



EmconIT Hitachi Support

Device OEM Support State:

EOSL - End of Service Life (HDS will no longer support the device)

Escalation Support Capabilities:

- Utilizing an initial Simple Trace output log from the DF Web GUI and an SNM Data Collection we can determine the best support option and monitoring configurations
- Storage monitoring and configurations can be performed utilizing DAMP2 or SNM (Storage Navigator Modular) remotely and securely
- The remote functionality support can be performed by our escalation engineers utilizing the latest version of HiCommand, as available
- Remedial configuration management support of all device components, both modular and integrated are supported both on-site and remote
- Professional Services performance tuning and optimizations can also be provided as an additional support option as well
- Remote monitoring capabilities are determined as a part of an initial environmental site auditing and can involve both SNM2 and Hi-Track monitoring data collections
- Additional software level support options i.e. meta LUN creation, modifications and LUSE configuration management on NSC and USP enterprise arrays is available as well

Pre-Existing Support Requirements:

- Many of the monitoring and management tools required to support the HDS solution require purchasing and in some cases licensing which is to be provided by the customer (excluding Hi-Track which is not a licensed product)
- For remote support, both software and hardware escalations require remote access into the device(s) and it to be facilitated by the customer and validated by EmconIT
- Initial pre-support site audit requirements can be provided by the customer or by an EmconIT approved on-site engineer utilizing the latest available GetConfig scripts
- Due to the EOSL of Hitachi machines, standard Hitachi software delivery mechanisms may require customization by either an on-site or remote EmconIT engineer
- A customized support SLA can be generated based upon your maintenance needs and previously existing tools availability (approved HiCommand, DAMP 2 and SNM2 software, etc.)