



# ***Vess A6120***

## ***NVR Storage Appliance Quick Start Guide***

***Version 1.0***

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## ***ABOUT THIS GUIDE***

This Quick Start Guide provides an introduction to the hardware components of the Vess A6120 Storage Server Appliance, as well as instructions for how to install the device in an equipment rack, and how to connect the power, a keyboard and monitor used for the initial configuration setup. Then power on the system, login as administrator and create a RAID drive for storage video data. When you have completed the instruction in this guide, you need to read the Product Manual, and other user documentation available from Promise, for additional instructions on how to connect the system to the surveillance network, connect to additional network storage if needed, how to install video management software, how to administer, manage and maintain the system, as well as how best to scale the system to suit the requirements of your surveillance and data storage network.

This guide also includes information about:

- Product Registration page 29
- Contacting Technical Support page 35

## **INTRODUCTION**

The particular installed hardware mix ordered will determine the role of the Vess A6120 on your network. The Vess A6000 Series server can be equipped to provide various services, including:

- Intelligent Video Analytic Server for Surveillance
- Management Server for Surveillance
- Recording Server for Surveillance

## SETUP TASK LIST

To setup the Vess A6120 system, perform these hardware and configuration tasks in order:

- Task 1: Unpack device
- Task 2: Mount Vess A6120 in a standard rack
- Task 3: Remove front bezel and install hard disk drives
- Task 4: Management connections
- Task 5: Connect the power and power on system
- Task 6: Login to Windows
- Task 7: Login to WebPAM PROe
- Task 8: Create Logical Drives



### Note

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The Product Manual and this Quick Start Guide, in PDF format, are found on the desktop after booting up and logging in

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## TASK 1: UNPACK

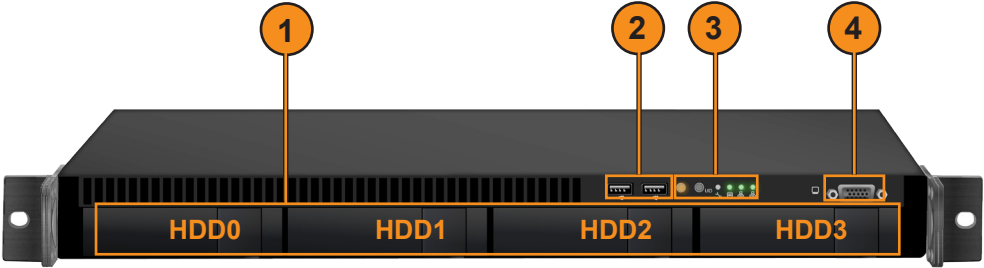
### VESS A6120 PACKING LIST

The Vess A6120 box contains the following items:

- Vess A6120
- Screws for disk drives (20 pieces for 4 bays)
- Front bezel secure cover
- Sliding rail assembly for rack mounting
- 1.5m (4.9 ft) Power cord

**FRONT PANEL OVERVIEW**

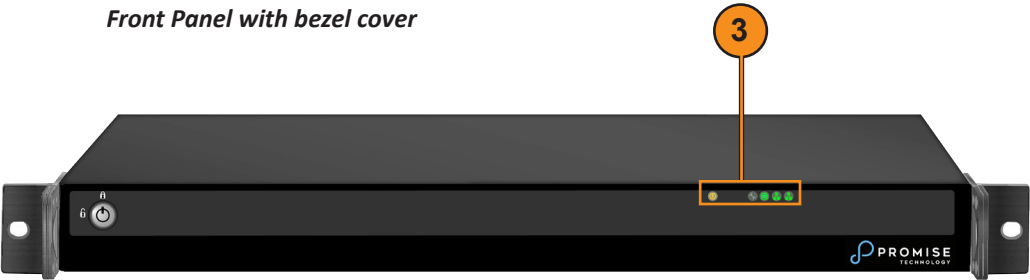
*Front Panel without bezel cover*



The Vess A6120 is shipped with a lockable front secure cover which must be removed in order to access the hard disk drive carriers. Use the tubular key to lock or unlock this cover.

The front panel features the power button, various LEDs, USB ports and the tubular lock. See “Power On Vess A6120 system” on page 12 and “Front Panel LEDs” on page 14 in this guide for more information.

