



Highlights

- Proactive maintenance to avoid outages
 - Identify undiscovered issues, weak points, and risks
 - Increase the performance, availability, and stability of your storage environment
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Proactive system checks SAN and storage

Act rather than react!

Act

Change is the only constant in IT these days. In a dynamic infrastructure, IBM recommends to carry out a proactive system check at least twice a year to identify sources of problems and avoid outages.

For the storage systems, IBM has developed a special remote health check which, in addition to reviewing the internal functioning of the machine, checks the status of connections with its environment.

These health checks will detect old or dusty fibre channel components, sub-optimal configurations, or even incorrect configurations of the components, as well as bad connections in the SAN environment or incomplete messages (if the data is not transmitted completely or its transmission is interrupted).

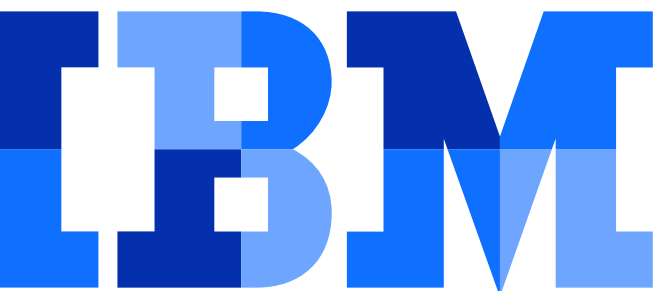
These relatively harmless incidents are recorded in the log file of the machine and an IBM technical specialist can identify more serious patterns and errors by checking the logs.

A detailed analysis of this comprehensive error log allows the identification of problem areas before application delays or system failures occur.

As a result of the Proactive system check, IBM provides a status report with the results of the health check and an assessment of the findings.

Implementation of the check

For the systematic analysis of minor communication errors in all switches and in disk and tape systems, IBM implements a separate infrastructure, develops specific programs in the laboratory, and sets up a team, which will prepare the reports and assessment. After you sign the agreement, IBM will contact you to schedule the check.



Prior to the check, IBM will call to explain how to gather the required data and transmit it to IBM.

When this has been done, IBM performs the health check and provides the status report and assessment.

IBM will call you to explain the results. You act on the findings yourself or ask IBM to do so. Then you can schedule the next check with IBM.

The IBM proactive system check is an ongoing service

The IBM specialists for maintenance and technical support provide this service for a fixed price per machine and for a period of 12 to 36 months.

Expansion units or frames with I/O functions will be analysed without additional cost when an agreement regarding a proactive system check for the main system or the main controller has been signed.

If this service is required more often or for a longer period, please request a special offer price.

More information

The first step of the proactive system check helps to examine the integrity of the machine and the status of the components. Underlying problems can be identified.

In the second stage, you need to follow up on the findings and fix the underlying issues. As your trusted support partner, IBM is ready to help you and has the portfolio and experience to manage the evolution of your storage environment.

To learn more about the proactive system check, contact your IBM representative or IBM Business Partner. We would be pleased to advise you personally about the proactive system check and make you an offer.

The Proactive system check for SAN and storage IBM supports the following components:

- SAN Volume Controller (SVC)
- System Storage DS8000
- Entry Storage System DS and midrange
- SAN switches and directors
- Storwize systems
- Storage FlashSystems
- Tape Storage Systems



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Talent Management Solutions
New Orchard Road
Armonk, NY 10504
U.S.A.

Produced in the United States of America
November 2019

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