape volume media management. It reports permanent write errors, transient errors, or other indications that tape volumes must be recovered, restored, or retired. FileTek Customer Support personnel work directly with your data center operations staff to follow up on detected tape errors and to take proactive steps so that tape libraries are kept in optimum working condition.

Log Review and Trend Analysis

RMS uploads StorHouse system hardware and software logs to FileTek Customer Support every day. RMS extracts and analyzes data from the hardware logs and highlights errors and potential problems. Each StorHouse system monitored with RMS is assigned to a FileTek support specialist who regularly reviews the RMS-generated analysis and trend reports. The specialist focuses on identifying the appropriate proactive steps to isolate problem conditions as necessary.

RMS also analyzes hardware and system performance trends and recommends changes and adjustments to system parameters and configurations. Automated reports generated and analyzed by RMS provide an extended picture of customer hardware performance over time. For instance, RMS analyzes errors across multiple tape volumes to pinpoint potential or current tape drive problems so that hardware maintenance can be scheduled.