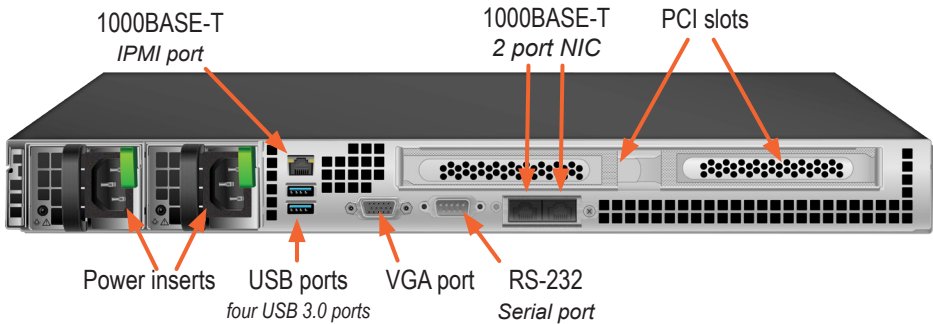
*Front Panel with bezel cover*



No.	Description
1	4 x 3.5" Hot-Swap HDD Trays (HDD0~HDD3)
2	2 x USB 2.0 Ports
3	Control Panel Buttons and LEDs
4	VGA Port

## REAR PANEL OVERVIEW

### Vess A6120 rear view



The rear panel of the Vess A6120 provides a network port for system administration. This is also where the VGA video port is located, USB 3.0 ports, and the power insert for the power connection.

Other features depend on what PCIe card, or combination of PCIe cards are installed. Please see the Product Manual for a complete list of the supported PCIe hardware options.

The types of ports and connections available on the Vess A6120 include:

- Two port 10G BASE-T
- Two port 10G SFP+
- Two port 1G BASE-T
- Four port 1G BASE-T
- SAS HBA (SFF-8644)
- M.2 RAID card

For a complete list of the available port options, please see the Product Manual. For a brief overview of PCIe and PMC hardware options, see “PCI/ PMC add-on hardware” on page 26.

## ***TASK 2: MOUNTING VESS A6120 IN A RACK***

The instructions here apply to the all Vess A6120 Series 1U form factor models.



### **Warnings**

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- **Elevated Operating Ambient** - If installed in a closed or multi-unit rack assembly, the operating ambient temperature of the rack environment may be greater than room ambient. Therefore, consideration should be given to installing the equipment in an environment compatible with the maximum ambient temperature (Tma) specified by the manufacturer.
  - **Reduced Air Flow** - Installation of the equipment in a rack should be such that the amount of air flow required for safe operation of the equipment is not compromised.
  - **Mechanical Loading** - Mounting of the equipment in the rack should be such that a hazardous condition is not achieved due to uneven mechanical loading.
  - **Circuit Overloading** - Consideration should be given to the connection of the equipment to the supply circuit and the effect that overloading of the circuits might have on over current protection and supply wiring. Appropriate consideration of equipment nameplate ratings should be used when addressing this concern.
  - **Reliable Earthing** - Reliable earthing of rack-mounted equipment should be maintained. Particular attention should be given to supply connections other than direct connections to the branch circuit (e.g. use of power strips).
- 

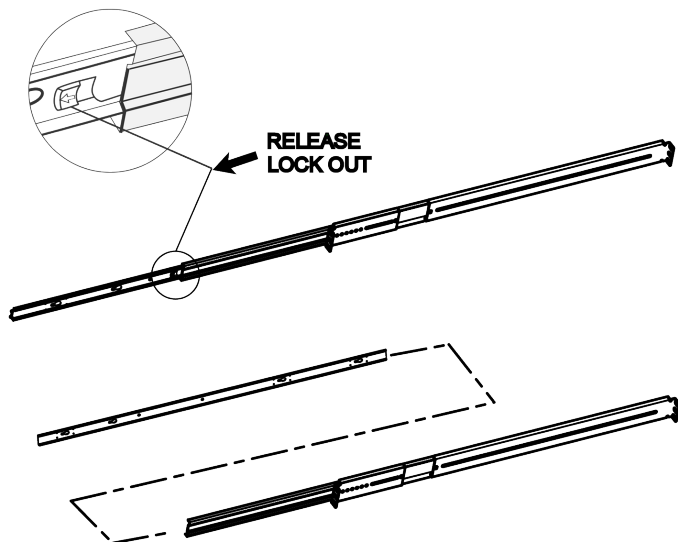
The Vess A6120 installs in a 19" equipment rack. Please examine the illustrations in this section to make sure you are using the correct type of rack.

In order to place the system in the rack, first attach the ear brackets to the front of the device. Then install the sliding rail system in the rack. Finally place the device on the sliding rails and secure it to the rack. Use only the screws and fasteners included with the shipment of the sliding rail system, or with the Vess A6120. This procedure is described and illustrated in the sections that follow below.

