



IBM Software Group

IBM Tivoli Foundations megoldások

Tivoli software

Elek Norbert, Kubicsek Tamás
Tivoli technikai konzulensek

A horizontal decorative bar with various colored segments (red, purple, cyan, green, yellow, white star, red, white circles, red, orange) is located above the 'ON DEMAND BUSINESS' logo.

ON DEMAND BUSINESS

Jelenlegi Tivoli Foundation megoldások



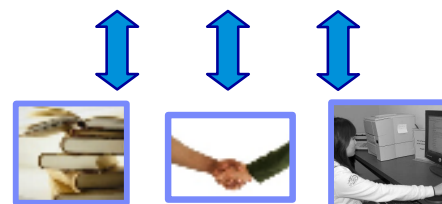
Tivoli Foundations Application Manager



Erőforrás monitorozás - OS, Virtual Server,
 Adatbázisok, Email, Hálózat
 Automatizált feltérképezés
 Riportok és értesítések
 Adatok Adattárházban tárolása és
 visszakeresése



Tivoli Foundations Service Manager

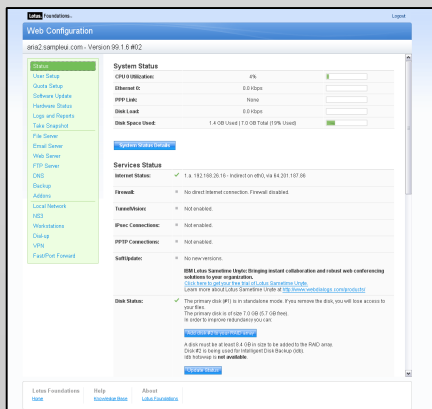
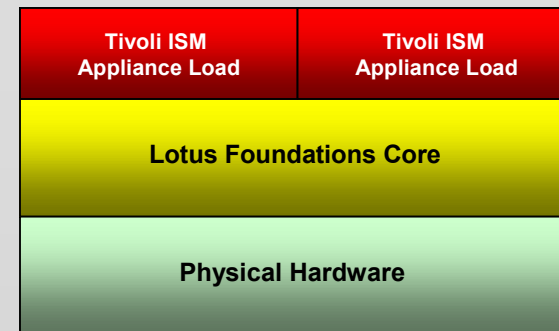


Szolgáltatási igény (Service Request), Incidens,
 Probléma management
 Best practice tartalom: ITIL v2, v3 folyamat workflow-k,
 jelentések, KPI-k, eskzalációk és osztályozási rendszer
 (klasszifikációk).
 Remote Diagnostics
 IT és hagyományos eszközökre
 Végfelhasználói elégedettség mérés - Survey



Partnering Across IBM to Delivery Tivoli Foundations

Tivoli is using Lotus Foundations as the delivery platform for its new SMB and GB Service Management Software Appliance Offerings



Standardized Server Configuration



Software and Firmware Patch Management



User and Group Access Controls



Remote Access



License Management

Recommended Hardware & Supported Software

- List of recommended and certified hardware for Lotus Foundations:
 - Model number 9234-CNx and model number 9234-DNx (ordered separately)
 - List Price for recommended Lotus Foundations Hardware: \$3300 (Model DNY)
- IBM (optional, purchased separately):
 - IBM System x3200 M2 Model Number: 4367-42U (Hot Swap)
 - IBM System x3200 M2 Model Number: 4367-22U (Simple Swap)
 - IBM System x206 Model Number: 8482-3MU
 - IBM System x226 Model Number: 8646-0AU
 - IBM System x236 Model Number: 8841-01U
 - IBM System x346 Model Number: 8840-01U
 - IBM System 3105 Model Number: 4347-64x and 4347-22x
 - IBM System 3200 Model Number: 4363-2DU and 4362-12U
 - IBM System 3250 Model Number: 4365-6BU
 - IBM System 3400 Model Number: 7975-5AU
- Other third-party hardware not certified should comply with the following minimum requirements.
 - x86-based system
 - At least one hard disk (removable hard disk required to use all of the features)
 - At least one Network Interface Card (NIC) (two NICs required to use all of the features)
 - CD-ROM drive; VGA-based video card; At least 4 GB of RAM & Monitor and Keyboard
- Runs on Lotus Foundations Start
- Supports Internet Explorer V6.x & 7 as well as Firefox 3.x



Tivoli Foundations offering:

Two products, each with 2 chargeable components

Tivoli Foundations Application Manager

Tivoli	Tivoli Foundations Application Manager \$5.25 / PVU /managed server 150 Managed Servers Max 25 Managed Network Devices Max
LOTUS	Lotus Foundations Start for TFAM \$3300

Tivoli Foundations Service Manager

Tivoli	Tivoli Foundations Service Manager \$10,000 Base Fee \$2,200 for each Authorized User 20 Max, No Charge for Self Service Users
LOTUS	Lotus Foundations Start for TFSM \$3300

Tivoli Foundations Application Manager (PID 5724-Y07)

- CC#1 (CC007035) Tivoli Foundations Application Manager (IPLA 201v3)
- CC#2 (CC007230) Lotus Foundations Start for Tivoli Foundations Application Manager (IPLA 201v3)

Tivoli Foundations Service Manager (PID 5724-Y08)

- CC#1 (CC007036) Tivoli Foundations Service Manager (IPLA211v3)
- CC2 (CC007229) Lotus Foundations Start for Tivoli Foundations Service Manager (IPLA 201v3)

Lotus Foundations is a prerequisite, Hardware to be ordered separately



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Tivoli Foundation telepítése

Tivoli software



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Egyszerű telepítés a Lotus Foundation WebUI-ról

Lotus. Foundations Logout

tivfoundation.tivoli.test - Version 1.1.0b #03

⚠ Your TRIAL license will expire in 30 days.

