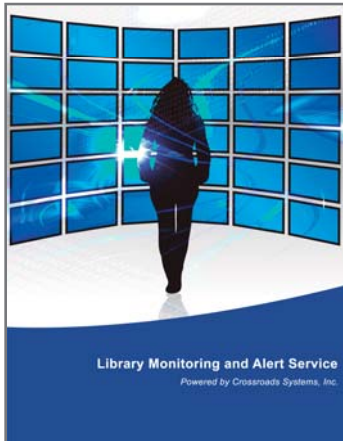


Library Monitoring and Alert Service



Overview

Today, IT departments are operating with fewer personnel, tighter budgets and shorter cycles than ever before. Yet, the same storage challenges remain: provide efficient, cost effective and reliable long-term protection for critical corporate data, and ensure that data is recoverable when needed. The Library Monitoring and Alert Service acts as an additional set of eyes tracking your library environment for any critical events or conditions. Early warnings to serious conditions allow corrective actions to be scheduled before the situation becomes critical.

Crossroads Library Monitoring and Alert Service provides system-wide visibility by tracking a wide range of tape library parameters and providing daily reports on all significant operational events. Timely insight into potentially degrading conditions allows you to take immediate, corrective action to minimize risk to corporate data while reducing costs associated with troubleshooting issues and recovering from failed backups.

Increase Visibility into Critical Storage Operation

Unexpected system, network or device failures in your tape storage environment are labor-intensive and costly to troubleshoot and repair, especially with today's reduced IT budgets and limited resources. Visibility into potentially degrading conditions allows you to schedule proactive, corrective, cost-saving maintenance on failing devices before issues occur, rather than requiring extensive and expensive system-wide troubleshooting after events turn critical.

Severity Levels for Assessing Risk

The events monitored by the Library Monitoring and Alert Service are divided into four levels: Critical, Cautionary, Concern and Informational. Critical events, such as lost device communications or serious error conditions, can jeopardize the successful completion of backups or restores. Cautionary, Concern or Informational conditions, such as poor drive efficiency or high device load counts, can have a long-term impact on system costs, capital expenditures or successful data recovery. The daily reports group events by severity level, allowing you to assess events and prioritize conditions requiring immediate action.

Recommendations Save Time and Resources

In addition to reporting events and their severity levels, the Service also provides possible causes for triggered conditions. Troubleshooting can be labor-intensive and lengthy. By providing recommendations to potential root causes, maintenance can be planned proactively, providing significant cost savings in both time and resources.

Zero Impact to Storage Infrastructure

Data for the Library Monitoring and Alert Service is obtained through Crossroads ReadVerify™ Appliance (RVA®), a standalone, self-contained device that installs quickly into your Storage Area Network. RVA integrates seamlessly into your existing tape environment—there are no agents to install and no additional servers or components to purchase. Data collection is performed out-of-band of the backup or data application and has no impact on the existing backup infrastructure.

Data Remains Secure

The Library Monitoring and Alert Service, through RVA, gathers information directly from the libraries and drives themselves, using industry standard communication protocol. With information gathered directly from the devices, RVA determines whether any of the alert conditions have been triggered. All device communication occurs outside the backup application data path, so your applications continue to operate without performance impact, and business data remains untouched and secure.

Services Available

Tape Environment Services comprise four distinct offerings: Library Monitoring and Alert Service, Library Overview Analysis, Site Analysis Survey, and Tape Verification Service. The Library Monitoring and Alert Service tracks a wide range of library parameters and provides daily reports on all triggered alerts. The Library Overview Analysis Service offers a portal into the efficiency, effectiveness and health of the tape library environment, with targeted, specific recommendations and observations. The Site Analysis Service monitors the real-time operation of your tape storage system and provides a detailed analysis of the environment, complete with actionable recommendations and projected cost savings. The Tape Verification Service minimizes disaster recovery risk by validating that the information written to each tape can still be read. With the Tape Environment Services, you gain clear insight into their tape storage environment, allowing informed opportunities for cost savings, risk mitigation, and improved operation. With the increased visibility into the operation and usage of their library, you can proactively manage resources and address issues to minimize downtime and ensure the recoverability of your business-critical data.



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ABOUT CROSSROADS

Headquartered in Austin, Texas, Crossroads Systems delivers flexible solutions to connect, protect, secure and restore business-critical data. Crossroads (symbol: CRDS) is currently traded on Pink Sheets and also posts its financial disclosure reports, press releases and other related documentation on the OTCIQ web service of the Pink Sheets website. For more information, please visit www.crossroads.com.