StorNext Connect Deployment Training Q&A Document

The questions and responses were collected from the Chat and Audio during the training.

**Q:** When is the support for Lattus within StorNext Connect?

**A:** Lattus support is scheduled for 1HCY2016

**Q:** When is the support for Artico within StorNext Connect?

**A:** Artico is a Pro Solution/Pro Foundation so should be Connect-able…ongoing request is via eXpress request. Artico support is scheduled for 4QCY2015.

**Q:** What is the support for NetApp Storage Arrays QD6000?

**A:** I/O performance statistics are captured for NetApp Storage Arrays, though there is no health monitoring of NetApp Storage Arrays.

**Q:** What is sales collateral is available within QuantumIQ?

**A:** Updates are forthcoming by the end of September for both Customer Presentation and FAQ.

**Q:** Does StorNext Connect support for 441D and 441Q?

**A:** Both are supported by StorNext Connect

**Q:** What is the behavior of StorNext Connect in a StorNext environment with Lattus?

**A:** There is no interaction with Lattus Object Storage…there is no installation, configuration or direct monitoring.

**Q:** Have we imported all Appliance serial numbers from the IB for launch of v1.0.3, but I am sure based on the IB there will be gaps

**A:** Tighter integration and efficiencies of the StorNext Connect database have been incorporated for improvements.

**Q:** Is there a need to create a dedicated fibre channel zone for AEL libraries?

**A:** This is documented as a StorNext best practice for performance and connectivity.

**Q:** DNS server with valid hostnames, is that valid hostnames for both metadata and corp, or valid for corp? If an AEL library is present, the library needs to be on a separate Fibre Channel network to prevent scans interrupting tape operations. This is a standard library configuration requirement. It can either be a separate fabric or just zoned independently (documented in the install guide).

**A:** DNS must have valid hostname entries for both metadata and management (corp admin) interfaces

**Q:** CONTINUED QUESTION: does this mean that we'll be fixing the appliances to ship with SCSI resets disabled on the tape ports?

**A:** No, there must be a dedicated fibre channel zone for AEL libraries

**Q:** Does this mean for Connect support any M441D customers need to be updated to M441Q?

**A:** No, there is no update needed.

**Q:** The pre-requisite says 2 networks, what happens if there are 3 networks as in a M440 with 10Gbit expansion card running NAS or Lattus connected systems

**A:** If the 3rd network is dedicated to Lattus, then it is configured via StorNext GUI.

**Q:** Is there a plan to add a service or engineering Connect login so that Quantum/partner personnel can load and install Connect without the customer’s login information?

**A:** This is a great suggestion to position StorNext Connect with a Service Portal. This will be considered for future functionality.

**Q:** Is there any downtime associated with installing StorNext Connect?

**A:** The installation of StorNext Connect is on the “secondary” node of an HA MDC pair. Ongoing operation of the “primary” node will continue.