Hardware Appliance Installation

Contents

Overview

PINsafe is available as a Hardware appliance. This document is to aid in the deployment of the Hardware appliance.

For the Hardware Appliance Specification see Hardware Appliance Specification

Requirements

- 1U rack space for each PINsafe hardware appliance
- Power socket for each PINsafe hardware appliance
- Ethernet cable for ETH0 (Not supplied)
- Ethernet cable for DRAC card (Not supplied)
- Ethernet cable for ETH1 (Active/Active Appliances only where X-Over is not used) (Not supplied)
- KVM (Not supplied) Keyboard and Video (Mouse not required) to initially configure networking

Unpack the Appliance

Ensure that the box and appliance are not damaged

The following should be prsent:

- Appliance
- Power lead
- X-Over cable for A/A installations

The following may be supplied in a seperate box

- Rack Mount kit (May not be present for evaluations)

For Evaluations keep the box for return

Connect the Appliance

The following should be connected to the rear of the hardware appliance

- Power
- keyboard (purpe in colour) (Mouse is not required)
- Video
- Ethernet cable into ETH0 (top ethernet port)
- For A/A appliances the X-Over cable should be connected to each ETH1 (lower ethernet port)
- Ethernet cable into DRAC ethernet port, located in PCI slot
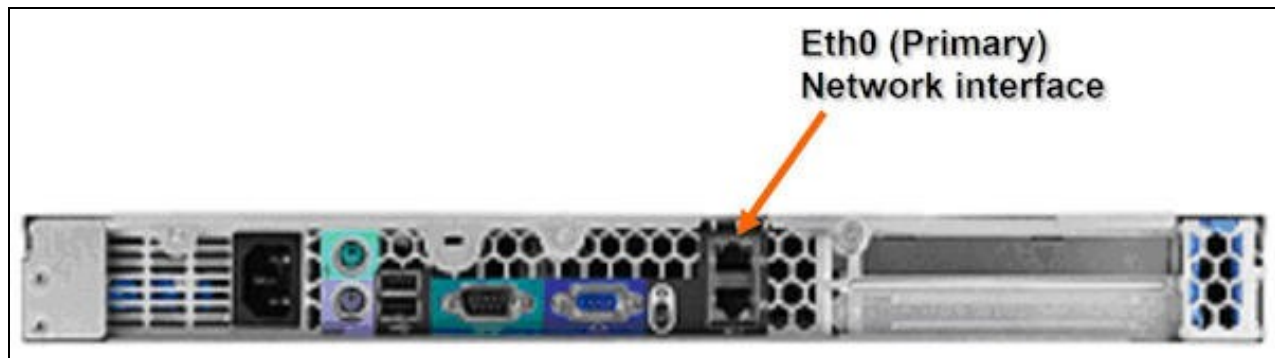
Power on the Appliance

Switch on power to the appliance.

Observe console for any errors.

A login prompt should be displayed at the console.

DRAC Configuration

See DRAC Card How To Guide

Configuring the Appliance

See Getting Started Basic CMI configuration

Create Recovery Disks

Replacement of hardware such as hard disks could leave the appliance without an OS, so it is essential to create recovery disks, see Recovery Disk for Appliances How to Guide

Turning the power off

The system should be shut down using the PowerOff function in the Command Management Interface (CMI).

Troubleshooting

For Evaluations Contact Swivel Support.

Hardware issues should be escalated through Dell support directly. When contacting Dell ensure that you are with the hardware and have the service TAG number. Further information can be found on the Dell website: http://www.dell.com

Also see http://www.dell.com/downloads/emea/services/en/sd_psit.pdf

Hardware status lights

Check the ABCD lights on the front of the unit. They should all be green. See the Hardware Owners Manual for the diagnostic light codes on page 22 of the Dell Hardware manual

RAID

It may be possible that the RAID is out of sync, perhaps due to a power failure, so can you try rebooting the unit and hitting Ctrl + D at bootup when prompted to get into the RAID BIOS configuration screen. It could also be out of sync due to a disk failure in the RAID array.

You may be presented with an option to resync the RAID. However this should be approached with caution if you are not familiar with RAID. We would advise that you take a backup of the system prior to taking such action.

Recovery Disk

Newer appliances provide the Mondo Rescue function to backup the entire system:

https://kb.swivelsecure.com/wiki/index.php/Recovery_Disk_for_Appliances_How_to_Guide

Appliance fails to boot after power outage

See Appliance fails to boot after power outage

Evaluation Returns

Pack appliance in its original packaging

Ensure the following are included:

- Appliance
- Power Lead

- Rackmount kit (where supplied)