VAST Data Customer Success
EBox Installation Service Brief

Overview:

The VAST Data Installation Service provides a complete, onsite deployment for the VAST Data Platform. VAST Data's Engineers are trained to ensure the new system is installed to meet the customer's requirements. For a list of VAST Data storage solution features see the online documentation.

Applicability and Scope:

Use the Installation Service for deployment of new VAST Data systems. This service includes one on-site engagement. An on-site engagement can be multiple days and may involve one or more engineers, depending on the size of the solution and other VAST-defined criteria.

Upon the successful conclusion of the on-site engagement, the system will be fully validated, installed, configured, licensed, and set up for Call Home alerts (if applicable).

Prerequisites and Planning

Prior to the on-site visit, VAST Data will hold a call to verify customer requirements and site readiness. Items covered include review of the Site Survey document which is used to collect information about the customer environment and confirmation of Site Readiness.

Site Survey

VAST Data will collect and review the following items as a part of the Site Survey prior to the on-site engagement. These items are the minimum requirements for the customer prior to scheduling for the on-site visit:

- Installation address and contact information
- Designated Support contacts including the Primary Support Contact to whom the license key will be sent as well as an Escalation Contact
- Required networking and IP address information for the equipment being installed

This information will be gathered by a VAST Data Engineer prior to scheduling. The VAST Data Engineer will also discuss special site requirements with the customer which relate to the success of the installation (for example: no phone, personal protective equipment, citizenship requirements, and so forth).

Site Readiness and Customer Responsibilities

The following requirements must be available and ready when the VAST Data Engineer arrives to perform the installation. A failure of the customer to provide all site readiness requirements below may lead to the VAST Data Engineer prematurely ending the site visit at their discretion.

- All switches, servers, and cables are installed, operational and ready for software deployment by the VAST Data Engineers
- Site access and an escort for the VAST Data Engineers is arranged for the duration of the installation
- Agreed upon working hours (times and hours the engineers can be on site)
- Network connectivity and physical infrastructure are available
- Management switches (customer provided) are racked and configured
- Management switches have unrestricted uplink Internet network access for call home/Uplink
- Dedicated IP ranges allocated for the system as defined in the Site Survey

Installation and Configuration

The VAST Data Engineer arrives fully prepared with an installation plan based on the information provided in the Site Survey and the appropriate VAST Data software necessary to perform the installation.

Implementation Activities

- The VAST Data Engineer will perform the following installation activities:
- VAST (non-management) Switch configuration
- VAST software initialization and configuration
- Software version validation
- Call home configuration (if applicable)
- License activation
- System health validation

Handoff and Transfer of Information

When the installation is complete, the VAST Data Engineer will hand off the system to the customer. The VAST Engineer will review the following as part of the customer handoff:

- Review Administrative WebUI
- Setup VIP pools
- Password Management
- Ensure cluster is accessible
- Kick off the Customer Success onboarding process