

hp StorageWorks Library
& Tape Tools (L&TT)



the most
comprehensive
diagnostic tool
in the industry



robust diagnostics = product dependability

setting industry standards

HP knows you rely on your system to function at full capacity, and if downtime does occur you need immediate corrective actions. HP answers this challenge with a diagnostic tool that's not only free, but sets industry standards in reliability and convenience. The HP StorageWorks Library & Tape Tools (L&TT) is a single, convenient program that's a snap to install and simple to operate.

ensuring product integrity

L&TT's intuitive user interface eliminates the need for training and deploys in less than five minutes. Installations are accomplished using defaults provided by the InstallShield installer; you just click "next" or "finish" to complete installation. This robust diagnostic tool is designed for both the experienced professional and the untrained administrator. It ensures product integrity through self-diagnostics and fast resolution to device concerns.

featuring all-in-one package

Taking diagnostics to new capability levels, L&TT performs first level device failure analysis and gives you the independence, if you choose, to perform certain levels of diagnostics without HP support. L&TT's self-healing, proactive preventative maintenance and downtime analysis functions make quick troubleshooting a reality. A variety of tests are performed to verify product functionality and isolate product issues. The program also identifies the storage products connected to the system and returns key information on product configuration and operating status. Seamless integration with the HP hardware support organization is achieved through generating, then e-mailing, support tickets to regional support providers. Support tickets include all vital device information; either a snapshot or an in-depth view of the system is provided. Comprehensive support tickets allow a smooth transition into the support process and a prompt delivery of services.

reliable and
convenient



product features and benefits

- **affordable** — provides HP customers a free download from the web
- **simplicity** — requires no training with intuitive user interface; easy to install and easy to operate
- **expansive** — delivers web-based smart firmware downloads, updates and notifications
- **efficient** — performs transparent checks and parallel updates on multi-drive devices using robust firmware downloads
- **proactive** — executes automatic device failure analysis
- **self-healing** — employs first level of failure analysis without HP involvement
- **comprehensive** — generates key product information on support tickets and e-mails to appropriate support center

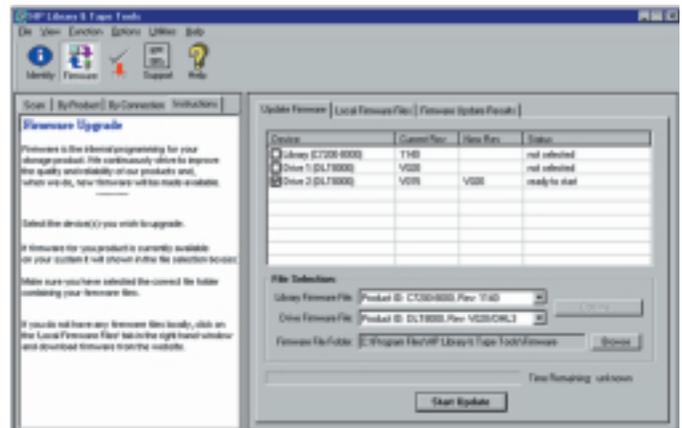
umbrellas the entire hp StorageWorks tape storage product line

With support* for most hardware, on common operating systems and software packages, L&TT is the only diagnostic tool you'll ever need for the entire spectrum of HP StorageWorks tape and magneto-optical storage products. Its extensive, time saving functions perform device specific, web-based firmware downloads, and it's capable of updating multiple devices all in the same operation. Plus, user-friendly applications like automatic notification of firmware enhancements make upgrades effortless. As a free download from the web, L&TT requires no training, and no commitment of time or money. L&TT may be downloaded at www.hp.com/support/tapetools. HP is proud to give you the most comprehensive diagnostic tool in the industry for resolution of any tape storage hardware issue.

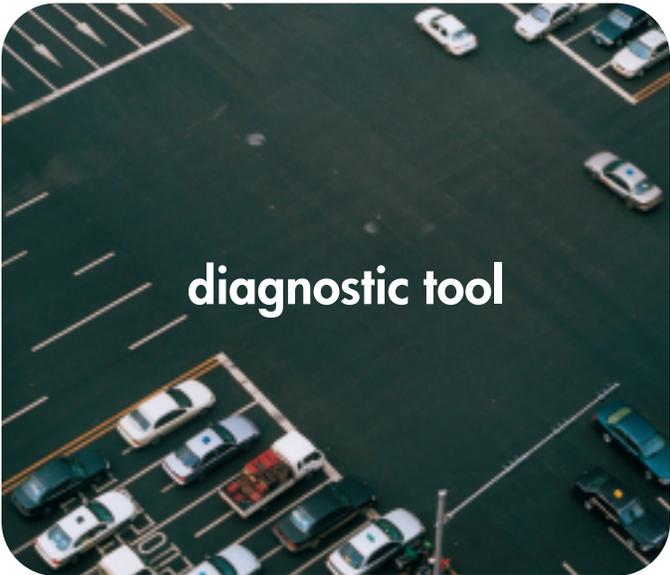
**L&TT is supported on the following operating systems: Microsoft® Windows®, NET Server, Microsoft Windows 2000, Microsoft Windows 2000 Advanced Server, Microsoft Windows 2000 Pro, Microsoft Windows 2000 Server, Microsoft Windows 95, Microsoft Windows 98, Microsoft Windows ME, Microsoft NT 4.0, Microsoft Windows XP with any ASPI compliant SCSI or Fibre Channel adapter, HP-UX v10.20 and v11.X on minimum PA 1.1 hardware with SCSI adapters and tape driver, NetWare v5.1 and above, HP Tru64.*

For a complete list of devices and software supported by the L&TT please visit our website: www.hp.com/support/tapetools

easy to install



sample of firmware upgrade on a storage device



diagnostic tool

for more information

HP provides industry leading support to our partner and customers. For more information on HP StorageWorks Library & Tape Tools and other HP products and services, contact your local HP sales representative, your reseller or visit the following websites:

www.hp.com/go/automated

www.hp.com/go/optical

www.hp.com



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