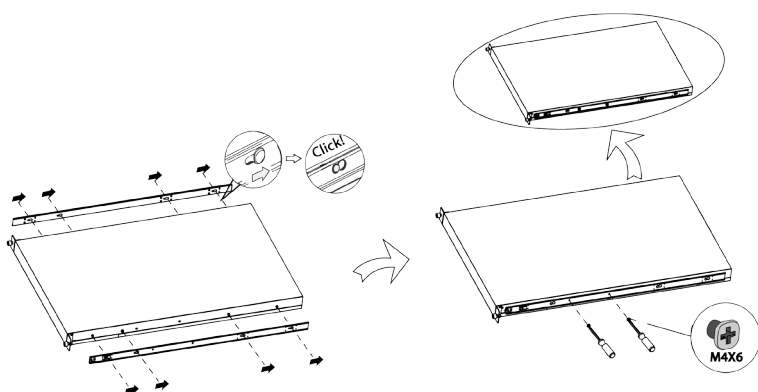


Follow these steps to install the mounting rails in an equipment rack.

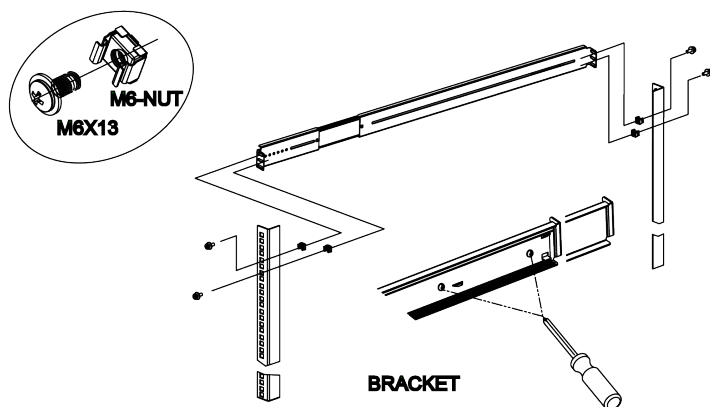
1. For both sliding rail assemblies, release and detach the inner member from the slide.



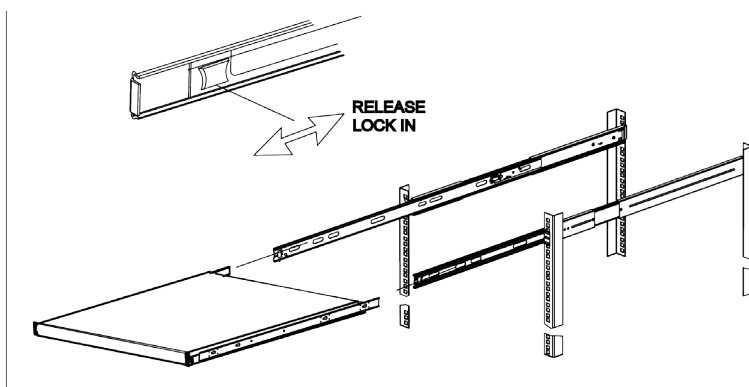
2. Attach the inner member of the sliding rail assembly to each side of the Vess A6120.



3. Fix the outer member of the rail assembly to the rack frame.



4. Carefully insert the Vess A6120 to complete the installation.



## ***TASK 3: INSTALLING DISK DRIVES***

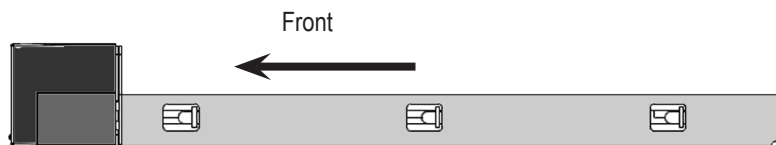
The Vess A6120 system supports:

- SATA hard disks
- 3.5-inch hard disk drives

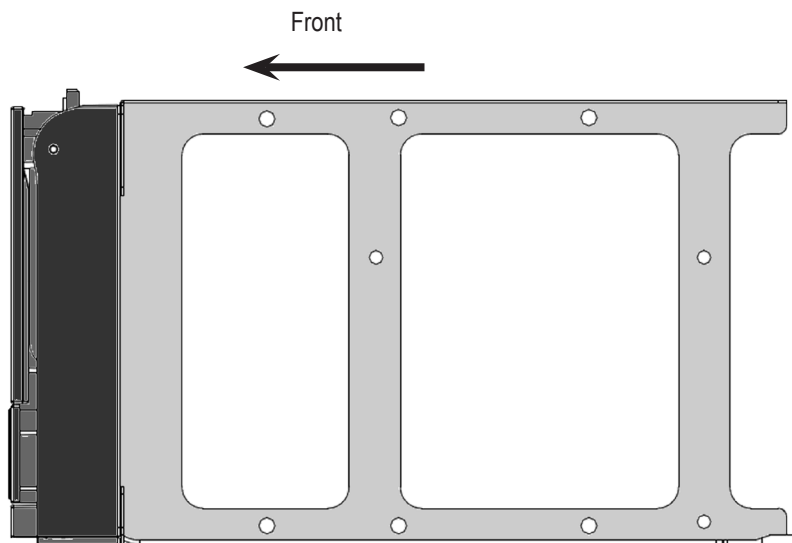
For a list of supported physical drives, download the latest compatibility list from the PROMISE support website.

