

Secure Remote Services

Release 3.38

Installation Guide

REV 01

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NOTICE

EMC Secure Remote Services (ESRS) is being rebranded to Secure Remote Services (SRS).

Note: This document was accurate at publication time. Go to Dell EMC Online Support (https://support.emc.com) to ensure that you are using the latest version of this document.

Purpose

This guide is part of the Secure Remote Services (SRS) Release 3.38 documentation set, and is intended for use by customers and prospective customers.

Readers of this guide are expected to be familiar with the following topics:

- Local network administration
- Internet protocols
- Dell EMC storage system characteristics and administration

Related documentation

The following Dell EMC publications provide additional information:

- Secure Remote Services Release Notes
- Secure Remote Services Technical Description
- Secure Remote Services Pre-Site Checklist
- Secure Remote Services Site Planning Guide
- Secure Remote Services Port Requirements
- Secure Remote Services Installation Guide
- Secure Remote Services Operations Guide
- Secure Remote Services Policy Manager Operations Guide
- SRS Policy Manager 6.8 Installation Guide Standard Windows
- SRS Policy Manager 6.8 Installation Guide Integrated AD (Windows)

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|------------------|--|
| Italic | Use for full titles of publications referenced in text and for variables in body text. |
| Monospace | Use for: System output, such as an error message or script System code Pathnames, file names, prompts, and syntax Commands and options |
| Monospace italic | Use for variables. |
| Monospace bold | Use for user input. |
| [] | Square brackets enclose optional values |
| | Vertical bar indicates alternate selections — the bar means "or" |
| { } | Braces enclose content that the user must specify, such as x or y or z |
| | Ellipses indicate nonessential information omitted from the example |

Where to get help

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Preface

CHAPTER 1 System requirements

This chapter provides the specifications that you will need to install and provision SRS. Topics include:

| • | Preparing your environment | 1 | 0 |
|---|----------------------------|---|---|
|---|----------------------------|---|---|

• Specifications for SRS Virtual Edition and SRS Docker Edition 10

Preparing your environment

Follow the KB solution for the Network Requirements: https://support.emc.com/kb/494729

Port 443 and 8443 have to be allowed outbound.

Specifications for SRS Virtual Edition and SRS Docker Edition

Table 1 on page 11 shows the minimum configuration of the SRS deployed on the ESX Server.

| Туре | Requirements | Dell EMC provided software | Notes |
|---|---|----------------------------------|--|
| SRS Virtual Edition (SRS VE) and Hyper-V | Server — VMware ESX 5.0 or later or Windows Hyper-V environment on Windows 2008 R2 or Windows 2012 Processor — One or more processors, each 2.2 GHz minimum, must be SSE2 supported (required for FIPS compliance) Free Memory — Minimum: 4 GB Recommended: 8GB Free Disk Space — Minimum disk space required for your SRSv3 appliance is 64 GB CPU — Minimum: One vCPU, 2.0GHz or higher, 64-bit Recommended: Two vCPU, 2.0GHz or higher, 64-bit Browser — Internet Explorer 9 +, Mozilla Firefox, or Google Chrome 250 device support is applicable for CloudlQ-enabled customers. Notice: The 3.38 VE can be configured to support a maximum of 250 devices. CloudlQ-enabled customers are recommended to utilize 2 CPUs during VE configuration. | SRS | Default is one vCPU, but you have the option to add additional vCPU before SRS is powered up. SRS requires a site-supplied ESX or Windows server. Two SRS Virtual Edition servers deployed on a separate ESX servers/Hyper-V servers are required for a High Availability configuration. One SRS Virtual Edition or SRS Virtual Edition High Availability Cluster can support up to 250 devices. Do not place VMware/Hyper-V images or storage files on Dell EMC devices managed by the SRS Client. When running clustered HA Clients on VMware/Hyper-V, each Gateway Client must be located on different physical hardware. Collocation of a Policy Manager on the SRS Host is not supported or permitted. The underlying SUSE operating system is customized for the SRS and does not have the necessary libraries. The preferred method of deploying SRS is through VMware vCenter, then see KB Article 529262 - SRS: How to deploy SRS VE 3.26+ without vCenter https://support.emc.co m/kb/529262. |
| SRS Docker Edition (SRS DE) | Docker supported Linux distribution (x64 bit) Docker engine (Docker runtime installed): https://docs.docker.com/engine/installation/ Processor — One or more processors, each 2.2 GHz minimum, must be SSE2 supported (required for FIPS compliance) Free Memory — Minimum: 4 GB Recommended: 8GB Free Disk Space — 64 GB or higher Ports — FTP 21 HTTPS 443 SMTP 25 Provision, WebUI & REST 9443 CPU — Minimum: One vCPU, 2.0GHz or higher, 64-bit Recommended: Two vCPU, 2.0GHz or higher, 64-bit Browser — Internet Explorer 9 +, Mozilla Firefox, or Google Chrome 250 device support is applicable for CloudIQ-enabled customers. Notice: The 3.38 VE can be configured to support a maximum of 250 devices. CloudIQ-enabled customers are recommended to utilize 2 CPUs during VE configuration. | SRS | |

Table 1 Specifications for SRS Virtual Edition

System requirements

CHAPTER 2 Installing

This chapter provides the information that you will need to prepare the SRS server for the installation of SRS. Topics include:

- Configuring Operating System for VM (SRS VE)
 17

Overview

| | Apart from the SRS backend system, there is an SRS Gateway that is installed on the customer site either on the product itself (embedded SRS Device Client), on a separate physical/virtual machine, or as a binary installer for Linux. |
|-----------------|--|
| Install options | There are two install options for SRS: |
| | • SRS Docker Edition (SRS DE) |
| | Can be run on a qualified Linux environment that supports Docker containers |
| | Note: Cloud platform support for the SRS Docker Edition is best effort. Passive FTP is not supported with SRS DE. |
| | • SRS Virtual Edition (SRS VE) |
| | • SRS can be run 100% virtually |
| | No additional hardware required |
| | No additional OS licenses required |
| | The following section describes the binary install for SRS on a Linux host. |

Configuring SRS on Linux host using Docker Engine (SRS DE)

| Prerequisites | To install the SRS Docker on a Linux host, SRS requires that specific assigned ports (see Port Requirements section below) on the system be available. If the prerequisites are not provided, then the SRS application installer aborts the installation. |
|---------------------|--|
| System Requirements | Before installing SRS on a Linux host, the following must already be installed: |
| | Docker supported Linux distribution (x64 bit) |
| | Docker Engine (Docker runtime) |
| | Using the binary installer, SRS can be installed on the Linux distributions that support Docker. For a list of Linux distributions that are supported by Docker and for Docker installation instructions, refer to the following address: https://docs.docker.com/engine/installation/. |
| | Note: The Docker Engine is supported on many Linux distributions (such as RHEL, CentOS, OpenSUSE, and SUSE Linux Enterprise), for example, the following is the link for a Docker installation on Red Hat Enterprise Linux (RHEL): https://docs.docker.com/engine/installation/linux/rhel/. |

Port Requirements SRS runs its services on the following ports:

Table 2 Port Requirements

| Services | Ports |
|---|-------|
| Connect Home support (legacy) - FTP | 21 |
| Connect Home support (legacy) - HTTPS | 443 |
| Connect Home support (legacy) - SMTP | 25 |
| provision, WebUI, RESTful services (such as device management, RESTful Connect Home, MFT, keepalive, etc.) | 9443 |

SRS Installation Instructions

The SRS installer performs the required prerequisite checks. In effect, it validates the system requirements, Docker runtime, and the specified port availability.

To install SRS:

1. Download the latest SRS Docker Edition (SRS DE) for Linux on Dell EMC Online Support and copy to the Linux server running Docker:

https://support.emc.com

2. To change the permission of the installer, use the following chmod command example:

chmod +x esrsde-3.xx.00.01.bin



Figure 1 chmod command

3. Run the installer using the following command example:

./esrsde-3.xx.00.01.bin --install

The command will check the following prerequisites, and proceed with installation:

- Disk space availability, must be at least 64 GB
- Docker runtime
- Ports 21, 25, 443, 9443, and 8118 are free

• IP address is valid



Figure 2 Checking prerequisites

4. Follow the instructions on the prompt to complete the installation.

During the installation, the installer will request a password to be set for the root account of SRS, as shown in the following figure.

Note: This is not the root account of the host.

| MTPuTTY (Multi-Tabbed PuTTY) | test ball to \$2 man on \$2 million | - • × |
|------------------------------|---|-------|
| Server View Tools Help | | |
| 🔚 🚞 🖇 - 📰 🔝 | | |
| Servers | X Start page X root@localhost:~/Downloads X | - |
| PuTTY sessions | <pre>[root@localhost Downloads]# 1s estade-3.14.00.02.bin [root@localhost Downloads]# 1s -1 rootal 497384</pre> | Â |
| | <pre>-rwrst-r 1 rook rook sobstable dum 20 let2t earsne-5.14.00.02.01m [root@icoalhost Downloads]# 10 [root@icoalhost Downloads]# cmod +x earsde-3.14.00.02.bin [root@icoalhost Downloads]# ls earsnde-3.14.00.02.bin</pre> | |
| | <pre>[root@localhost Downloads]# ls -1 total 497384 -rwxxxt-x. 1 root root 509318915 Jun 28 16:21 esrude-3.14.00.02.bin [root@localhost Downloads]# ./esrude-3.14.00.02.bininstall Checking disk space Available space is 446 bytes Checking if Docker is installed</pre> | |
| | Docks ² found. Docker version: 1.10.3 Ports 21, 25, 443, 9443, and 8118 MUST be free for successful ESRS install/operation Enter the IP (IF*4) address that ESRS App should bind to (usually the host IP address) Default is to bind to all interfaces on the machine. Please enter valid IP address or press (ENTER) to bind to all interfaces 10.15.107.239 | |
| | Please wait while importing docker image 88ddba704269343cf8704683648b5659a37343c739bcd7944a34bc1b38a6747 Please wait while starting ESRS GW container mata#fider25ha6filama4a4a94filama4a4971474faf18854f1bc01c60827m616 | в |
| | Please set new password for the earside root user password system usystem ridoker_tis0 is not authorized to change the password of root SELinux is in permissive mode, continuing Changing password for root. New Fassword: | |

Figure 3 Setting the root password

At the end of a successful installation, the installer displays a message stating that the SRS services are up and running and provides the URL for you to provision SRS, as shown in the following figure.



Figure 4 Sample image of successful installation

5. After you copy and paste the URL to a Web browser, follow the steps starting at the "Root logon and Admin setup" section in Chapter 3.

Configuring Operating System for VM (SRS VE)

| Configure Network | The following are needed to set up SRS: |
|-------------------|---|
| | • IP address |
| | Default gateway |
| | DNS server |
| | The following are optional: |
| | Customer proxy server |
| | SRS Policy Manager (strongly recommended) |
| | Mail server - if you would like notifications and/or Connect Home failover |
| | Note the following: |
| | • Do not change any elements (for example, firewall settings) of SRS, according to customer security policies. |
| | Do not place VMware/Hyper-V images or storage files on Dell EMC devices managed by SRS. |

- When running clustered HA SRS Virtual Edition Clients on VMware /Hyper-V, each SRS Virtual Edition Client must be located on a different physical ESX server.
- **First boot installation** Before you can access the SRS Virtual Edition Web UI, you must perform a first boot installation.

This section provides the steps to install and configure SRS and to boot it through the ESX Server/HYPERV.

- **Requirements** Before you begin, the following conditions must be met:
 - The SRS Virtual Edition software package has been downloaded by the customer and is available for installation

Note: The version downloaded **must** match the virtual environment to be used.

- Enterprise level:
 - Hypervisor is available at the customer site
 - VMware or Hyper-V is available
- Customer must create a VM and install the OS.

To configure the SRS during first boot, follow the steps in the following sections.

Downloading the vSphere Client and deploying the SRS image

To download the vSphere Client and deploy the SRS image:

 Access the vSphere Client and select File > Deploy OVF Template..., as shown in Figure 5 on page 18. The Deploy OVF Template - Source wizard appears.



