

# Veritas™ Services and Operations Readiness Tools (SORT)

VERITAS™

## Overview

Veritas™ Services and Operations Readiness Tools (SORT) helps optimize the end to end experience for Veritas products. SORT helps system and backup administrators ease installation and upgrade, identify risks in their data centers, and increase operational efficiency.

SORT is a web-based application that offers reporting on the current state of the environment, alignment to best practices, and hardware and software compatibility for: Veritas InfoScale (formerly known as Storage Foundation and High Availability), NetBackup, Veritas Resiliency Platform, leading server operating systems, and storage arrays.

SORT increases the overall value of InfoScale, NetBackup, Resiliency Platform, and Hewlett Packard Enterprise Helion and Veritas Continuity that assist operations teams in managing the complexity typically associated with data center architectures and scale.

## Key Benefits

### Understand Products

- Offer product feature lists and feature support histories for understanding products
- Glance of End of Support Life and release dates for products

### Ease Installation and Upgrade

- Pre-check servers in your environment to ensure trouble-free installations and upgrades
- Single site to find and download available patches
- Centralize the hardware and software compatibility lists

### Improve Operational Efficiency

- Determine current deployment and usage of InfoScale, Storage Foundation, Cluster Server, and NetBackup related licenses and products
- Provide one-stop repository for HA agents, SCOM Packs, ASLs/APMs/DDIs/DDLs, and VIOM add-ons
- Enable quick self-service for many issues that traditionally require contacting support
- Expedite root cause analysis for increased debugging efficiencies

## Align To Best Practices

- Compare system configurations against best practices
- Recommend server and stack optimizations to increase operations performance
- Tune environmental and product parameters to increase performance, availability, and utilization

## Manage Proactively

- Get real-time notifications with server specific recommendations and actions
- Stay up-to-date on the most recent product, patch, and array support updates
- Reduce downtime by quickly finding solutions to errors
- Help plan for the upcoming changes to the support status of the platforms and features in Veritas InfoScale and NetBackup

## Service Offerings

### Installation and Upgrade Assessment

Pre-installation and upgrade assessment service to ensure server readiness

### Patch management

Searchable patch repository enabling you to download patches and subscribe to new patch release notifications

### Risk Assessment

Configuration assessment service to update environmental parameters thereby increasing performance, availability, and utilization, and aligning to best practice

### Deployment Analysis

Assessment and reporting on licenses and products deployed and used

### Log Collections

Log collections for debugging and troubleshooting and integration of case creation for simplifying reporting an issue to Veritas Support

### Pricing meter transition

Compliance analysis and calculator for the pricing meter of the Veritas InfoScale product family, and the previous SFHA product family

### **Future Platforms and Feature Plans**

Product roadmap for the support status of the platforms, features, databases of Veritas products and subscription for it

### **Compatibility List Central**

Hardware and software compatibility list center to find the support status for hardware and software

### **Product Feature List**

Feature lists for products and versions for identifying and comparing the features

### **Error Code Lookup**

Unique message identification code look up service to find descriptions and solutions of error codes related to InfoScale, Storage Foundation Windows, Storage Foundation, and Veritas Cluster Server

### **Virtualization Environment Assessment**

vCenter environment analysis for recommending the proper solutions

### **Report/Configuration Management**

Track, manage, and share server configurations and environmental parameters for problem resolutions

### **Documents**

Online documentation service to download and view all released product documentation in PDF and HTML

### **Notifications**

Email notifications to send real time alerts about either general environments or based on specific server configurations