



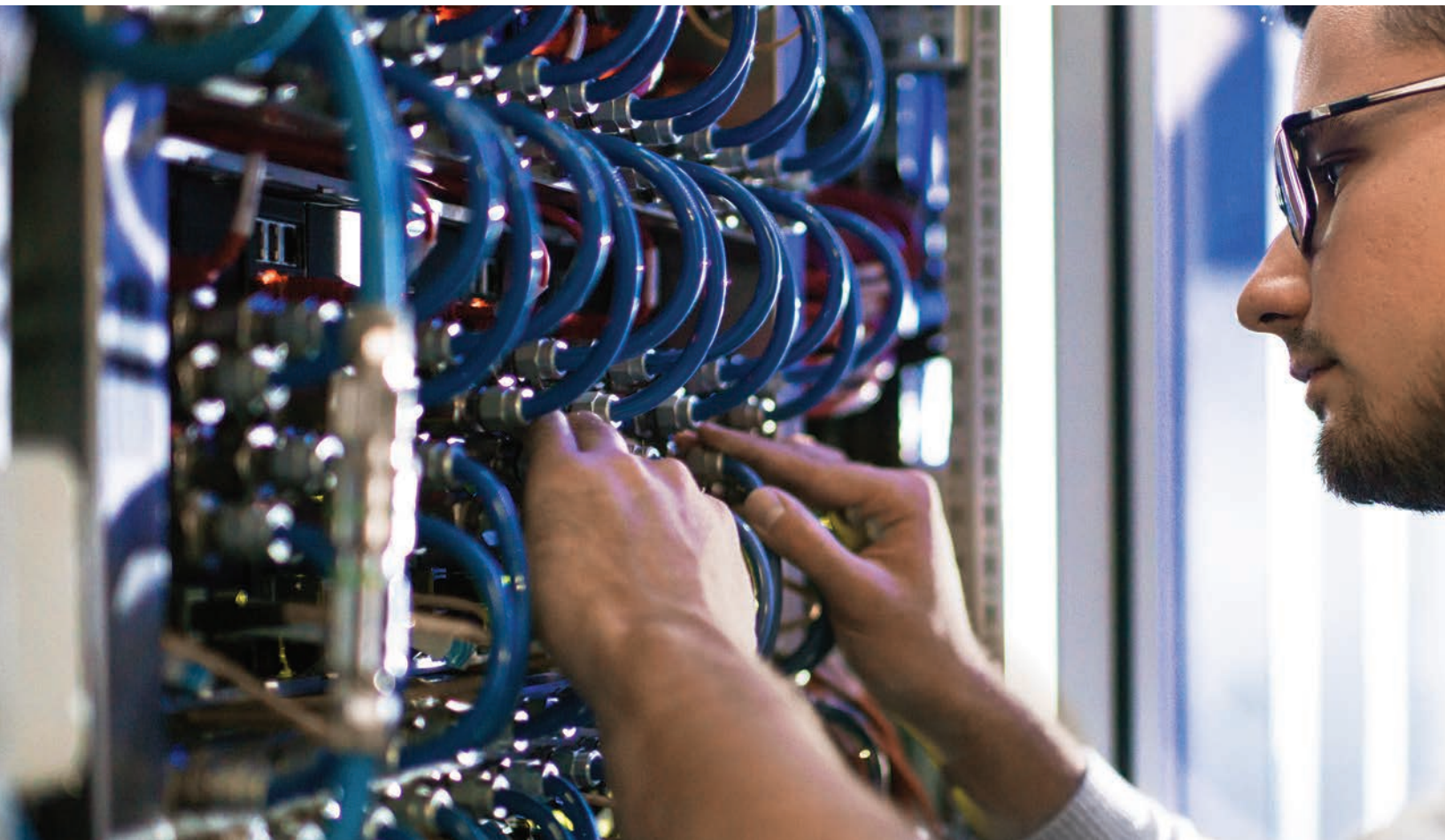
ESSENTIAL

ENTERPRISE SOLUTIONS

Server & Storage Support

2021

Essential Technical Support offers high-end analysis and patch advisement for key OEMs including HP/Compaq, Dell, IBM and Sun/ Oracle hardware, along with many others. We assure our customers a prompt and detailed set of instructions with prerequisites to ensure streamlined installation and break-fix services on Wintel Servers, Mid-High Enterprise Unix Systems and Storage, Direct Attached Storage, High Density Nodes and Tape Archive devices. Our team provides an analytical approach to all key factors and respective review with all of our customers, which is accomplished by consistent case management and proper execution of output analysis.