### ***DRIVE CARRIER HARDWARE***

***Empty drive carrier side view***



***Empty drive carrier top view***





### Cautions

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Swing open the drive carrier handle before you insert the drive carrier into the enclosure.

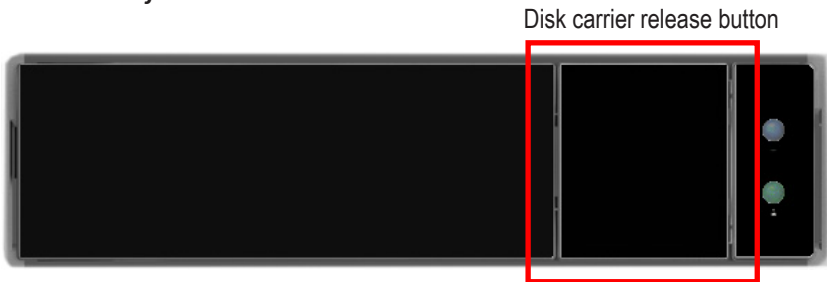
To avoid hand contact with an electrical hazard, remove only one drive carrier a time.

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Follow these steps to install the hard disks:

1. Press the drive carrier release button. The handle springs open.
2. Grasp the handle and gently pull the empty drive carrier out of the enclosure.

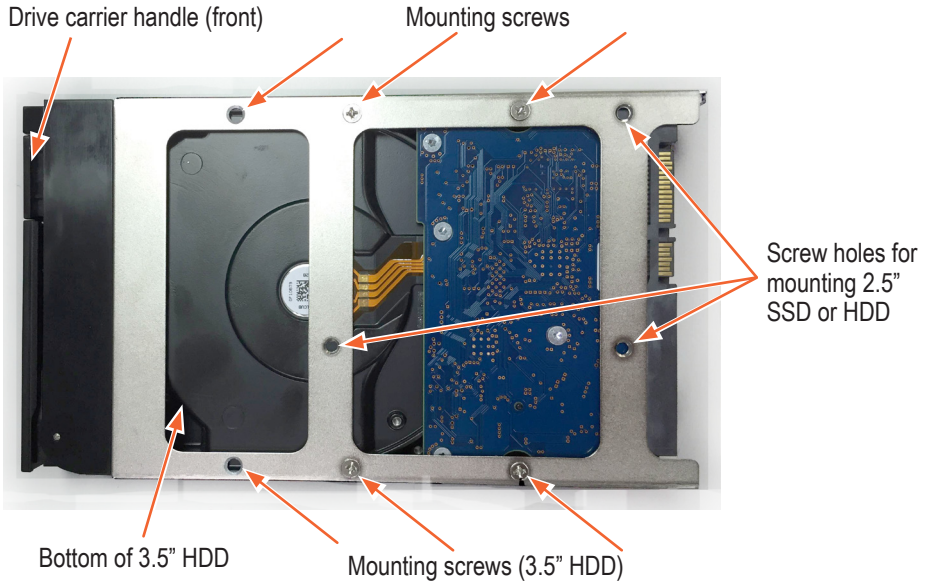
#### *Drive carrier front view*



Disk carrier release button

3. Place the physical drive on a table with the bottom side facing up.
4. Position the drive in the carrier over the physical drive so the mounting holes line up (see below)

Note there are different mounting screw holes for 2.5" drives.



5. Insert the screws through the proper holes in the carrier and into the drive or adapter.
  - Install four screws per drive.
  - Snug each screw. Be careful not to over tighten.
6. With the drive carrier handle in open position, gently slide the drive carrier into the enclosure.



### Important

Press the release button to push the drive carrier into position. Proper drive installation ensures adequate grounding and minimizes vibration. Always attach the drive to the carrier with four screws.