Figure 5 Deploy OVF Template

2. In the Deploy OVF Template - Source wizard, use the **Browse...** button to select the desired URL to download and install the OVF package, as shown in Figure 6 on page 19, and then click **Next**. The OVF Template Details window appears.

| Source OVF Template Details Name and Location Host / Cluster Resource Pool Disk Format Ready to Complete | Deploy from a file or URL C: \Users\ \Downloads\ESRS_VE-3.26.00.00.2\ESRS_VE. \ Enter a URL to download and install the OVF package from the Internet, or specify a location accessible from your computer, such as a local hard drive, a network share, or a CD/DVD drive. |
|--|---|
|--|---|

Figure 6 Deploy from a file or URL

3. In the **OVF Template Details** window, verify the details and then click **Next** to continue, as shown in Figure 7 on page 19. The **End User License Agreement** window appears.

| | Source OVF Template Details Name and Location | Product: | ESRS_VE.x86_64-326.0000.2 |
|---|---|----------------|--|
| Ħ | Host / Cluster Resource Pool | Version: | |
| | Disk Format Properties | Vendor: | |
| | Ready to Complete | Publisher: | No certificate present |
| | | Download size: | 736.3 MB |
| | | Size on disk: | 1.6 GB (thin provisioned) 64.0 GB (thick provisioned) |
| | | Description: | |

Figure 7 OVF Template Details

4. In the **End User License Agreement** (EULA) window, read the license in its entirety, and then click **Accept**. The **Name and Location** window appears.

| Source OVF Template Details End User License Agreemed Name and Location Storage SUSE(R) Linux Enterprise Server 11 SP3 Disk Format SUSES Software License Agreement Disk Format PLEASE READ THIS AGREEMENT CAREFULLY, BY PURCHASING, INSTALLING AND/OR USING THE SOFTWARE (INCLUDING ITS COMPONENTS), YOU AGREE TO THE TERMS OF THIS AGREEMENT Properties AND ACKNOWLEDGE THAT YOU HAVE READ AND UNDERSTAND THIS AGREEMENT. IF YOU DO NOT AGREE WITH THESE TERMS, DO NOT DOWNLOAD, INSTALL OR USE THE SOFTWARE. AN INDIVIDUAL ACTING ON BEHALF OF AN ENTITY REPRESENTS THAT HE OR SHE HAS THE AUTHORITY TO ENTER INFO THIS AGREEMENT ON BEHALF OF THAT FITTY. |
|---|
| OVF Template Details End User License Agreement Name and Location Storage Disk Format Network Mapping Properties An O ACKNOWLEDGE THAT YOU HAVE READ AND UNDERSTAND THIS AGREEMENT Ready to Complete INDIVIDUAL ACTING ON BEHALF OF AN EXPERIMENT CHASTING THE SOFTWARE. AN INDIVIDUAL ACTING ON BEHALF OF AN EXPERIMENT ON BEHALF OF AN ENTITY REPRESENTS THAT HE OR SHE HAS THE AUTHORITY TO ENTIFE INTO THIS AGREEMENT ON BEHALF OF CAREFILD THE SOFTWARE. AN INDIVIDUAL ACTING ON BEHALF OF AN ENTITY REPRESENTS THAT HE OR SHE HAS THE |
| End User License Agreement A Name and Location SUSE Software License Agreement SUSE Software License Agreement Disk Format PLEASE READ THIS AGREEMENT CAREFULLY. BY PURCHASING, INSTALLING AND/OR USING THE Network Mapping SOFTWARE (INCLUDING ITS COMPONENTS), YOU AGREE TO THE TERMS OF THIS AGREEMENT Properties AND ACNONUCLOGE THAT YOU HAVE READ AND UNDERSTAND THIS AGREEMENT. THE YOU DO NOT Ready to Complete INDIVIDUAL ACTING ON BEHALF OF AN ENTITY REPRESENTS THAT HE OR SHE HAS THE AUTHORITY TO ENTER INFO THIS AGREEMENT OF THAT HE |
| Name and Location SUSE(R) Linux Enterprise Server 11 SP3 Storage SUSE Software License Agreement Disk Format PLEASE READ THIS AGREEMENT CAREFULLY. BY PURCHASING, INSTALLING AND/OR USING THE Network Mapping SOFTWARE (INCLUDING ITS COMPONENTS), YOU AGREE TO THE TERMS OF THIS AGREEMENT Properties AND ACKNOWLEDGE THAT YOU HAVE READ AND UNDERSTAND THIS AGREEMENT. IF YOU DO NOT Ready to Complete AGREE WITH THESE TERMS, DO NOT DOWNLOAD, INSTALL OR USE THE SOFTWARE. AN INDIVIDUAL ACTING ON BEHALF OF AN ENTITY REPRESENTS THAT HE OR SHE HAS THE AUTHORITY TO ENTER INFO TO THIS AGREEMENT OF THAT HE |
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| Network Mapping PLEASE READ THIS AGREEMENT CAREFULLY, BY URCHASING, INSTALLING AND/OR USING THE SOFTWARE (INCLUDING ITS COMPONENTS), YOU AGREE TO THE TERMS OF THIS AGREEMENT AND ACKNOWLEDGE THAT YOU HAVE READ AND UNDERSTAND THIS AGREEMENT. IF YOU DO NOT Ready to Complete Ready to Complete AGREE WITH THESE TERMS, DO NOT DOWNLOAD, INSTALL OR USE THE SOFTWARE. AN INDIVIDUAL ACTING ON BEHALF OF AN ENTITY REPRESENTS THAT HE OR SHE HAS THE AUTHORITY TO ENTER INTO THIS AGREEMENT. ON BEHALF OF THAT ENTITY. |
| Properties AND ACKNOWLEDGE THAT YOU HAVE READ AND UNDERSTAND THIS AGREEMENT THE YOU DO NOT AND ACKNOWLEDGE THAT YOU HAVE READ AND UNDERSTAND THIS AGREEMENT. THE YOU DO NOT AGREE WITH THESE TERMS, DO NOT DOWNLOAD, INSTALL OR USE THE SOFTWARE. AN INDIVIDUAL ACTING ON BEHALF OF AN ENTITY REPRESENTS THAT HE OR SHE HAS THE AUTHORITY TO ENTER INTO THIS AGREEMENT. ON BEHALF OF THAT ENTITY. |
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| license terms or obligations for use of any individual open source component. Organization means a least entity, each ding chicklaries and efficience with a concrete existence for tax or process or for |
| a regorement, excourry autoaudites and a finances with a separate existing of the purposes or for legal personality purposes. An example of an Organization in the private sector would be a |
| corporation, partnership, or trust, excluding any subsidiaries or affiliates of the organization with a |
| separate tax identification number or company registration number. In the public sector, an |
| example of Organization would be a specific government body or local government authority. |
| × |
| 1 |
| Accent |

Figure 8 Eula screen

5. In the **Name and Location** window, enter a unique name and a location for the deployed template, as shown in Figure 9 on page 20, and then click **Next**. The **Host/Cluster** window appears.





6. In the **Host/Cluster** window, select a host or cluster to run the deployed template, and then click **Next**. The **Specific Host** window appears.



Figure 10 Host / Cluster

7. In the **Specific Host** window, choose a specific host within the cluster, and then click **Next**. The **Storage** window appears.

| Source OVF Template Details Name and Location Host / Cluster Specific Host | Choose a specific host within the duster. On dusters that are configured with vSphere HA or Manual mode vSphere DRS, each virtual machine must be assigned to a specific host, even when powered off. Select a host from the list below: |
|--|---|
| Disk Format | Host Name |
| Properties Ready to Complete | rapid .lsus.emc.com Image: second condition of the second condition |

Figure 11 Specific Host

8. In the **Storage** window, select the destination storage for your vm files, and then click **Next**. The **Disk Format** window appears.

| End User License Agreemen | Nan | ne | Drive Type | Capacity | Provisioned | Free | Туре | Thin I / |
|---------------------------|-----|-----------------|------------|------------|-------------|-----------|-------|----------|
| Name and Location | | clariionablun13 | Non-SSD | 2.00 TB | 1.59 TB | 1.47 TB | VMFS5 | Supp |
| E Host / Cluster | 0 | clariionablun14 | Non-SSD | 1.14 TB | 309.85 GB | 1010.97 G | VMFS5 | Supp |
| Storage | 0 | clariionablun3 | Non-SSD | 1023.75 GB | 536.48 GB | 537.41 GB | VMFS5 | Supp |
| Disk Format | 0 | clariionablun4 | Non-SSD | 1023.75 GB | 605.03 GB | 940.08 GB | VMFS5 | Supp |
| Network Mapping | 0 | clariionablun5 | Non-SSD | 1023.75 GB | 292.08 GB | 759.74 GB | VMFS5 | Supp |
| Properties | 10 | clariionablun6 | Non-SSD | 1.05 TB | 354.68 GB | 783.52 GB | VMFS5 | Supp |
| Ready to Complete | 0 | clariionablun7 | Non-SSD | 825.50 GB | 65.50 GB | 824.93 GB | VMFS5 | Supp |
| | 0 | clariionablun8 | Non-SSD | 1.57 TB | 357.38 GB | 1.39 TB | VMFS5 | Supp |
| | 0 | clariionablun9 | Non-SSD | 1.57 TB | 256.30 GB | 1.41 TB | VMFS5 | Supp |
| | | vmax_lun10 | Non-SSD | 7.16 TB | 371.84 GB | 7.12 TB | VMFS5 | Supp v |
| | < | | | | | | | > |

Figure 12 Storage

9. In the Disk Format window, select Thin Provision, and then click Next.

| Γ | Source OVF Template Details | Datastore: | 50_27_datastore |
|---|---|------------------------------|-----------------|
| Ð | Name and Location Host / Cluster | Available space (G8): | 753.0 |
| | Storage Disk Format Network Mapping Properties | C Thick Provision Lazy Zeroe | d |
| | Ready to Complete | C Thick Provision Eager Zero | ed |
| | | Thin Provision | |

Figure 13 Disk Format

10. In the **Network Mapping** window, select the network the deployed template should use, and then click **Next**.

| Source OVF Template Details Name and Location | Map the networks used in this OVF to | emplate to networks in your inventory | |
|---|--------------------------------------|---------------------------------------|---|
| Storage | Source Networks | Destination Networks | |
| <u>Disk Format</u> | bridged | VM Network 107 | |
| Properties | | | |
| Ready to Complete | | | |
| | | | |
| | Description: | | |
| | The bridged network | | ^ |
| | 1 | | ~ |



11. In the **Properties** window, enter details for the following fields, and then click **Next**:

ACAUTION

Please enter complete information in this template to enable easy provisioning of SRS VE. If any detail is incomplete or incorrect, it can only be corrected using YAST or you will be required to re-enter all the required information in the OVF template.

- DNS1
- DNS2
- Hostname
- Default Gateway
- Network IPV4 address
- Network IPV4 Netmask

Note: IPV4 address is mandatory and IPV6 is optional.

Note: IPV6 connection only applies to SRS Virtual Edition (SRS VE). It is not supported on Hyper-V, SRS Docker Edition (SRS DE), and SRS Embedded Virtual Edition (SRS eVE).

