

System Support Checkup Service

Proper care of your technology infrastructure can help extend the life of your investment. A well-planned and executed preventative maintenance program can eliminate unplanned downtime and maximize system availability, ultimately saving your business time and money. BlueArc is committed to providing customers with superior system performance and reliability. For this we recommend a proactive strategy of service and support that includes routine on site service checkups for each BlueArc system.



Two Service Offerings

Whether you prefer a quarterly System Support Checkup Service or to have this service done monthly, this is a stand-alone service package offered by BlueArc's Global Services Organization. This service can also be ordered as a Plus upgrade service through BlueArc's Customer Service Plan.

To Contact Global Services

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CHECKUP SERVICE

BlueArc's Global Services Organization has extensive expertise to provide customers with a System Support Checkup Service to address preventative maintenance. BlueArc will coordinate a one-time visit or a regular checkup schedule to support installed BlueArc products. During each checkup visit, BlueArc will:

- Make a backup of the server configuration
- Make a backup of the fibre channel configuration for each controller or rack
- Check the diagnostic output log in the developer area of the graphical user interface, save the contents and then clear out the log
- Check the server event logs
- Check the server uptime and note the maximum and current MBps throughput on the front and back end
- Check the server volume capacity to see if usage is in excess of 80 percent
- Check the Ethernet, TCP/IP, and detailed TCP/IP statistics for errors
- Check the traffic statistics on the network switch to which the BlueArc server is attached. Check the traffic statistics on the intermediate network switches that are sending the server the maximum load
- Check the status of the LRC lights on the back of the unit
- Check the uninterrupted power supply message log and its current load
- Send a test alert and check the e-mail recipient list to verify that alerts@bluearc.com and any other necessary recipients are included in the list
- Perform physical inspection of all components and connections
- Take ambient temperature measurement
- Proactive upgrade to the latest maintenance release

Additionally, if time permits, a member of BlueArc's Global Services Organization will discuss with the customer the overall performance of the system, any changes in their network configuration or usage of the system, and be available to answer any specific questions regarding the system.

SERVICE AVAILABILITY

BlueArc's System Support Checkup Service is a premium service provided by BlueArc's Global Services Organization. Please contact your Account Manager for details.