

Troubleshooting Tools Reference

QUEST

QUEST (QUantum Enterprise Search Tool) is an integrated search engine that lets you search for information in many different locations, including the Knowledge Base, CSWeb, Oracle, Quantum.com, Service Requests (SRs), and the Installed Base (IB). If you are not sure where to start looking for a specific document or topic, QUEST is the best place to start, because of its broad search capabilities.

URL: <http://quest>

Use QUEST to:

- Perform a broad search for a specific document or topic.
- Search in a specific collection of information, such as the Knowledge Base, Installed Base, or Sales Tools.
- Perform an advanced search using an exact phrase, a custom query, or a specific time frame.

Knowledge Base

The Knowledge Base (KB) contains articles on Quantum products, such as best practices and workarounds, along with information on technology, operating systems, backup software, and many other items. It includes content from many different groups, such as Global Service, Engineering, Sales, and Marketing. The content in the Knowledge Base is available to all Quantum employees.

URL: <http://cp-quantum.talismaonline.com>

Use the Knowledge Base to search for:

- An answer to a specific problem occurring in a Quantum product
- Recommendations and best practices information for Quantum products

CSWeb

The CSWeb site (Customer Service Web site) provides resources for all aspects of service and support. It contains software and firmware downloads, documentation, and other resources and utilities for all Quantum products. It also contains resources on technology, backup software, best practices, and operating systems.

URL: <http://csweb.quantum.com>

Use CSWeb to:

- Access Technical Service Bulletins (TSBs).
- Download product firmware, software, and plug-ins.
- Access the Error Code Lookup Tool (ECLT).
- Access product documentation.
- View videos on how to remove/replace field replaceable units (FRUs).
- Identify FRU part numbers.

For more information on troubleshooting, go to the Troubleshooting Theory and Strategy topic in Qwikipedia (<https://qwikipedia.brainkeeper.net/>)

Oracle

Oracle is a comprehensive database that includes information about all Quantum products in the field.

URL: <http://myq.quantum.com> and select **Oracle NewQ**.

Use Oracle to:

- Search for the service history of product, including customer contact information and SRs.
- Identify trends and/or ongoing problems within a specific customer's account.

StorageCare Learning

StorageCare Learning is Quantum's online learning portal and is available to customers, partners, and Quantum employees. Courses in StorageCare Learning are typically targeted to Quantum products, services, and processes and typically follow the product release process. When there is a new release of a product, go to StorageCare Learning for your training needs.

URL: <http://www.quantum.com/storagecarelearning>

Use StorageCare Learning to:

- View the course catalog to find online and scheduled instructor-led classroom training
- Register for online courses, instructor-led classroom training, and virtual classroom training
- Take online courses and complete assessments for classroom and virtual classroom courses

Qwikipedia

Qwikipedia is a Quantum ecosystem and troubleshooting resource and is available only to Quantum employees. It provides learning and resources specific to the storage ecosystem (operating systems, backup applications, switches, HBAs, etc), and advanced troubleshooting. All the information in Qwikipedia is accessible at any time, and there are no courses to register for or assessments to take. Simply log in and access everything on the site.

URL: <http://www.quantum.com/qwikipedia>

Use Qwikipedia to:

- Learn about storage ecosystem (operating systems, backup applications, switches, HBAs, etc.)
- Learn about advanced troubleshooting

Additional Resources

StorageCare Guardian: A diagnostic monitoring solution that enables Quantum to monitor the health of Quantum systems over the Internet and use the intelligent diagnostic data to remotely service equipment if issues arise.

Bugzilla: Four databases that contain known bugs (both fixed and pending) and other product change requests.

Agile: Contains product part information, process and test documentation, and results.