

“ We never hesitate at introducing Coolspirit to any customer looking for a Quantum product or solution regardless of whether it is a few dozen media or a complete backup system. Their focus on customer needs is second to none. ”

Ewan Johnson
Quantum Storage UK

Our address

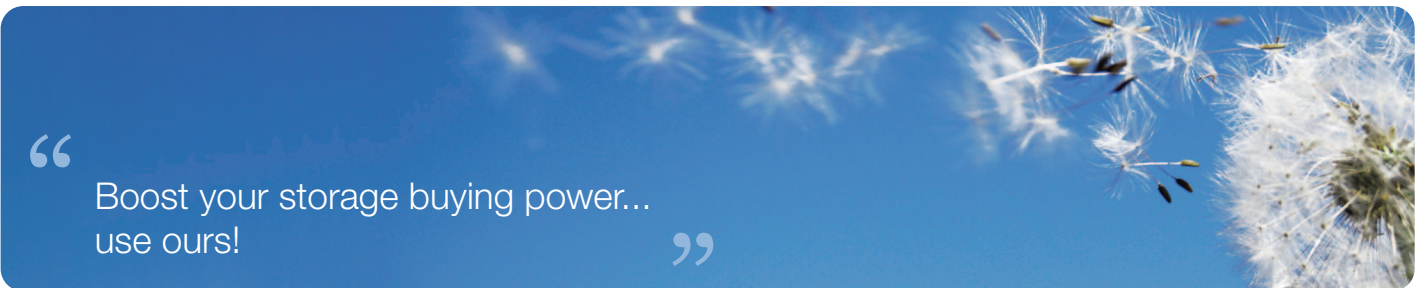
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Get in touch

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Office hours

mon - thurs 8:30am - 5:30pm
fri 8:30am - 5pm
sat - sun Closed



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Quantum Partner

Quantum. ALLIANCE
Platinum Partner



StorageCare Guardian

Proactive, Intelligent Remote Monitoring and Diagnostics

StorageCare™ Guardian is designed to enhance the customer experience by offering more reliable backups and faster problem resolution. Guardian is a remote monitoring and diagnostics solution that enables Quantum to proactively monitor the health of Quantum systems over the internet and uses intelligent diagnostics data to remotely service Quantum products, should an issue arise.

KEY BENEFITS

Highly reliable backups. Guardian's proactive monitoring feature ensures highly reliable backups by notifying Quantum support when it identifies red flags so that system downtime can be mitigated.

Faster problem resolution. When backups are interrupted and the system is not working properly, Guardian is able to quickly provide Quantum support with the necessary diagnostics data to quickly identify root cause for faster problem resolution.

Higher level of service at no extra cost. StorageCare Guardian is designed to enhance customer experience with Quantum products and services and is included at no extra cost with enterprise, midrange and autoloader products that are under warranty or support contract.

SOLUTION FEATURES

- Continuous Monitoring – Proactive 7x24 x365 monitoring feature checks for common errors and automatically alerts Quantum Support when an error is detected.
- No dedicated hardware or software required.
- Reduces number of on-site service visits and duration of interrupt.
- Increases first-time fix rates for faster problem resolution.
- Access Policy Management – This access policy setting feature gives the customer full control over Quantum's access rights and privileges.
- Audit Logging - Audit logs are kept for all actions done in the system .
- Drive Log and TapeAlert Monitoring - For Quantum Tape Libraries that support ADI (Automation Drive Interface), StorageCare Guardian will regularly collect drive logs from Quantum SDLT drives and look for error indicators. On platforms that support it, StorageCare Guardian will also collect TapeAlert information for all drive and media types.
- E-Mail Notifications - StorageCare Guardian users can choose to be copied on alarm e-mails that are sent to Quantum Global Services.
- Customer Access to Guardian Console - Customers can view all their Quantum systems being monitored by StorageCare Guardian at no extra cost.




ON-SITE SUPPORT IN MORE THAN 180 COUNTRIES AND 7X24 MULTI-LANGUAGE PHONE SUPPORT THROUGH QUANTUM'S TECHNICAL ASSISTANCE CENTERS (QTAC)

