Success Story **Telecommunication**

Dova Corp. has set up efficient maintenance environment with ATEN Over the NET™ series.

Installed KN2132 & PN9108/PN0108 for monitoring and maintenance of their data center in Okinawa

Company: Dova Corporation

Dova Corporation (henceforth, called Dova) is a system integrator (SIer) who are handling system integration widely such as infrastructure development, system/network development and support/operation/maintenance of the infrastructures or the systems. They are famous as an ICT professional who can make the best suited proposal for all of each customer's demand with their pursuit of the latest technology which used communication technology as a core along with their abundant experience and knowledge. The ability of Dova is proven by their record that a lot of leading companies trust on them and have been nominating them directly and continuously.

Dova offers a data center in Okinawa for server housing. Since Okinawa is located apart from a center of main industries and has few earthquakes, it can keep the rate of disaster affected at the same time as low as possible. Their cloud typed online backup system service called "Shisa Guard +BACKUP" is also located in Okinawa. This service supported in the geographical advantage of their data center and the mass circuit for Okinawa now attracts attention in terms of any of an easy setup, a security, speed and cost effectiveness. They plan to, be it for a hosing or for a backup, get business continuity of a company by making here as a base of disaster recovery.

Their Challenge

- They want to operate their servers at BIOS level remotely without using direct approaches such as RDP and SSH.
- In order to prepare for a bare possibility of failure, they want to create a complete environment where they can immediately switch off and handle servers.
- They want to consolidate and manage their customers' small sized servers which do not support IPMI.

Solution

- **KN2132** – 2-remote user and 32-port KVM Over the NET™ (2 units)
- **PN9108** – 8-port Power Over the NET™ (2 units)
- **PN0108** – Power Over the NET™ for daisy chained connection of PN9108 (2 units)

Benefits

- **Exact analysis of cause** – Enable to analyze the cause of problem exactly by installing a remote solution to operate servers at BIOS level.
- **Prompt handling** – Enable to make downtime as short as possible by operating servers including their power management at anytime, anywhere.
- **Improve accessibility** –Enable to obtain seamless and remote access with consolidated interfaces by our products

Their Challenge before installation

Want to actualize to add more ports and to consolidate consoles of servers which do not support IPMI by the IP-KVM switch.

Yokohama Landmark Tower settled Dova's head office

"High security" and "Quick response for server failure" must be needed for the remote access environment of Okinawa data center which stores customers' important servers and data. As a SIer, Dova sometimes has to support customers to install their devices, and have been using ATEN IP-KVM switches for their remote access since before. As the IP-KVM switch allows them to control a remote server's BIOS, it can block direct approach to remote desktop and SSH for monitoring servers and also it allows them to analyze server problems easily from hardware's error message at server failure.

As the number of management servers is increasing accordance with the expansion of the service, however, they are facing a problem of ports shortage for their existing IP-KVM switch. Besides, since some of customer's housing servers are small and do not support IPMI, they have to consolidate them and to monitor effectively from a remote site. By the above mentioned reasons, they began to consider installing new IP-KVM switches.

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Key point of solution

Combine KN2132 that actualize their requirements at high cost performance to Power Over the NET™ series products

KN2132
2-remote user and 32-port
KVM Over the NET™

PN9108
8-port
Power Over the NET™

PN0108
PN9108 for daisy chained connection
Power Over the NET™

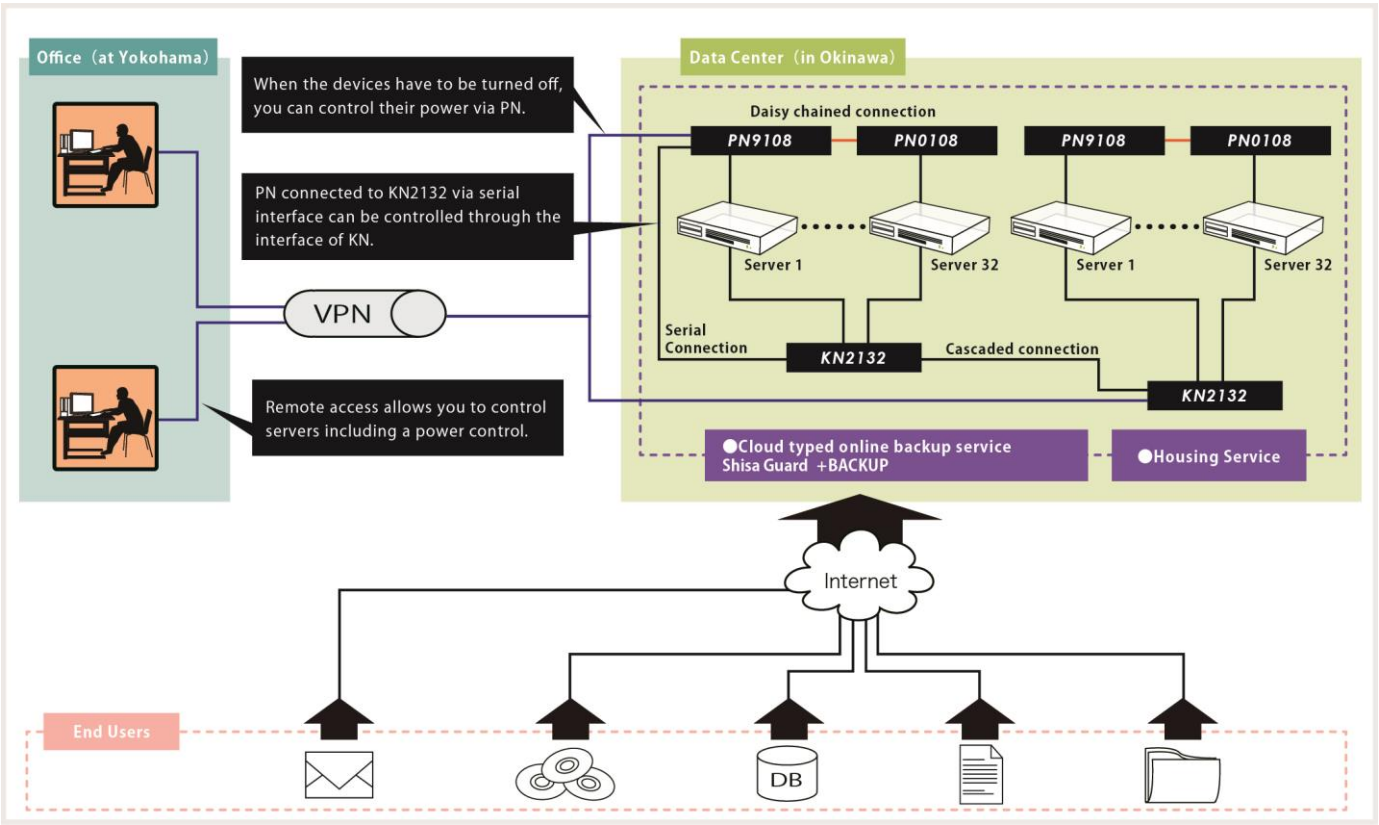
Mr. Shimizu, board member of Dova ICT solution presidency headquarter, who is in charge of managing their Okinawa data center began to consider installing new IP-KVM switches to meet their requirements.