- Status
- Users
- Quotas
- Software Update
- Hardware Status
- Logs and Reports
- Take Snapshot
- File Server
- Email Server
- Web Server
- FTP Server
- DNS
- Backup
- Add-ons
- Local Network
- Workstations
- Printers
- Dial-up
- VPN
- Fast/Port Forward

Software Updates

[Software Updates](#)
[Licenses](#)

Foundations Registration

Activation Key:
 (leave blank to continue in trial mode)

[Save Changes](#)
[Cancel Changes](#)

Language Selection

Default Language:

Installed add-on packages

IBM Tivoli Foundations Application Manager 1.1	20090806150305	[Uninstall]
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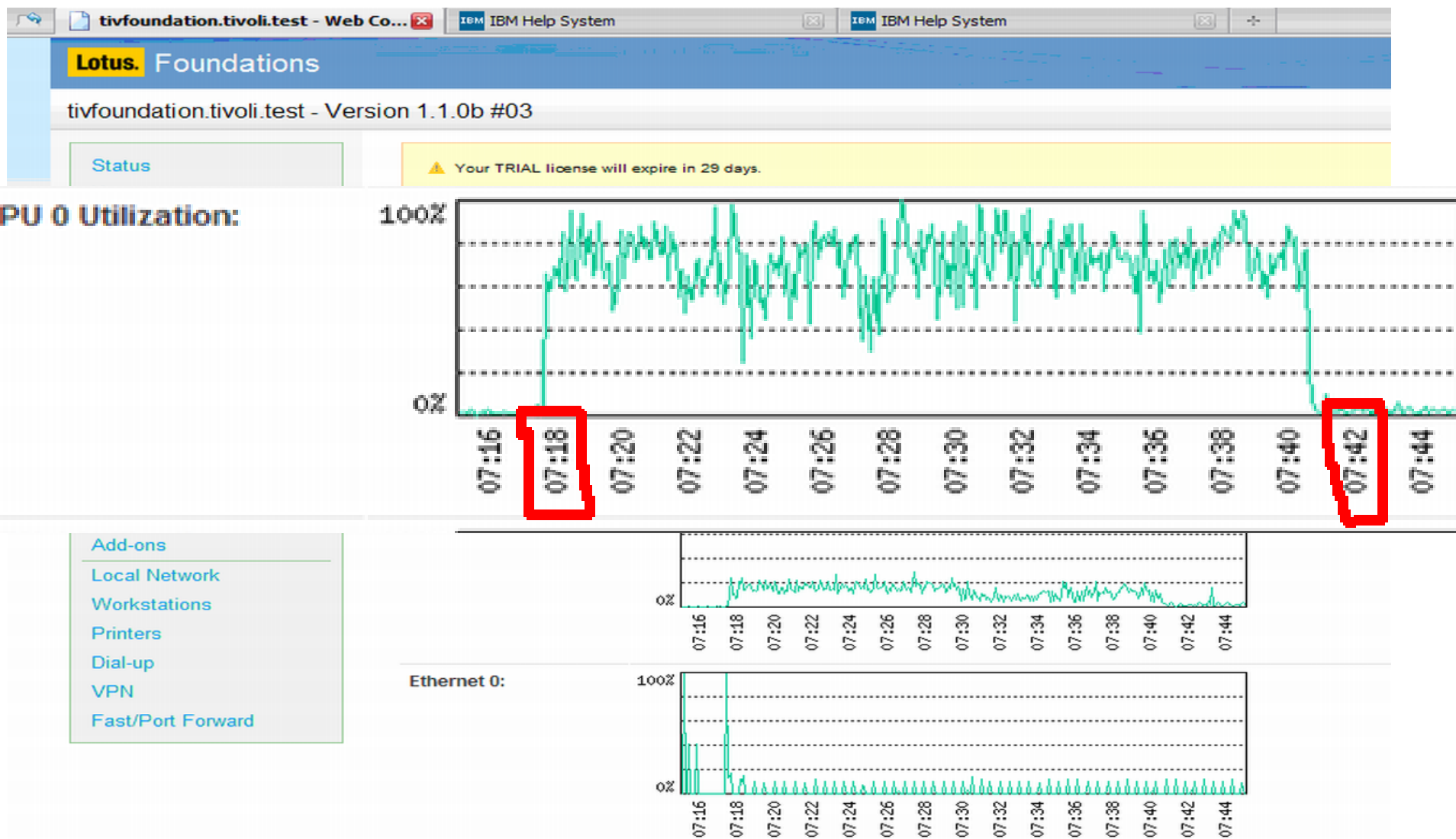
Add-on packages available for install

IBM Tivoli Foundations Service Manager 1.1 (Team autoinstall/IBM_Tivoli_Foundations_Service_Manager.pkg)	[Install]
IBM Tivoli Foundations Application Manager 1.1 (Team autoinstall/Tivoli-tfam-appliance-20090806150305.pkg)	[Install]

Foundations Versions already installed

Version 1.1.0b #03	Active
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Mi lehet érdekes a következő ábrákon?



Egykapus indítófelület

Tivoli Foundations Application Manager 1.1
Application performance and availability management for the GB Market

This appliance allows you to easily manage the applications, servers, and networks critical to your business.

[Manage applications, server, and networks for your environment](#)

[View Reports](#)

Documentation
[Tivoli Foundations Application Manager documentation](#)

Downloads
[Get IBM Tivoli Agent Builder](#)
[Get BIRT Report Designer v2.2.1 for Tivoli Common Reporting](#)
[Get IBM Java Runtime Environment 1.5](#)

[Lotus Foundations Administration Console](#)
[Lotus Foundations Quick Start Guide](#)
[Lotus Foundations Administration Guide](#)

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A Tivoli Enterprise Portal Java kliens indítása

Tivoli Common Reporting indítása webböngészőben

Lotus Foundation adminisztrációs felület.



