



Professional Installation Program

Exabyte tape storage solutions require significant operational planning, resource coordination and product knowledge to achieve successful installations that yield performance and reliability.

Exabyte offers a Professional Installation Program to provide a way for customers to leverage Exabyte's experience and knowledge in the Tape Storage installation process.

The Exabyte Professional Installation Program is structured to support efficient deployment of equipment into, and minimize disruption of, the customer's information technology environment.

The Program Site Survey Form is the core of a successful installation. The survey allows the Customer and Exabyte to correlate what products are planned for deployment and identify any technical barriers to successful installation. Exabyte installation resources review this information and provide recommendations in preparation for the solution procurement process.

This program also provides a focused level of Exabyte solution knowledge transfer to the customer, including but not limited to, configuration, product orientation, and product operational knowledge. The result of this knowledge empowerment is a significant reduction of costs and risks associated with unplanned downtime.

Professional Installation Features

- Exabyte will **unpack and inspect** all Exabyte equipment for damage from shipping as well as check for any manufacturing defects. Exabyte will authorize repair and or replacement of damaged or defective Exabyte products.
- Exabyte will **install all Exabyte components and add-on accessories**. These include tape drives, controllers, or other Exabyte components. Exabyte will not be responsible for installing server components, switches and routers into the customer's infrastructure.
- Exabyte will be responsible for testing Exabyte equipment to **ensure all products are functional and ready for use**. Exabyte will confirm that the library is addressing all of the drives. Exabyte will trouble-shoot problems related to making the library "ready " to be turned over to the end-user operator.
- Exabyte will work with the customer to **verify all Exabyte devices are communicating** with the appropriate hardware interface.
- Exabyte will provide the customer with Exabyte **product orientation and operational training**, as well as answer any questions relating to operation of Exabyte equipment.
- Exabyte will be available to work with other vendor representatives on-site to **provide integration assistance** in an effort to overcome any unforeseen system architectural issues with the operation of Exabyte equipment.
- In most cases, the Exabyte Professional Installation Program requires a full business day for on-site installation of Exabyte equipment.
- Upon completion of the Exabyte Professional Installation Program, the customer will be invited to provide feedback on the installation and sign a completion receipt.

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Description	Exabyte Part #
Installation of an Exabyte product with a SCSI interface	1010819
Installation of an Exabyte Product with a Native Fibre Channel interface	1008989

Exabyte Professional Installation Approach

• Obtain all architectural detail needed to complete “plug and play” installation at the customer site including, but not be limited to:

- Verification of end-user information and location
- Review and verify required “Site Survey Form” system architecture/ topology, components, and operating system
- Verify Exabyte products purchased and delivery to the installation site.
- Verify all architectural hardware components’ arrival on site
- Verify that the Professional Installation Program procurement process is complete
- Communicate and verify that all appropriate tools will be available on site to support and maintain the equipment

• The Site Survey Form will allow Exabyte to review the overall system architecture for Exabyte compatibility requirements with various components in the customer’s environment. Exabyte will make recommendations or determinations as to potential compatibility issues and communicate recommendations to the customer.

• Professional Installation Program is performed within normal business hours, Tuesday-Thursday, excluding Holidays. Professional Installation performed outside of these parameters may be subject to a surcharge. Please reference our Equipment Installation Agreement for terms and conditions.

• Exabyte will work with the end-user to plan and schedule the installation, and the end-user will work with Exabyte to coordinate and accommodate other Professional Service teams the customer requires as part of the equipment installation process.

Customer Site Preparation

• Exabyte requires that all of the pre-approved components for your network architecture are installed and working according to the manufacturer’s specifications. This means all cabling and non-Exabyte components required to attach Exabyte equipment to the system architecture should be tested and operational.

• The customer will determine who will be responsible for the daily operation of the library, and make arrangements for them to be on-site and available for product orientation and to answer questions about the environment. The customer’s representative should be familiar with the overall goals and expectations of the Exabyte equipment.

• For a rack mount installation, the customer must provide a lifting device or sufficient personnel to place equipment into the rack.

• Verify that the Exabyte portion of the order was received complete as well as make ready all other components required for a successful installation.

• Prior to Exabyte installation resource deployment, the customer will have all necessary software licenses and extraneous hardware firmware levels at their latest revision acceptable to Exabyte.

• For proper maintenance of Exabyte equipment, certain tools are required. Exabyte requires these tools be available for the product orientation and installation.



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