## Task 4: MANAGEMENT CONNECTION

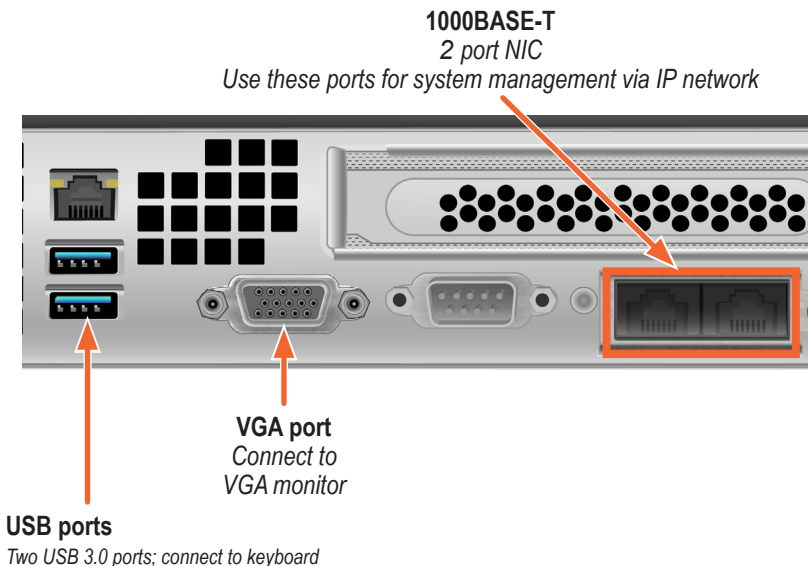
The Vess A6120 can be remotely managed through the IP network. The physical connection for management is provided by connecting to either of the two 1000BASE-T ports on the installed NIC. Alternatively you can attach a monitor to the VGA, and connect a USB keyboard and manage the initial setup configuration via direct connection to the device, using the Command Line Interface. This Quick Start Guide describes only the second option, connecting to the device with a monitor and keyboard. For remote management through the surveillance and data network, please see the Product Manual.

### MANAGEMENT PATH - ON SITE KEYBOARD AND MONITOR

Use a USB keyboard and a VGA monitor to establish a direct out-of-band connection to the management software. The VGA and USB ports are located on the back of the Vess A6120. Connect a VGA monitor to the appropriate video monitor port, and connect a USB keyboard to any USB port on the rear panel.

Management via direct attached keyboard and monitor is done with the command line interface (CLI). Please see the Product Manual for a list of commands, use and login information.

#### *Vess A6120 rear panel video monitor connections and USB ports*



## **MANAGEMENT PATH - NETWORK CONNECTION**

The Gigabit Ethernet RJ-45 ports on the rear panel for the network connection used for device administrator. These ports must be physically and logically located in the IP subnet used by the system administrator.

To establish the management path:

1. Attach one end of an Ethernet cable to the network connector or standard NIC in the Host PC.

Attach the other end of the Ethernet cable to one of the ports on the standard network switch on the subnet used for system administration.

2. Attach one end of an Ethernet cable to one of the ports on the same network switch or subnet used for system administration.

Attach the other end of the Ethernet cable to one of the 1000BASE-T ports on the back of the Vess A6120 .

If you have multiple Vess A6120 systems, Host PCs or Servers, repeat steps 1 and 2 as required.

3. Follow the instructions for connecting to, and configuring the basic settings of the Vess A6120.

*Please note that you do not need to establish a network connection for the initial setup. The web-based management interface is accessible using a keyboard and monitor directly attached to the device. See the next section for instructions.*

## **TASK 5: CONNECTING THE POWER**

Insert one power cable into the power receptacle for the power supply and connect the PSU to a suitable power source.

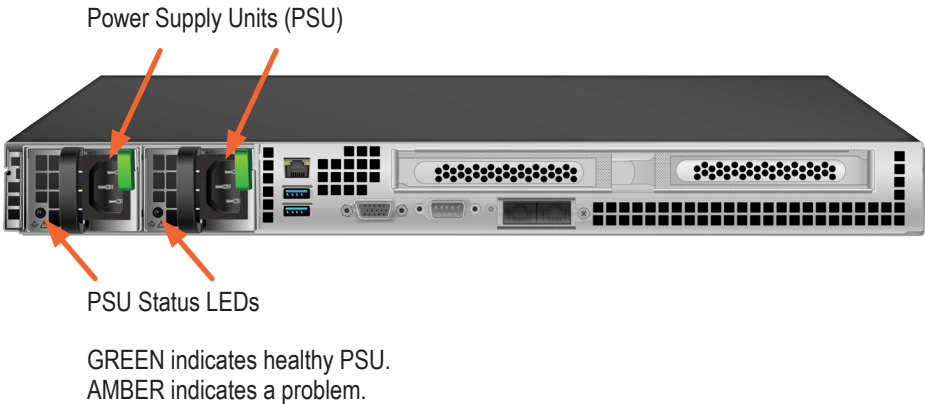
### **POWER ON VESS A6120 SYSTEM**

With the power supplies connected, the system can now be powered on.