- Network IPV6 address
- Network IPV6 Netmask
- Time Zone Setting
- NTP Server address
- Root Password



A root Password should be set during deployment. For security reasons, it is recommended to use a password that is a minimum of eight characters and contains a minimum of one upper, one lower, one digit, and one special character.

| Source OVE Template Datais | | |
|---|---|---|
| OV- Template Details End User License Agreement Name and Location | Please provide all the required information in this wizard for the successful firstboot and provisioning Networking Properties Add Domain Name Server1 Please Enter Valid Domain Name Server1 10 .254 10 .254 | ^ |
| | Add Domain Name Server2 Please Enter Valid Domain Name Server2 10 , 104 , 128 , 235 Hostname Please enter a fully qualified hostname (for example host.example.com). Do NOT use special characters, only - and . are allowed as part of the Hostname linux.site | |
| | Default Gateway The Default Gateway address for this VM 10 .236 .142 .1 Network IPV4 address Network IPV4 address (Eth0 used for communication to EMC) 10 .236 .142 .22 | |
| | Network IPV4 Netmask | ~ |
| | | |

Figure 15 Properties

| OVP Template Details | Please Enter Valid Domain Name Server 1 | ^ |
|----------------------|--|-----|
| Name and Location | 10 . 254 . 174 . 10 | |
| Host / Cluster | Add Domain Name Server2 | 1 |
| Storage | Please Enter Valid Domain Name Server2 | |
| Disk Format | 10 , 236 , 141 , 41 | - 8 |
| Properties | | |
| Ready to Complete | Hostname | - 8 |
| | Please enter a fully qualified hostname (for example host.example.com). Do NOT use special characters, only - and . are allowed as part of the Hostname | . 1 |
| | linux.site | |
| | Default Gateway | -1 |
| | The Default Gateway address for this VM | - 8 |
| | 10 . 236 . 142 . 1 | - 1 |
| | Network IPV4 address | |
| | Network IPV4 address (VMXNET3 used for communication to EMC) | |
| | 10 . 236 . 144 . 244 | |
| | Network IPV4 Netmask | |
| | The netmask or prefix for this interface | |
| | 255 , 255 , 255 , 0 | |
| | Network IPV6 address | |
| | Network IPV6 address (VMXNET3 used for communication to EMC.) | |
| | 2620:0:170:961:1111:1111:222 | ~ |

Figure 15 (continued)

| Source OVF Template Details End User License Agreement Name and Location | The netmask or prefix for this interface | ^ |
|---|---|---|
| Storage Disk Format Network Mapping Properties | Time Zone Setting Sets the selected time zone setting for the VM US/Eastern | |
| Ready to Complete | Synchronized with NTP Server NTP Server Address Iss.emc.com | |
| | Service User Root Password A root Password must be set during deployment. For security reasons, it is recommended to use a password that is a minimum of eight characters and contains a minimum of one upper, one lower, one digit, and one special character. Enter password ***** Confirm password ***** | |
| | ESRS Web Administrator User ESRS Web Administrator User Name Add ESRS Web Administrator User Name | |
| | admin | ~ |

Figure 15 (continued)

12. In the **Ready to Complete** window, review your options, and then click **Finish**. The **deployment status** window appears, as shown in Figure 17 on page 26. When the deployment is completed successfully, a deployment completed successfully message appears.

| Deploy OVF Template | | - 0 | \times |
|--------------------------------|--------------------------------|---|----------|
| Ready to Complete | want to use? | | |
| Are aleae are options you | want to use: | | |
| - | 1 ⁰ | | |
| OVE Template Details | When you click Finish, the dep | loyment task will be started. | |
| End User License Agreement | Deployment settings: | | |
| Name and Location | Download size: | 742.8 MB | ^ |
| Host / Cluster | Size on disk: | 1.6 GB | |
| Storage | Name: | 142_222ESRS_VE.x86_64-328.0006.0 | |
| Disk Format Network Mapping | Folder: | esxi6 | |
| Properties | Host/Cluster: | esxi6-dev | |
| Ready to Complete | Specific Host: | rapid .isus.emc.com | |
| | Datastore: | vmax_lun10 | |
| | Disk provisioning: | Thin Provision | |
| | Network Mapping: | "bridged" to "VM Network 107" | |
| | IP Allocation: | Fixed, IPv4 | |
| | Property: | dns1 = 10.254.174.10 | |
| | Property: | dns2 = 10.104.128.235 | |
| | Property: | host = linux.site | |
| | Property: | gateway = 10.236.142.1 | |
| | Property: | ip0 = 10.236.142.222 | |
| | Property: | netmask0 = 255.255.255.0 | |
| | Property: | ip1 = 2620:0:170:961:1111:1111:1111:222 | |
| | Property: | netmask1 = /64 | |
| | Property: | timezone = US/Eastern | |
| | Property: | ntp = mickey.lss.emc.com | |
| | Property: | esrsuser = admin | |
| | 1 | | * |
| | Power on after deployment | | |
| | | | |
| | | | |
| 1 | | | |

Figure 16 Ready to Complete



Figure 17 Deploying SRS

13. In the **Deployment Completed Successfully** window, click **Close**, as shown in Figure 18 on page 27.



Figure 18 Completed Successfully message

Powering on the virtual machine

To navigate through the Linux console:

 In the vSphere Client, ensure that your deployed template is selected in the left pane directory, and then click **Power on the virtual machine** in the **Getting Started** tab if you did not select that option during deployment., as shown in Figure 19 on page 27.

| Basic Tasks |
|---------------------------------|
| Power on the virtual machine |
| 🚱 Edit virtual machine settings |
| Convert to a template |

Figure 19 Powering on the virtual machine

- 2. If applicable, go to the Hyper-V Appendix and follow the instructions listed. Then go to the following step.
- 3. When the VE is powered on, wait until you see that the first boot is completed. Then go to the SRS Web UI by using the IP address that is displayed in the configuration verification screen, as outlined in red on the screen example below.

| | EMC^{2} |
|--|-----------------------------------|
| Stanting nivetal bttnd bttndftn Senven stanted OV | |
| Starting probat https https://started.on | where information lives |
| Starting First increase les Service: | done |
| Starting Ests keenalive Web Service: | done |
| Starting Esrs aftauth Web Service: | done |
| Starting Esrs provisioning Web Service: | done |
| Starting Esrs remotescripts Web Service: | done |
| Starting Esrs rsc Web Service: | done |
| Starting Esrs sysmon Web Service: | done |
| Starting Esrs esrsupdate Web Service: | done |
| Starting Lars ascrimanagement web Scrute. | done |
| ESRS VE webui is running at https:// :944 | 3 |
| Starting Esrs vesp Web Service: | done |
| Starting ESRS Watchdog: | done |
| Starting haveged daemon | done |
| Starting network time protocol daemon (NTPD) | done |
| Starting mail service (Postfix) | done |
| Starting httpd2 (prefork) [Thu Mar 29 16:38:51 2018] [warn] mo | dule ssl_module is already loaded |
| skipping | |
| Starting CRON Jamma | done |
| Starting Chun daemon | done |
| Starting Shibbole th 2 dataon (Shibd) | done |
| Starting Son uncount Initialization (phase 2 of 2) | done |
| Master Resource Control: runleuel 3 has been | reached |
| Skined services in runleyel 3: | irg balancer |
| onipped dervices in randots of | III _ DATABOD |
| | |
| Welcome to SUSE Linux Enterprise Server 11 SP3 (x86_64) - Ker | nel 3.0.101-0.47.106.11-default (|
| tyr). | |
| | Studio |
| linux lenist | |

Figure 20 Configuration verification

Note: The failed services shown in red are expected at this time as some of the services have **not** been configured. This issue is addressed in the next section.

Note: The IP address of the SRS should display in the SRS VE webui is running at https://<SRSve-ip>:9443 field. If it displays anything different, then the network setup is not correct. This can be addressed by logging on to the SRS shell and using YaST2 to correct the network configuration. See Appendix B of the SRS Operations Guide for details.

Note: It is recommended that before you launch the Web UI portion of the SRS install, you log on to the shell and verify the network, DNS, and default gateway configurations and connectivity. You can use the CECT to perform these tests. If there are issues with the configuration, then use YaST2 to correct them. See Appendix B of the SRS Operations Guide for details.

CHAPTER 3 Provisioning

This chapter provides the information that you will need to prepare the SRS server for the provisioning of SRS. Topics include:

Root logon and Admin setup

The root logon and Admin setup described in this section are only a one-time setup, which is performed after a successful first boot configuration.

To initially log on to the SRS Web UI after a first boot:

 Access the SRS Web UI using the following URL, either in Internet Explorer 9 (IE9) or later, Google Chrome, or Mozilla Firefox web browsers:

https://<SRSve-ip>:9443/

The SRSv3 home page displays.

2. On the SRSv3 home page, on the menu bar on the upper-right corner, click **Login**. The Root Login page appears.



Figure 21 SRSv3 home page

Note: The Root Login page, as shown in Figure 22 on page 31, only appears the first time you log on to SRS, after a successful first boot configuration. Also, when you initially provision SRS, the version being installed displays in the upper-left corner, after the word **ESRS Virtual Edition.**

 On the Root Login page, in the User Name text box, enter root as the user name, as shown in Figure 22 on page 31.

| | Login |
|--|--|
| • The default user name is root , use the root password that was set during first boot. | First Time Login: The first time you log on to the SRS VE using the root account, accept the end-user license agreement by clicking Accept EULA, and then set the Admin account password. |
| User Name: | Note: For security reasons, the Admin user name and password for the VE WebUI interface is distinct from those used for the secure of the interface. |
| Password: | The command-line interface and are managed separately. The first time you log on to the user interface, the system prompts you to set the Admin password. |
| Cancel | |

Figure 22 Login page

4. In the **Password** text box, enter the root password that you set during the first boot installation.

IMPORTANT

If you forget your root password, not your Admin password, then you must perform the first boot installation again to set up a new root password. The system can not retrieve your root password. To reset your SRS Version 3 (SRSv3) Web UI Admin password using the Web UI, see Chapter 5, "Troubleshooting," in the Operations Guide for resetting the SRS Web UI user password.

5. Click Login. The EULA license agreement page appears.



Figure 23 EULA page

6. Scroll down to read the agreement in its entirety. Accept the end-user license agreement by selecting the **Accept** option.

Note: You will not be able to select the **Accept** or **Do not Accept** radio button unless you scroll to the bottom of the page.

- 7. After accepting the agreement, click **Submit**. The Admin setup page appears. Note that the first time you log on to the user interface, the system prompts you to set the Admin password.
- 8. In the Admin setup page, set the Admin password, and then click **Log on as admin**, as shown in Figure 24 on page 32. Note the following:
 - There is no default password for the Admin user, therefore, you need to manually set the password when prompted.
 - If the Admin password is not changed within 15 minutes, then you will be logged out and will have to start from the beginning by logging on with your root credentials.
 - The password must meet the following requirements:
 - Be 8 or more characters in length, with a maximum of 16 characters.
 - Contain at least one numeric character.
 - Contain at least one uppercase and one lowercase character.
 - Contain at least one special character such as '~!@#\$%^&*()-_=+[] {};<>
 - Be a password that does not match the previous password.
 - Do **not** use special characters ' (single quote) and " (double quotes) as part of the password.
 - Do **not** use special characters / ?:,. |\
 - May **not** be a password that matches the previous password.
 - If all of the password requirements are met, then after clicking the **Log on as admin** button, you will be logged out as root and logged in as Admin with SRS Admin rights.

| This Admin account setup only applies when you log on to the SRS VE Web Portal for the first time, after a VE setup complete. | | | |
|---|--|--|--|
| For security purposes, the admin user name and password for the SRS VE WebUI interface is distinct from the root credentials and should be managed separately. | | | |
| Set Password For Admin User | Password Specification: | | |
| Use Long Complex Passwords | 1 Be 8 or more characters in length, with a maximum of 16 characters. | | |
| User Name: | 3 Contain at least one uppercase and one | | |
| admin | lowercase character. 4 Contain at least one special character such as ` | | |
| New Password: | 1@#\$%^& () - =+ [] {} ;<> 5 Do NOT use Special characters /?;,, \' and " as part of the password. 6 Use a password that does not match the | | |
| Confirm Password: | previous password. | | |

Figure 24 Admin account setup

IMPORTANT

If you lose or forget your Admin password for the SRS Web user interface (or the user name defined during the first boot configuration), then see Chapter 5, "Troubleshooting," in the Operations Guide for resetting the SRS Web UI user password. This requires access to the SRS Shell with an SSH client.

9. Go to the "Provisioning screens/SRS setup" on page 34, and follow the steps listed.

Provisioning screens/SRS setup

Registration

To register for SRS:

1. In the Primary Contact page, enter the primary contact information, as shown in Figure 25 on page 34. Dell EMC uses the information provided in this section as the customer contact for SRS. Dell EMC will reach the primary contact first regarding any SRSv3 queries.

IMPORTANT

This information is required to proceed with the SRS configuration. Ensure that this information is accurate as it may have a direct impact on the SRS support.

| rimaryContact Techr | ical Contact | |
|---------------------|--------------|--|
| RIMARY CONTACT | | |
| First Name:* | Title: | Primary Contact |
| Last Name:* | Company:* | The information provided in this section will be used as customer contact by Dell END for the DRD VE |
| Email:* | Dell EMC | User can contact Dell EMC at later stage to update the primary contact |
| Phone:* | Contact: | information for the SRS VE. • Dell EMC will reach Primary contact first |
| Mobile: | | regarding any SKS VE queries. |

Figure 25 Primary Contact page

- 2. When the primary contact information is completed, click the **Submit & Go to Technical Registration** button. A status message displays stating that the primary contact has been saved. This contact information will be used by Dell EMC in the event of any connectivity issues with SRS.
- 3. In the status message window, click **OK**. The message closes and the Technical Contact page appears.

