



TelTape™ for Windows Success Story

The Challenge

A major Canadian financial institution was in the process of converting from one tape vendor's equipment to another. During the process, they determined the investment made in 3590 media was too great to have it destroyed and disposed of. Instead, they opted to redeploy this media elsewhere within the bank, such as their client server environment and subsidiary companies.

The Issues

Having decided to redeploy their 3590 media, the bank realized many issues existed that had to be overcome in order to achieve their plan. These issues were:

- Each 3590 cartridge had to be securely erased before being redeployed due to the confidential nature of the data on the tapes.
- Since the 3590 media had been used in the mainframe environment, each tape had been previously initialized using the 128 track format and the internal label matching the external one. The use of a denser format was desired along with the need of retaining the internal label for future uses.
- The bank had experienced a higher than normal number of errors with the 3590 media, therefore they needed to separate the good cartridges from the failing ones. All cartridges that failed the

test would have to be destroyed and disposed of.

- The solution provider had to deliver a turnkey project. It had to operate in a non-mainframe environment and incorporate multi-threading capabilities due to the high number of cartridges to be processed.
- Approximately 30,000 cartridges were to be analyzed within the timeframes set by the bank.
- The interface for the software used had to be intuitive. The preference was for a GUI based interface.

Faced with the challenge of redeploying their 3590 media and the issues associated with reusing these tapes outside of the mainframe environment, they looked for a solution. Imation and Cartagena Software Limited were the companies they looked to for a solution. And the solution was TelTape™ for Windows.

TelTape™ for Windows

TelTape™ for Windows provided the capability of securely erasing the data on all the 3590 cartridges, a process known as *Certification*. If an error was found, the cartridge was dismounted and marked for destruction. Otherwise, the certification process continued to the time threshold set by the bank or the end of the tape on the cartridge, whichever occurred first. Once completed, the tape was reinitialized for use in a different processing

environment with the original internal label intact.

TelTape™ for Windows also provided the ability to analyze failed tapes to determine the type of error encountered.

The Solution

Cartagena Software Limited provided a Windows based server and the TelTape™ for Windows software. The bank provided two 3590E tape drives, as well as personnel to operate the environment. Cartagena staff reviewed the certification progress on a regular basis. The work took place in one of the bank's data centres.

Work commenced with the 3590 cartridges that had been freed up from the mainframe environment. As more cartridges became free, they were

processed through TelTape™ for Windows.

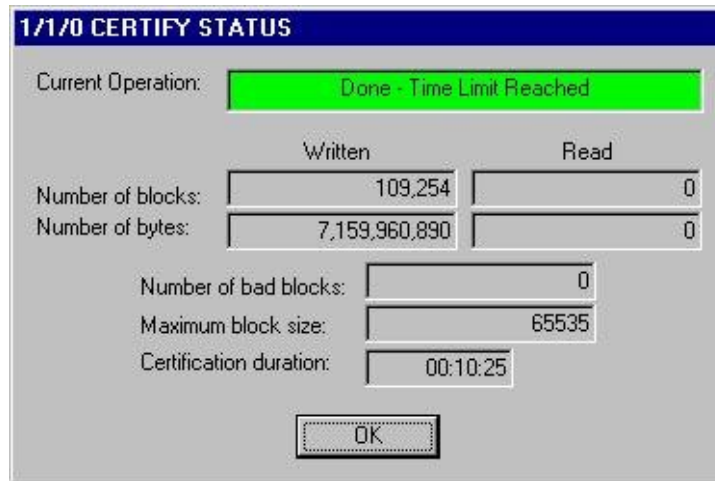
Analysis done by Cartagena staff on the first group of tapes processed demonstrated that if a failure occurred, it would happen within the first 6 minutes of certification. This fact, coupled with the bank's timeframe needs, prompted the bank to set a time threshold of 10 minutes per tape on the certification process.

The TelTape™ for Windows GUI interface met the bank's requirement. Whenever a tape failed, the GUI turned red in the *Current Operation* window, an error was flagged along with the failing sense bytes, and the log file and *scoreboard* datasets were updated accordingly. TelTape™ for Windows incorporates a *scoreboard* dataset (spreadsheet format) to track processing results for future analysis by customers.

```
TRU0302I 1/0/0 Certifying volume V42445
TRU0303I 1/0/0 Removing volume serial
TRU0323I 1/0/0 Time limit = 10 minutes
TRU0304I 1/0/0 Certify blocksize = 65535
TRU0012I 1/0/0 Medium is 3590
TRU0009I 1/0/0 Compression turned OFF.
TRU0010I 1/0/0 Recovery reporting turned ON.
TRU0013I 1/0/0 Format is 3590 128 tracks
TRU0300I 1/0/0 Writing...
TRU0014I 1/0/0 Changed track configuration
TRU0103W 1/0/0 Write: Medium error
TRU0106I 1/0/0 Write status: Sense key = 3, ASC = 12, ASCQ = 0
TRU0320E 1/0/0 Write failed at block 4963
TRU0305W 1/0/0 Total Write Retries = 1
TRU0306I 1/0/0 Blocks written = 4,962
TRU0307I 1/0/0 Bytes written = 325,184,670
TRU0308I 1/0/0 Write errors: Uncorrected=0, Corrected=336
TRU0037I 1/0/0 Rewinding volume
TRU0055I 1/0/0 Rewind rc = 0 duration = 00:00:15
TRU0055I 1/0/0 Certify rc = 8 duration = 00:01:41
TRU0000I 1/0/0 Writing scoreboard record...
TRU0036I 1/0/0 Unloading volume
```

TelTape™ for Windows Log File: 3590 Tape Certify (Tape Medium Error)

Successful certification returned the following status within TelTape™ for Windows:



TelTape™ for Windows GUI: 3590 Tape Certify (Successful Completion - Time Limit Reached)

The project was completed over the course of a few months. The ability of TelTape™ for Windows to operate both 3590E tape drives simultaneously at full speed allowed for the bank's timeframe to be met. Cartagena Software Limited was also able to incorporate new capabilities that the bank asked for in TelTape™ for Windows without causing any delays or issues with the project.

All 3590 cartridges that failed certification were securely shipped to Imation for destruction by incineration. Analysis by Imation of failed cartridges verified that TelTape™ for Windows had handled and reported on these tapes correctly. Imation then provided the bank with *Certificates of Destruction* to satisfy the audit requirements.

As a side benefit, the facility used to incinerate the cartridges produced electricity during the process, thus converting *waste to energy*.

Summary

TelTape™ for Windows was instrumental in the project delivering on the challenge

the bank set out and overcoming the issues they had. The services delivered by Cartagena Software Limited and Imation helped in the timely completion of the project for the bank.

Since the time of this project, TelTape™ for Windows has been further enhanced, and support for additional tape drives and their associated media have been incorporated. It remains a very cost-efficient data protection utility for enterprise use.

More Information

For more information on TelTape™ for Windows and other services that Cartagena Software Limited can provide, please contact us at +1 905-887-0755, toll-free in Canada and the USA at 1-888-USE-TAPE, or by email at sales@cartagena.com. You can also visit us at our website: www.cartagena.com.