



# SAM-FS Health Check

## Take Advantage of the Latest Software Features, Performance Improvements, and Monitoring Alerting and Operational Tools with a Health Check from EDSI.

*EDSI is one of the leading SAM-FS Professional Services Firms. EDSI has performed some of the largest SAM-FS Installations, and has developed a suite of add-on products for SAM-FS including the Windows Data Management Client, the UNIX Migrator and SAMBA Tools.*

### Upgrade to the Latest Version

EDSI will install the latest code and patches allowing you to take advantage of the new features of SAM 5.0

- Online Grow and Shrink
- Sideband Database
- Rolling Upgrades for Shared QFS
- GUI Enhancements
- Performance Improvements

EDSI will also ensure that your system is protected, running optimally and utilizing Best Practice Configurations

- Verify Metadata Backups are being performed
- Review Performance Settings and conduct Performance Baseline Testing. Address any issues.
- Review Archive and Tape Pool Setup
- Analyze Device and Error Logs and Identify Potential Issues.

### Documentation, Training & Troubleshooting

EDSI will provide valuable documentation including the following:

- System Configuration Document
- Instructions for Daily & Weekly Maintenance Procedures
- High Level Troubleshooting & Support Escalation Procedures

Additionally, EDSI can provide User or Administrator Training, and address Technical Issues Including:

- SAMBA Performance or AD Integration **INCLUDING** the Offline Files Patch and Explorer Plug-in
- SAM-FS Configuration or Performance Issues
- Hardware Device Troubleshooting

### Install EDSI's Monitoring & Alerting Toolkit

Automate Backup, Monitoring and Alerting Tasks with EDSI's Monitoring Toolkit:

- Monitor CPU Utilization, Hardware Status, Critical Process Performance
- Check External System Functions Including Disk, Fibre Channel Switches, and Tape
- Perform Daily Metadata Backups
- Capture System Configuration Changes and Log Files on a Nightly Bases
- Analyze Log Files for Device Failures OR Indications of Future Device Failures
- E-Mail a Daily Report with Key Utilization Statistics and System Status
- Immediately Alert Users to System Issues. Escalate Unanswered Alerts

### Remote Monitoring & Operations

SAM-FS Customers can optionally elect to have EDSI Monitor and/or Remotely Manage their SAM-FS Systems. EDSI Provides Several Levels of Support:

#### Level 1: Monitoring Only

EDSI will monitor the daily report and alert clients to errors or potential issues. Additional support can be provided on a T&M Basis

#### Level 2: Monitoring & Assessment

EDSI will Monitor and Remotely Log In to Identify Errors and Open Support Cases as necessary.

#### Level 3: Remote Operations

EDSI will maintain responsibility for managing and operating the SAM-FS System.



**Includes a FREE COPY of the Windows Data Management Client**