4. In the Technical Contact page, as shown in Figure 26 on page 35, enter the additional contact information. For any SRSv3 queries, if the primary contact is not available, then Dell EMC uses the technical contact information.

| PrimaryContact Technical Con | ntact | |
|------------------------------|-----------|---|
| TECHNICAL CONTACT | | |
| First Name:* | Title: | Technical Contact |
| Last Name:* | Company:* | The information provided in this section will be used as customer contact by Dell EMC for the SRS VE. |
| Email:* | Dell EMC | Providing a technical contact is beneficial in the case when primary |
| Phone:* | Contact. | user is no longer valid. Dell EMC will reach Technical contact regarding any SRS VE queries, if |
| Mobile: | | Primary contact is not available. |

Figure 26 Technical Contact page

You can skip this step by clicking the **Skip Technical contact** button. The **Provisioning** tab displays with the Proxy Server, Network Check, and Provision sub tabs.

Note: Although this information is optional, Dell EMC highly recommends that you provide it. This should be your secondary contact for SRS. Ensure that this information is accurate as it may have a direct impact on SRS support.

- After you enter the technical contact information, click Submit & Go to Provisioning. A status message appears stating that the technical contact has been saved.
- 6. Click **OK**. The Provisioning tab appears with the Proxy Server, Network Check, and Provision sub tabs.
- 7. For the **Proxy Server** sub tab, if a proxy server is **not** required, then you can skip this step. If you need to provision the SRS with a proxy server, then follow these steps:
 - 1. In the **Proxy Server** tab, select the **Enable Proxy between Client and EMC** checkbox and enter the required details, as shown in Figure 27 on page 36.

2. If your proxy server requires credentials, then select the **Authenticate using the following information** checkbox and complete the applicable details, as shown in Figure 27 on page 36.

| Network Check Provision 30XY SERVER 30XY SERVER | | | |
|---|--|--|--|
| | | | |
| Port SOCKS | The first time you use SRS VE, you are asked if you would like to configure the proxy settings. For additional help, contact your network or server administrator. To check the server connection, click Test button.Message is displayed to indicate if the | | |
| Authenticate using the following information: | connection was successful. If the connection was unsuccessful, then reenter the correct settings and click Submit. | | |
| User Name: | Note: Proxy configuration is optional. | | |
| Password: | | | |

Figure 27 Proxy server tab

- 3. Click **Test** to test the connectivity through the proxy to Dell EMC enterprise. A message displaying the result appears next to the Test button.
- 4. Click the **Submit & Go to Network Check** button. A message appears stating that the proxy configuration has been saved.
- 5. Click OK. The status message closes and the Network Check tab appears.
- 8. In the **Network Check** tab, you can run network checks to check the connectivity between the SRS UI node, the core node, and the GAS servers.

To check the network connectivity from SRS to all the required Dell EMC servers, click the **Run Test** button. For Customers, Employees, and Partners, the Run Test button is enabled and the Go to Provision button is disabled by default, as shown in Figure 28.



Figure 28 Network Check
1. If any single test fails, including connectivity failures to Dell EMC GAS (Global Access) Servers, then a pop-up message appears stating there is a failure in the network check and the user has an option to proceed with provisioning (despite the network fail) or go back, as shown in Figure 29.

| | PIOVIS | ion | | | | | | 3 | | | |
|-----------------------------------|----------------|------------------|----------------|-------------|--------------|--------------------------------|---|---|--|---|--|
| Run Test Host Name | IP Address | Ping Time(ms) | Ping Status | Port 443 | Port 8443 | Ping Channel | • | Netwo Dell E • Use netw to al | rk Connectivity MC the Run Test button work connectivity from I the required Dell EN | to check the the SRS VE MC servers. | |
| esr3gdustg01- dbi.isus.emc.com | 10.105.21.66 | 145 | ٠ | ٠ | • | Proxy not enabled | | Upo cont adm | Jures, please erver roxy or firew | | |
| esr3gdustg02- dbi isus emc com | 10.105.21.67 | 143 | ۲ | ۲ | ۲ | Status | Status The Network Check results indicate a failure, It is not recommended to proceed as unexpected issues can arise. | | | Dell EMC | |
| esr3gdustg03- dbi.isus.emc.com | 10.105.21.68 | 0 | ٠ | ٠ | ٠ | The Net failure, proceed | | | | s will not the SRS to fix any | |
| esrs3stg.isus.emc.com | 10.105.130.236 | 180 | ٠ | ٠ | NA | e | Procee | d Anvwav | Go Back | port from | |
| | | | - | - | | | | | oo buur | | |

Figure 29 Status popup window

a. Selecting **Proceed Anyway** will enable the Go to Provision button, as shown in Figure 30. The user can then select **Go to Provision** to continue.

| Run Test | | | | | | | | Network Connectivity testing Dell EMC |
|-----------------------------------|----------------|------------------|----------------|-------------|--------------|----------------------|---|---|
| Host Name | IP Address | Ping Time(ms) | Ping Status | Port 443 | Port 8443 | Ping Channel | 1 | Use the Run Test button to check the network connectivity from the SRS VE to all the required Dell EMC servers. |
| esr3gdustg01- dbi.isus.emc.com | 10.105.21.66 | 145 | • | • | ۲ | Proxy not enabled | | Upon any connectivity failures, please contact your network or server administrator to fix any proxy or fireway |
| esr3gdustg02- dbi.isus.emc.com | 10.105.21.67 | 143 | ٠ | ۰ | ۲ | Proxy not enabled | | related issues. Connectivity test failures to Dell EMC GAS (Global Access) servers will not |
| esr3gdustg03- dbi.isus.emc.com | 10.105.21.68 | 0 | • | • | • | Proxy not enabled | | prevent user to proceed with the SRS VE setup. Please make sure to fix any Dell EMC GAS server connectivity |
| esrs3stg.isus.emc.com | 10.105.130.236 | 180 | • | ۲ | NA | Proxy not enabled | | issues to get the remote support from Dell EMC. |
| | | | | - | | | - | |

Figure 30 Test Results with Go to Provision button enabled

 b. Selecting Go Back takes the user back to the Test Results page with the Run Test button enabled to run the network check again, as shown in Figure 31. Verify that the appropriate firewall hosts and ports are open to Dell EMC before trying the network check again. Each run test is refreshed.



Figure 31 Test Results with Go to Provision button disabled

Note: If the tests are successful, then the result shows connected (green circles). If any of the tests are unsuccessful or unable to connect, then the results display unconnected (red circles).

Note: The customer is responsible for the configuration and resolution of the proxy server/firewall issues that impact connectivity to the Dell EMC SRS infrastructure.

IMPORTANT

To ensure communication integrity, proxy servers and devices external to your DMZ must not perform any method of SSL checking on outbound or inbound traffic. SSL checking will cause a loss of connectivity to Dell EMC. If SSL checking is performed on outbound communications by customer firewalls, proxies, Web traffic filtering appliances or applications, web traffic shaping/load balancing, certificate verification or proxying, or Intrusion Detection Services (IDS), then there will be connectivity loss to Dell EMC.

9. Click Go to Provision. The Provision tab displays.

10. The following classes of users can log on to the **Provision** tab:

- Partner
- Employee
- Customer

11. Partner/employee provisioning log in:

1. Enter your Dell EMC Online Support Credentials in the Provisioning page and then click **Next**.

| User Name: P | |
|--------------|---|
| User Name: P | |
| | rovisioning |
| Password: | Dell EMC Customers, please enter your Online Support credentials to continue SRS provisioning, Dell EMC employees and partners, please use your secure RSA credentials to continue SRS provisioning, I you have difficulty logging in, please contact Dell EMC Customer Service. kt here to initiate a Live Chat session: Live Chat kt here to finitiate a Live Chat service contact mbers: Dell EMC Global Support Centers |

Figure 32 Enter Credentials

2. After you are successfully authenticated under the Provisioning page, the Enter Site ID page opens. Enter your Site ID in the **Site Id** field as shown in Figure 33 on page 39.

| PROVISIONING | | |
|--------------|------------------------------------|-----------------------------------|
| Site Id: | Provisioning • Enter the Customer | Site ld to complete provisioning. |
| | | Next |

Figure 33 Provision Site ID tab

3. Click **Next** to continue. After Dell EMC verifies the Site ID, you are directed to the **Confirmation** page.

4. Verify the information on the Confirmation page and then click **Next** to continue, as shown in Figure 34 on page 40. Provisioning commences, as shown in Figure 35 on page 40.

| - PROVISIONING | |
|--|---|
| You have selected: Site ID: 11145366 HOPKINTON, MA | Provisioning Select 'Next' to complete the provisioning. Select 'Back' to select different site. |
| US | Back Next |

Figure 34 Confirmation page

| Proxy Server | Network Check | Provision |
|---------------|---------------|-----------|
| V Login | | |
| *** Authorize | | |
| 20% | | |

Figure 35 Provisioning commences with status indicator

5. When provisioning is done, click **OK** to accept, as shown in Figure 36 on page 40. Your provisioning is complete. Proceed to "Email Configuration" on page 46.

| Status | |
|--|---------------|
| SRS was successfully pro- serial number | visioned with |
| | ок |

Figure 36 Provisioning completed

12. Customer provisioning log in:

1. Enter your Dell EMC Online Support Credentials in the **Provisioning** page and click **Next**.

| xy Server Network Check Provision | |
|-----------------------------------|---|
| OVISIONING | |
| User Name: | Provisioning Dell EMC Customers, please enter your Online Support |
| Password: | credentials to continue SRS provisioning. • Dell EMC employees and partners, please use your secure RSA credentials to continue SRS provisioning. |
| | If you have difficulty logging in, please contact Dell EMC Customer Service. |
| | Click here to initiate a Live Chat session: Live Chat Click here for Dell EMC Customer Service contact numbers:Dell EMC Global Support Centers |
| | |

Figure 37 Enter Credentials

2. In Figure 47, "Customer Provisioning Page" click **Email my access code** to receive an access code.

| Proxy Server Network Check Provision | | |
|--|--|---|
| PROVISIONING | | |
| Step 1:Get Access Code | Provisioning | * |
| Note: We will send an access code to your registered email address. | Access code will only be valid for 30 minutes. | |
| Email my access code | Click the button to get a unique, one-time access | |
| | The access code will be sent to registered email | |
| Step 2:Enter Access Code | address within a few minutes. | |
| Note: Once you receive our message, you will have 30 minutes to enter the access code in the field below. | Please be sure to check sparn or Junk folders if you do not see a message from us. | |
| Enter your access code: | If you have difficulty logging in, please contact Dell EMC Customer Service | - |

Figure 38 Customer Provisioning Page

3. After a new access code is generated, an email containing the access code is sent, and a **Status** window opens telling you to check your email, as shown in Figure 39 on page 42. Click **OK** to close this window.

| ROVISIONING | | |
|---|--|------|
| Step 1:Get Access Code | Provisioning | |
| Note: We will send an access code to your registered email address. | Status | -tir |
| Step 2:Enter Access Code | Please check your inbox. We've sent you an access code to: b*****@ | ste |
| Note: Once you receive our message, you will have 30 minutes to enter the active field below. | ок | 50 |

Figure 39 Status window

Note: The generated access code is an 8-digit long pin code and is valid for 30 minutes from the time it is generated. You must complete the installation within that time frame.