Break/fix service

- Remote diagnostics/Troubleshooting
- Customer replaceable unit shipment
- Component replacement
- Device (re)configuration
- Equipment reinstatement

Proactive maintenance services

- Proactive prescheduled maintenance
- Condition-based servicing
- Preemptive component replacement
- Predictive analytics
- Scheduled assessments of equipment status to restore performance levels or preventive actions needed to avoid issues in the future.
- Detail of assessment and action plan.

UEFI/BIOS & firmware update advisement

- Notification of devices with out-of-date firmware or OEM application.
- Sourcing of firmware updates (subject to OEM license restrictions).
- In depth guidance to apply necessary updates to all affected devices.
- Deployment progress reporting.

Operating system support

- Configuration guidance
- Patch management and application advisement.

Storage Support

- Provide support and expertise using OEM tools for fault isolation on complex storage problems, including Storage Area Networks (SAN), Network Attached Storage (NAS), Content Addressable Storage (CAS) and the supporting of management software.
- Break-fix and configuration assistance on storage for SAN attached servers.
- Assistance with zoning and configuration.
- Routine hardware maintenance;
- Performance monitoring data analysis of RAID, virtualization and storage archive systems.



SERVER

OEMs	MODEL	US	Canada	LATAM	EU	Asia	Africa
HP/Compaq/DEC							
	ProLiant DL Series	✓	✓	✓	✓	✓	Limited
	ProLiant ML Series	✓	✓	✓	✓	✓	Limited
	P Class	✓	✓	✓	✓	✓	Limited
	E Class	✓	✓	✓	✓	✓	Limited
	C Class	✓	✓	✓	✓	✓	Limited
	ProLiant SL Series	✓	✓	✓	✓	✓	Limited
	Superdome	✓	✓	✓	✓	✓	Limited
	RP Series	✓	✓	✓	✓	✓	Limited
	RX Series	✓	✓	✓	✓	✓	Limited
	ES Series	✓	✓	✓	✓	✓	Limited
	DS Series	✓	✓	✓	✓	✓	Limited
	Alpha Server	✓	✓	✓	✓	✓	Limited
	C3000	✓	✓	✓	✓	✓	Limited
	C Class Itanium	✓	✓	✓	✓	✓	Limited
Dell							
	PowerEdge Series	✓	✓	✓	✓	✓	Limited
	PowerEdge T Series	✓	✓	✓	✓	✓	Limited
	M Series	✓	✓	✓	✓	✓	Limited
IBM/Lenovo							
	Wintel	✓	✓	✓	✓	✓	Limited
	xSeries	✓	✓	✓	✓	✓	Limited
	Bladecenter E	✓	✓	✓	✓	✓	Limited
	Bladecenter S	✓	✓	✓	✓	✓	Limited
	Flex System	✓	✓	✓	✓	✓	Limited
	Mid-High Enterprise	✓	✓	✓	✓	✓	Limited
	P Series	✓	✓	✓	✓	✓	Limited
	RS/6000	✓	✓	✓	✓	✓	Limited
Sun/Oracle							
	x85 Servers	✓	✓	✓	✓	✓	Limited
	Sun Fire V20z Server	✓	✓	✓	✓	✓	Limited
	Sun Fire V40z Server	✓	✓	✓	✓	✓	Limited
	Sun Fire X2XX Series Server	✓	✓	✓	✓	✓	Limited
	Sun Fire X4XX Series Server	✓	✓	✓	✓	✓	Limited
	Sun Netra Series	✓	✓	✓	✓	✓	Limited
	Sun Enterprise 150 Server	✓	✓	✓	✓	✓	Limited
	Sun Enterprise 220R Server	✓	✓	✓	✓	✓	Limited
	Sun Enterprise 250 Server	✓	✓	✓	✓	✓	Limited
	Sun Enterprise 420R Server	✓	✓	✓	✓	✓	Limited
	Sun Enterprise 450 Server	✓	✓	✓	✓	✓	Limited

