

PRE-INSTALLATION QUESTIONNAIRE

THE FOLLOWING INFORMATION ABOUT THE CUSTOMER ENVIRONMENT SHALL BE PROVIDED TO THE ETI-SPHiNX SYSTEMS ENGINEER WITH THE ASSISTANCE OF THE PARTNER TO EXPEDITE THE SPHiNX BUILD AND INSTALLATION. SCHEDULING OF INSTALLATION BEGINS AFTER RECEIPT AND ACCEPTANCE OF THIS DOCUMENT. INSTALLATION DATES CAN BEGIN 14 DAYS AFTER ACCEPTANCE.

ETI-SPHiNX INFORMATION

Systems Engineer
Sales Manager

PARTNER INFORMATION

Systems Engineer
Sales Manager

CUSTOMER INFORMATION

Company Name
Company Address(es)
Customer Manager (for scheduling)
Name
Email Address
Phone Number
Desired Installation Date

PARTNER EXPECTATIONS

Arrange for all necessary SCSI
or Fibre Channel cabling
Have Engineer onsite during install
Rack SPHiNX hardware

CUSTOMER EXPECTATIONS

Provide TCP/IP information prior
to scheduling installation
Have Ethernet cable to SPHiNX location
Identify rack space for SPHiNX hardware



PRE-INSTALLATION QUESTIONNAIRE

THE FOLLOWING INFORMATION ABOUT THE CUSTOMER ENVIRONMENT SHALL BE PROVIDED TO THE ETI-SPHiNX SYSTEMS ENGINEER WITH THE ASSISTANCE OF THE PARTNER TO EXPEDITE THE SPHiNX BUILD AND INSTALLATION. SCHEDULING OF INSTALLATION BEGINS AFTER RECEIPT AND ACCEPTANCE OF THIS DOCUMENT. INSTALLATION DATES CAN BEGIN 14 DAYS AFTER ACCEPTANCE.

APPROVAL & AUTHORIZATION

Compatibility of host hardware,
operating system and HBA confirmed by SE?
Maintenance Window Required? (yes/no)
Hours of day
Customer technical resource allocated
Name
Phone Number
Email Address

INFRASTRUCTURE INFORMATION

Rack space (1, 2 or 3 rack units)
Rack type (round-hole IBM or Square-hole
standard) If round hole; order IBM rail kit
Power requirements (cable connections & type)
Time Zone for location of SPHiNX device
Network connectivity for
both management and replication
Name, IP address, gateway,
subnet mask & DNS servers (if desired)
Ports to open for replication 80, 22, 443 & 4567
Unix server to SCP key database
backup for encryption
Cables (connectors & LVD or FC) to Host
Cables (connectors & LVD or FC)
to physical tape drive(s)
If SCSI hosts to be connected;
order in-line terminator kit
If AS400 host is auto-configure enabled