4. After you obtain your access code, enter it in the **Enter your access code** field, as shown in Figure 40 on page 42, and then click **Next**.

| ISIONING | | |
|--|--|---|
| Step 1:Get Access Code | Provisioning | ~ |
| Note: We will send an access code to your registered email address. Email my access code Step 2:Enter Access Code Note: Once you receive our message, you will have 30 minutes to enter the access code in he field below. | Access code will only be valid for 30 minutes. Click the button to get a unique, one-time access code. The access code will be sent to registered email address within a few minutes. Please be sure to check Spam or Junk folders if you do not see a message from us. If you have difficulty logging in, please contact Dell EMC Customer Service. | ~ |

Figure 40 Enter access code



If a Customer account has more than 100 sites associated, then the Customer Site page will display the first 100 sites and a Search option, as shown in Figure 41.

| •][| Advanced Search | | | | | | |
|-----------------------------|--|---|--|---|--|--|--|
| entries | | Se | arch: | | | | |
| Site Name 🔶 | Address | 🔶 City | • | State | ¢ | Country | |
| Nordstrom | 1501 4TH AVE STE 2200 | SEATTLE | | WA | Y | UNITED STA | TES |
| KDDI CKK(KCPS) Tama 4NC | 3-2 KARAKIDA KDDI TAMA DAI4 NETWORK CENTER | TAMA | | TOKYO | | JAPAN | |
| EMC ELAB DURHAM | 4121 SURLES CT | DURHAM | | NC | | UNITED STA | TES |
| NORDSTROM | 401 N BROAD ST | PHILADELPI | HIA | PA | | United States | |
| ARROW ECS POLAND | ARROW ECS SP ZOO ul. Sosnowiecka 79 | Kraków | | null | | Poland | |
| NORDSTROM INC. | 1904 3RD AVE | SEATTLE | | WA | | UNITED STA | TES |
| NORDSTROM INC. | 13249 E CALEY AVE | CENTENNIA | L | co | | United States | 1 C |
| NORDSTROM INC. | 600 UNIV ST STE 600 | SEATTLE | | WA | | UNITED STA | TES |
| NORDSTROM. COM | 9709 3RD AVE NE STE 400 | SEATTLE | | WA | | UNITED STA | TES |
| NORDSTROM COM | NORDSTROM COM 140 4TH AVE N FISHER PLAZA | SEATTLE | | WA | | UNITED STA | TES |
| | | Advanced Search A | Advanced Search Advanced Search Advanced Search Advanced Search Advanced Search Advanced Search Search Advanced Search Search Search Advanced Search Search | entries Search City City<td>Advanced Search Search • entries Search Site Name Address City Search Ster Name Address City Search Ster Name Address City Search Ster Name 1501 4TH AVE STE 2200 Search WA KDDI CKKIKCPS) Tama 4NC 3-2 KARAKIDA KDDI TAMA DAI4 NETWORK CENTER TAMA TOKYO EMC ELAB DURHAM 4121 SURLES CT DURHAM NC NORDSTROM 401 N BROAD ST PHILADELPHIA PA ARROW ECS POLAND ARROW ECS SP ZOO ul. Sosnowiecka 79 Krak/dw null NORDSTROM INC. 1904 3RD AVE SEATTLE WA NORDSTROM INC. 13249 E CALEY AVE SEATTLE WA NORDSTROM OCOM ORD UNIV ST STE 600 SEATTLE WA NORDSTROM COM 1000 UNIV ST STE 400 SEATTLE WA NORDSTROM COM 1000 UNIV ST STE 400 SEATTLE WA</td><td>Advanced Search Search: • entries Search: Site Name Address City Search: Nordstrom 1501 4TH AVE STE 2200 SEATTLE WA KDDI CKK/KCPS) Tama 4NC 3-2 KARAKIDA KDDI TAMA DAI4 NETWORK CENTER TAMA OKYO EMC ELAB DURHAM 4121 SURLES CT DURHAM NC NORDSTROM 401 N BROAD ST PHILADELPHIA PA ARROW ECS POLAND ARROW ECS SP ZOO ul. Sosnowiecka 79 Kraków null NORDSTROM INC. 1904 3RD AVE SEATTLE WA NORDSTROM INC. 13249 E CALEY AVE CENTENNIAL CO NORDSTROM INC. 600 UNIV ST STE 600 SEATTLE WA NORDSTROM.OCOM VOEPOTOCOM LONG MAD AVE NE STE 400 SEATTLE WA</td><td>Advanced Search Search: * entries Search: Site Name Address City Search: Nordstrom 1501 4TH AVE STE 2200 SEATTLE WA UNITED STA KDDI CKKIKCPS) Tama 4NC 3-2 KARAKIDA KDDI TAMA DAI4 NETWORK CENTER TAMA TOKYO JAPAN RCDI CKKIKCPS) Tama 4NC 3-2 KARAKIDA KDDI TAMA DAI4 NETWORK CENTER TAMA TOKYO JAPAN RCDI CKKIKCPS) Tama 4NC 3-2 KARAKIDA KDDI TAMA DAI4 NETWORK CENTER TAMA TOKYO JAPAN RCDI CKKIKCPS) Tama 4NC 3-2 KARAKIDA KDDI TAMA DAI4 NETWORK CENTER TAMA TOKYO JAPAN RCDI CKKIKCPS) Tama 4NC 3-2 KARAKIDA KDDI TAMA DAI4 NETWORK CENTER TAMA TOKYO JAPAN NORDSTROM 401 N BROAD ST DURHAM NC UNITED STA NORDSTROM INC. 1904 3RD AVE Seantle WA UNITED STA NORDSTROM INC. 13249 E CALEY AVE CENTENNIAL CO United State NORDSTROM INC. 600 UNIV ST STE 600 SEATTLE WA UNITED STA NORDSTROM.OCOM VORDSTROM DAVE NE STE 400 SEATTLE WA UNITED STA</td> | Advanced Search Search • entries Search Site Name Address City Search Ster Name Address City Search Ster Name Address City Search Ster Name 1501 4TH AVE STE 2200 Search WA KDDI CKKIKCPS) Tama 4NC 3-2 KARAKIDA KDDI TAMA DAI4 NETWORK CENTER TAMA TOKYO EMC ELAB DURHAM 4121 SURLES CT DURHAM NC NORDSTROM 401 N BROAD ST PHILADELPHIA PA ARROW ECS POLAND ARROW ECS SP ZOO ul. Sosnowiecka 79 Krak/dw null NORDSTROM INC. 1904 3RD AVE SEATTLE WA NORDSTROM INC. 13249 E CALEY AVE SEATTLE WA NORDSTROM OCOM ORD UNIV ST STE 600 SEATTLE WA NORDSTROM COM 1000 UNIV ST STE 400 SEATTLE WA NORDSTROM COM 1000 UNIV ST STE 400 SEATTLE WA | Advanced Search Search: • entries Search: Site Name Address City Search: Nordstrom 1501 4TH AVE STE 2200 SEATTLE WA KDDI CKK/KCPS) Tama 4NC 3-2 KARAKIDA KDDI TAMA DAI4 NETWORK CENTER TAMA OKYO EMC ELAB DURHAM 4121 SURLES CT DURHAM NC NORDSTROM 401 N BROAD ST PHILADELPHIA PA ARROW ECS POLAND ARROW ECS SP ZOO ul. Sosnowiecka 79 Kraków null NORDSTROM INC. 1904 3RD AVE SEATTLE WA NORDSTROM INC. 13249 E CALEY AVE CENTENNIAL CO NORDSTROM INC. 600 UNIV ST STE 600 SEATTLE WA NORDSTROM.OCOM VOEPOTOCOM LONG MAD AVE NE STE 400 SEATTLE WA | Advanced Search Search: * entries Search: Site Name Address City Search: Nordstrom 1501 4TH AVE STE 2200 SEATTLE WA UNITED STA KDDI CKKIKCPS) Tama 4NC 3-2 KARAKIDA KDDI TAMA DAI4 NETWORK CENTER TAMA TOKYO JAPAN RCDI CKKIKCPS) Tama 4NC 3-2 KARAKIDA KDDI TAMA DAI4 NETWORK CENTER TAMA TOKYO JAPAN RCDI CKKIKCPS) Tama 4NC 3-2 KARAKIDA KDDI TAMA DAI4 NETWORK CENTER TAMA TOKYO JAPAN RCDI CKKIKCPS) Tama 4NC 3-2 KARAKIDA KDDI TAMA DAI4 NETWORK CENTER TAMA TOKYO JAPAN RCDI CKKIKCPS) Tama 4NC 3-2 KARAKIDA KDDI TAMA DAI4 NETWORK CENTER TAMA TOKYO JAPAN NORDSTROM 401 N BROAD ST DURHAM NC UNITED STA NORDSTROM INC. 1904 3RD AVE Seantle WA UNITED STA NORDSTROM INC. 13249 E CALEY AVE CENTENNIAL CO United State NORDSTROM INC. 600 UNIV ST STE 600 SEATTLE WA UNITED STA NORDSTROM.OCOM VORDSTROM DAVE NE STE 400 SEATTLE WA UNITED STA |

Figure 41 Customer Site page

5. If using the Search option, then enter the input value based on the drop-down selection, and then click **Search**. The search results list displays.

Note: You can also select the number of entries per page from the **Show** drop-down list.

| ovy Server | Network Check Provision | | | | |
|-----------------|--|---|------------------------|--------------|------------------|
| uxy Server | Heimork Check Provision | | | | |
| | | | | | |
| ROVISIONING | £ | | | | |
| | | | | | |
| lote: By defa | ult the Sites associated to the Customer p | profile confining to only 100 sites in number will be display | ayed in the below list | . In case yo | ou do not find y |
| ite in the belo | ow list, Please refine your search with Site | ID or Site Name or City using Advanced Search. | | | |
| Sito ID | | Advanced Search | | | |
| Site iD | | Auvanceu Search | | | |
| | | | | | |
| now 10 | entries | | Search: | | |
| Site ID 🛛 🍦 | Site Name | ♦ Address | 🔷 City | 🔷 State | Country |
| 1003822852 | HILLSBOROUGH COUNTY SHERIFF'S OFFICE | 2008 E 8TH AVE | TAMPA | FL | UNITED STATES |
| 1003870200 | NORDSTROM | 6906 S 204TH ST | KENT | WA | United States |
| 1003919654 | HAUTELOOK | 17335 Glen Helen Pkwy | SAN BERNARDINO | CA | United States |
| 1003937808 | NORDSTROM | 1301 2ND AVE SUITE 300 | SEATTLE | WA | United States |
| 1003937812 | NORDSTROM | 13249 E CALEY AVE 319 Nordstrom Data Center | ENGLEWOOD | CO | United States |
| 1004091034 | NORDSTROM | 1212 S FLOWER ST FL 3 | LOS ANGELES | CA | United States |
| 1004171645 | NORDSTROM DATA CENTER | 1301 2ND AVE SUITE 300 | SEATTLE | WA | United States |
| 1004187668 | HAUTELOOK | 700 S FLOWER ST | LOS ANGELES | CA | United States |
| 1004321463 | NORDSTROM | 3000 CORVIN DR | SANTA CLARA | CA | United States |
| 1004336630 | NORDSTROM | 2800 S ASHLAND AVE Nordstrom 990 Chicago Data Center | CHICAGO | IL. | United States |
| | | 50000000000000000000000000000000000000 | | 0. 0.9 | 20 1000 and |

Figure 42 Show drop-down options

6. Select the site that you want to provision from the list, and then click Next. You may also use the search function to search a site by Site ID/Site Name/City. Note that at this point, you do not need administrator privileges to select sites. The page displays what you have selected, as shown in Figure 43 on page 45.

| Registration | 2 Provisioning | Configuration | |
|-----------------------------------|----------------|---|-----------|
| Proxy Server Network Check | Provision | | |
| PROVISIONING | | | |
| You have selected: | | Provisioning | |
| SERVICE PLANNING - SVT | | Select 'Next' to complete the provisioning. | |
| Site ID: 11145366 171 SOUTH ST | | Select 'Back' to select different site. | |
| HOPKINTON, MA | | | |
| United States | | | |
| | | 1 | |
| | | | Back Next |

Figure 43 Site confirmation

7. Click **Next** to continue. The provisioning status appears, as shown in Figure 44 on page 45.

| Proxy Server Network Check | Provision | |
|----------------------------|-----------|--|
| | | |
| 🇹 Login | | |
| 🖌 Authorize | | |
| 🖌 SoftwareList | | |
| V Download | | |
| * Certificate | | |
| | ANY | |
| | 80% | |
| | | |

Figure 44 Provisioning status

When provisioning is completed, the **Status** window appears. If provisioning is successful, then the Dell EMC certificates are installed, SRS is provisioned and registered on the Dell EMC Enterprise, and a status message appears on the Web UI, as shown in Figure 45, "Provisioning Success window."

| Registration | 2 Provisioning | |
|----------------------------|---|------|
| Proxy Server Network Check | Provision | |
| | | |
| | Status SRS was successfully provisioned with | Next |
| | serial number | |
| | ОК | |
| | | |
| | | |
| | | |
| | | |

Figure 45 Provisioning Success window

Note: If, at any time during the 30-minute window for this procedure, you re-click **Email my access code**, then the previous code is automatically invalidated, and you must use the most current code.

8. Click OK to continue. The Email Configuration tab displays.

Email Configuration In the **Email Configuration** tab, the following details need to be configured to get the notification mails, as shown in Figure 46 on page 47.

Note: The email server is on the customer's network. SRS should **not** be used for SMTP traffic destined for the customer, that is, mail will not be forwarded.

- 1. To send notification emails and Connect Home files (if enabled), provide the email server and its port details in the **Email Server** and **Port** text boxes.
- 2. Provide an email address in the **Sender Email** section. This address will be used as the FROM address in the email notifications.
- 3. Provide an email address in the **Notification Email(s)** section. This address will be used as the recipient address for any critical failure event notifications or failed Connect Homes on the SRS.