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Tivoli Foundation Application Manager - TFAM

Áttekintés

Tivoli software



ON DEMAND BUSINESS

TFAM és más IBM Tivoli - Monitoring / Composite Application Manager megoldások

A TFAM éppen azokat nyújtja az előnyöket nyújtja amire a legtöbb kis/középvállalatnak szüksége van:

OS, Adatbázis és Email alkalmazások átfogó monitorozása fizikai vagy virtuális környezetben

Monitoring Capability

- Windows OS
- Agentless Monitoring
- SQL Server (Database)
- Exchange (Email)
- VMWare (Virtual Server)
- Active Directory
- Cluster Server
- .NET Framework
- SharePoint & Biztalk
- IIS (Web Server)
- Linux OS's
- Unix OS's

Tivoli Foundations Application Manager	ITM for Microsoft Applications	ITCAM for Applications
✓	✓	✓
✓	✓	✓
✓	✓	
✓	✓	
✓	✓	
	✓	
	✓	
	✓	
	✓	
✓		✓
✓		✓

TFAM és ITM/ITCAM összehasonlítás – folyt.

Monitoring Capability

DB2 (Database)
 Oracle (Database)
 Sybase (Database)
 Lotus Domino (Email)
 Apache (Web Server)
 iPlanet (Web Server)
 J2EE Application Servers
 MQ
 Custom Monitoring (via UA)
 Discovery (Lightweight)
 Network Monitoring (Lightweight)

Tivoli Foundations Application Manager	ITM for Microsoft Applications	ITCAM for Applications
✓		✓
✓		✓
✓		✓
✓		✓
		✓
		✓
		✓
		✓
✓	✓	✓
✓		
✓		

Mit rejt a „doboz”?



vagy



TFAM Appliance Add-on

Monitoring for Email Servers v6.1

Agent Builder v6.2

Monitoring for Virtual Servers v6.1

MOSWOS Agent

Proxy Agent Svc

Monitoring for Databases v6.2

Lightweight Discovery

nmap

Basic Network Monitoring v1

TCR v1.2

ITM v6.2.1 IF03
(including OS agents)

TDW

DB2 v9.5

Configuration connector

SLES 10 packages in NVS

Lotus Foundations Core v1.1

Autonomic Engine
(Based on Tivoli Technology)

Soft Update (call home service)

