



DOMINANCE INDUSTRIES, INC.

dba **PAN PACIFIC PRODUCTS**

610 W State Hwy 3, Unit A, Broken Bow, OK 74728-6634

Ph: (580) 584-6247 Fax: (580) 584-6230

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## **Pan Pacific Products**

Manufacturer of **thick** medium density fiberboard (MDF)

North America's Largest Producer of Fiberboard Stiles and Rails

Based in Broken Bow, Oklahoma, U.S.A.

Our main products are door parts, and full panels for use in solid doors and moldings.

## **Hard Disk Sentinel**

We stumbled across this piece of software a few years ago when looking for HDD diagnostic software. We wanted something that gave us a little more information than the standard S.M.A.R.T. readers did, and boy we were not disappointed!

Initially we put the trial version on a few computers to see what kind of impact the software had resource-wise, and other than on initial boot, the users said they noticed no difference. This first trial also gave us a nice heads-up about a drive that was showing only 50% health, allowing us to replace the drive instead of having it fail on us. This was what drove us to purchase our first "Family Pack".

Once we decided to start protecting certain servers as well as desktops, we found the software had very few issues detecting the raid controller and the disks beyond them. The one time I ran into a new server that HDSentinel could not read, I sent a test report to the developer and had a new version to test within 24 hours which worked flawlessly.

We currently use the software for testing all HDD that we buy before they are put into service, and as we sometimes buy refurbished drives for certain things, knowing their condition is very important, and the software has caught several with bad sectors allowing us to return them rather than have them fail on us. It has also proven invaluable on our main backup server which seems to go through drives (especially Seagate ones) at an alarming rate, allowing me to see as drives start to have issues and preemptively replace them and cause the array rebuild at a convenient time, rather than waiting for them to actually fail and be trying to rebuild during the night when all our backups run.

One of the greatest things about this software is the amazing support from its developer. Having dealt with a lot of different companies with varying levels of support over the years, I never have any hesitation about contacting HDSentinel, because I know I will get a speedy response in a very helpful manner from a professional who knows every aspect of the software, not some tech who just goes through a script and doesn't really know much about what he is supporting.

Now we have decided to move away from the individual licenses and upgrade to the Enterprise Server to be able to monitor systems remotely. I have tested the software, and have no doubt it is of the same fine quality, and look forward to using it for many years to come.

Shaun Somers, Network Administrator.