To power on the Vess A6120 system , press the Power button on the front panel (see “Front Panel without bezel cover” on page 3 for location of power button). Observe the LEDs on the front panel (see page 14), and on the back panel (see page 13), to make certain the boot up proceeds smoothly and the system is connected to the network.

**BACK PANEL LEDs**

**Swappable power supplies on rear panel**

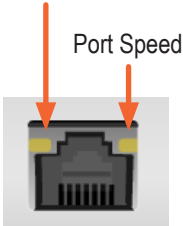


**Drive carrier LEDs**



**Management network port LEDs**

Link/Activity



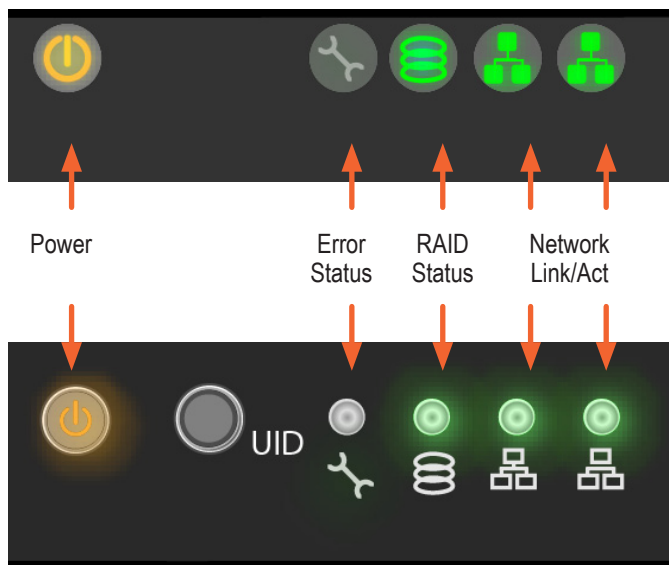
LED	Description
Link/Activity	This is lit YELLOW when a physical link is established; it blinks YELLOW when there is activity on the port.
Port Speed	GREEN indicates 1000 Mbps. YELLOW indicates 100 Mbps  Unlit indicates 10 Mbps (or no link).



## FRONT PANEL LEDs

When boot-up is finished, check the LEDs on the front panel to make sure the system is functioning properly. See the table below.

LEDs viewed through windows on front bezel

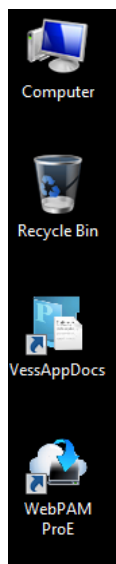


LED	Description
<b>Power</b>	This is lit AMBER to indicate the system is powered on.
<b>Error Status</b>	<p>This will be lit RED if there is a critical problem with the RAID (check RAID Status), or with the enclosure (system fan, temperature or voltage issue, etc.).</p> <p>When the system is healthy, it remains unlit.</p>
<b>Network Link/Activity</b>	One LED for each 1000BASE-T LAN port. These are lit GREEN to indicate a valid link. A blinking GREEN LED indicates activity on the port.
<b>RAID Status</b>	This is lit GREEN when the RAID status is healthy. It will be unlit if there is a problem with the RAID.
<b>UID</b>	This will be lit BLUE when the system identification feature is active. Otherwise it remains unlit.

## ***TASK 6: ACCESS OPERATING SYSTEM GUI***

To access the installed operating system graphical user interface on the Vess A6120, insert a USB keyboard into any USB port, and connect a monitor using the VGA port. See “*Management Path - on site keyboard and monitor*” on page 11 for description on how to connect.