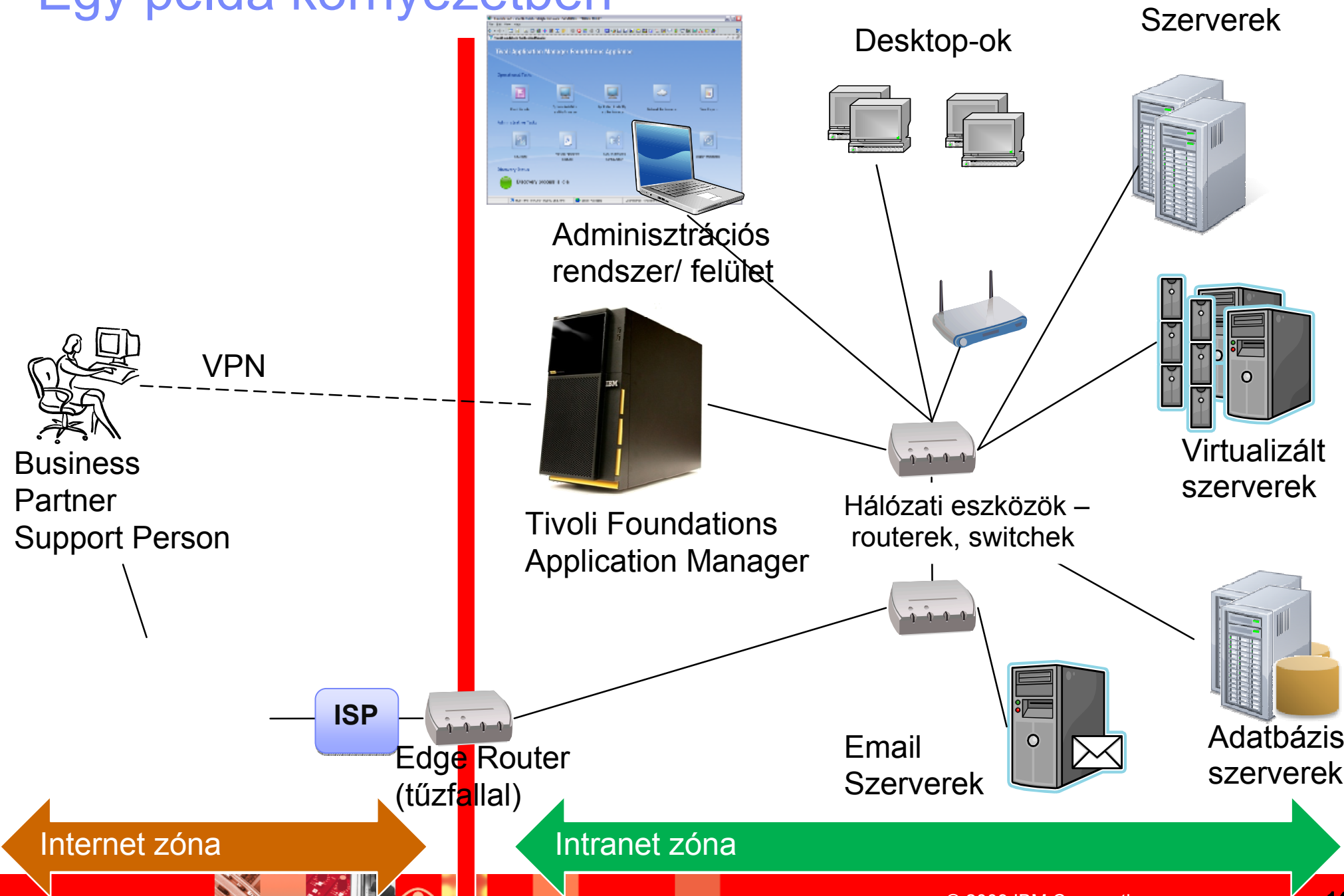
UniService connectors

Core Applications
Intelligent Disk Backup
Double Vision

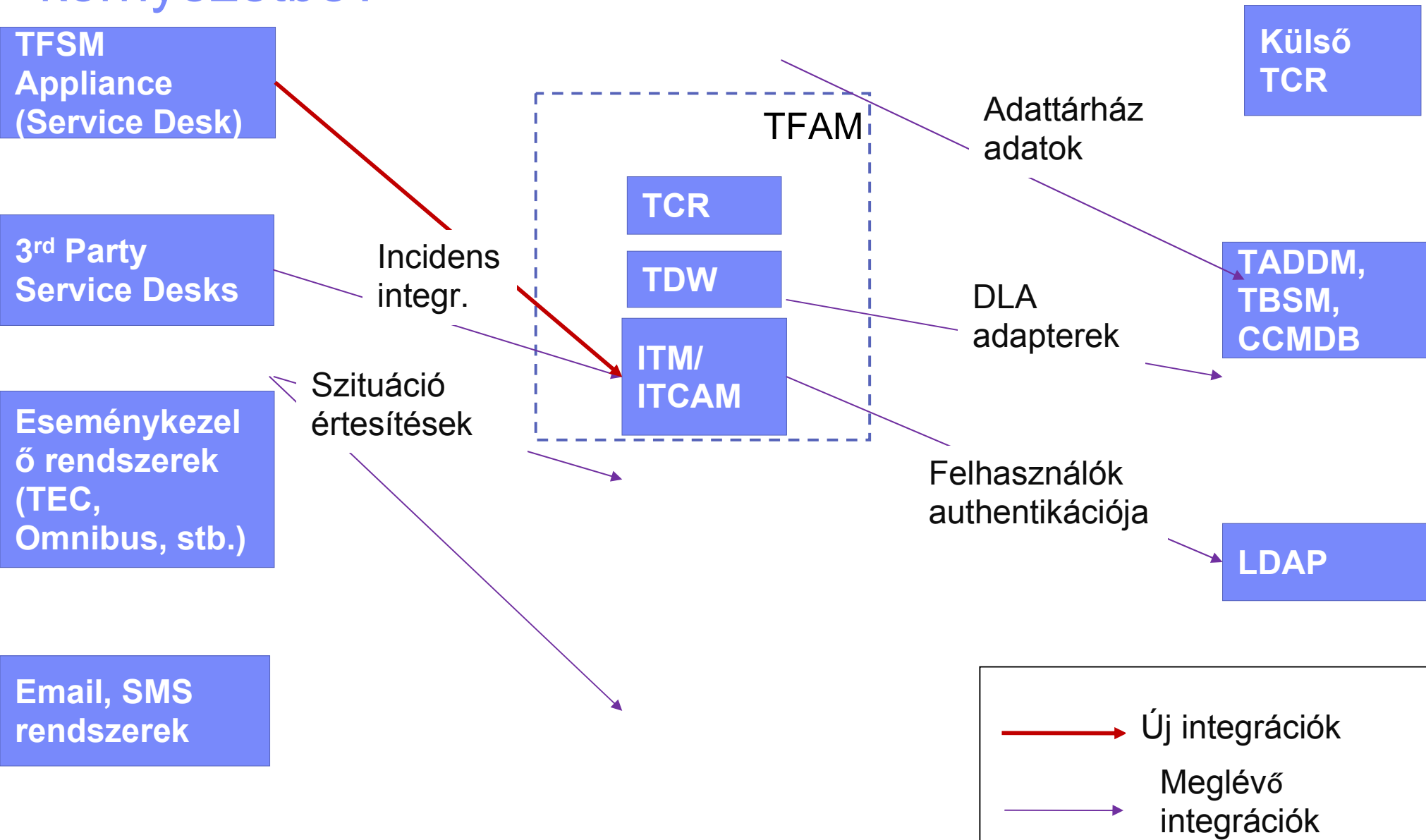
Open Source apps
Apache
FTPd
AtaTalk
etc.

SuSe 10 kernel

Egy példa környezetben



Hogyan kerüljön mindez a meglévő vállalati környezetbe?



Funkciók szerepkörökre bontva – közös felületről

Tivoli Foundations Application Manager

Operational Tasks

- Manage Events
- View System Availability and Performance
- View Application Availability and Performance
- View Network Performance
- View Historical Reports

Administrative Tasks

- Manage Situations
- Monitor Appliance Performance
- Monitor Warehouse Agent Configuration
- Discover Systems and Deploy OS Monitoring
- Deploy Application and Network Monitoring

Discovery Status

Discovery process is idle

Hub Time: Mon, 06/22/2009 01:58 PM Server Available Launch Pad Display - shakti.raleigh.ibm.com - SYSADMIN *ADMIN MODE*

Mit monitorozunk? - feltérképezés

Feltérképezés i kör megadása

Státusz jelző

Eredmény tábla

IP Address	Subnet	OS	OS Version	Confidence	Device	Deployment
192.168.1.1	192.168.1.0	Windows	2000	100	PC	None
192.168.1.2	192.168.1.0	Windows	2000	100	PC	None
192.168.1.3	192.168.1.0	Windows	2000	100	PC	None
192.168.1.4	192.168.1.0	Windows	2000	100	PC	None
192.168.1.5	192.168.1.0	Windows	2000	100	PC	None
192.168.1.6	192.168.1.0	Windows	2000	100	PC	None
192.168.1.7	192.168.1.0	Windows	2000	100	PC	None
192.168.1.8	192.168.1.0	Windows	2000	100	PC	None

Agent telepítés

The screenshot displays four windows from the Tivoli Enterprise Console interface:

- Deploy Application Monitoring Agent on System:** A table listing various nodes with their origin nodes, host information, and status. A red circle highlights the 'Origin Node' column, and a red arrow points from this circle to a blue box containing text.
- Application Agents Currently Deployed:** A table showing the status of application agents currently deployed on the system.
- Deploy Monitoring Agent for Network Devices:** A table showing the deployment status for network devices, including node name, timestamp, object status, and error code.
- Network Agents Currently Deployed:** A table showing the status of network agents currently deployed on the system.

