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New SeaTools Disc Diagnostic Software Helps Reduce Returns and Protects Data

Seagate® announces the release of SeaTools™ diagnostic software—a new utility designed to reduce drive returns, decrease repair costs and protect data. SeaTools software comes at no additional charge to Seagate customers and end-users. The software will be made available with every Seagate drive shipped to the channel and will also be available through the Web.

SeaTools works with all existing and future Seagate ATA and SCSI drives and can serve as a helpful tool for diagnosing all drives in the system, including other manufacturers' drives.

How does SeaTools software save money?

SeaTools software lets network administrators, data-center managers, helpdesk technicians and new PC users diagnose the drive when having problems booting or with other system issues.

When the end-user is having a problem, replacing the drive is frequently the first repair to take place. However, a system issue may be caused by a number of factors—not always the drive. In fact, the majority of all Seagate drives returned are classified as NPF, or No Problem Found.

This creates unnecessary administrative and shipping burdens on your staff—costs that come right out of your bottom line.

Now, SeaTools can help the customer become the first line of defense in diagnosing system issues. Before removing the drive, simply have the end-user run SeaTools software to determine whether the problem is caused by the drive or by something else in the system. It's as easy as 1, 2, 3.

- Boot the system from the SeaTools diskette...
- Start the diagnostic procedure with four keystrokes...
- SeaTools delivers a report on the health of the drive—positively identifying or eliminating the drive as the source of system problems.

Having your customers run the SeaTools diagnostic before removing the drive from the system will result in fewer returned drives for you and will eliminate the customer's inconvenience from returning an operational drive.

How does SeaTools software help protect data?

Whenever a drive is removed from the system, data is at risk. It's a fact—there's no guarantee that customers will back up their data. Many customers believe they'll receive the same drive in return with their data still intact.

Of course, the opposite is true. The customer gets a different drive in return, and if there's no backup, the data is gone.

By positively identifying whether a drive is functioning properly, SeaTools saves many customers from needing to remove the drive. This reduces the risk of lost data and helps speed the diagnosis of system problems.

SeaTools software then goes a step further. In some cases, data may be at risk due to file system issues or other problems. SeaTools points the user to possible troubleshooting solutions, saving the user time and reducing calls to your service team.

Where and when will SeaTools software be available?

Starting in mid-October, SeaTools software will be available for download at reseller.seagate.com.

For an advance copy, download from www.seagate.com/support/npf/disc_ata/flow_diagnostic_run.shtml.

SeaTools software will also be included on the Seagate Extra Value Pack CD.