Dell EqualLogic SAN Headquarters version 2.5 SAN Assist feature

Dell EqualLogic SAN Headquarters provides advanced monitoring and reporting tools to help you optimize your Dell EqualLogic PS Series SAN to meet your current demands as well as plan for tomorrow's growth.

SAN Assist is new with Dell EqualLogic SAN Headquarters version 2.5 which automates collection of PS Series event and select diagnostic data for expedited responses to issues.

SAN Headquarters v2.5 SAN Assist

Designed to:

- Expedite issue resolution by automatically collecting and transmitting select diagnostic data on a weekly basis to a secure Dell support infrastructure.

- Reduce the number of manual steps across the entire support cycle.

- Provide the opportunity to improve ownership experience through pro-active monitoring of the PS Series SAN.

- Anticipate issues by identifying disks with SMART Trips*, known problematic disk firmware or disk models.

*SMART – a disk self-monitoring feature to indicate the drive is not operating within design criteria.

Automated event collection

Dell SAN Headquarters SAN Assist provides the option to automatically collect and upload configuration, select diagnostic and performance data to a secure Dell Support infrastructure.

SAN Assist will proactively monitor the PS Series arrays for critical events, reduce the manual steps for the entire support cycle and minimize customer involvement in problem resolution.

Data collected by SAN Assist will include important information about the PS Series hardware configuration, select diagnostic commands, network interfaces and any events or audits triggered by the group. This data may optionally be securely uploaded to the Dell Support infrastructure.

Dell Support System Data Repository

Dell support engineers will be able to analyze data collected by SAN Assist across the customer base to anticipate issues. Historical data will be gathered and processed to help determine risks, best practice compliance and utilization trends for intelligent responses to PS Series environments.
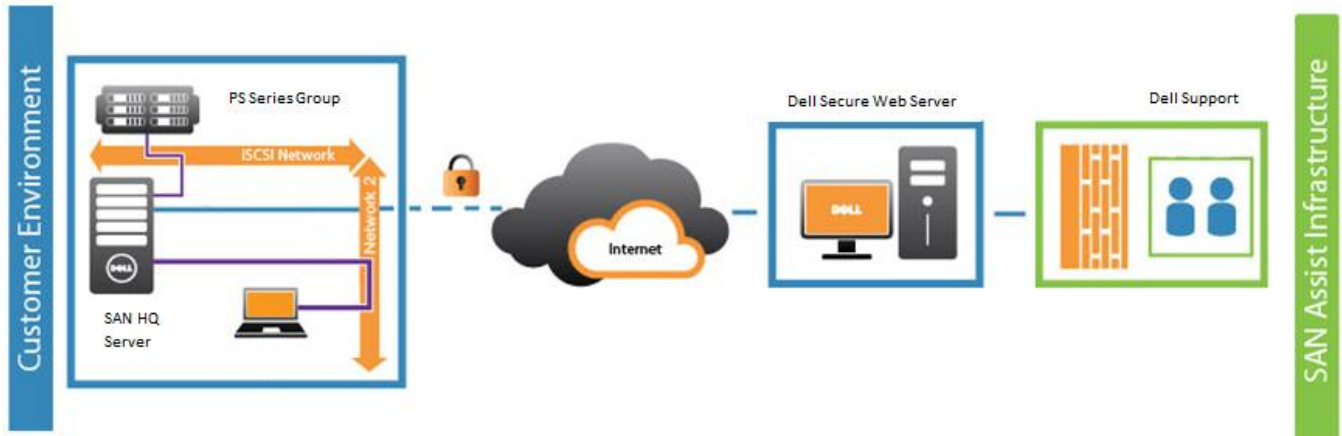
Figure 1. SAN Headquarters SAN Assist data flow

SAN Assist communicates directly with a PS Series group to collect a subset of diagnostic, configuration and performance data. When the data collection completes, SAN Assist will automatically upload the data to the Dell Support datacenter as shown in Figure 1.

SAN Assist: Secure and Resilient by design

Secure – a unique read only account will be used on each PS Series group that enables SAN Assist to access only the appropriate diagnostic and configuration data. All communication will be encrypted and secure using secure socket layer (SSL) connected sessions. All user passwords are scrubbed prior to upload.

Resilient – any interruption in upload due to internet connectivity or server issues will defer the attempt and will retry at a later time.

SAN Assist: Flexible and Simple by design

Data transmission and collection may be scheduled, On-Demand or triggered by critical events.

SAN Assist may easily turned on or off by the user by PS Series group.

SAN Assist collection goals[*]:

- Take less than 5 minutes per group for collection

- Less than 5% performance impact on the PS Series arrays during collection

- Less than 5MB per file transmitted during uploads

Supports PS Series with Firmware 5.0.8 or higher

(*For typical configurations)

Conclusion

The ability to automate collection of certain configuration, select diagnostic and performance data of the PS Series groups will allow Dell support personnel to provide expedited responses to dynamically changing environments. However, PS Series *diag* or *PSDiag* scripts collects a broader range of data and may still be requested.

Please download version 2.5 of SAN Headquarters and enable SAN Assist to start enjoying these benefits.