

System Installation Service

Even with a simple to manage network attached storage (NAS) product, there are daunting logistical issues involved in implementing a large storage array. Assessing and preparing for the physical needs of the server including delivery route, rack space, power, cooling, and network access requires extensive experience to make this process cost effective and efficient. BlueArc's Global Services Organization will install and configure your storage system for optimal results in your environment and train your IT staff to maintain the system for superior performance and reliability, giving you the fastest possible return on investment.

Configuration, Setup, & Test

BlueArc will configure the system as follows:

- 1 From a conveniently located client, and working with customer technical staff, walk through the GUI, defining configuration items as pre-determined during the site survey - utilize the manual set to acclimate customer reference points.
- 2 Verify licenses and security modes.
- 3 Backup the configuration for the client.
- 4 Run initial fileserver set-up tests from a client on the network to ensure storage and retrieval capability.
- 5 Provide basic system training and familiarization to customer personnel, be available to answer technical, operational, and/or functional/feature questions.

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PRE-INSTALLATION SITE SURVEY

Prior to the system installation, BlueArc will perform a site survey of the customer's proposed installation location. A properly performed pre-installation site survey is critical to a successful and problem-free system installation. BlueArc personnel will meet with customer technical representatives and conduct the site survey – assessing the installation location and completing a checklist that includes, at a minimum, verification of the following:

- Customer installation location delivery clearance levels, floor space and load
- Customer or BlueArc rack dimensions and configurations
- Server and file system configuration
- Customer file serving, application, backup, and client environments
- Storage system configuration preferences (RAID, drives, high availability, and volumes)
- Alert setup and remote monitoring preferences
- Power and cooling accessibility, configuration, and adequacy
- Network topology, switch settings, and configuration

INSTALLATION

During system installation, BlueArc will perform the following:

- Verify shipping containers and contents have no damage
- Unpack and inventory parts
- Place system in pre-designated installation location
- Stabilize the rack
- Ensure all cabling, drives, enclosures are secure
- Connect power and Gigabit Ethernet
- Power on the system and allow all enclosures to stabilize (drive spin-up)
- Set IP address for the system
- Provide basic introductory system training and familiarization

SERVICE AVAILABILITY

BlueArc's System Installation Service is a premium service provided by BlueArc's Global Services Organization. Please contact your Account Manager for details.