

Overview

HP Library and Tape Tools WebGUI - version 5.x

HP Library and Tape Tools (L&TT) WebGUI is a free, robust diagnostic tool for HP's Ultrium tape storage products. It offers the same functionality as the L&TT version 4.x diagnostic tool but through a WebGUI and with added TapeAssure monitoring.

Targeted for a wide range of users, it is ideal for customers who want to verify their installation, measure product reliability, perform their own diagnostics and achieve faster resolution of tape device issues.

L&TT performs firmware upgrades, verification of device operation, failure analysis and a range of utility functions. Performance tools assist in troubleshooting bottlenecks and system configuration checks warn of common host issues. It also provides seamless integration with HP support by generating and e-mailing test results and support tickets.

The included TapeAssure offers proactive tape monitoring which notifies you of any issues that need attention before they cause disruption. You can then follow up on recommended service actions in pre-planned maintenance windows. This, in turn, eliminates disruption to backups and enables you to meet SLAs.

HP Support will require the use of L&TT to troubleshoot most device issues, so it is recommended that a support ticket is pulled and the device assessment test is run before calling. As TapeAssure monitoring is based around automated support ticket pulling and is always on, tickets are always available to send to HP Support and with the flexible WebGUI that can be run from any Windows system, diagnostics can easily be run from almost anywhere (firewall dependent).

Operating system support is currently limited to Windows. See below for details.

Features & Benefits

- Free, easy to install and easy to use diagnostic tool and drive monitoring software
 - Downloaded and installed from HP.com (<http://www.hp.com/support/tapetools>) in around 10 minutes
 - Flexible configurations allow for multiple backup systems to be monitored and diagnostics can be run from a single WebGUI which can be running on a defined server or even your laptop.
 - Intuitive user interface requires no customer training
- Reduce product downtime through preventative maintenance, fast issue diagnosis with corrective actions
 - Firmware downloads to keep your devices up-to-date with the latest improvements
 - Comprehensive device analysis and troubleshooting tests
 - First level failure analysis of both the device and system without HP involvement
 - Troubleshoot system performance issues through the use of analysis tools
 - Identify the most common host system configuration issues
- Seamless integration with HP's hardware support organization
 - Generate and e-mail support tickets to the support center for faster service and support
 - Provides an all-inclusive source of device information for HP support center
- Get the most out of your device through access to operational, health and usage data in the support ticket
 - Drive health, life, usage, utilization, performance
 - Media health, life, usage (Ultrium only)
 - Backup quality (Ultrium only)
- Unattended monitoring with HP's TapeAssure providing you with the information for
 - More value from your tape storage solution
 - Increased life from your tape drives and media
 - Effective, targeted and planned maintenance
 - Reduced cost of ownership
 - Peace of mind knowing your data is safe

Overview

What's New

L&TT 5.x is a new release providing:

- The same diagnostic capability as L&TT 4.x
- A new WebGUI interface
- TapeAssure monitoring
- Flexible installation configurations
- Seamless integration with HP support

In general, L&TT releases are incremental and new functionality is added for:

- New products
- Operating system updates
- Improved diagnostics
- Usability enhancements

For details of new features in any particular release, please refer to the release notes located with the L&TT download on HP's support web pages or in the L&TT user guide.

It is highly recommended that the latest version of L&TT is used at all times as the support of even older products can benefit from improvements in the latest releases of the tool. L&TT updates are typically released every 6 months.

QuickSpecs

HP Library and Tape Tools

Product Highlights

HP Library and Tape Tools L&TT download location: <http://www.hp.com/support/tapetools>

Automatic device discovery L&TT automatically scans the system for supported devices when the L&TT Service is selected and shown on the WebGUI. Additional information such as host adapters, drivers, and matching of embedded drives to the associated library is also shown in the support ticket.

L&TT Service Hosts Screen All registered L&TT Service Hosts are listed in this screen. From here new hosts can be added or existing ones removed. This is the home screen of the L&TT WebGUI. From here, TapeAssure monitoring data can be seen and diagnostic access to hosts can be selected.

Device Information Screen The starting screen for L&TT Service host once it has been selected. Provides navigation to all devices discovered on that host showing overview information about those devices such as product ID, drive technology, serial number, firmware revision along with information on any tape loaded.

Firmware Management Easy upgrades to device firmware with matching to ensure only the correct firmware version can be selected.

