

Sun Workgroup Storedge Tape Library Installation - CTL-SUN-INST-WGL



One of the primary causes of system failure during the early stages of the product lifecycle is improper **installation and configuration**

Let our trained engineers get your StorEdge Tape Library set up correctly and quickly. This enables your IT staff to stay focused on what's most important to your business and helps to ensure the early stage of product lifecycle goes smoothly.

Installation services process – activities and deliverables:

- Site audit (via telephone)
 - Review environment and installation requirements
- Installation planning (via telephone)
 - Plan and confirm schedule along with resources with customer
 - Plan and confirm delivery along with installation dates
 - Create installation related documentation (if required)
- System installation specification
 - Plan and confirm StorEdge hardware set up requirements with customer
 - Confirm customer acceptance criteria (verification testing)
- Statement of installation
 - Verify completion of pre-installation tasks
 - Verify supported configuration
- Installation and customisation of Sun hardware and software
 - Review packing list to ensure that all components are present
 - Mount the library in rack, if applicable
 - Remove internal shipment supports from library
 - Power up library and run self tests to verify operation
 - Install SCSI or Fibre Channel HBAs into server (if required), and attach to library
 - Install the appropriate firmware and drivers
 - Install all required patches

- Installation verification
 - Load diagnostics on server and verify operation of server to tape library
- System turnover
 - Installation review and customer sign off.

The above services are delivered during normal business hours (9am – 5.30pm) Monday – Friday, excluding bank holidays.

Customer responsibilities:

- Provide at least one technical contact with system administration responsibilities and appropriate system/information access privileges, to perform this service
- Make appropriate system maintenance window(s) available for Avnet, as needed to prepare equipment
- Provide access to the customer's systems and networks as necessary to perform the services during normal business hours
- Provide support for technical support teams for all vendors and third parties as necessary
- Verify the equipment location (work site) is prepared to perform the engagement services.

Don't forget, we can also provide product training on request.