



ES/OL Knowledgebase User Guide

OVERVIEW

Welcome to *ES/OL*!

We are confident that you will quickly discover that although *ES/OL* is extremely robust in content, it is designed for ease of use. Therefore, this User Guide is intended primarily for the first time user, although it will also serve as a reference tool for the experienced user. If you are a first time user, please take a moment to print a copy of this User Guide. To print a copy, select the Printer icon on the Acrobat toolbar. DO NOT use the File→ print option from your browser's menu to print a PDF document as it will print blank pages. After reading the complete document, take a few minutes to go through the simple ten-step Level One Introductory Tutorial in Section 3. If you have access to the now archived Level Two, go through the even simpler seven-step Level Two Introductory Tutorial in Section 4. You will then be able to quickly navigate your way through the most comprehensive and up-to-date information available today.

The outline of this User Guide is as follows:

Section 1 – Introduction

- Prerequisites
- Logging On and Access to Components and Levels of Information
- Display Screen Layout
- Primary Menu Page

Section 2 – Database Organization

Section 3 – Introductory Tutorial

Section 4 – Helpful Hints on the use of *ES/OL*, Acrobat Reader, Internet Explorer and Navigator

Section 5 – Getting Assistance and Submitting Suggestions



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SECTION 1 - INTRODUCTION

ES/OL is a Web resident database that provides worldwide access to information about on-line storage products: Storage Management Software, NAS Systems, SAN Elements, Storage Systems and Tape Systems and their respective manufacturers and/or vendors. Included are objective opinions from industry experts. The database is designed for those who need ready-access to the most up-to-date information for the purpose of evaluating and comparing various alternatives. The database is organized for easy, detailed comparison through matrices and also individual product analyses. All documents are in Adobe Acrobat PDF format.

Prerequisites

By now you should have assembled, and if necessary installed, the required prerequisites that include:

- Access to the Web via a PC with Microsoft Windows 2000 or later, or a UNIX workstation
- Adobe Acrobat Reader version 4 or later, available free at Adobe's website at <http://www.adobe.com>.
- Microsoft Internet Explorer version 4 or later; or, Netscape Navigator Standard version 4 or later. Netscape Navigator is contained in Netscape Communicator Version 4. Both browsers are available free at their respective Web sites (<http://www.microsoft.com> and <http://www.netscape.com>). They are also available on CD for a nominal fee.
- Netscape 4.0 users must have Acrobat configured as a "plug-in," and not as a "helper" application. You may need to manually move (or copy) the file "*nppdf32.dll*" from the Acrobat3/Reader/Browser directory into the Netscape/Communicator/Program/Plugins directory.

Log On and Access to Different Components and Levels of Information

ES/OL is available only to authorized subscribers and is accessed directly at <http://www.evaluatorgroup.com/esol>, or selected from our home page. A user will need to have a valid User ID and Password. NOTE: The User ID and Password fields are case sensitive; be sure to use upper and lower case characters as required. The Password should be changed every 90 days. Please contact your ES/OL administrator to obtain the latest Password.

Access to the various components and levels is also dependent upon your subscription options. Subscription options range from full access, to limited access to specific companies and specific products within each company. Some users may also not be authorized to access Level Two information, now archived. Please contact your designated ES/OL administrator if you have questions about your access.



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Display Screen Layout

Each *ES/OL* screen is divided into two major frames (or sections). The Menu frame (the smaller section on the left) contains the Menu for the particular component that you have selected. The Document frame (the larger frame on the right) will contain the document you have selected, and is displayed in Adobe Acrobat's PDF format. Each frame has a vertical scroll bar on the right of the frame for vertical scrolling. The Document frame also has a horizontal scroll bar for scrolling horizontally across the document if the entire width of the page cannot be displayed.

The format and amount of information displayed will vary depending upon a combination of factors. In addition to your choice of Web browsers, it will depend upon your particular brand and type of display monitor and your specific display pixel setting (1024x768, 800x600, 640x480). You will need to experiment and select the display options that best fit your needs. Although the text is smaller, we recommend the 1024x768 pixel setting for optimum viewing in most instances.