Origin Node	Host Info	Status
Primary:X336SOA16:NT	Win2003~...	*ONLINE
soalnx33:LZ	Linux~	*ONLINE
soaso01:KUX	SunOS~5...	*ONLINE
soaab26:KUX	ADX~6.1	*ONLINE
ersol01:KUX	SunOS~5...	*ONLINE
soalnx01:LZ	Linux~	*ONLINE
vmpa01:LZ	Linux~	*ONLINE
soalnx48:LZ	Linux~	*ONLINE
soaab13:KUX	ADX~5.3	*ONLINE
Primary:SOAWIN52:NT	Win2K~5...	*ONLINE

Node	Timestamp	Object Status	Error Code
vmpa01:N4	09/06/09 17:11:46	ACTIVE	NO ERROR

A feltérképezett rendszerek melletti link használatával

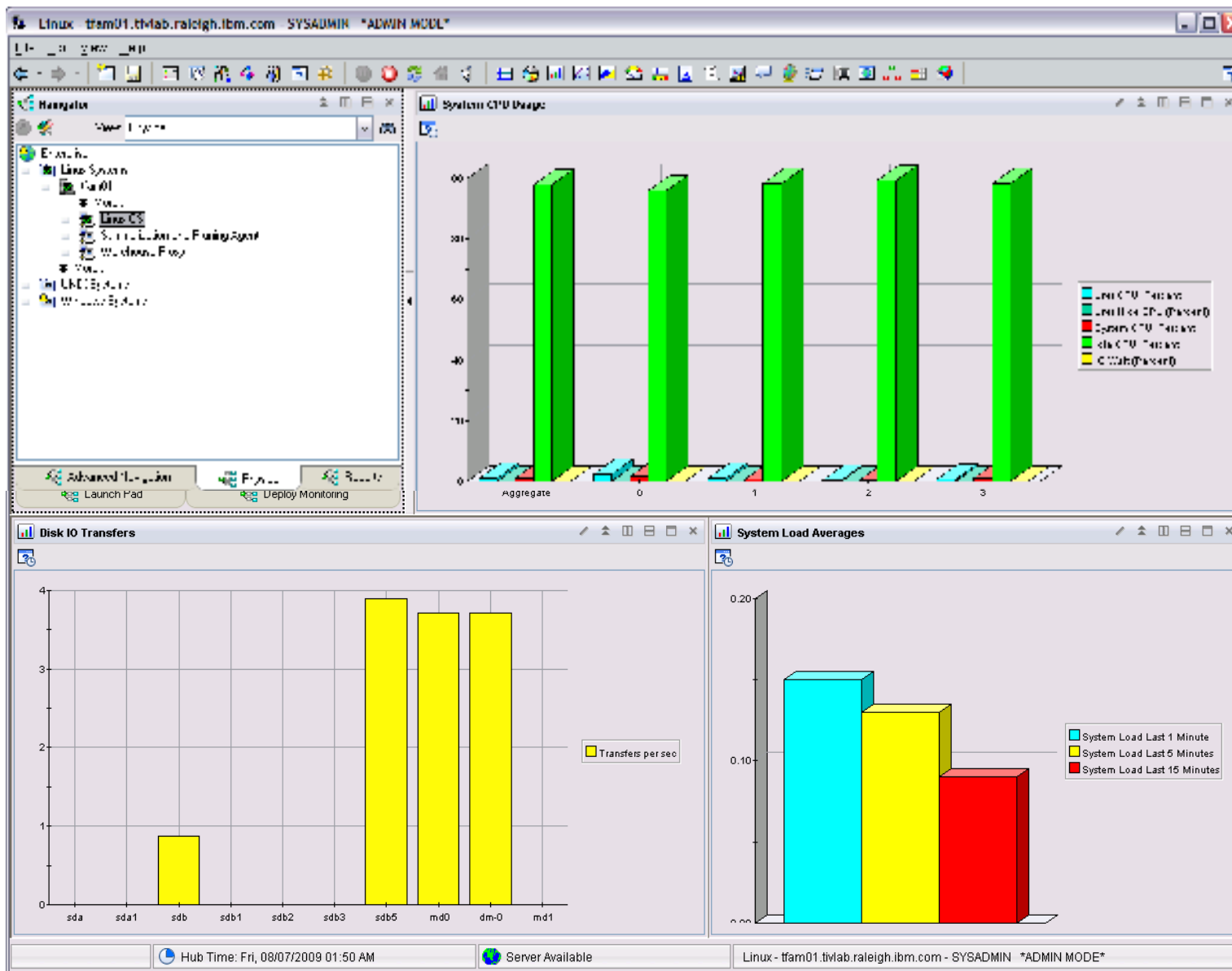
Jelentések a Tivoli Common Reporting használatával

The screenshot displays the Tivoli Common Reporting web interface. The top navigation bar includes the Tivoli logo, a 'View: All tasks' dropdown, a 'Welcome tipadmin' message, and 'Help | Logout' links. The left sidebar contains a menu with categories: Welcome, My Startup Pages, Security, Users and Group, Troubleshooting, Reporting (with a sub-item 'Common Repo'), and Settings. The main content area lists three reports:

- Exchange Server Resource Utilization**: This report will show the details of Exchange Server resource Utilization in terms of Threads in Use and Storage Group Percent free space.
- Exchange Server Services Status Availability**: This report will show the details of Exchange Server Services Status.
- ITM: Availability Heat Chart for Single Resource**: This report helps identify patterns of resource availability over a period of time. The first column shows dates during the selected reporting period. The other columns show hours during a particular day. By hovering over a particular icon, the average system uptime during that hour can be seen. The report can also be reversed to show system downtime instead of uptime based on parameter selection.

Below the reports, there is a table with a status bar at the bottom right indicating 'Selected: 0, Total: 9'. The interface also features a search bar and a 'Print' icon in the top right corner.