### ***Windows desktop quick links***



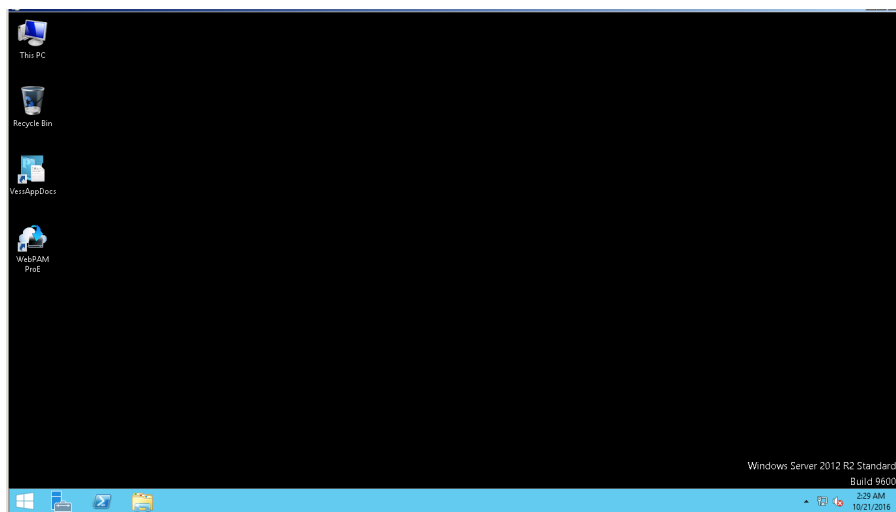
← User documentation

← Promise management GUI link

## LOG IN TO *WINDOWS*

For Windows installations, once the system has booted up it will be necessary to choose various options to complete the OS setup. You will be prompted to select a default language and other user interface preferences. Follow the instructions on screen to complete your preferences selection and to establish a user name and password for the administrator. After completing these final tasks, the Windows desktop appears. Notice that there are two quick link icons, one for the a web browser connection to WebPAM PROe and one link to a file that contains user documents.

### *Windows desktop quick links*



## ***TASK 7: CREATING LOGICAL DRIVES***

Setting up WebPAM PROe consists of the following actions:

- Logging into WebPAM PROe
- Choosing a Language
- Creating Your Logical Drives
- Logging out of WebPAM PROe

### ***LOGGING INTO WEBPAM PROe***

Double click the WebPAM PROe link icon on the desktop to launch the default browser and go to the login page.

When the log-in screen appears:

- Type **administrator** in the User Name field.
- Type **password** in the Password field.
- Click the **Login** button.

The User Name and Password are case sensitive

After sign-in, the WebPAM PROe opening screen appears. If there are any unconfigured physical drives in the enclosure, an Array Configuration menu also appears.



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#### **Note**

Make a Bookmark (Firefox) or set a Favorite (Internet Explorer) of the Login Screen so you can access it easily next time.

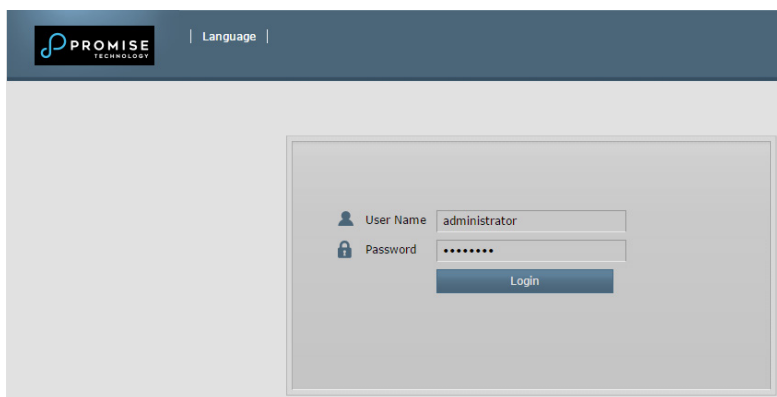
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## CHOOSING A LANGUAGE

WebPAM PROe displays in English, German, French, Italian, Spanish, Russian, Japanese, Korean, Traditional Chinese, and Simplified Chinese. Language preference can be chosen at the login screen or after logging in from the WebPAM PROe menu header.

1. Select the **Language** to use for the interface from the menu header in the Login screen.
2. Click the language you prefer. The WebPAM PROe user interface displays in the chosen language.

*Choose “Language” used for WebPAM PROe interface*



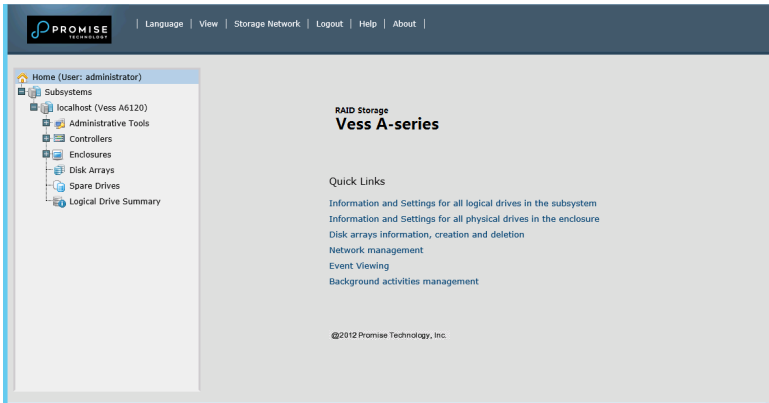
The screenshot shows the WebPAM PROe login interface. At the top, there is a dark blue header bar. On the left side of the header is the Promise Technology logo, which consists of a stylized 'P' followed by the text 'PROMISE TECHNOLOGY'. To the right of the logo, the word 'Language' is displayed between two vertical bars. Below the header, the main area is light gray. In the center, there is a white rectangular box with a thin gray border. Inside this box, there are two input fields: the first is labeled 'User Name' with a user icon and contains the text 'administrator'; the second is labeled 'Password' with a lock icon and contains seven dots. Below these fields is a blue button with the text 'Login'.