Primary Menu Page

After logging on to *ES/OL*, (<http://www.evaluatorgroup.com/esol>) the Document frame displays the *ES/OL* Home Page and the Menu frame contains the Primary Menu. The order of the *ES/OL* Menu is as follows:

- Search *ES/OL* - Search engine for the content of the *ES/OL* database.
- User Guide - How to use *ES/OL*. This document is accessible to all users.
- Content by Vendor - PDF listing with hotlinks to vendors, products, documents and matrices in the database. This document is accessible to all users; however, the active links will only allow subscribers further access. Note: This document is a continuing work in process.
- Latest Updates - Rolling thirty-day record of updates made to the database. The format of an entry is Date – Section – Description. Section indicates in which section of the database this document lives. Description is a one to three line explanation of what the document is. This way you can, at-a-glance, determine if the item interests you. This document is accessible to all users; however, the active links will only allow subscribers further access.
- Management Software - Storage Management companies and products
- NAS Systems - Network Attached Storage companies and products



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- SAN Elements - SAN Components
- SPC Benchmarks - System Performance Council
- Storage Systems - Storage vendors and products
- Tape Systems - Vendors, products and virtualization products

Each section is a link to the related item or section of the database.



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SECTION 2 - DATABASE ORGANIZATION

The *ES/OL* Database is a series of hierarchical directories organized by product type, i.e. Management Software, NAS, etc., and then by vendor within each section. All documents, except the now archived Level Two Publications, are printable for your convenience. **Be sure to press the Printer icon on the left side of the Acrobat Reader toolbar. DO NOT** use the "File-Print" option of your Web browser. It will result in printing blank pages. Level Two documents are very detailed publications that preceded the online database. They are viewable, but not printable, and are available for only selected storage products.

Search Engine

This tab provides search engine function across all sections of the database.

Content by Vendor

This tab displays a PDF document indicating which companies and what documents reside in *ES/OL*. The first page lists the companies we cover alphabetically. The company name is a hotlink that takes you directly to the beginning of the selected vendor's "included information" list. This "included information" consists of anything we cover on that vendor such as Company Profile and Strategies, announcement tables, announcement overviews, product analysis and comparison matrix charts.

This PDF lists the specific document and a hotlink will take you directly to the selected document. This recent addition to the database is to make it easier to find information for those who are not in the database on a regular basis. **NOTE: This document is a continuing work in process.**

Latest Updates

This table, also in alphabetical order, has a one to three line description on every announcement in the last 30 days from the vendors we follow, and every change we make to the database. Each item has a date and clicking on the date takes you to a detailed description of the announcement, document or change.

Storage Specific Sections

The storage specific sections are as follows:

- Management Software
- NAS Systems
- SAN Elements
- Storage Systems



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- Tape Systems

The format within each of these sections follows the same flow.

- ES/OL Home takes you back to the ES/OL home page versus the general public home page
- Search ES/OL is a search engine to search within ES/OL
- User Guide presents access to this document

- Feature / Function Matrices

- This selection opens another menu that lists what comparative matrix charts we have for that particular section. Our structure of our matrix charts facilitates apples-to-apples product comparison.

- Company List

- The Logo's represent the companies we cover with more detail and are hotlinks to that companies information. That information includes:

- Company Information

This section covers Company History and our Evaluator Group's perspective on the company's Marketing Strategy.

- Recent Announcements

The announcement history is set up in a format similar to the Latest Update format. It lists the date we published our Announcement Analysis, with a hotlink to that analysis, and a one to three line description of what it contains. We list two years for recent announcement.

- Active Products

The products we cover for the selected vendor are shown in this section.

- Archived Announcements

Prior year announcements



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- Archived Products

If it ever existed in our database but is no longer supported by the vendor, it lives here. We keep this information as an historical perspective both for our own information and also for anyone doing research.

Storage Management Software

The Management Software home page reflects the Storage Management Stack developed by Evaluator Group to provide a consistent, vendor-neutral way to understand storage management software products.

Network Attached Storage

Our analysis of NAS products will highlight the specific characteristics of products and their solutions for providing remote file access to data. The focus will be on products that are more than a server running NFS or CIFS software.

SAN Elements

As a technology marrying heterogeneous servers and storage, networking and systems management, SAN implementation will require an unprecedented level of cross-discipline expertise and standardization. In our analysis of Storage Area Networks, we provide information on the major Fibre Channel switch vendors, company information and product specifics.

Storage Vendors

This section contains high-level descriptions of company information, overviews of products and their major software features/functions, and a detailed level of technical specifications. These pages may be printed. NOTE: Be sure to use the Adobe Acrobat printer icon.

