

Benefits:

- Fix missed-backups quickly
- Do a day's work in an hour
- Give Operations more power, yet retain control
- Ignore false failures
- Centralize log collection for reporting
- Join Asset information with TSM data

Make life easier for your Operations team ... **and** your TSM team!

Contact us for more information:



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Fix Daily Missed-backup Issues Quickly

A TSM site that backs up 5,000 servers may get 100 failures **every day**. These missed backups may require **2 full-time operators** to resolve them. Operators will typically:

- manually create a missed-backup ticket
- remote-desktop to the problem node
- study the TSM logs
- query, perhaps restart, some services
- reinstall the TSM client
- retry the backup, maybe several times
- call the TSM admins for assistance... and so on.

Finally (perhaps days later!) they close the ticket.

This is drudgery. It costs a lot of human time, doesn't help standardize common solutions, and doesn't share wisdom between operators.

How Backup Repair Tool Works

Every morning, BRT detects genuine missed backups, ignoring nodes that your Asset system indicates are undergoing maintenance, retired, etc. Then **BRT creates trouble tickets** automatically. When operators arrive, they can start work right away.

For each ticket, the operator simply enters the nodename of the problem client. In seconds, BRT:

- **pings** that client to make sure it's up
- **collects the client's log files**, config files, status of services, etc.
- cleans junk from the log files, exposing what really went wrong
- **collects TSM server info** on the client, its schedule, its history, etc.
- **collects Asset info**, such as Tier 1 or Tier 3, Production or Test, which department it serves, which person owns it, etc.

and shows all this to the operator for analysis.

Then, with one keystroke, the Operator directs BRT to **restart services, re-try backups**, or take some other action to **fix the problem**.

BRT also **keeps a log of actions** taken. Operators can add free-form comments to this log to share their wisdom with other operators and TSM admins.

Getting Started

TSMworks will install and configure BRT, and train your team to use it. The only charge for this one-week engagement is travel and expenses.

BRT works better for larger TSM sites. Please contact us for a specific quote.