## CREATING YOUR LOGICAL DRIVES

On a newly activated Vess A6120 system, there are no disk arrays or logical drives. To create a logical drive:

1. Log in to Web PAM PROe. If there are no arrays configured, you will be automatically directed to the **Disk Array Configuration** menu.

### *Disk Array menu (when no arrays present)*



2. The Disk Array Configuration menu offers three options for configuration. Choose one of the options:
  - **Automatic Configuration** – Creates a new disk array following a default set of parameters. Makes one logical drive automatically. Also makes a hot spare drive for all RAID levels except RAID 0, if at least four unconfigured physical drives are available.
  - **Express Configuration** - You choose the parameters for a new disk array by specifying the characteristics you want. You can create multiple logical drives at the same time, however they will all be identical. You can choose to make a hot spare drive for all RAID levels except RAID 0, if at least four unconfigured physical drives are available
  - **Advanced Configuration**– You directly specify all parameters for a new disk array. Makes one logical drive automatically. You can create additional logical drives at a later time, if additional configurable capacity is available. Does not make a hot spare drive.
3. Click the **Next** button.

## Automatic Configuration

When you choose the Automatic option, the following parameters appear on the screen:

- **Disk Arrays** – The number of physical drives in the disk array, their ID numbers, configurable capacity, and the number of logical drives to be created
- **Logical Drives** – The ID number of the logical drive(s), their RAID level, capacity, and stripe size
- **Spare Drives** – The physical drive slot number of the dedicated hot spare assigned to this disk array. A hot spare drive is created for all RAID levels except RAID 0, when five or more unconfigured physical drives are available

### Automatic Disk Array Configuration menu

Automatic Configuration Help

Information Create ▼ Delete

▼ Disk Array 1 - Information

Number of Physical Drives	3
Physical Drive IDs	1 2 3
Total Configurable Capacity	5.46TB
Number of Logical Drives	1

▼ Disk Array 1 - Logical Drives

#	RAID Level	Capacity	Stripe	Sector	Read Policy	Write Policy
1	RAID5	3.64TB	64KB	512Bytes	ReadAhead	WriteBack

▼ Spare Drives

#	Physical Drive IDs	Spare Type
No hot spare drive available in the disk array.		

Submit Cancel

If you accept these parameters, click the **Submit** button.

The new disk array appears in the Disk Array List on the Information tab.

If you do NOT accept these parameters, use the Express or Advanced option to create your logical drive.

# Express Configuration

When you choose the Express option, a set of characteristics and options appears on the screen.

## Express Configuration options menu

Express ConfigurationHelp

Information

Create

Delete

Express Configuration

Redundancy	<input checked="" type="checkbox"/>
Capacity	<input checked="" type="checkbox"/>
Performance	<input checked="" type="checkbox"/>
Spare Drive	<input checked="" type="checkbox"/>
Mixing SATA/SAS Drive	<input checked="" type="checkbox"/>
Number of Logical Drives	1 <span>Max: 32</span>
Application Type	File Server
Automatic Update	<input type="checkbox"/> Update

Disk Array 1 - Information

Number of Physical Drives	3
Physical Drive IDs	1 2 3
Total Configurable Capacity	5.46TB
Number of Logical Drives	1

Disk Array 1 - Logical Drives

#	RAID Level	Capacity	Stripe	Sector	Read Policy	Write Policy
1	RAID5	3.64TB	64KB	512Bytes	ReadAhead	WriteBack

Spare Drives

#	Physical Drive IDs	Spare Type
No hot spare drive available in the disk array.		

Submit

Cancel

- Check the boxes to choose any one or a combination of:
  - Redundancy – The array will remain available if a physical drive fails
  - Capacity – The greatest possible amount of data capacity
  - Performance – The highest possible read/write speed
  - Spare Drive – A hot spare drive is created when you choose Redundancy, Spare Drive, and five or more unconfigured physical drives are available.
- In the Number of Logical Drives field, enter the number of logical drives you want to make from this disk array.

The maximum possible number of logical drives appears to the right of this field.



3. From the **Application** Type menu, choose an application that best describes your intended use for this disk array:
  - File Server
  - Video Stream
  - