

Sun Workgroup Storage Array Installation - CTL-SUN-INST-WGS



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 new Sun StorEdge Workgroup Array 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 life cycle 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 system set up requirements with customer, including possible switch and virtualisation

parameters, storage presentation and layout.

For example, RAID levels and management LAN requirements

- Confirm customer acceptance criteria (verification testing)
- Statement of installation
 - Verify completion of pre-installation tasks and supported configuration
- Installation and customisation of Sun hardware and software
 - Review packing list to ensure that all components are present
 - Install the array and all components, rack mounting the array if required
 - Install appropriate HBA's into host (if applicable) and connect the array to server
 - Install the appropriate firmware, drivers and all required patches
 - Install any pre-purchased feature licenses
 - Configure Storage Array to pre-planned RAID and storage parameters

- Configure switch fabric, zoning and port assignments as required (if switch attached)
- Setup Host Server, including verifying Solaris patches, HBA and driver levels
- Installation verification
 - Ensure StorEdge array functionality
 - Verify storage/switch/virtualisation connectivity to Host Server(s)
- 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.