Now Archived Level Two Information

Level Two documents appear only under the 'Storage Vendor' archived section. Prior to introducing the online ES/OL Knowledgebase, our product analysis was in publication form. This archived information is still available to those with specified subscription access should the need arise.



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The content of Level Two documents is accessible by individual chapter. All members of The Evaluator Series publications are organized with the following basic structure.

- Table of Contents
- Introduction and Product Overview
- Hardware Architecture, Features, Functions
- Software Features and Functions
- Multiple Platform Support Features/Functions (mainframe and open systems where applicable)
- Storage Area Network (SAN) Options (where applicable)
- Performance Features/Functions
- Operation and Management Considerations
- Environmental/Physical Comparisons
- Potential Future Enhancements
- Summary
- Appendices with Environmental/Physical Specifications

Each chapter can be accessed via the Menu frame or the Table of Contents section. Hot links are also provided within a chapter whenever another chapter is referenced. Individual topics within a chapter are quickly accessible via the Acrobat bookmark feature. The use of these bookmarks, as well as how to enable and disable them, is described in the Level Two Introductory Tutorial (Section 3).

Tape Systems

Tape systems represent a critical element in the storage device hierarchy. The role of tape has evolved over time and is a major part of any Information Technology infrastructure. Included in tape systems are tape drives, tape libraries and virtual tape libraries.



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SECTION 3 – INTRODUCTORY TUTORIAL

ES/OL is designed to be user friendly and easy to learn. If you are a first time user, please take the time to follow this ten-step process, which takes only about 5 to 10 minutes. This tutorial covers the Storage Vendor section but other sections are similar in format.

1. If you have not printed a copy of this user guide, please do so now. It can be retrieved by clicking on the *ES/OL* User Guide item in the Menu frame of the ES/OL Home Page, and printed by selecting the Printer icon on the Acrobat toolbar. NOTE: Do not use the File → Print menu option on your Web browser.
2. Read the entire User Guide and when you are finished, continue with Step 3.
3. On the *ES/OL* home page, click on the Storage Systems link on the primary menu page. From this next page, click on one of your authorized company (vendor) icons in the Menu frame section on the left. A new screen will appear with a new menu in the Menu frame (left side of the screen) and a company logo watermark in the Document frame (right side of screen).
4. Use the vertical scroll bar in the Company Menu frame to view the various categories and levels of information available. If you are not already logged on when you select a particular data document, you will be challenged for your user and password. There are two reasons that your access may be denied—1. You entered your userid or password incorrectly, or 2. Your company's subscription does not include access to this particular company. Please contact your system administrator to clarify.
5. Click on "Profile and Strategies" under the Company Information category. In the Document frame, you will see a document titled "Company Profile and Strategy." Note the information in the blue header bar at the top of the document. It identifies the type of information, date of the latest change and number of pages in this document. Use the vertical scroll bar in the Document frame, or the Page Down key, to scroll through the document to view its content. If the text is too small or too large, refer to the Acrobat portion of the Helpful Hints in Section 4.
6. Using the Menu frame vertical scroll bar, scroll to one of the Product Overview items in the section named Current Hardware or Active Products and select it. When the document appears in the Document frame scroll through it using the vertical and horizontal scroll bars in the Document frame. Note that the Evaluator Group's perspective of the strengths and potential concerns is at the end of these documents in ***bolded and italicized font***.
7. Using the Menu frame vertical scroll bar, scroll through the Menu frame to "Storage Systems' Home" and select it. You will return to the beginning of the Storage Systems section.



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8. Using the Menu frame vertical scroll bar, scroll down to the Feature / Function Comparison Matrix and select it. Then click on one of the subtopics to display a detailed comparison of the features and functions of the various products as they relate to that particular subtopic. You may want to use the Acrobat Zoom functions described in step 4 to change the size of the text. Note that these documents can be printed.
9. On the Menu frame, click *ES/OL* Home. You are back to where you started.

That's It

Congratulations! With a little use, you will easily be able to master *ES/OL* and have ready access to the most comprehensive set of information and expert opinions available on today's on-line storage products. Explore and enjoy the benefits of *ES/OL*.



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SECTION 4 – HELPFUL HINTS

Latest Updates

Be sure to utilize the Latest Updates feature to quickly identify any recent changes to *ES/OL* content and documents. This table will contain all updates that have been made in the last thirty days. You can scroll through the table to locate changes to specific vendors and/or products, as well as the Feature/Function Comparison Matrices and this User Guide. The date of the last change is at the right hand corner of the blue header on each document.