IP KVM switch that is needed to control servers remotely must have enough ports to support future additional servers. It must also support multi OS to consolidate various types of servers that include Dova's own servers and those entrusted to Dova by their customers. They decided to adopt 2-remote-user 32-port KVM Over the NET™ KM2132 because it satisfies their demand and also it is most suitable for them on a cost performance basis.

Before purchasing the KM2132, they borrowed and evaluated it by using the lending service of ATEN products. Mr. Shimizu looks back on that time like this;

"I received the impression that the integrated browser interface of KM2132 made its operation easier than ATEN's previous models. The custom KVM cables of other models are very thick, and I cared bundled these cables disturbed server's airflow. Since KM2132, on the other hand, uses Cat. 5e cables to connect a KVM adapter cable, it can solve the problem that I mentioned and I can adjust the cable length and wire it neatly. So, I regarded it as one of the merits to install KM2132."

Then he decided to install a remote power control device with KM2132 in order to turn off/on the powers of servers and network devices remotely at needed. After consideration, they decided to install Power Over the NET™ "PN9108" that can seamlessly work with the IP KVM switch "KN2132" they have already decided to purchase, and they also decided to cascade 8-port "PN0108" for adding more ports to the PN9108.



Benefits after installation

Create remote maintenance environment to solve problems quickly without considering time and place

The combination of ATEN IP KVM switch and power management solution allows Dova to create remote maintenance environment as they dreamed. They said the best effect that they felt was their corresponding speed to a problem was improved. Even though their administrator is located in a remote site far from the data center, the combination of IP KVM switch that can check a BIOS level message and PN series products that control the power supply of servers and network devices enables him to analyze the cause of a failure accurately and to solve it immediately without caring time and place.

Of course, only with Dova's high technology and prompt corresponding, a problem can be solved quickly at unexpected situation. But it also seems to have no small effect on their prompt corresponding that they installed the IP KVM switch and remote power supply management products of the same maker, ATEN this time.

Dova used the IP KVM switch of ATEN and the remote power management unit of other manufacture before. Since the different manufactures used the different interfaces, Dova had to learn how to use each accessing products and to bring up different management pages. On the other hand, since all products are made by ATEN this time, ATEN's products allows them to control all servers' operations included a power management and to bring up the interface of PN series power management devices from the interface of KN series products. The stress-free and seamless interface of ATEN improved its accessibility and decreased operation mistakes at the same time. As a result, it can be said it contributed to improve their corresponding speed.

Impression and future plan

Highly interested in utilizing new IP KVM products and consolidating management by Control Center Over the NET™ Management Software CC2000

KVM Over the NET™ CN8000 that can add a remote access feature to your computer easily

KVM Over the NETTM KN1000 that has the feature of CN8000 added a remote power controlling.

Mr. Shimizu has already used ATEN products before he installed the products introduced this time. Since he got used to operating our products, he can operate new model of ATEN very smoothly. Although Dova has ever purchased and installed ATEN products as those of their own maintenance work, they recognized user-friendliness and high cost performance of ATEN products in this time. Now they often recommend ATEN products for their customers as their property.

In addition to it, Dova is using a 1-port remote access unit "CN8000" as a device for their monitoring and maintenance of their data center except for the above mentioned devices. Connecting this CN8000 to a computer allows you to access a remote computer via TCP/IP network. Mr. Shimizu said "When I want to operate the computer a little at site that I usually operate it without a keyboard, monitor and mouse, installing this CN8000 allows me to operate the computer remotely by the favorite notebook of my own, and I found it really invaluable." CN8000 is an essential for him to go on a business trip to Okinawa since it is small, light and easy to carry by putting into his bag.

Recently ATEN has made thoroughgoing preparations for release of "KN1000" which has the feature of CN8000 added a remote power controlling. The above mentioned CN8000 is enough to use in a simple remote access. But they often need to turn on/off the power of servers at an installation. Mr. Shimizu is highly interested and expecting this KN1000 must be very useful in such a case.

When they add such IP KVM products to their installation in the future, Control Center Over the NETTM "CC2000" will allow them to consolidate and to control their devices. He said, "In such a case, I want to install this software and utilize it for our maintenance work of our system."