Az TFAM is monitorozható



Proxy agent kezelés az Appliance-el

Agent Management Services - tfam01.tivlab.raleigh.ibm.com - SYSADMIN *ADMIN MODE*

File Edit View Help

Navigator View: Physical

- Enterprise
 - Linux Systems
 - tfam01
 - More...
 - Linux OS
 - Capacity Usage Information
 - Disk Usage
 - File Information
 - Network
 - Process
 - System Information
 - Users
 - Agent Management Services
 - Summarization and Pruning Agent
 - Warehouse Proxy
 - More...
 - UNIX Systems
 - Windows Systems

Advanced Navigation Physical Reports Launch Pad Deploy Monitoring

Agents' Management Status

Agent Name	Timestamp	Agent Management Status	Manager Type	Agent Type
IBM HTTP Server	08/07/09 01:51:07	Managed	Agent Management Services	Console
Proxy Agent Services Watchdog	08/07/09 01:51:07	Managed	Agent Management Services	Console
Tivoli Common Reporter	08/07/09 01:51:07	Managed	Agent Management Services	Console
Tivoli Enterprise Portal Server	08/07/09 01:51:07	Managed	Agent Management Services	ITM Unix
Tivoli Foundations Network Monitoring Agent	08/07/09 01:51:07	Managed	Agent Management Services	ITM Unix
Tivoli Monitoring Server	08/07/09 01:51:07	Managed	Agent Management Services	ITM Unix
Tivoli Warehouse Proxy Agent	08/07/09 01:51:07	Unmanaged	Not Managed	ITM Unix
Universal Agent for Linux	08/07/09 01:51:07	Unmanaged	Not Managed	ITM Unix
Warehouse Summarization and Pruning Agent	08/07/09 01:51:07	Unmanaged	Not Managed	ITM Unix

Agents' Alerts

Timestamp	Alert Message	Agent Name	Agent Status
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Agents' Runtime Status

Agent Name	Timestamp	Agent Availability Status	Process Name	Process ID	Command Line	Agent Type	Operating System	IP Address	Agent Host Name
IBM HTTP Server	08/07/09 01:51:07	Running	httpd	32731	/opt/IBM/HTTPServer/bin/htt...	Console	Linux	9.42.31.1...	tfam01
Proxy Agent Services Watchdog	08/07/09 01:51:07	Running	kcawd	25077	/opt/IBM/ITM/i6263/iz/bin/kc...	Console	Linux	9.42.31.1...	tfam01
Tivoli Common Reporter	08/07/09 01:51:07	Running	java	0		Console	Linux	9.42.31.1...	tfam01
Tivoli Enterprise Portal Server	08/07/09 01:51:07	Running	KfwServices	10912	/opt/IBM/ITM/i6263/cq/bin/K...	ITM Unix	Linux	9.42.31.1...	tfam01
Tivoli Foundations Network Monitoring Agent	08/07/09 01:51:07	Running	kn4agent	19702	/opt/IBM/ITM/i6263/n4/bin/k...	ITM Unix	Linux	9.42.31.1...	tfam01
Tivoli Monitoring Server	08/07/09 01:51:07	Running	kdsmain	15480	/opt/IBM/ITM/i6263/ms/bin/...	ITM Unix	Linux	9.42.31.1...	tfam01
Tivoli Warehouse Proxv Agent	08/07/09 01:51:07	Unknown	khdxp0rt	0		ITM Unix	Linux	9.42.31.1...	tfam01

Agents' Management Definitions

Agent Name	Policy File Timestamp	Process Name	PAS ID	Agent Type	Agent Path	Startup Script	Stop S
IBM HTTP Server	07/02/09 16:20:56	httpd	http	Console	/opt/IBM/HTTPServer/bin/httpd	/opt/IBM/HTTPServer/bin/apa...	/opt/IBM/HTTPSer
Proxy Agent Services Watchdog	07/02/09 16:02:04	kcawd	kcawd	Console	\$CANDLEHOME/\$ITM_BINARCH/iz/bin/kcawd	\$CANDLEHOME/bin/itmcmd ...	\$CANDLEHOME/
Tivoli Common Reporter	07/02/09 16:20:56	java	tcr	Console	/opt/IBM/tivoli/tip/java/bin/java	/opt/IBM/tivoli/tip/products/tcr...	/opt/IBM/tivoli/tip/p
Tivoli Enterprise Portal Server	07/02/09 16:20:56	KfwServices	kcq	ITM Unix	\$CANDLEHOME/\$ITM_BINARCH/cq/bin/kfwServices	\$CANDLEHOME/bin/itmcmd ...	\$CANDLEHOME/
Tivoli Foundations Network Monitoring Agent	07/02/09 16:20:56	kn4agent	kn4	ITM Unix	\$CANDLEHOME/\$ITM_BINARCH/n4/bin/kn4agent	\$CANDLEHOME/bin/itmcmd ...	\$CANDLEHOME/
Tivoli Monitoring Server	07/02/09 16:20:56	kdsmain	kms	ITM Unix	\$CANDLEHOME/\$ITM_BINARCH/ms/bin/kdsmain	\$CANDLEHOME/bin/itmcmd ...	\$CANDLEHOME/

Hub Time: Fri, 08/07/2009 01:50 AM Server Available Agent Management Services - tfam01.tivlab.raleigh.ibm.com - SYSADMIN *ADMIN MODE*



IBM Software Group

Tivoli Foundations Service Manager - TFSM

Áttekintés

Tivoli software



ON DEMAND BUSINESS

Tivoli Foundations Service Manager

Az Appliance alap ötlete:

“dobozos Service Desk”

*Kiemelkedő **Szolgáltatási igény, Incidens, Probléma és Tudás Menedzsment** funkcionalitással*