4. If you select **Enable on Success Notification**, then the customer will receive emails when a Connect Home is forwarded successfully to Dell EMC (if configured). Multiple email users and distribution lists can be added by separating the names with a comma.

| mail Configuration | Policy Manager Connect Home | |
|---------------------------------------|-----------------------------|---|
| MAIL CONFIGURATION | | |
| Email Server.* | mailhub.lss.emc.com | Notification settings |
| Port.* | 25 | To send notification e-mails and Connect Home files (if enabled), provide e-mail server and its port details in |
| Sender Email.* | esrs_support@emc.com | the E-mail Servier and Port text boxes. • Provide an email address in the Sender Email section which can be used as FROM address in the email |
| Notification Email(s):* | shashikala.j@emc.com | notifications. Provide an email address in the Notification Email |
| Enable onSuccess | Notification | section writich was be used as recipients for any crisical failure event notifications and for successful events (if configured) |
| Enable Device Cor | nnection Notification | Use Test option to send a test E-mail |

Figure 46 Email Configuration

5. Click **Test**. A pop-up window indicating that the test email was successfully sent displays.

If the server settings are incorrect after clicking **Test**, then an error message displays.

If you click **OK** and then click **Submit & Go to Policy Manager** when the server validation fails, then a pop-up warning message appears, as shown in Figure 47 on page 47. During initial provisioning process only, this pop-up message appears if the email configuration is for the first time only and it fails.

| mail server validation failed. I hoose an option to proceed | Nease |
|--|-------|
| | |
| Configure Later | Retry |

Figure 47 Warning pop-up message

The email information is not saved in the SRS database if the email configuration information is incorrect.

You have to choose Configure Later or Retry.

If you click **Configure Later**, you are taken to the next tab to continue provisioning SRS. You will have the option to configure the email after provisioning SRS.

Note: Configure Later button does not save the email information in the SRS database.

Policy Manager If you are using Policy Manager (it must be installed and operational), then complete the applicable information on this tab as follows:

Note: SRS can use any version of Policy Manager.

- 1. In the **Policy Manager** tab, enter the following applicable information:
 - To enable Policy Manager on this page, enter the IP address, the port number, and the SSL strength (Low, Medium, or High). Dell EMC recommends that the SSL strength be High.
 - If you are not using SSL for communication to the Policy Manager, then clear the **Enable SSL** checkbox.
 - For **Enable Agent Authentication for Policy Manager** option, if this option is selected, then the user can send authentication requests. Agent authentication is available only for SSL. Once the user selects this option, they are required to enter the following details:

Note: This option does not apply to eVE in Unity/CloudIQ Collector.

- User Name Policy Manager admin user name
- Password Policy Manager admin password
- Policy Manager Port Policy Manager user port

Note: Enable agent authentication is available only if the user enters the port number 8445.

- Agent PassKey Passkey provided during installation (encrypted in UI)
- Configure User can send authentication request using this option
- If a proxy server is not used for communication to the Policy Manager, then clear the enable proxy server checkbox as well.

2. When you are done, click the **Test** button to check the connectivity to Policy Manager from SRS. If the connection is successful, then a message appears beneath the **Test** button, as shown in Figure 48 on page 49.

| PM User Name: PM Password: PM Password: PM Port Agent Pass Key: Configure | |
|---|--|
| PM Port Agent Pass Key: | |
| Configure | |
| | |
| CUSTOMER PROXY SERVER FOR POLICY MANAGER | |
| Enable Proxy Server for Policy Manager only | Policy Manager |
| O HTTP O SOCKS | Enter Policy Manager details and optional proxy configuration for Before Manager |
| IP Address: | Cours, meaninger. Agent Communication to PM 6.9 is restricted to configured ports. |
| Port | For SSL, use port 8443 For non- SSL, use port 8090 or the port |
| Authenticate using the following information | entered during Policy Manager Installation. For SSL with agent |
| User Name: | authentication, use port 8445. • If the correct port is not selected, you |
| Password: | may experience connectivity issues |
| | |

Figure 48 Policy Manager

- 3. Click Submit & Go to Connect Home. The status pop-up window appears.
- 4. Click **OK** to continue. The **Connect Home** tab displays.

Connect Home

Managed File Transfer (MFT) is the default and primary channel for the Connect Home files. In the event MFT is not available, Connect Home will failover to the SRS channel.

On the **Connect Home** tab, you can configure and test Connect Home failover to alternate paths using FTPS and/or Email (SMTP) via the customer SMTP server.

Note: Connect Homes to Dell EMC on alternate paths will only occur if the Primary Method of SRSv3 (MFT) is unavailable.

Completing the **Connect Home** tab is highly recommended but *not* required. Your firewall(s) and proxy server may need to be configured to pass this traffic. See the Ports Requirement Document for ports used. **Again, note that these alternate paths are only used if the MFT channel is unavailable**.

To enable Connect Home failover:

Note: ConnectEMC can be enabled for the following transport types as a failover channel in the corresponding order: 1) FTPS, 2) Email.

1. Select either or both of the Connect Home connections. The **Test** button becomes enabled, as shown in Figure 49 on page 50.



Figure 49 Selecting connections

- 2. Click the **Test** button to test the connection to Dell EMC.
- 3. If the tests are successful, then the following messages appears at the bottom of the page:
 - For FTPS: Test connect home using FTPS was successful
 - For email: Test connect home using Email was successful

Note: The customer must configure their proxy server(s)/firewalls per the Ports Requirement document.

- 4. Click Complete Setup. The Setup Complete page appears.
- 5. In the Setup Complete page, click the Home button (as shown in Figure 50 on page 50) to access the SRS Web UI Dashboard, as shown in Figure 51 on page 51.



Figure 50 Home button

| | UNITED TRUTH | es : 0 | - | | | | | 6 | A Mars | : 0 🕜 Syste | m is Health |
|--------------------|--------------|------------------------------|-----------------------|-------------------|----------|-----------------|---------------|---------------|-------------|-------------|-------------|
| ystem Status Re | emote Sessi | ons Active MFT Sessions | Active Remote Scripts | Connect Homes | Alerts | Service Status | s Update | - | | | |
| Connecting to: | esn | s3-corestg.isus.emc.com on p | ort 443 | VE Status: | | Online | | | Set Offline | | |
| Connectivity Statu | s: Cor | inected | | Number Of Managed | Devices: | 0 | | | | | |
| Customer Proxy S | erver: Dis | abled | | CPU Information: | | 0:Intel(R) Xeon | (R) Gold 6126 | CPU @ 2.60GHz | | | |
| Policy Manager: | Dis | abled | | Disk Space: | | Total: | Available: | Details | | | |
| SSL: | Dis | abled | | | | 61.27GB | 55.76GB | | | | |
| Certificate: | Ena | bled, supported true | | Memory: | | 4.15 GB | | | | | |
| Average HB Resp | onse: 0.00 | 0 seconds | | VM Information: | | VMware Virtual | Platform | | | | |
| Cluster Info: | Sta | ndalone | | | | | | | | | |
| Cluster Info: | Sta | sdalone | | | | | | | | | |
| | | | | | | | | | | | |
| | | | | | | | | | | | |
| | | | | | | | | | | | |
| | | | | | | | | | | | |
| | | | | | | | | | | | |
| | | | | | | | | | | | |
| | | | | | | | | | | | |
| | | | | | | | | | | | |

Figure 51 Dashboard

Provisioning

APPENDIX A IP Addresses used by SRS

This appendix lists the article that provides the IP addresses used by the Secure Remote Services Virtual Edition.

| ٠ | Key information | 54 |
|---|-----------------|----|
| ٠ | Article access | 54 |

Key information

Article Number: 0000494729

Version: 1

ID: emc238467

Domain: EMC1

Solution Class: 3.X Compatibility

Note: Always check support . emc . com for the latest version of this article as it may have been updated.

Article access

The following is a Primus(R) eServer solution.

Article Title: What IP addresses are used by the EMC Secure Remote Services IP Solution?

This is from KB article 494729. To access this article, go to:

https://support.emc.com/kb/494729

APPENDIX B SRS v3.x on Hyper-V Install Process

This appendix describes the Hyper-V install process for SRS v3.xx.

| ٠ | Procedure | 56 |
|---|----------------------------------|----|
| ٠ | Network Configuration Using YaST | 64 |

Procedure

Follow the steps below to install the SRS Virtual Edition (SRS v3.xx) on your Hyper-V:

- 1. Copy the VHD for the SRS Virtual Edition to the location where you wish to host the virtual disk for the virtual machine.
- 2. Uncompress the zip file.
- 3. Launch the Hyper-V Manager, as shown in Figure 52 on page 56.

| Hyper-V Manager | | | | | | | |
|-----------------------------|--------------------------|--------------------|-------------------|-----------------|---------------|--------------------|------------|
| a File Action View Window H | ielp | | | | | | 그리지 |
| (n 🔿 🖄 🖬 📓 🖬 | | | | | | | |
| Hyper-V Manager | Matural Marchinese | | | | | Actions | |
| WIN-TSQ0E7F2AV5 | Virtual Hachines | Sata [| C01111-100 | And and Manager | L Harris Dana | WIN-TSQ0E7F2A | /5 🔺 |
| | ESRSVE-VE15-120-24-eto R | Running | 0% | 4096 MB | / Memory Dema | New | • |
| | VE16-prod-126-patched R | Running | 0% | 4096 MB | | 🔓 Import Virtual 1 | Machine |
| | VE244120 P | unning | 0.4 | 4030 MD | | 👔 Hyper-V Settin | gs |
| | | | | | | Virtual Network | k Manager |
| | | | | | | 💰 Edit Disk | |
| | | | | | | A Inspect Disk | |
| | | | | | | Stop Service | |
| | | | | | | X Remove Serve | , |
| | <u>.</u> | | | | <u>)</u> | Q Refresh | |
| | Snapshots | | | | ۲ | Vew | |
| | The s | selected virtual m | achine has no sna | pshots. | | New Wordow 6 | rum Here |
| | | | | | | | |
| | | | | | | la nep | |
| | | | | | | ESRSVE-VE15-12 | 0-24-stg 🔺 |
| | | | | | | Connect | |
| | | | | | | Settings | |
| | | | | | | Turn Off | |
| | | | | | | Shut Down | |
| | | | | | | Save | |
| | ESRSVE-VE15-120-24-stg | | | | | Pause | |
| | | | | | | Reset | |
| | Created: 7 | 7/26/2014 3:41:2 | 5 PM Heart | beat: C | DK INGE MR | 🏂 Snapshot | |
| | rectes: h | NUT IN | Assig | neu memory: 4 | 030 MB | Rename | |
| | | | | | | 👔 Help | |
| | • | | | | <u> </u> | | |
| | | | | | | | |

Figure 52 Launching Hyper-V Manager

- 4. Create the virtual machine that will be hosting the SRS Virtual Edition.
 - a. In the upper-right corner, select **New > Virtual Machine**, as shown in Figure 53 on page 57.

| per-V Manaper | | | | | | Actions | |
|-----------------|------------------------|-----------------|------------------|-----------------|----------------------|-------------------------|--------------|
| WIN-TSQ0E7F2AV5 | Virtual Machines | | | | | HORE TEAMERED AND | |
| | Name + | State | CPU Usage | Assigned Memor | y Memory Dema | white is querrants | |
| | ESRSVE-VE15-120-24-tdg | Running | 0% | 4096 MB | | New | Wrtual Mach |
| | VE16-prod-126-patched | Running | 0% | 4096 MB | | Import Virtual Machine | Floppy Disk. |
| | TEATVIEV | norming. | 1.4 | 4039 MD | | Hyper-V Settings | |
| | | | | | | Virtual Network Manager | |
| | | de Edit Disk | ,882 KB | | | | |
| | | | | | | A Inspect Disk | |
| | | | | | | Con Service | |
| | | | | | | × Pamora Canuar | |
| | 4 | | | | • | C autor | |
| | Snapshots | | | | ۲ | C Kerresn | |
| | | | | 1000 | | View | · · |
| | Th | e selected vitu | al machine has n | | New Window from Here | | |
| | | | | | | Help | |
| | | | | | | ESRSVE-VE15-120-24-stg | |
| | | | | Gonnect | | | |
| | | | | | Settings | | |
| | | | | | Turn Off | | |
| | | | | | | A Shut Down | |
| | | | | | | O Care | |
| | | | | | | | |
| | ESRSVE-VE15-120-24-stg | | | | | Pause III | |
| | Greated | 7/26/2014 3 | 41:25 PM | leartheat: | ĸ | IP Reset | _ |
| | Notes: | None | , | asigned Memory: | 4096 MB | 2a Snapshot | _ |
| | | | | | | Rename | |

