



# Post - Installation Report

Customer	
Contact	
Date of Install	

## Outstanding Issues and Action Plans

<Did you encounter any issues that need to be addressed or deviations from the pre-installation plan? Product issues, support issues, sales issues, etc.>

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## Complete the Following Checklist

### Pre-Install Survey

Task	Completed by:
Interview – speak with technical team to understand objectives and expectations	
Pre-site Installation Survey	
Cluster information gathered and documented	
Document planned CIFS/NFS shares	
Best Practice Recommendations for IP addressing Scheme, Network architecture, etc	
Sign-Off from the customer and the Scale Computing Installer	
Installation date determined following completion of the pre-site survey.	

### Installation

Task	Completed by:
Un-box/Inspect equipment – verify all parts and accessories	
Install rack-mount hardware	
Install equipment into customer supplied rack	
Connect equipment to customer supplied power	

*Note: On occasion, Scale Computing will utilize alternate field resources to perform the physical installation and system validation prior to a Scale Computing Systems engineer arriving on-site for the on-site configuration and training.*



### Configuration

Task	Completed by:
Configure equipment – Configure customer supplied Hostnames, IP Addresses, Login names	
Application Server Configuration – Configure Shares or LUNs and attach them to at least 1 application server.	
Complete registration of the Cluster through the Scale UI.	

### System Overview

Item	Covered by:
Hardware Management – Alerts, Reporting, Monitoring, Logs	
Share/LUN/Volume Creation – Recommendations and uses	
Mounting volumes – File System recommendations	
Discuss system vulnerabilities	
Best Practices discussion for production implementation	

### System Training

Discuss benefits and steps to register a cluster	
Snapshots and Replication – Creating, Setting thresholds, mounting, Single file restore, Volume Rollback	
Demonstrate how to upgrade system	
Discuss UPS- risk of loss of power	
Test failure of a node and ensure multi-pathing/IP failover works correctly	
Discuss expectations when rebooting backplane switches	
Perform Reboot test and discuss proper shutdown practices.	

### Technical Support

Task	Covered by:
Discuss technical support options – Hardware on-site support and technical phone support – 877 SCALE 59	
Discuss web cases and Support Website – <a href="http://www.scalecomputing.com">www.scalecomputing.com</a>	
Advised not to reboot when nodes show unhealthy	
Walk through the process of Enabling Remote Support and test to ensure it is working.	



## Customer Feedback/Comments

<What did they like, dislike, comment on, etc? Are there other opportunities with this customer? Etc.>

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## Customer Signoff

By entering your name and initials in the box below, you confirm that the above services were provided as part of your Scale installation purchase.

Customer Name	
Customer Initials	
Date	

Scale IR	
Date	