Performance Tools Effects of poor system performance can range from increased mechanical wear to missed backup windows. There may also be increased cleaning requests or reduced media life due to multiple passes of the media over the tape drive head. This all leads to decreased customer satisfaction. L&TT offers users a variety of performance analysis tools to identify where bottlenecks may exist in a system. These tools will help assess the system allowing the user to:

- Verify that the tape drive operates at specified transfer rates
- Verify that the disk subsystem can provide data that fast
- Verify that the disk subsystem can accept restored data at the expected rates

Test Functions L&TT provides many advanced tests that can be used to check the performance of or to diagnose issues with tape drive hardware; libraries, drives and media. After each test is run, test results can be reviewed and sent to HP support by email.

- Device Self Test (internal self-test of the device)
- Device Analysis Test (analysis of the device logs)
- Library Exerciser Test (exercise the robotics and robot drive hardware)
- Library Read Write Test (exercise the robotics and drives together)
- Media IDs Test (link media cartridge ID to barcode)
- Tape Drive Assessment Test (15 minute comprehensive health check)
- Media Assessment Test (comprehensive media health check for Ultrium)
- Data Assessment Test (validate the health of the data on tape)
- Device Self Test (internal self-test of the device)
- Device Analysis Test (analysis of the device logs)
- Connectivity (ability of the host to communicate with the device)
- Media Validation (determine quality of the media)
- Read/Write (verify the ability of the drive to read/write data independent of the storage application)



QuickSpecs

HP Library and Tape Tools

Product Highlights

- superseded by the Assessment Test

Support Tickets

&TT can pull a support ticket from the device and make it available for viewing or to be sent by email to HP support. The ticket has different levels of detail allowing end users to find out usage information about the state of their hardware and for HP support to access detailed operational and health data.

No personal or customer data is included in the support ticket – it is completely safe to send to HP support.

System Configuration Checking

Checks the configuration of the server that L&TT is running on for services such as RSM (Windows) that should not be running during backups. Also checks driver versions and Insight Manager agents giving warnings if issues are found.

TapeAssure monitoring integration

Provides TapeAssure monitoring functionality allowing peace of mind and confidence that if anything is found that requires attention, an alert is generated along with a service action explaining what the user should do about it. L&TT 5.x supersedes the original Standalone TapeAssure monitoring application.

Note that the TapeAssure monitoring functionality included in L&TT is intended for standalone tape devices as users are recommended to use CVTL's TapeAssure functionality for automation devices.

Compatibility Information

Device Support

NOTE: This list may include discontinued products and is shown for compatibility purposes only.

Tape Libraries and autoloaders (with Ultrium tape drives)

HP ESL G3 Tape Libraries
HP EML-E Series Tape Libraries
HP MSL 2024, 4048, 8048 and 8096 Tape libraries
HP 1/8 G2 Tape Autoloaders
HP ESL-E Series Tape libraries
HP MSL6000 Series Tape libraries

Tape Drives – with TapeAssure monitoring

HP Ultrium 6650 tape drives
HP Ultrium 6250 tape drives
HP Ultrium 3280 tape drives
HP Ultrium 3000 tape drives
HP Ultrium 1840 tape drives
HP Ultrium 1760 tape drives
HP Ultrium 960 tape drives
HP Ultrium 920 tape drives

Tape Drives – no TapeAssure support

HP Ultrium 460 tape drives
HP Ultrium 448 tape drives
HP Ultrium 232 tape drives
HP Ultrium 230 tape drives
HP Ultrium 215 tape drives

Operating System Support

L&TT WebGUI has two applications, both Windows only:

- L&TT Service:
 - Windows server 2003 (x86, x64, IA64)
 - Windows server 2008 (x86, x64, IA64)
 - Windows server 2008 R2 (x64, IA64)
 - Windows Vista SP2 (x64)
 - Windows 7 SP1 (x64)
- L&TT WebGUI:
 - Windows XP Prof SP3 (x86)
 - Windows server 2003 (x86, x64)
 - Windows server 2008 (x86, x64)
 - Windows server 2008 R2 (x64)
 - Windows Vista SP2 (x86, x64)
 - Windows 7 SP1 (x86, x64)

NOTE:

- For all other operating systems please use the latest version of L&TT 4.x

Compatibility Information

© Copyright 2013 Hewlett-Packard Development Company, L.P.

The information contained herein is subject to change without notice.

Microsoft and Windows NT are US registered trademarks of Microsoft Corporation.

The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.