Content By Vendor

Use the hotlinks in the Content By Vendor document to take you directly to the product you wish to see.

Adobe Acrobat

ES/OL uses the Adobe Acrobat PDF file format to facilitate the frequency of changes to the content, and to ensure that all documents appear and print the same on a variety of platforms and printers.

Suggestions

- Acrobat is rich in its features and functions, and includes an on-line help facility. Be sure and use it as necessary to take full advantage of its capabilities.
- If the size of the text is too small or too large, adjust it with the Acrobat Zoom-In and Zoom-Out functions. One method of enlarging the text is to click on the plus (+) magnifying glass icon in the Acrobat toolbar. The mouse pointer will change from the image of a "hand" to that of a "magnifying glass." Move the pointer anywhere in the document and click it. To reduce the size of the text click on the minus (-) magnifying glass icon in the Acrobat toolbar, and then click anywhere in the document. To return to normal Acrobat scroll mode (indicated by the pointer having the image of a "hand") click on the "hand" icon in the Acrobat toolbar. You can also use the three options just to the left of the Binocular icon in the Acrobat toolbar. These options (in the form of a page with the right corner turned down) also change the size of the displayed page. Experiment with the different viewing options until you find the one that best fits your needs. Note that you can also print any Level One document.

Potential Problems

Problem: The first page of a document does not display until all pages are loaded.



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If you are using the Microsoft Internet Explorer 4.0 and Acrobat Reader 3.0, you probably have not installed the updated version of the ActiveX Control agent. Please refer to the list of pre-requisite items in Section 1. This does not apply to Acrobat Reader 4.0.

Problem: Received a message that too many files are opened.

If you are using the Microsoft Internet Explorer 4.0 and Acrobat Reader 3.0, you probably have not installed the updated version of the ActiveX Control agent. Please refer to the list of pre-requisite items in Section 1. This does not apply to Acrobat Reader 4.0.

Microsoft Internet Explorer

Suggestions

- Ensuring that you are retrieving the latest version of a document

Internet Explorer will maintain a history of files that you have retrieved, and may not always display the most current version. To ensure that you are accessing the latest version of a document, do the following:

1. Select the Tools option from the Internet Explorer menu
2. Select the Internet Options from the pull down menu
3. Select the General Tab
4. Select the Settings option in the Temporary Internet Files section
5. Make sure that the delete files "every time you start Internet Explorer" option is selected

Potential Problems

None identified at this time.

Netscape Navigator

Suggestions

- **Configuring Netscape for Windows to Display PDF Files**

PDF files can be displayed within Netscape Navigator by using Adobe Acrobat's Navigator "plug-in," or by using Acrobat Reader 3.0x or Acrobat Exchange 3.0 as a "helper" application. When using the Navigator plug-in, Navigator displays PDF files within its browser window. (*ES/OL* Menu and Document frames both displayed). When configured as a "helper," the PDF files are displayed within a separate Acrobat viewer window (the Menu frame is not displayed).



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When you install Acrobat Reader 3.0x on a computer on which Navigator 3.x is installed, the Acrobat installer automatically copies the Navigator plug-in file (*nppdf32.dll*) into the Netscape/Navigator/Programs/Plugins directory. If you are using Navigator 4.x, included with Netscape Communicator, you will need to manually move (or copy) the *nppdf32.dll* file from the Acrobat3/Reader/Browser directory into the Netscape/Communicator/Program/Plugins directory.

Setup Acrobat Reader as a "plug-in" application. A complete description of "Configuring Netscape for Windows to Display PDF Files" can be retrieved from <http://www.adobe.com/supportservice/custsupport/SOLUTIONS/78c6.htm>.

Potential Problems

Problem: Cannot link between documents when using Netscape Navigator 4.x

See "Configuring Netscape for Windows to Display PDF Files" under the Netscape Suggestions section.



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SECTION 5 – GETTING ASSISTANCE AND SUBMITTING SUGGESTIONS FOR IMPROVEMENTS

This database is provided and maintained by Evaluator Group, Inc., a professional group of storage industry analysts and product experts based in Greenwood Village, Colorado. For questions about the mechanics or use of the database, please contact your administrator. However, we are eager to have your feedback for future improvements to the knowledgebase. Please send them by e-mail to info@evaluatorgroup.com. Subscribers are encouraged to contact us at (303) 221-7867 for additional explanation or to answer questions on the products.

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