



Getting Started

Thank you for purchasing a **Dot Hill 3000 Series** or **2002 Series** storage product.

This document provides an overview of product setup tasks and specifies where information to accomplish each task is described in product documentation. To obtain documentation from the Customer Resource Center (CRC) web site, browse to crc.dothill.com and select AssuredSAN & R/Evolution Products > *product series* > Current Documents.

Product documentation


PDF versions of documents are on the CRC site.

- Product Regulatory Compliance and Safety*
- Rackmount Bracket Kit Installation* or 2-Post Rackmount Bracket Kit Installation*
- Release Notes
- Setup Guide
- RAIDar User Guide
- CLI Reference Guide
- FRU Installation and Replacement Guide
- Using Data Protection Software (3000 Series only)
- Event Descriptions Reference Guide
- Obtaining and Installing the License Certificate File
- Installing Optional Software for Microsoft Windows® Server

* Printed document also included in product shipkit.

Shipkit contents

If you purchased a controller enclosure, verify that you received the following hardware.

 **NOTE:** Your shipkit may include other cables that otherwise you would need to supply yourself, as shown in [Product setup](#) on page 2.

| Item | Quantity |
|--|----------|
| Controller enclosure | 1 |
| Enclosure ear caps (quantity 2) or bezel (quantity 1) | 2/1 |
| Power cords | 2 |
| USB cable (3000 Series) or serial cable (2002 Series) for the CLI port | 1 |

If you purchased a drive (expansion) enclosure, verify that you received the following hardware.

| Item | Quantity |
|---|----------|
| Drive enclosure | 1 |
| Enclosure ear caps (quantity 2) or bezel (quantity 1) | 2/1 |
| Power cords | 2 |

Product setup

Dot Hill assumes that the person using these instructions is qualified in the installation and servicing of storage products. If you need help, contact Dot Hill Support at 1-877-368-7924 (U.S.), 1-760-931-5500 option 2 (outside U.S.), or support@dothill.com. When contacting Dot Hill Support, you will be asked to provide the following information to open a support case: issue subject, detailed issue description, product type, serial number, part number, and system logs. To obtain logs, see the RAIDar User Guide.

You must supply the following items if they are not present in your shipkit:

- Antistatic protection devices
- #2 Phillips screwdriver
- Ethernet cables (1 per controller module)
- SAS cables, if installing drive enclosures (2 per drive enclosure)

| Task | As described in |
|--|--|
| 1. Verify that the installation site meets product requirements. | Product Regulatory Compliance and Safety; Setup Guide appendix B |
| 2. Install the controller enclosure and optional drive enclosures in a rack: | |
| a. Install the rail kit provided with the controller enclosure. | Instructions provided in the rackmount bracket kit |
| b. Install enclosures and secure them into the rack. | Instructions provided in the rackmount bracket kit |
| c. Connect the enclosures. | Setup Guide |
| d. Install enclosure ear caps or bezel. | Setup Guide |
| 3. Install additional disk drives and options. | Instructions provided with the option |
| 4. Connect power cords. | Setup Guide |
| 5. Test enclosure connectivity. | Setup Guide |
| 6. Install required host software. | Setup Guide |
| 7. Connect hosts. | Using Data Protection Software (3000 Series); Setup Guide |
| 8. Connect remote management hosts. | Setup Guide |
| 9. Set IP values for controller network ports.* | Setup Guide |
| 10. Use the web-browser interface to configure and provision the storage system. | RAIDar User Guide; Using Data Protection Software (3000 Series) |

* If you cannot access the Setup Guide, use the following quick-reference information.

| Terminal emulator settings to access the command-line interface (CLI) | Default user name, password | Controller IP values |
|--|-----------------------------|---|
| <p><u>Display settings:</u> mode: VT100 or ANSI; font: Terminal; translation: None; columns: 80</p> <p><u>Connection settings:</u> port: COM3 (for example); baud (bit/sec): 115,200; data bits: 8; parity: None; stop bits: 1; flow control: None</p> | <p>manage, !manage</p> | <p><u>Default values:</u> controller A IP address 10.0.0.2; controller B IP address 10.0.0.3; netmask 255.255.255.0; gateway 10.0.0.1</p> <p><u>Syntax to set IP values for controller A:</u> set net ip <i>IP-address</i> netmask <i>subnet-mask</i> gateway <i>gateway-address</i> controller a</p> |

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