Gazdag beépített tartalommal: sablonok és best practice/induló csomagok

Robosztus testreszabási és integrációs lehetőségekkel



Összehasonlítás a Service Request Managerrel - TSRM

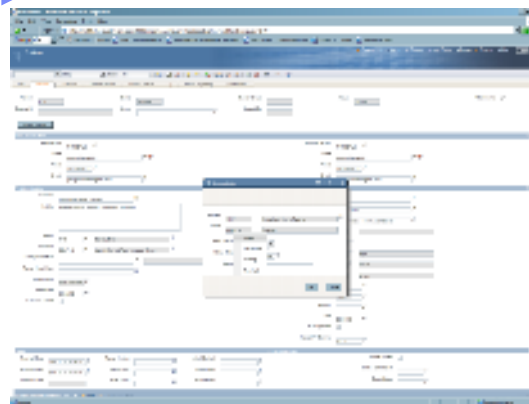
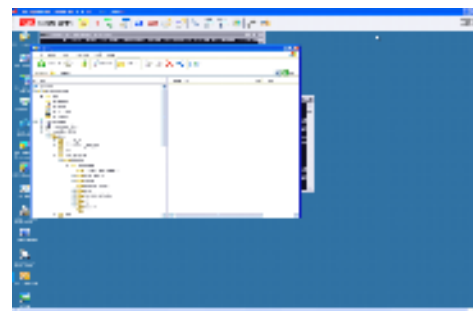
Enterprise Software (TSRM)	Appliance Software (TFSM)
Teljeskörű megoldás Service Desk és Szolgáltatás katalógus funkciókkal	Service Desk néhány megszorítással: <ul style="list-style-type: none"> - Nincs szolgáltatás katalógus - Nincs SLA kezelés
A licenszelés nevesített vagy konkurens felhasználó	- Nincsen Instant Messenger vagy Nevesített felhasználók CTI integráció
A felhasználók száma korlátlan licenstulajdonosok számára. Ingyenes a bejelentők számára.	A nevesített felhasználók száma (agentek és adminisztrátorok) telepítésenként max. 20
Elosztott környezetben: különböző OS-ekre, adatbáziskezelőkre, alkalmazásszerverekre	Csak Lotus Foundation OS, WAS, DB2 Ingyenes a bejelentők számára.
A fő hangsúly a gazdag funkcionalitás és rugalmasság	Előkonfigurálva és előre testreszabva a KKV piaci igényeknek megfelelően felhasználhatóságon és a

gyorsabb értékteremtésen

Előnyök

Kevesebb beérkező hívás

**Webes önkiszolgáló felület
Faliújság a rendszerüzeneteknek**



Folyamat automatizálás

**Szolgáltatási igény, incidens
és probléma kezelő
alkalmazások**

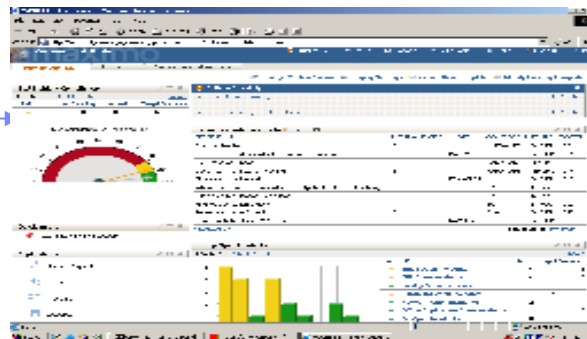
Gyorsabb hibaelhárítás

Tudásmenedzsment és távsegítség (remote diagnostics)

**IT által támogatott
üzleti folyamatok**

Eszkalációk

Előnyök

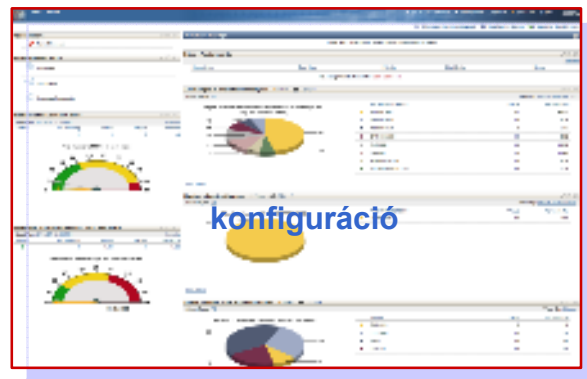


Mérhető a felhasználók elégedettsége

Survey

Hatékonyabb HelpDesk

Szerepkörökre szabott KPI-k, Riportok és munkakezelés



Hibabejelentés emailben

Email Listener

Rugalmas konfiguráció és testreszabás

Webes konfigurációs eszközök és grafikus Workflow

Tudatosabb döntések

Dashboardok, Indítóközpontok és webes riportok

Értékteremtés a lehető leggyorsabban

- Kis és középvállalatok igényeire finomhangolva
 - ▶ Egyszerűsített felhasználói felület
 - ▶ Kevesebb, átlátható szerepkör és Indítóközpont
 - ▶ Új alkalmazások a konfigurációs elemekhez
 - ▶ Egyszerűsített oktathatóság – WebReplay
- A KKV-kra tervezett Lotus Foundations alapon
 - ▶ “Instant” telepítés
 - ▶ Könnyű, minimális emberi erőforrást igénylő üzemeltetés
- Egyszerűsített Konfigurációs elem import CSV fájlokból
- Varázsló jellegű alapbeállítások:
 - ▶ Microsoft Active Directory a felhasználók importjához and autentikációjára
 - ▶ Szervezet és telephelyek beállításai
 - ▶ e-mail figyelő(Incidens) beállítás



