



NO DOWNTIME FOR KSPS PUBLIC TELEVISION

“The Diskeeper® Server edition is a necessity in my company’s business. We cannot afford downtime for any of our servers. We must stay on the air 24 hours a day so we rely on Diskeeper to keep our servers running at top speed, maintaining reliability,” said Glen Martin, the KSPS IT Administrator.

KSPS Television, with over 35,000 viewers, is the flagship Inland Pacific Northwest PBS station. Their signal area includes parts of four western states (Washington, Oregon, Idaho and Montana), plus western Canadian provinces, broadcasting on the air, cable and satellite. Owned and operated by the Spokane Public Schools, KSPS also provides additional programming through new digital channels: PBS World, PBS Create, HDTV programming and four educational access channels available to classrooms in the greater Spokane area.

THE SITUATION:

In 2000, during the evaluation of Diskeeper on Windows® 98, the KSPS staff was outraged when the trialware expired and they no longer were able to defrag their PCs automatically. It was at that time the staff learned how beneficial and important Diskeeper was to computer performance. Their hard drives slowed down and it took several hours to defragment using the built-in program. KSPS has been using Diskeeper as the only defragmentation program ever since. They learned the hard way how fragmented drives cause work slowdowns and poor job performance due to time spent waiting for drives chunking away on their fragmented platters.

The daunting task of combining video devices with network connectivity has been a learning experience for the television industry. So with the advent of integral computing needs, maintenance and the requirements to keep everything going 24/7, they turned to Diskeeper for the most critical computing maintenance of the ON-AIR computers and all employee desktops as well.

“Your viewer at home doesn’t care if you need to do Windows updates on your SQL Server, or if you need to defrag and reboot your Fileserver. They simply want their TV show on the air 24/7 with no excuses,” Martin emphasized. “Diskeeper keeps your hard drive in the best possible shape for those critical times. Everyone should adopt a maintenance plan for their computers, starting with Diskeeper as the core tool.”

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THE SOLUTION:

The main reason KSPS chose to use Diskeeper was the fact that they are a television station with both broadcast and IT needs. Martin has been a Broadcast Engineer with the company for 21 years. When the Engineering Department made the transition to computers, jobs converted to almost all IT responsibilities which required a lot of personnel training.

“I completely rely on Diskeeper and advocate it openly. I recommend Diskeeper to everyone who asks me what they should do to clean up their PC and maintain performance,” Martin said. “I have used Diskeeper since the early days when it was the ONLY defrag program for NT 4. I have seen Diskeeper grow from basic functionality to the full well-rounded product it is today. Each and every year I keep our computers running with Diskeeper; there simply is no replacement. Best of all Diskeeper is automatic.”

KSPS has been using Diskeeper on 70 workstations and 4 servers over the last several years. Unique Diskeeper technologies that help most are FragShield® and InvisiTasking®, as well as the automatic defrag which eliminates the need for scheduling.

The addition of FragShield eliminates the task of manually changing the MFT. “I have found that most of my MFTs needed adjustment,” Martin reported. “Now that this function is automatic I don’t have to manually check it. The InvisiTasking technology helps to defrag in the background. Now with the new Diskeeper version 2009, I expect the same reliability and lack of help desk calls complaining that the defrag program was causing slowdowns.”

KSPS uses Diskeeper on the Web and Mail Servers, SQL Server and a Fundraising Server. Since they are a PBS Station almost 80% of the funding comes through public donation. The station relies on Diskeeper to maintain their most critical servers from the SQL Server Database computer to the Cash Register Server for the fundraising database. Martin noted, “We no longer require active downtime to perform defrag routines. Our servers are kept at top performance.”

The Diskeeper EnterpriseServer has the incredible task of defragging their Nearline Storage RAID5 for the ON-AIR Server. This powerful server has 48 hard disk drives striped in a RAID5 configuration, comprising a sizable 37.2TB volume. This Nearline Storage drive holds high definition and standard definition clips which air at a later date than what is currently stored in their ON- AIR Server.

“Leaving a PC turned on overnight for a defragmentation scan is no longer necessary -- saving electricity, and PC wear and tear.”

“KSPS has been using Diskeeper for many years on all systems. We most enjoy Diskeeper’s automatic defrag functionality. I no longer see PC slowdowns caused by fragmented hard drives.”

KSPS’s ON-AIR Server is quickly filled with files ranging in size from a few hundred megabytes up to 20 gigabytes per file. Therefore they have to use alternative Nearline Storage and keeping the Nearline RAID defragged is very important. Without help from the truly robust Titan Defrag Engine™ technology in Diskeeper EnterpriseServer, the files couldn’t be easily fitted into consecutive storage spaces.

CONCLUSION:

“I am now able to keep our computers working in tip-top shape without devoting time for manual defrag maintenance. The product works very well in the automatic mode, but also has the ability to run manually for software installation or uninstall on a regular basis. If you take an active part in computer maintenance through utilization of Diskeeper you will not be disappointed.

If I were asked what things I would change or add to improve computer functionality they would be:

- 1) Buy Diskeeper for your computer.*
- 2) Add more system memory.*

If you simply do the two items listed above, you will regain the vigor and speed your older computer used to have when it was new. The benefits of well-maintained hard drives outweigh the small cost associated with the purchase of Diskeeper licenses.”

Glen Martin, KSPS Television
Engineering/IT Department
IT Administrator