

# ADIC announces software enhancement for Scalar i2000

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- Intelligent iPlatform library increases ability to self-diagnose and automates issue resolution-

Winnersh, Berkshire - 2 September 2004 - Advanced Digital Information Corporation (NASDAQ: ADIC), leading supplier of intelligent storage solutions to the open systems market, has announced a major new software release for the iPlatform, the architecture behind the company's award-winning Scalar i2000 tape library. The release, which is available now for all Scalar i2000 installations, significantly enhances the library's ability to self-diagnose and resolve fault conditions to further increase overall backup system availability.

"When compared with conventional libraries, the Scalar i2000's built-in intelligence has already reduced the need for service calls by more than 50% and shortened time to resolution by more than 30%," explained Steve Mackey, product marketing director, ADIC EMEA. "The new service upgrade package should give us automated root-cause identification for a full 80% of all service issues without having to send a technician on-site. The result will be even fewer and shorter interruptions to normal operation and reduced management overhead for our customers."

The Scalar i2000 monitors internal systems, applies fault tree analysis when anomalies occur, determines root causes, recommends repair procedures, and automatically opens communication with the ADIC service team. In many cases, the first time customers hear of a problem with the backup system is when they get a call from ADIC telling them a Service Request has been opened and that a resolution plan is in place. Launched in early 2003, the Scalar i2000, with ADIC's iPlatform architecture, is the first tape library to offer end users automated service support that includes intelligent self-diagnosis, real-time email links to a 24-hour service team, and proactive customer alerting, features often associated with enterprise disk-storage systems.

"The iPlatform architecture and the way that it is linked to the ADIC service team is revolutionizing library service by monitoring more systems, storing more data, and analyzing the information more intelligently," Mackey continued. "For this software upgrade, we looked at the last year's history of events and expanded the fault-tree logic based on that knowledge. In a sense, the library is learning from its own experience and the experience of the entire ADIC tech support team, and it is becoming smarter."

Other system enhancements in the current iPlatform software release include automated drive firmware management and remote system recovery settings, both designed to simplify on-going library management. The drive firmware feature combines the library's central memory and control system with in-band I/O blades to automate the download of new tape drive firmware. Centralized firmware downloads speed up the process and make it easier to manage by eliminating the need to use firmware upgrade tapes. The remote recovery setting feature allows users to download the full library configuration settings to a storage device outside the library. The remote recovery data allows users to configure a replacement library

rapidly in case the original library is not available, providing rapid resumption of the backup system even in the case of a major disruption to the original library site.

The Scalar i2000 software release is available now for all installed Scalar i2000 units, and is shipping now on all new Scalar i2000 libraries.

#### About the Scalar i2000

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The ADIC Scalar i2000 intelligent tape library eliminates external library control servers and enhances library functions to improve overall data protection and save users time and money over the life of their backup system. It is the first library to incorporate ADIC's intelligent iPlatform architecture, integrating and simplifying key backup management functions while reducing the need for external applications, equipment, and management activities.

#### About ADIC

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Advanced Digital Information Corporation (NASDAQ: ADIC) is a leading provider of Intelligent Storage solutions to the open systems marketplace. ADIC is the world's largest supplier of automated tape systems using the drive technologies most often employed for backing up open system, client-server networks.\* The Company's data management software, storage networking appliances, and disk-to-tape data protection solutions provide IT managers innovative tools for storing, managing and protecting their most valuable digital assets in a variety of disk and tape environments. ADIC storage products are available through a worldwide sales force and a global network of resellers and OEMs, including Cray, Dell, EMC, Fujitsu-Siemens, HP, IBM and Sun. Further information about ADIC is available at [www.adic.com](http://www.adic.com).

\* Market Share: Gartner Dataquest, Tape Automation Systems Market Shares, 2003, F. Yale, April 2004. ADIC and Scalar are registered trademarks and Intelligent Storage and iPlatform are trademarks of Advanced Digital Information Corporation. All other trade or service marks mentioned in this document should be considered the property of their respective owners.