Figure 53 Selecting New > Virtual Machine

b. Click Next, as shown in Figure 54 on page 57.

| 🏂 New Virtual Machine Wiza | rd | × |
|--|---|---|
| Before You | Begin | |
| Before You Begin Specify Name and Location Assign Memory Configure Networking Connect Virtual Hard Disk Installation Options Summary | This wizard helps you create a virtual machine. You can use virtual machines in place of physical computers for a variety of uses. You can use this wizard to configure the virtual machine now, and you can change the configuration later using Hyper-V Manager. To create a virtual machine, do one of the following: Click Finish to create a virtual machine that is configured with default values. Click Next to create a virtual machine with a custom configuration. Do not show this page again More about creating virtual machines | - |
| | < Previous Next > Finish Cancel | |

Figure 54 Selecting Next

| 1 (i) | Hyper-V Manager | | | | | |
|-----------------------|--|---|---|---|--|--|
| File Action View Help | | | | | | |
| 🏧 💠 🌩 🙇 📷 🖬 📷 | | 802 | | | | |
| Hyper-V Manager | | | | Actions | | |
| WIN-FUTRIPDRSQL | Virtual Machines | | | WIN-FUTRIPDRSQL | A 1 | |
| | Name PC123VGessors102 VE106 VE101+120 Wn2XBR2101-Conot start C Snapshots T | State CPU Usage Ranning 15 Off Off Off Off Off M H H The selected virtual machine has | Asigned Memory Upp 4006 MB 3 03 8 no snapihits. | New Hyper-V Settings Virtual Switch Manager Virtual Switch Manager Stop Service Stop Service Refresh View | Virtual Machine Harr Jose Roppy Disk | |
| | Zk12-V-Grisson-102 Created: 8 Notes: N Summary Memory Networking | 21/2014 2:40 23 PM one | Clintered: No Meartbeat: OK (No Applic | Help Help Zk12-V-Grisson-102 Gonect Stitings Turn Off Snut Down Snut In Pause be Rest | 2 | |
| | < | | > | a. Canashat | v | |

c. In the upper-right corner, select **New > Virtual Machine**, as shown in Figure 55 on page 58.

Figure 55 Selecting Virtual Machine

d. Name the virtual machine, as shown in Figure 56 on page 58, and then click **Next**.

| 8 | New Virtual Machine Wizard | x |
|--|---|---|
| Specify Nam | e and Location | |
| Before You Begin Specify Name and Location Assign Memory Configure Networking Connect Virtual Hard Disk Installation Options Summary | Choose a name and location for this virtual machine. The name is displayed in Hyper-V Manager. We recommend that you use a name that helps you en identify this virtual machine, such as the name of the guest operating system or workload. Name: 2k12-v-grissom-103 You can create a folder or use an existing folder to store the virtual machine. If you don't select a folder, the virtual machine is stored in the default folder configured for this server. Store the virtual machine in a different location Location: E: [Hyper-V] If you plan to take snapshots of this virtual machine, select a location that has enough free space. Snapshots include virtual machine data and may require a large amount of space. | |
| | < Previous Next > Finish Cano | 5 |

Figure 56 Specifying name

e. Define the memory (4 GB [4096 MB]), as shown in Figure 57 on page 59, and then click **Next**.

| 8 | New Virtual Machine Wizard |
|--|--|
| Assign Memo | or y |
| Before You Begin Specify Name and Location Assign Memory Configure Networking Connect Virtual Hard Disk Installation Options Summary | Specify the amount of memory to allocate to this virtual machine. You can specify an amount from 8 MB through 14072 MB. To improve performance, specify more than the minimum amount recommended for the operating system. Startup memory: 4096 MB Use Dynamic Memory for this virtual machine. Image: When you decide how much memory to assign to a virtual machine, consider how you intend to use the virtual machine and the operating system that it will run. |
| | < Previous Next > Finish Cancel |

Figure 57 Assigning Memory

f. In the Connection menu, select the network card that will be used by the virtual machine, and then click **Next**, as shown in Figure 58 on page 59.

| 8e | New Virtual Machine Wizard |
|--|--|
| Configure No | etworking |
| Before You Begin Specify Name and Location Assign Memory Configure Networking Connect Virtual Hard Disk Installation Options Summary | Each new virtual machine includes a network adapter. You can configure the network adapter to use a virtual switch, or it can remain disconnected. Connection: Not Connected v Not Connected Broadcom BCM5708C NetXtreme II GigE (NDIS VBD Client) #45 - Virtual Switc |
| | < Previous Next > Finish Cancel |

Figure 58 Configuring Networking

g. Select the location to which you copied the VHD file for this SRS, as shown in Figure 59 on page 60.

| 8 | New Virtual Machine Wizard |
|--|--|
| Connect Vir | tual Hard Disk |
| Before You Begin Specify Name and Location Assign Memory Configure Networking | A virtual machine requires storage so that you can install an operating system. You can specify the storage now or configure it later by modifying the virtual machine's properties. Create a virtual hard disk Use this option to create a dynamically expanding virtual hard disk with the default format (VHDX). |
| Connect Virtual Hard Disk Summary | Name: 2k12-v-grissom-103.vhdx Location: E: \Hyper-V\\Virtual Hard Disks\ Size: 127 GB (Maximum: 64 TB) Output: Use an existing virtual hard disk Use this option to attach an existing virtual hard disk, either VHD or VHDX format. |
| | Location: Ethyperet/Wrbuel Hard Disks Browse O Attach a virtual hard disk later Use this option to skip this step now and attach an existing virtual hard disk later. |
| | < Previous Next > Finish Cancel |

Figure 59 Selecting location

h. Click **Open**, as shown in Figure 60 on page 60.

| 3e | Open | | x |
|---|--------------------------------|-------------------------------------|--------|
| ⋲ 💿 🕶 🕇 퉬 « Virt | tual H > GrisomUAT1-103 V C | Search GrisomUAT1-103 | \sim |
| Organize 👻 New folder | |)III 🕶 🔟 🌘 | 9 |
| Desktop ^ | Name | Date modified Type | |
| Downloads | C ESRS_VE.x86_64-1.1.5.vhd | 8/29/2014 2:21 PM Hard Dis | sk Im |
| C Libraries Documents Music Pictures Videos | | | |
| Local Disk (C:) | | | |
| Backdrive (E:) | | | |
| 😠 esrs_2.0 (\\10.241 | | | |
| D on USXXCADO | < | | > |
| File na | me: ESRS_VE.x86_64-1.1.5.vhd v | Virtual hard disk files (*.vhd;*. v | • |
| | | Open Cancel | |

Figure 60 Clicking Open

i. Browse for the location of the virtual hard disk, and then click **Next**, as shown in Figure 61 on page 61.

| 3 e | New Virtual Machine Wizard |
|--|---|
| Connect Vir | tual Hard Disk |
| Before You Begin Specify Name and Location Assign Memory Configure Networking Connect Virtual Hard Disk Summary | A virtual machine requires storage so that you can install an operating system. You can specify the storage now or configure it later by modifying the virtual machine's properties. Create a virtual hard disk Use this option to create a dynamically expanding virtual hard disk with the default format (VHDX). Name: 2k12-v-grissom-103.vhdx Location: E:\/Hyper-V\Virtual Hard Disks\ Errowse Browse Virtual Hard Disks\ Use this option to attach an existing virtual hard disk, either VHD or VHDX format. Location: E:\/Wirtual Hard Disks\CrissomUAT[1=103\ESR5].VEX86_64=1s.1.5.vht@ Browse Attach a virtual hard disk later Use this option to skip this step now and attach an existing virtual hard disk later. |
| | < Previous Next > Finish Cancel |

Figure 61 Entering location and clicking Next to continue

j. Review the summary, and click **Finish**, as shown in Figure 62 on page 61. The new SRS Virtual Edition virtual machine is now configured in the Hyper-V environment. You must now connect to the virtual instance and start the host, which starts the first boot process.

| 80 | New Virtual Machine Wizard | x |
|--|--|-----|
| Completing | the New Virtual Machine Wizard | |
| Before You Begin Specify Name and Location Assign Memory | You have successfully completed the New Virtual Machine Wizard. You are about to create the following virtual machine. Description: | |
| Configure Networking Connect Virtual Hard Disk Summary | Name: 2k12-v-grissom-103 Memory: 4096 MB Network: Broadcom BCM5708C NetXtreme II GigE (NDIS VBD Client) #45 - Virtual Switch Hard Disk: E:\Hyper-V\Virtual Hard Disks\GrisomUAT1-103\ESRS_VE.x86_64-1.1.5.vhd (VHD, dyr | nam |
| | III To create the virtual machine and close the wizard, click Finish. | > |
| | < Previous Next > Finish Cancel | |

Figure 62 Clicking Finish to complete

k. The first boot process starts the virtual host. You must configure the host name, the network, the password of the root user, and so forth.

For SRS VE running on Hyper-V, to avoid SRS connectivity loss under specific circumstances, make sure the MAC address is set to **Static** in the Advanced Features of the Network Adapter.

| Settings for ESRS | |
|--|---|
| ★ Hardware ▲ Add Hardware ■ BIOS Boot from CD Security Key Storage Drive disabled Memory 4096 MB Processor 1 Virtual processor 1 Virtual processor ■ IDE Controller 0 ● IDE Controller 1 ● DVD Drive | Advanced Features MAC address Dynamic Static Static OO - 15 - 5D - FA - 80 - 73 MAC address spoofing allows virtual machines to cha address in outgoing packets to one that is not assign Enable MAC address spoofing DHCP guard DHCP guard DHCP server messages from unau pretending to be DHCP servers. |
| SCSI Controller SCSI Controller Network Adapter Public_240 Hardware Acceleration Advanced Features COM 1 None | Enable DHCP guard Router guard Router guard drops router advertisement and redire unauthorized virtual machines pretending to be route Enable router advertisement guard |

Figure 63 Advanced Features

1. Select the new virtual machine, and then click **Connect**, as shown in Figure 64 on page 63.

| - 10 C | | Нуре | er-V Manager | | | _ 0 X |
|--------------------------------------|---|-------------------------------|---------------------|----------------------------|----------------|---|
| File Action View Help | | | - | | | |
| Hyper-V Manager a WIN-FUTR/PORSQL | Virtual Machines Name 24:12-VGreson-102 24:12-VGreson-102 VE:106 VE:101-120 Win2KSR2-101-Const state < Snapshots | State Or Of Of Of | CPU Usage | Assigned Memory 4096 MB | Uptie 3.03- | Actions Hyper-V Settings Virtual Switch Manager Virtual SAN Manager Virtual SAN Manager Stop Service Remove Server Refresh View |
| | | The selected v | itual machine has n | o snapehots. | 000 | 2412.ur ricerom 3 a) Connect III (a) Connect III (b) Anti-ga III |
| | 2k12-v-grissom-103 Created: Notes: Summary Memory Networks | 8/29/2014 2:50 None | 2.34 PM | Clustered: No | | Snapshot Nove Export Rename Celete Se Enable Replication |
| | ¢ | | | | > | Help Activate Go to Acti |

Figure 64 Clicking Connect

m. The following screen appears. Click the **Start** icon, as shown in Figure 65 on page 63.



Figure 65 Powering on

| 2k12-v-orisso | m-103 on WIN-FUTRIPDRSOL - Virtual Machine Connection | - 0 X |
|------------------------------------|---|-------------------|
| File Action Media Clipboard View H | lep | |
| | | |
| | | |
| | | TAC2 |
| | Ľ | IVIC |
| | where | information lives |
| | | |
| | | |
| | ESDS VE [VMY] | |
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| | | |
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| | | |
| | | |
| | | |
| | | |
| | | |
| Boot Optio | ns | |
| | | BUILT WITH |
| | | suse |
| F1 Help F2 Language F4 F | Keyboard | STUDIO |
| English (US) E | English-US | |
| Status: Running | | 🚍 🖲 🔒 |

n. The SRS starts the first boot process, as shown in Figure 66 on page 64.

Figure 66 First boot configuration

o. When the first boot process is completed, go to Network Configuration Using YaST.

Network Configuration Using YaST

Note: Requires shell or console access to the shell of the SRS.

1. From an ssh session or a console session of the SRS shell, log in using the root credentials established during the first boot configuration of the install process, as shown in Figure 67 on page 65.



