



**IDATA**  
resolutions



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Support Manual



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## Technical Support Contact Details

New Zealand callers  
0800 BACKUP  
0800 222 587

Australian Callers  
1800 095 181

[support@idataresolutions.com](mailto:support@idataresolutions.com)

To ensure all support calls are responded to in the required period it is essential that customers call via the 800 -support numbers.

Any contact not made through the 800-support number will be treated as an inquiry only. An inquiry will not be treated with the same urgency as a support call.

IDATA's support number is a 24 x 7 answer service. Once customers call the support number, their call is directed to the relevant support person.

IDATA's contracted response is provided during normal business hours of 8:00am to 5pm during business days.

IDATA's response to calls outside of these hours is only assured where arrangements have been made for extended coverage.

A Purchase Order must cover all after hours and on-site support where no extended support agreement is in place.

To arrange or confirm support coverage, please contact IDATA:

Auckland	+64 9 360 4357
Wellington	+64 4 931 9400
Sydney	+61 2 43252447
Melbourne	+61 3 9670 2536

IDATA case management, knowledgebase, site licensing, software download and other functions can be accessed via this location;

<https://iview.idataresolutions.com/webinfo>

IDATA also maintain an FTP site holding current and archived software versions and patches. An upload area is available for large files supplied during a support call. Access to this site is password controlled. Contact IDATA support for this access.

You can access this site from these locations;

<ftp://ftp.idataresolutions.com>

<https://webdownloads.idataresolutions.com>



## IDATA-Tools

IDATA*Tools* suite is designed to provide timesaving utilities to NetWorker administrators, allowing automation of common tasks that would otherwise require custom scripting and manual intervention.

### Utility descriptions

- ilicense
- sslocate
- dbufree
- check-clients
- find-files
- group-control
- recyclable-volumes
- review-res
- idata-notify
- client-report
- dptree

Please review the IDATA-tools manual for full functionality.



## IDATA Support Plans

### Software Subscription

Software Subscription provides software updates from the software vendor. Software Subscription is compulsory with all Support Plans.

### IDATA Business Support

Business Support is an annual charge that provides

- Support for product fault resolution.
- Coverage 8:00am to 5pm client local time Monday to Friday, excluding public holidays.
- Telephone response by a support person within 4 hours to calls logged via the 800 number.
- No charge for phone and email support time, vendor call logging and contact time, toll calls, fault research and testing time. This time is chargeable where a support fee is not paid.
- Access to the IDATA FTP site via FTP or HTTPS
- Access to IDATA's case management software
- Access to the Vendor Knowledgebase's where available.
- Access to IDATA after hours support within a 4 hour phone response time. A purchase order will be required to progress with after hours support.

Business Support incurs a minimum after hours charge at callout rates.

### IDATA Extended Coverage 24x7

Charged in addition to the Basic Support Fee and provides

- Coverage 24 hours, 7 days a week.
- Telephone response by a support person within 1 hour to urgent calls logged via the 800 number.
- After hours phone, remote access, travel and onsite time is charged at the lower After Hours Rate with no minimum charge.

### IDATA Extended Coverage 15x5

Charged in addition to the Basic Support Fee and provides

- Coverage 7am to 10pm client local time Monday to Friday, excluding public holidays.
- Telephone response by a support person within 1 hour to urgent calls logged via the 800 number during coverage hours.
- After hours phone, remote access, travel and onsite time is charged at the lower After Hours Rate with no minimum charge

### IDATA Operational Assistance

Charged in addition to the Basic Support Fee and provides

- Telephone support during IDATA business hours on the day to day operational facets of the software. This provides support in operational areas outside of the usual fault resolution. It is not intended to replace the need for training on the software.

### IDATA Operational Management

Charged in addition to the Basic Support Fee and provides

- Automatic software-based monitoring and alerting
- Remote system management where required
- Issue escalation for certain identified problems that are deemed to require customer involvement or authorization

### IDATA Pre-purchased Monthly Hours

Consulting and after hours support time can be pre-purchased on a monthly basis at a discount rate. This time can be used for chargeable activities not covered by Basic Support.

The pre-purchased hours are not cumulative i.e. they must be used in the month purchased.

IDATA provides the above support options as at March 2004. Please check with IDATA for current support options.



## IDATA-Monitor for Legato NetWorker

We provide a “backstop” for your support staff, using our experiences in systems support to interpret backup server output.

The features/services of IDATA-Monitor for EMC NetWorker are:

### Implication Advice

Email Notifications to IDATA on backup failures, index errors, tape drive and tape library errors allow us to proactively advise on the implications and effect of such events on backup operation and data recovery.