FREE ON-LINE PRODUCT SUPPORT

UPDATES FOR THE LATEST QUANTUM PRODUCT INFORMATION

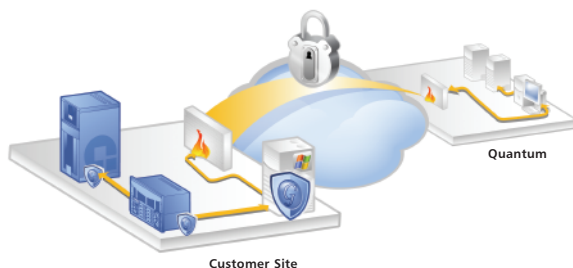
ON-LINE SERVICE AND SUPPORT WEBSITE INCLUDING THE QUANTUM KNOWLEDGE BASE

KEY FEATURES

-  Proactive – Guardian's proactive monitoring feature ensures highly reliable backups by notifying Quantum support when it identifies red flags so that machine downtime can be mitigated.
-  Intelligent – When backups are interrupted and the system is not working properly, Guardian is able to quickly provide Quantum support with the necessary diagnostics data to quickly identify root cause for faster problem resolution.
-  Value-Add – StorageCare Guardian is included at no extra cost with our enterprise, midrange and autoloader products under warranty or support contract.

SECURITY FEATURES

- StorageCare Guardian communicates with Quantum products only via the network management interface -no in-band or data path access is possible. This ensures that Quantum can't gain access to your data and that StorageCare Guardian can't conflict with your backup applications and processes.
- Secure communications – The Guardian agent at the customer's site initiates all communication (XML/SOAP over HTTP/HTTPS). All communications are fully-encrypted (128-bit SSL). Trusted Digital Certificates through VeriSign validate the identity of both ends of the connection.
- Access Policy Management - The customer has full control over Quantum access privileges.
- Data security - Only diagnostics data related to Quantum systems is transferred such as systems configuration, statistics and counters, event and error logs.
- Network security – Guardian leverages the customer's existing network security infrastructure and receives the same network security coverage as all other computers within the facility. Agent can have a hidden TCP/IP address.
- VeriSign Security Certified - StorageCare Guardian has undergone an extensive application security assessment by VeriSign based on open industry standards to ensure best-in-class security.



HOW IT WORKS

1. Customer downloads and installs the Guardian software agent on any Windows 2000/2003/XP, Solaris 8/9 or Red Hat Enterprise Linux version 3 or 4 server located at the customer's site.
2. The Guardian Agent monitors Quantum products, and provides updates to the Quantum Enterprise Server.
3. StorageCare Guardian immediately notifies Quantum via e-mail if an error is detected. An e-mail alert can also be sent to the customer or Quantum Authorized Service Provider if they have chosen to receive these alerts. If an error or problem is detected, Quantum support personnel or the Quantum Authorized Service Provider can immediately queue a request to the Guardian Agent for data collection or realtime access to the system.

4. The Guardian Agent checks access policy settings to determine if access is allowed.
5. If approved, the information is transferred to Quantum, or a remote connection is initiated.
6. Quantum support will diagnose the problem, and if necessary, send the needed parts and/or field personnel to resolve the issue.

SUPPORTED PRODUCTS

- SuperLoader3
- Scalar 50, Scalar i500, Scalar i2000, Scalar 10K, Scalar 1000
- PX502, PX720
- M1500, M1800, M2500
- DXi3500, DXi5500, DXi7500
- DX3000, DX5000, DX30, DX100
- DPM5500

SYSTEM REQUIREMENTS

Requirements for the server that the agent will run on are as follows:

- Microsoft Windows 2000, Windows 2003, Windows X, Sun Solaris 8, Solaris 9, Red Hat Enterprise Linux version 3 or 4 operating system installed
- Web connectivity to Guardian supported Quantum products
- Network connectivity to the Internet (a visible IP address not required)

HOW TO GET GUARDIAN

- Guardian download link on the Product or Service-in-a-Box registration page (<http://www.quantum.com/registration>)
- Go to the Guardian Info Page (<http://guardianinfo.quantum.com>) and click on "Get Guardian Now"
- Contact Quantum Support directly for the download URL
- Log on to eSupport and click on the Guardian link
- Guardian Flash Animation CD

SUPPORTING DOCUMENTS

- StorageCare Guardian Overview (Flash)
- StorageCare Guardian Customer Presentation (PowerPoint)
- Security White Paper
- Technology White Paper



For contact and product information, visit [quantum.com](http://www.quantum.com) or call 800-677-6268

Quantum®

Backup. Recovery. Archive. It's What We Do.

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About Quantum

Quantum Corp. (NYSE:QTM) is the leading global storage company specializing in backup, recovery and archive. Combining focused expertise, customer-driven innovation, and platform independence, Quantum provides a comprehensive range of disk, tape, media and software solutions supported by a world-class sales and service organization. As a long-standing and trusted partner, the company works closely with a broad network of resellers, OEMs and other suppliers to meet customers' evolving data protection needs.