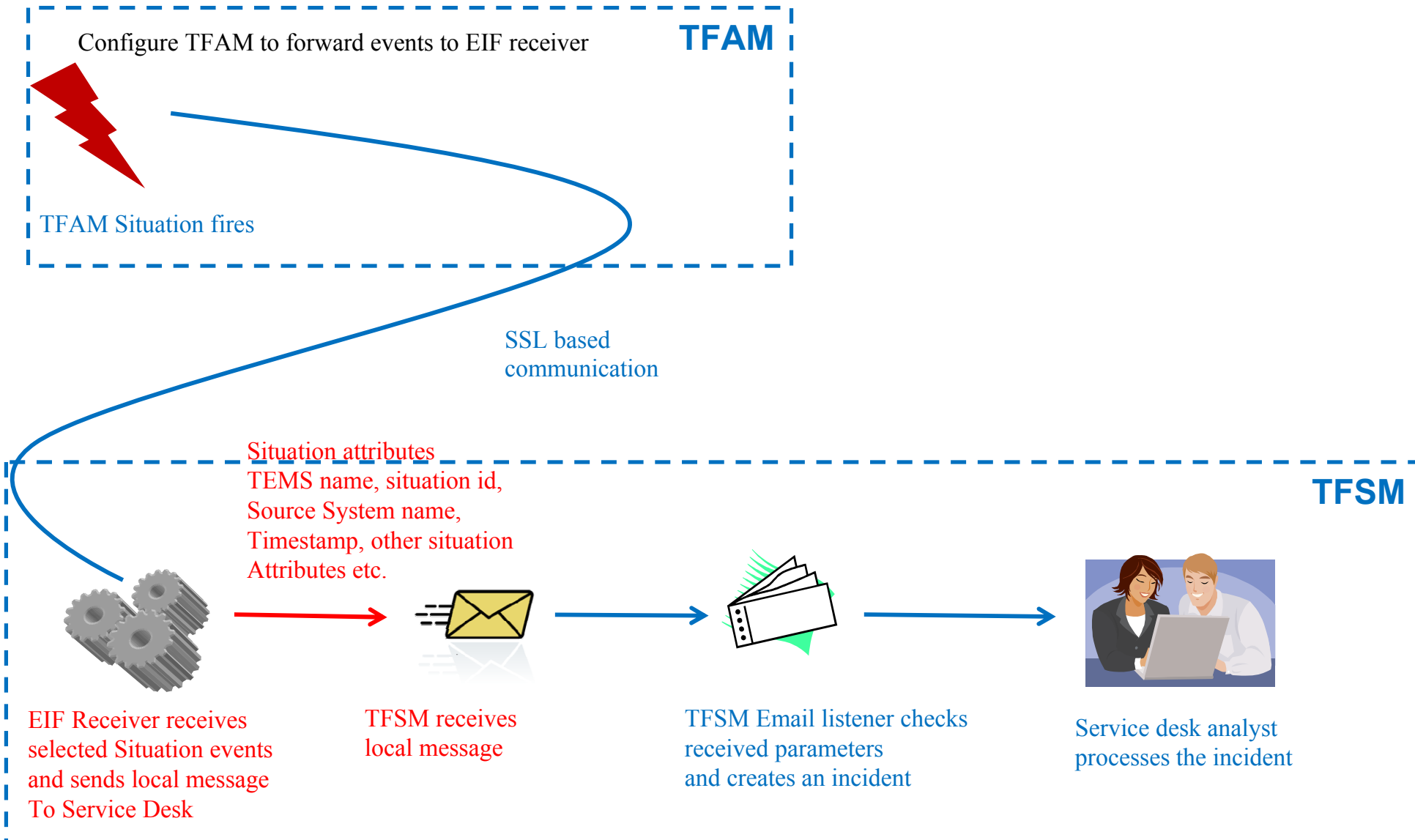
Beépített tartalom

A TSRM bevezetésekből kialakult Best practice alapján

- **30 KPI** az incidensek és problémarekordok vonatkozásában
- **50 BIRT Riport**
- **70 Workflow** a szabványosított folyamataink kialakításához
- **20 Eszkaláció** az incidensek és problémák vonatkozásában
- **130 Klasszifikáció** hibajegy sablonokhoz és kategorizálásokhoz
- **60 Email Sablon**
- **12 Web Replay scenárió** az alapfunkciók oktatására
- **13 Hibajegy sablon** a legalapvetőbb szolgáltatási igények kezelésére



TFSM & TFAM integráció



Tivoli Foundations Service Manager Roadmap - Tentative

Current GA
Version

August/2009

1.1

Service Desk

Process based service support

- ITIL aligned service request, incident & problem management

Reduce mean time to repair

- Remote diagnostics
- Knowledge management
- Escalation management

Reduce service desk call volume

- bulletin board
- self help portal
- end to end support integration (TFSM & TFAM integration)

Quick time to value

- Faster install and deployment
- Out of the box best practice contents such as process workflow, reports, KPIs, ticket templates
- Web replay guidance

Improved operations

- Survey Tool
- Dash boards
- Built-in reporting tool
- Role based start centers

4Q/2009

1.1.1

Service Desk

Globalization support

- Support for German, French, Italian, Spanish, Japanese, Korean, Brazilian Portuguese, Simplified & traditional Chinese, Russian, Czech, Hungarian & Polish

Usability enhancements

- Logging enhancements
- Upgrade scripts

Defect fixes

2H/2010

1.2

Service Desk

- Built-in/integrated discovery mechanism
- Change process management
- usability enhancements
- additional language support
- defect fixes

 Release Completed

Backup és RAID...

A Lotus Foundations több adatintegritást támogató megoldást is kínál

- Valós idejű redundáns tárolás a különböző szintű RAID-ek használatával. Teljesítménytesztelt
- “Intelligens Disk Backup” - rugalmas fájlrendszer alapú ütemezett mentés és ad-hoc visszaállítás
- Alapértéke

The screenshot displays the Lotus Foundations web interface. The top navigation bar includes the Lotus logo, the text 'Foundations Start', and a 'Logout' button with the IBM logo. Below the navigation bar, the URL 'mcdemo.raleigh.ibm.com - Version 1.1.0a' is shown. A left-hand sidebar contains a menu with items: Status, Users, Quotas, Software Update, Hardware Status, Logs and Reports, Take Snapshot, File Server, Email Server, Web Server, FTP Server, DNS, Backup (highlighted), Add-ons, and Local Network. The main content area features a 'System Messages' box, an 'idb Status' section with a green checkmark and a progress bar indicating '13% of the idb disk space (127.0 GB Used / 981.4 GB Total) is used for backups.', and a 'Backup Jobs' section with buttons for 'Create a new job', 'Backup all jobs', and 'Suspend all scheduling'. Below these buttons is a table of backup jobs.

Priority	Job Name	Settings	Usage/Quota	Status	Action
1	Master Job	● ●	116.0 GB (767.0 GB Free)	Next backup: 8/4/09 1:00:00 PM	
2	LF Start Backup	● ●	1.2 GB (767.0 GB Free)	Next backup: 8/5/09 1:00:00 AM	
3	Service Manager Backup	● ●	3.8 GB (767.0 GB Free)	Next backup: 8/5/09 1:00:00 AM	

QUESTIONS??