OEMs	MODEL	US	Canada	LATAM	EU	Asia	Africa
	Sun Fire 280R Server	✓	✓	✓	✓	✓	Limited
	Sun Fire V1XX Server	✓	✓	✓	✓	✓	Limited
	Sun Fire V2XX Server	✓	✓	✓	✓	✓	Limited
	Sun Fire V4XX Server	✓	✓	✓	✓	✓	Limited
	Sun Fire V445 Server	✓	✓	✓	✓	✓	Limited
	Sun Fire V60X Server	✓	✓	✓	✓	✓	Limited
	Sun Fire V65X Server	✓	✓	✓	✓	✓	Limited
	Sun Fire V880z	✓	✓	✓	✓	✓	Limited
	Sun Fire 3800 Server	✓	✓	✓	✓	✓	Limited
	Sun Fire 4800 Server	✓	✓	✓	✓	✓	Limited
	Sun Fire 4810 Server	✓	✓	✓	✓	✓	Limited
	Sun Fire 6800 Server	✓	✓	✓	✓	✓	Limited
	Sun Fire E2900 Server	✓	✓	✓	✓	✓	Limited
	Sun Fire E4900 Server	✓	✓	✓	✓	✓	Limited
	Sun Fire E6900 Server	✓	✓	✓	✓	✓	Limited
	Sun Fire V1280 Server	✓	✓	✓	✓	✓	Limited
	Sun Fire V480 Server	✓	✓	✓	✓	✓	Limited
	Sun Fire V490 Server	✓	✓	✓	✓	✓	Limited
	Sun Fire V880 Server	✓	✓	✓	✓	✓	Limited
	Sun Fire V890 Server	✓	✓	✓	✓	✓	Limited
	Sun Enterprise 3000 Server	✓	✓	✓	✓	✓	Limited
	Sun Enterprise 3500 Server	✓	✓	✓	✓	✓	Limited
	Sun Enterprise 4000 Server	✓	✓	✓	✓	✓	Limited
	Sun Enterprise 4500 Server	✓	✓	✓	✓	✓	Limited
	Sun Enterprise 5000 Server	✓	✓	✓	✓	✓	Limited
	Sun Enterprise 5500 Server	✓	✓	✓	✓	✓	Limited
	Sun Enterprise 6000 Server	✓	✓	✓	✓	✓	Limited
	Sun Enterprise 6500 Server	✓	✓	✓	✓	✓	Limited
	SPARCcenter 2000	✓	✓	✓	✓	✓	Limited
	SPARCserver 1000	✓	✓	✓	✓	✓	Limited
T-Series							
	Sun Enterprise 10000 Server	✓	✓	✓	✓	✓	Limited
	Sun Fire 12K Server	✓	✓	✓	✓	✓	Limited
	Sun Fire 15K Server	✓	✓	✓	✓	✓	Limited
	Sun Fire E20K Server	✓	✓	✓	✓	✓	Limited
	Sun Fire E25K Server	✓	✓	✓	✓	✓	Limited
	M Series	✓	✓	✓	✓	✓	Limited

Services Summary:	
HP/Compaq/DEC:	HP 9000, Proliant, Blade System & Alphaserwer product lines – Insight, Intelligent Provisioning, Survey report analysis, SRM Console, Integrated Management Log (IML) review, Nickle and Info analysis.
Dell	PowerEdge product line – Dell System E-Support (DSET) report, Open Manage output analysis, System Event Log.
IBM/Lenovo	System X, P & BladeCenter product line–Dynamic System Analysis (DSA) output review, System Reference Code analysis.
Sun/Oracle	Explorer file and core output review and various console analysis.

STORAGE

OEMs	MODEL	US	Canada	LATAM	EU	Asia	Africa
HP/Compaq/DEC							
Entry Level/Mid	MSA Series DAC/SAN	✓	✓	✓	✓	✓	Limited
Rack Mount	DEC/Compaq shelf/JBOD	✓	✓	✓	✓	✓	Limited
	MSL Tape	✓	✓	✓	✓	✓	Limited
	Dense / Scalable Systems	✓	✓	✓	✓	✓	Limited
	StorageWorks P series	✓	✓	✓	✓	✓	Limited
	High Enterprise	✓	✓	✓	✓	✓	Limited
	Frame	✓	✓	✓	✓	✓	Limited
	EVA	✓	✓	✓	✓	✓	Limited
Dell							
Entry Level/Mid	PowerVault ML	✓	✓	✓	✓	✓	Limited
Rack Mount	PowerVault TL	✓	✓	✓	✓	✓	Limited
	MD Series DAC/SAN/iSCSI	✓	✓	✓	✓	✓	Limited
IBM/Lenovo							
Entry Level/Mid	V3700	✓	✓	✓	✓	✓	Limited
Rack Mount	DS Series	✓	✓	✓	✓	✓	Limited
High Enterprise	V7000 Series	✓	✓	✓	✓	✓	Limited
Sun/Oracle							
Entry Level - Enterprise	Sun StorEdge D240 Media Tray	✓	✓	✓	✓	✓	Limited
Rack Mount & Frame	Sun Storage 6180	✓	✓	✓	✓	✓	Limited
	Sun Storage 6580	✓	✓	✓	✓	✓	Limited
	Sun Storage 6780	✓	✓	✓	✓	✓	Limited
	Sun StorageTek 2510	✓	✓	✓	✓	✓	Limited
	Sun StorageTek 2530	✓	✓	✓	✓	✓	Limited
	Sun StorageTek 2540	✓	✓	✓	✓	✓	Limited
	Sun StorageTek 6140	✓	✓	✓	✓	✓	Limited
	Sun StorageTek 9985V	✓	✓	✓	✓	✓	Limited
	Sun StorageTek 9990V	✓	✓	✓	✓	✓	Limited
StorEdge Arrays	Sun StorEdge 5310 NAS	✓	✓	✓	✓	✓	Limited
Network-Attached Storage (NAS)	Sun StorageTek 5220 NAS	✓	✓	✓	✓	✓	Limited
	Sun StorageTek 5320 NAS	✓	✓	✓	✓	✓	Limited
RSM Arrays:	RSM Array 2000 / StorEdge A3000 Controller	✓	✓	✓	✓	✓	Limited
	RSM Array 2000 / StorEdge A3000 Rack Mounted w/ RSM 214/219	✓	✓	✓	✓	✓	Limited