### Pre/Post Command Checking

Monitoring of EMC NetWorker’s pre/post command mechanism to ensure commands run correctly

### Automated Client Index maintenance.

### Standard Notification filtering

Intelligent filtering of standard Notifications providing recognition of potential failure for your site rather than EMC NetWorker’s best advice warnings.

### Operations Menu

Commonly performed EMC NetWorker functions on a menu for use where GUI control is inconvenient. Functionality is dependent on the EMC NetWorker Server operating system. IDATA Monitor for EMC NetWorker does not cover support situations.

Some exclusions are-

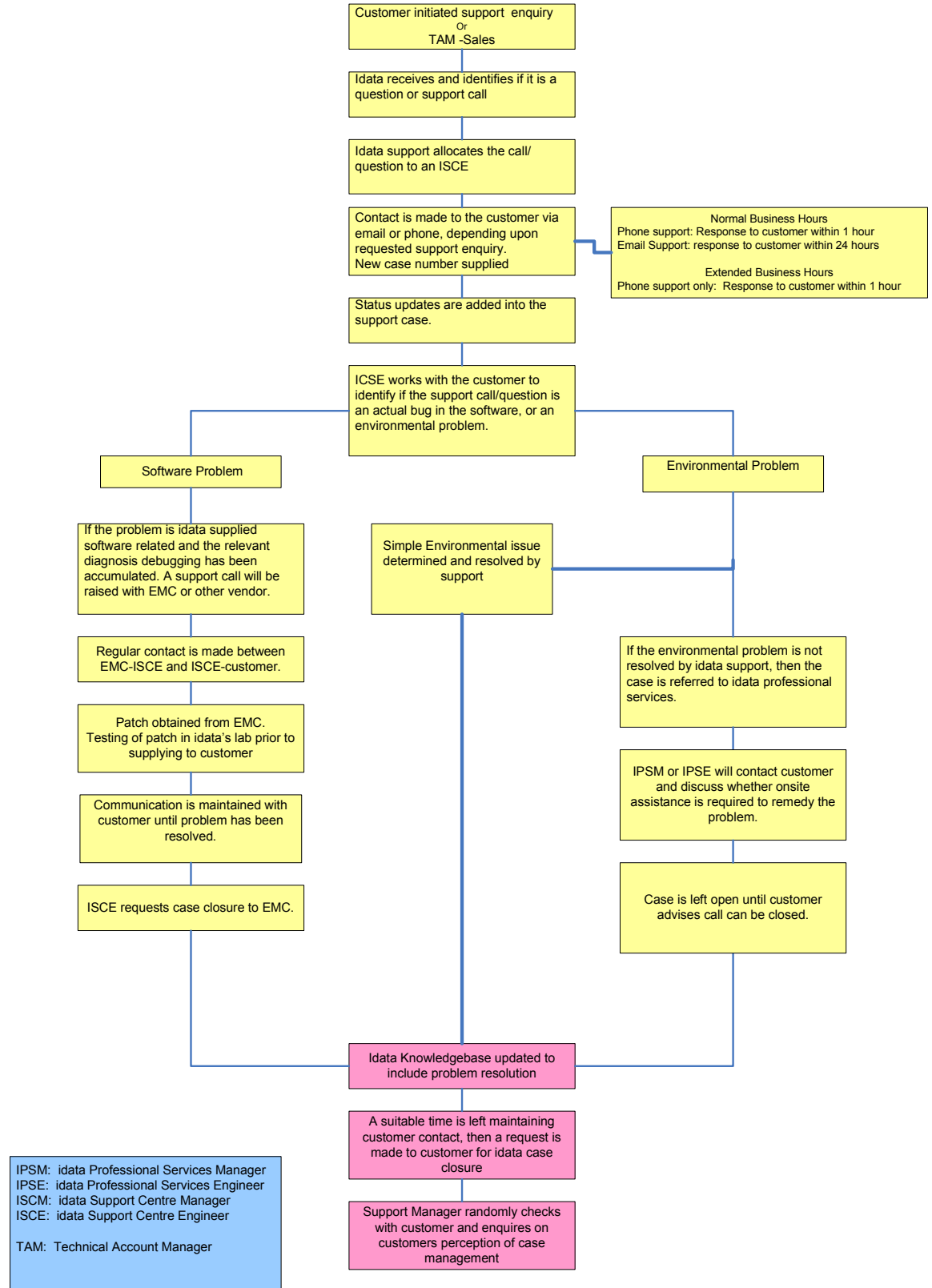
- Support provided as part of the IDATA Ltd/Legato Software Support Agreement or any support organisation/vendor addendum to the agreement.
- Onsite of after hours support for Legato NetWorker issues.
- Consulting services e.g. Policy reviews, Trend Analysis or Software Upgrades.
- System failure/rebuild or disaster recovery.

However, coverage for these can be negotiated on request.





## Support Case Map





## License Request Map

