The Value of Hi-Track

With your data security and availability always our top priority, Hitachi Vantara reduces risk, accelerates time to resolution and improves your performance with Hi-Track Remote Monitoring system (Hi-Track). Hi-Track gives you constant access to the full spectrum of our unmatched Global Support Center infrastructure and expertise while satisfying the highest security requirements to protect your environment.

Hi-Track monitors, alerts, collects data and provides analytics to us about your Hitachi solutions, 24/7. We’ll always know what code level you’re on and when you need service. And, Hi-Track can make recommendations to improve your performance. Since Hi-Track performs regular health checks to analyze errors and automatically opens a case for you when needed, Hitachi Vantara experts can contact you proactively and tune your environment remotely, while always keeping your data secure.

Early Alerting and Insight Help You Run at Peak Efficiency

- 24/7 monitoring means that Hi-Track opens a support ticket and obtains and uploads troubleshooting logs as soon as an issue is detected, sometimes before you’re even aware there’s a problem.
- Virtual, immediate troubleshooting identifies and resolves issues fast: It’s as if Hitachi Vantara experts are on-site at your location.
- Secure access with encryption and authentication keeps error and configuration information tightly controlled, and your production data can never be accessed.
- Automatic collection and analysis of diagnostic data replace manual and time-consuming tasks.
- Trend analysis and performance reports extract all the value your data has to offer.
- A proven track record and continuing enhancements make Hi-Track a key service tool that is always evolving to bring you greater insight into your environment.
- Hi-Track is the most cost-effective method for continuously and securely monitoring Hitachi storage and solutions, as well as many third-party products, including offerings from Cisco and Brocade.

Absolute Commitment to Security With Options That Fit Your Requirements

Given that the integrity and security of your data is our highest concern, development of Hi-Track Remote Monitoring system always complies with the latest security standards. Since Hi-Track is designed to interact solely with service-related information, your production data remains private and untouched. Hi-Track delivers additional security in its transport of the service data to Hitachi Vantara through the use of industry-standard HTTPS and by always originating the connection in an outbound direction from your site. This means you never have to make a firewall exception for inbound traffic.

Hi-Track automatically reports configuration information to Hitachi Vantara and collects and analyzes diagnostic data that gives our support team rapid transparency into potential issues. You can choose to receive email alerts when Hi-Track detects an issue. To facilitate the fastest outcomes, you can opt to allow Hitachi Vantara specialists to remotely connect to the maintenance interface or your devices via a secure HTTPS link from your site.

This link is established by our Remote Access Control Center (RACC) site agent application and allows authorized specialists in Hitachi Vantara’s Global Support Center to remotely perform functions to keep your environment running at peak performance as well as remotely obtain additional logs to expedite the troubleshooting and resolution process. This RACC function has the following security features:

- Only authorized Hitachi Vantara support specialists may establish a connection with your site, and only by using the Hitachi Vantara internal network. The secure tunnel appliance cannot connect to any other location.

With Hi-Track Remote Monitoring System, You Can Be Sure You’re Operating Optimally
You have multiple levels of control over whether the connection can occur, and can terminate the session at any time. The connection will forcibly disconnect if it is left open with no activity.

- All connection activity is recorded and timestamped in access logs that your administrator can view at any time.
- You can create your own firewall rules for the Hi-Track secure tunnel, allowing for an additional layer of independent security.

**Hi-Track Never Stops Working for You**

Hi-Track Remote Monitoring system guards against unforeseen disruption and protects your data 24/7 with continuous monitoring of your Hitachi products and solutions.

For more information about the benefits of Hi-Track and how it can answer your data protection imperative, please contact your Hitachi Vantara representative or visit customer support services.

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**HI-TRACK PASSES INDEPENDENT SECURITY AUDIT WITH FLYING COLORS**

Independent testing from ICSA Labs validated that Hi-Track Remote Monitoring system provides safe and reliable remote management of storage devices and equipment while remaining secure from attack. ICSA Labs reports:

“During the course of testing, Hi-Track platform and its individual components were found to be secure from intrusion and that Hi-Track could be installed, administered and operated securely. The Hi-Track platform was not found to introduce any vulnerabilities into an existing network infrastructure.”

**HI-TRACK REMOTE MONITORING SYSTEM SUPPORT**

Hi-Track Remote Monitoring system supports the following Hitachi products and solutions, as well as products from third-party companies:

- Hitachi Virtual Storage Platform G1500 (VSP G1500), VSP G1000, VSP F1500.
- Hitachi Virtual Storage Platform Gx00 and Fx00 models: VSP G800, VSP G600, VSP G400, VSP G200, VSP F800, VSP F600, VSP F400.
- Hitachi Virtual Storage Platform (VSP).
- Hitachi Unified Storage VM (HUS VM).
- Hitachi Unified Storage 100 family (HUS 100).
- Hitachi Unified Storage (HUS).
- Hitachi NAS Platform (HNAS).
- Hitachi Content Platform (HCP).
- Hitachi Compute Rack (CR), including CR 210H, CR 220, CR 220H and CR 220S.
- Hitachi Compute Blade (CB), including CB 320, CB 2000 and CB 2500.
- Cisco and Brocade switches and directors.
- Hitachi Protection Platform family (HPP).
- Hitachi Unified Compute Platform Director (UCP Director).
- Hitachi Unified Compute Platform Advisor (UCP Advisor).
- Hitachi Data Ingestor (HDI).
- Hitachi Data Discovery Suite (HDDS).
- Rack optimized server for solutions.