OEMs	MODEL	US	Canada	LATAM	EU	Asia	Africa
Legacy SPARCstorage Arrays:	SPARCstorage Array Model 101						
	SPARCstorage Array Model 102	✓	✓	✓	✓	✓	Limited
	SPARCstorage Array Model 112	✓	✓	✓	✓	✓	Limited
	SPARCstorage Array Model 114	✓	✓	✓	✓	✓	Limited
	SPARCstorage Array Model 200	✓	✓	✓	✓	✓	Limited
	SPARCstorage Array Model 210	✓	✓	✓	✓	✓	Limited
	SPARCstorage Array Model 214	✓	✓	✓	✓	✓	Limited
	SPARCstorage Array Model 219	✓	✓	✓	✓	✓	Limited
Unified Storage:	Sun Storage 7110 (XTA7110)	✓	✓	✓	✓	✓	Limited
	Sun Storage 7210 (XTA7210)						
	Sun Storage 7310 (XTA7310)	✓	✓	✓	✓	✓	Limited
	Sun Storage 7410 (XTA7410)	✓	✓	✓	✓	✓	Limited
Tape Libraries:	SPARCstorage DLT 4700	✓	✓	✓	✓	✓	Limited
	Sun StorageTek L1400						
	Sun StorageTek L180	✓	✓	✓	✓	✓	Limited
	Sun StorageTek L700	✓	✓	✓	✓	✓	Limited
	Sun StorageTek SL24	✓	✓	✓	✓	✓	Limited
	Sun StorageTek SL48						
	Sun StorageTek SL500	✓	✓	✓	✓	✓	Limited
	Sun StorEdge L100	✓	✓	✓	✓	✓	Limited
	Sun StorEdge L1000	✓	✓	✓	✓	✓	Limited
	Sun StorEdge L11000	✓	✓	✓	✓	✓	Limited
	Sun StorEdge L140	✓	✓	✓	✓	✓	Limited
	Sun StorEdge L180	✓	✓	✓	✓	✓	Limited
	Sun StorEdge L1800	✓	✓	✓	✓	✓	Limited
	Sun StorEdge L20/L40/L60	✓	✓	✓	✓	✓	Limited
	Sun StorEdge L25	✓	✓	✓	✓	✓	Limited
	Sun StorEdge L280	✓	✓	✓	✓	✓	Limited
	Sun StorEdge L3500	✓	✓	✓	✓	✓	Limited
	Sun StorEdge L400	✓	✓	✓	✓	✓	Limited
	Sun StorEdge L500	✓	✓	✓	✓	✓	Limited
	Sun StorEdge L5500	✓	✓	✓	✓	✓	Limited
	Sun StorEdge L6000	✓	✓	✓	✓	✓	Limited
	Sun StorEdge L7	✓	✓	✓	✓	✓	Limited
	Sun StorEdge L700	✓	✓	✓	✓	✓	Limited
	Sun StorEdge L8	✓	✓	✓	✓	✓	Limited
	Sun StorEdge L9	✓	✓	✓	✓	✓	Limited

Services Summary:	
HP/Compaq/DEC:	Array Diagnostic Utility (ADU) & Command View.
Dell	MD Storage Manager Support.
IBM/Lenovo	DS Storage Manager Support.
Sun/Oracle	Common Array Manager Support.



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