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Documentation Reference

Sun StorEdge™ 6320 System 1.0

Sun StorEdge™ Remote Response

CONGRATULATIONS! The Sun StorEdge 6320 system is designed and fully equipped to optimize the Sun StorEdge(SM) Remote Response service. The Sun StorEdge Remote Response service is available at no extra charge for Sun StorEdge 6320 systems maintained under Sun warranty or SunSpectrum Gold(SM), SunSpectrum Gold with 7x24 uplift, or SunSpectrum Platinum(SM) service contract. Benefits of the service include:

- CONTINUOUS, PROACTIVE monitoring of the Sun StorEdge 6320 system
- Global Sun Solution Centers for rapid local support
- Sun storage experts provide remote diagnostics and repair, 24x7
- Tight integration with Sun's problem management and on-site service processes
- Multiple layers of security for storage system safety

Sun StorEdge Remote Response pro actively identifies operational anomalies to help prevent them from becoming business problems. Through around-the-clock monitoring, connectivity with Sun and remote support, Sun StorEdge Remote Response helps you maximize your storage system's availability.

Sun StorEdge Remote Response Installation

Activating the Sun StorEdge Remote Response service is simple. All the hardware and software necessary to activate the Sun StorEdge Remote Response service come standard with your Sun StorEdge 6320 system. There are three easy methods for activation:

- Contact the Sun Services Customer Care Center at no additional charge and request activation of Sun StorEdge Remote Response.
- Purchase the Sun StorEdge Array System Installation Service. This service is sold separately and provides complete system installation of your Sun StorEdge 6320 system and includes activation of Sun StorEdge Remote Response service.
- Purchase the Sun StorEdge Remote Response Installation Service. This service is sold separately and provides installation and configuration of Sun StorEdge Remote Response hardware and includes activation of Sun StorEdge Remote Response service.

To request activation, contact the Sun Services Customer Care Center.

Sun StorEdge Remote Response Eligibility

Customers must maintain the entire Sun StorEdge 6320 system on warranty or SunSpectrum Gold, SunSpectrum Gold with 7x24 uplift, or SunSpectrum Platinum service contract in order to receive the Sun StorEdge Remote Response service.

Note: The customer is responsible for providing a dedicated, direct analog telephone line, and for all costs associated with this line. Certain restrictions apply. See legal service listing for Sun StorEdge Remote Response maintained at http://www.sun.com/service/servicelist/

Questions regarding Sun StorEdge Remote Response service can be directed to your local Sun Services representative.

1 Access the Online Documentation

The following Sun StorEdge™ 6320 system documents are available online at:

`http://www.sun.com/documentation`

Title	Description	Part Number
Sun StorEdge 6320 System 1.0 Release Notes	Provides late-breaking information about the storage system.	816-7880-*xx*
Sun StorEdge 6320 System 1.0 Regulatory and Safety Compliance Manual	Provides safety and compliance information for the storage system.	816-7876-*xx*
Sun StorEdge 6320 System 1.0 Site Preparation Guide	Explains how to prepare the site for storage system installation.	816-7877-*xx*
Sun StorEdge 6320 System 1.0 Installation Guide	Provides detailed procedures to install the storage system and power it on so that it is ready to use.	816-7878-*xx*
Sun StorEdge 6320 System 1.0 Reference and Service Manual	Provides a product overview, supported configurations, troubleshooting, and administration and service procedures.	816-7879-*xx*
Storage Automated Diagnostic Environment 2.2 User's Guide - Device Edition	Provides troubleshooting and diagnostics procedures using the Storage Automated Diagnostic Environment software.	817-0192-*xx*

2 Prepare for the Installation

Before starting the installation, complete the following tasks:

Task	Publication Title
Review this document for late-breaking information that might affect the product installation	*Sun StorEdge 6320 System 1.0 Release Notes*
Prepare the installation site	*Sun StorEdge 6320 System 1.0 Site Preparation Guide*
Review this document to make certain that the site meets the safety and compliance standards for the storage system	*Sun StorEdge 6320 System 1.0 Regulatory and Safety Compliance Manual*

3 Install the System

Refer to the *Sun StorEdge 6320 System 1.0 Installation Guide* for detailed instructions.

4 Service the Storage System as Needed

If the Sun StorEdge 6320 system needs servicing, refer to the following documentation.

Title	Description
Sun StorEdge 6320 System 1.0 Release Notes	Includes any late-breaking information that could affect servicing.
Sun StorEdge 6320 System 1.0 Regulatory and Safety Compliance Manual	Provides safety precautions you need to know before attempting service.
Sun StorEdge 6320 System 1.0 Reference and Service Manual	Provides basic troubleshooting and service procedures.

For additional service assistance, go to:

`http://www.sun.com/service/contacting`

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