

# SUN'S SERVICE DELIVERY PLATFORM (SDP)

Put SDP to work maintaining your storage system and save time, money, and headaches.

Leverage your Sun storage warranty or support agreement to cut operating costs and improve the efficiency of your storage operation — at no additional charge — by utilizing Service Delivery Platform (SDP) from Sun.

## Overview

SDP is a support solution (via an appliance) that can be implemented to provide remote connectivity for tape library and drives, midrange and datacenter disk. A component of Sun's connected services for storage, SDP has three no-cost capabilities that improve your storage availability and reliability.

## Capabilities

**Auto Service Request (ASR)** uses fault telemetry 24/7 to automatically initiate a service request and begin the problem resolution process as soon as a hardware problem occurs.

Benefits include:

- > Collects device events (24/7)
- > Automatically captures data upon device failure
- > Rules-based filtering and correlation of event notifications
- > Escalation of alarms to support analysts
- > Automatic creation of cases in Sun's trouble tracking system

**Remote Diagnostics and Remediation (RDR)** allows Sun service engineers to remotely access customer systems to determine the appropriate service response and, if possible, remotely resolve the problem.

Benefits include:

- > Remote access to Sun StorageTek™ devices
- > Upgrade microcode (with permission of the customer)
- > Ability to remotely gather logs, dumps, statistics and perform diagnostics
- > Remote configuration management
- > Remote problem resolution for software and configuration problems
- > Secure Internet/VPN-based communication

**Media Management Reporting** records tape unload statistics and summarizes permanent and temporary errors so that out of warranty or degrading media can be removed from use.

Benefits include:

- > Collect detailed data from tape drive and library
- > Identification of tape media and tape drive errors
- > Analysis and trending reports

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For additional information, please visit [sun.com/service/remotectstorage](http://sun.com/service/remotectstorage)

## SDP Support Products

- > Tape drives
  - > Sun StorageTek T10000 tape drives
  - > 9940B, 9840B, and 9840C
- > Tape libraries
  - > Sun StorageTek SL8500, SL500, L1400M, L700E, L700, L180, L80, and L40
- > Midrange disk
  - > Sun StorageTek 6540 and 6140 arrays
  - > Sun StorEdge™ 6920 and 6130 systems
  - > FlexLine™ 600, 380, 280, 240, and 210
  - > Sun StorageTek D220 and D178
  - > B250, B150, and 9176
- > Datacenter disk
  - > Sun StorageTek Virtual Tape Library (VTL) Plus
  - > Sun StorageTek VTL 4.0 and 3.5
  - > Sun StorageTek Virtual Storage Manager (VSM) 5 and 4
  - > Sun StorageTek FlexLine V2X4f, V2Xf, V2X2, V2X, and V960 Shared Virtual Array

## Secure and Private

SDP has several security and privacy capabilities that enable the highest level of confidentiality in the communications process. Sun's SDP leverages key security technologies as well as a secure architecture, strict authentication and user policies, and encryption to help ensure data is safely transmitted between your environment and Sun technical support analysts.

## Other Connected Services from Sun

Some storage devices allow several methods to connect back to Sun. SDP is best utilized in environments with a large number of supported storage devices where an on-site appliance can be leveraged as a consolidation point for device events and dedicated connectivity back to Sun. SDP also provides the benefits of auto service request (ASR), remote diagnostics and remediation (RDR), and media management reporting — all at no charge. More advanced and proactive capabilities, such as administration and management services, are fee-based services that are available depending on your requirements and delivered within Sun's Managed Operation Services. For more details, please visit [sun.com/service/mgdopservices/index.xml](http://sun.com/service/mgdopservices/index.xml)

## How to Enable

Contact your local Service Representative for eligibility.

## Additional Information

For additional information, please visit [sun.com/service/remotectstorage](http://sun.com/service/remotectstorage) or email Rob Emmen, SDP Deployment Manager, at [robert.emmen@sun.com](mailto:robert.emmen@sun.com).



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