Figure 67 Logging in as root

2. At the prompt, type **yast2**, and then press **Enter**. The YaST2 user interface appears, as shown in Figure 68 on page 65.

| 512 - menu 0 VE1-19 | | |
|---|---|--------|
| | YaST2 Control Center | |
| Bortware Mardware System Network Devices Hetwork Devices Support | Software Management Media Check Software Repositories | |
| Help] | | [Quit] |

Figure 68 User interface

3. Select Network Devices, as shown in Figure 69 on page 66.



Figure 69 Selecting Network Devices

4. Use the **Tab** key to navigate to the right-side pane, and then select **Network Settings**, as shown in Figure 70 on page 66.

| | YaST2 Control Center | |
|--|----------------------|--------|
| | | |
| Software Hardware System | DSL ISDN Modem | |
| Network Devices Network Services Security and Users Support | Network Settings | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| Help] | | [Quit] |

Figure 70 Selecting Network Settings

5. Press Enter. The Network Settings screen appears, as shown in Figure 71 on page 67.

| P 10.241.172.19 - PuTTY | | | |
|--|--|--------------|--|
| YaST2 - lan @ VE1- | 19 | | |
| Network Settings | Overview-Hostname/DNS-Ro | uting | |
| Name | TR Address Dev | ri ca l Nota | |
| Virtual Etherne | t Card 0 10.241.172.19 eth | 10 | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| Virtual Etherne | t Card 0 | | |
| MAC : 00:15:5d: | ac:0b:05 | | |
| * Device Name | _9 : eth0 | | |
| * Started aut * IP address: | omatically at boot 10.241.172.19/24 | | |
| | | | |
| | | | |
| [Add][Edit][Dele | tel | | |
| [Help] | [Back] | [Cancel] | |
| Fi Nolo Fi Add | A Edit E5 Delete F9 Care | | |
| and a set of the second s | Care Service and Care | | |

Figure 71 Network Settings screen

- 6. In the Network Settings screen, you can perform the following:
 - a. Edit the IP address or host name (as shown in Figure 72 on page 67) by using the **Tab** key, **Alt-I**, or **F4**. When done, use **Tab**, **Alt-N**, or **F10** for **Next**.



Figure 72 Network Card Setup screen

b. Edit the DNS configuration using **Alt-S**, as shown in Figure 73 on page 68. If editing is complete, then use **Tab**, **Alt-O**, or **F10** for **OK**. All edits to the network configuration will be written to the system configuration.

| -Hostname and Domai | in Name- | Koucing- | |
|--|---|-----------------|--|
| Hostname | | Domain Name | |
| VE1-19 [] Change Hostnam [] Assign Hostnam | me via DHCPNo interfac me to Loopback IP | esrs2k8ad.local | |
| Modify DNS configur Use Default Policy | ration Custom Policy R | ule v | |
| Name Servers and I | Domain Search List | Domain Search | |
| 10.241.172.20 | | esrs2k8ad.local | |
| Name Server 2 | | | |
| 10.241.172.12 | | | |
| Name Server 3 | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

Figure 73 Changing DNS configuration

c. Edit the default route/gateway using **Alt-U**, as shown in Figure 74 on page 68. When editing is complete, use **Tab**, **Alt-O**, or **F10** for **OK**. All edits to the network configuration are written to the system configuration and the network services become activated, as shown in Figure 75 on page 69.

| 1512 - 1an g vi | 1-19 | | |
|--------------------------|-----------------------------|----------------|-------|
| etwork Setting | | | |
| Global Options | | outing | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| Default | | | |
| Defaulto d | aceway | | |
| Deve deve | | | |
| Routing | Table | | |
| Destina | tion Gateway Netmask Device | Options | |
| | | | |
| | | | |
| | | | |
| | | | |
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| | | | |
| | | | |
| | (244) (| Editl(Deletel | |
| | [866][| Edit) (Derece) | |
| | | | |
| [] Enabi | e if forwarding | | |
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| elni | [Back] | [Cance]] | ГОК |
| A loss who had a lost at | | [ourocx] | L was |

Figure 74 Editing the default gateway

| YaST2 | - lan @ VE1-19 |
|-------|--------------------------------------|
| | |
| Savi | ng Network Configuration |
| × | Write drivers information |
| x | Write device configuration |
| x | Write network configuration |
| x | Write routing configuration |
| x | Write hostname and DNS configuration |
| × | Set up network services |
| -> | Write firewall settings |
| - | Activate network services |
| - | Run SuSEconfig |
| - | Set up smpppd |
| | |
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| | |
| Acti | Valing Retwork Services |
| | 000 |
| | |
| [Helr | [Back] [Cancel] [OK] |
| | |
| F1 86 | 1p F9 Cancel F10 OK |
| | |

Figure 75 Saving network configuration

7. If you need to set the date and time, then select **System** on the left-side pane, tab to the right- side pane, select **Date and Time** as shown in Figure 76 on page 69, and then press **Enter**. The Clock and Time Zone screen appears.

| | YaST2 Control Center | |
|---|------------------------------|------|
| Software | Boot Loader Date and Time | |
| Network Devices Network Devices Network Services Security and Users Support | Language Partitioner | |
| | | |
| | | |
| | | |
| | | |
| Help] | | [01: |

Figure 76 Setting date and time

8. In the Clock and Time Zone screen, make the desired changes, as shown in Figure 77 on page 70. When you are done, use **Tab**, **Alt-O**, or **F10** for **OK**. This step takes you to the original page of the YaST2 Tool, as shown in Figure 78 on page 70.

| Region | -Time Zone | | |
|-----------------------------|-----------------------------|--|--|
| Africa | Alaska (Anchorage) | | |
| Argentina | Aleutian (Adak) | | |
| Asia | Arizona (Phoenix) | | |
| Atlantic | Boise | | |
| Australia | Central (Chicago) | | |
| Brazil | East Indiana (Indianapolis) | | |
| Canada | Eastern (New York) | | |
| Central and South America | Hawaii (Honolulu) | | |
| Etc | Indiana (Marengo) | | |
| Europe | Indiana (Petersburg) | | |
| Global | Indiana (Tell City) | | |
| Indian Ocean | Indiana (Vevay) | | |
| Mexico | Indiana (Vincennes) | | |
| Pacific | Indiana (Winamac) | | |
| Russia | Indiana Starke (Knox) | | |
| USA | Juneau | | |
| | Kentucky (Louisville) | | |
| | Kentucky (Monticello) | | |
| | Menominee | | |
| | Michigan (Detroit) | | |
| | Mountain (Denver) | | |
| | Nome | | |
| | North Dakota (Center) | | |
| | North Dakota (New Salem) | | |
| | Pacific (Los Angeles) | | |
| | Puerto Rico | | |
| | Samoa (Pago Pago) | | |
| | Shiprock | | |
| | Virgin Islands (St Thomas) | | |
| | Yakutat | | |
| | | | |
| | | | |
| | | | |
| | Data and Time | | |
|) Wardware Clock Set To UTC | 2014-05-16 - 12:27:28 | | |
| j hardware crock Sec 10 orc | [Change] | | |
| | | | |
| | [Cancel] [| | |

Figure 77 Clock and Time Zone screen

| YaST2 Control Center | | |
|--|---|------|
| Software Hardware System Network Devices Network Services Security and Users Support | Boot Loader Date and Time Language Partitioner | |
| Help] | | [Qui |

Figure 78 YaST2 Control Center

- 9. Use Tab, Alt-Q, or F9 to Quit. You return to the command prompt.
- 10. Test the network connectivity using the normal tools process (Ping, dig, etc.).

SRS v3.x on Hyper-V Install Process
APPENDIX C Unzipping files using WinZip

This appendix describes the process for unzipping files using WinZip.

Procedure

To unzip a file using WinZip:

- 1. Open WinZip (You can also use 7-Zip or WinRAR).
- 2. Select **Options**, as shown in Figure 79 on page 74.



Figure 79 Selecting Options

3. Select **Configuration**, and then the **Miscellaneous** tab, as shown in Figure 80 on page 74.

| Next time start with the Wirzerd interface | | | |
|---|--|--|--|
| Automatically show the Open Archive dialog bo | x | | |
| Xher | | | |
| Windows Explorer-style Extract dialog box | Use Recycle Bin for move operations | | |
| TAR file smart CR/LF conversion | Prompt when View button is pushed | | |
| Always have WinZip on top | Desktop theme/screen saver installer | | |
| Beep after long archive operations | Show comments when opening Zip files | | |
| Smart DOC file handling | Display status dialog for long operations Restore all caution messages | | |
| lumber of files in recent file list: 9 | | | |
| how Add dialog when dropping files on: | | | |
| an archive in Explorer | | | |
| an open WinZip window | | | |
| | | | |

Figure 80 Selecting Miscellaneous tab

4. Clear the **TAR file smart CR/LF conversion** checkbox, and then click **OK**, as shown in Figure 81 on page 75. The box will remain unchecked until it is selected again, or WinZip is reinstalled.

| w Toolbar Folders S | ystem Explorer Enh | nancements | Program Locations | Miscellaneous | |
|--|---------------------|------------|-----------------------------------|-------------------|--|
| Start-up | | | | | |
| Next time start with the | Wizard interface | | | | |
| Automatically show the | Open Archive dialog | box | | | |
| Other | | | | | |
| Windows Explorer-style | Extract dialog box | 🔽 Us | e Recycle Bin for mo | ve operations | |
| TAR file smart CR/LF conversion | | 🔽 Pro | Prompt when View button is pushed | | |
| Always have WinZip on | top | 🔽 De | sktop theme/screen | saver installer | |
| Beep after long archive | operations | C Sh | ow comments when | opening Zip files | |
| Smart DOC file handling | | Dia | play status dialog for | long operations | |
| Number of files in recent file list: 9 | | | Restore all caution messages | | |
| Show Add dialog when drop | pping files on: | | | | |
| an archive in Explorer | | | | | |
| 🔽 an open WinZip window | v | | | | |
| | | | | | |
| | | | | | |

Figure 81 Clearing the TAR file smart CR/LF conversion checkbox

5. Unzip and import the data.

Unzipping files using WinZip

GLOSSARY

This glossary contains terms related to remote services and SRS.

| | Α |
|---------------------------------|---|
| access | See Remote Access. |
| | С |
| connect home | Connecting from a remote site to Dell EMC's support network. |
| | D |
| Dell EMC Online Support Site | Web-based access on support.emc.com to documentation, downloads, and support information for Dell EMC customers and internal Dell EMC users. |
| DMZ | Demilitarized zone — Device used to secure an internal network from unauthorized external access. |
| Dynamic IP address | An address that is assigned by the access device by which the user's host connects over a dialup telephone line or by a set-top box for an IP over cable network. |
| | F |
| failover | The capability to switch over automatically to a standby server upon the failure or abnormal termination of the previously active server. Failover happens without human intervention and generally without warning. |
| firewall | A hardware or software device that is configured to permit, deny, or proxy data through a computer network which has different levels of trust. |
| FTP | File Transfer Protocol — Used to transfer data from one computer to another, over the Internet or through a network. |
| | G |
| Gateway 2.x | An SRS 2.x software component that is installed on a customer-supplied dedicated server (or servers) or VMware instance. The servers act as the single point of entry and exit for all IP-based Dell EMC remote notification and remote support activity. |
| | P |
| Policy Manager | An SRS software component that is installed on a customer-supplied server or servers. It enables customizable control of remote access to customer devices and maintains an audit log of remote connections. |
| proxy server | A server (a computer system or an application program) which services the request of its servers by forwarding request to other servers. A server connects to the proxy server, requesting some service, such as a file, connection, web page, or other resource, available from a different server. The proxy server provides the resource by connecting to the specified server and requesting the service on behalf of the server. A |

proxy server may optionally alter the server's request or the server's response, and sometimes it may serve the request without contacting the specified server.

R

remote access Communication with a processing device from a remote location through a data link.

S

- **SMTP** Simple Mail Transfer Protocol The de facto standard for email transmissions across the Internet.
- **SRS** Secure Remote Services is an IP-based automated connect home and remote support solution enhanced by a comprehensive security system. SRS creates both a unified architecture and a common point of access for remote support activities performed on your Dell EMC products.
- **SRS Virtual Edition** Secure Remote Services, Virtual Edition, which is installed on an ESX or Hyper-V Server, acts as the single point of entry and exit for all connect home and remote support activities

Т

- **topology** Network configuration, including firewalls, servers, devices, and ports used for communication between all devices.
- Transport LayerA port that uses cryptographic protocols to provide secure Internet communicationsSecurity (TLS) portfor data transfers.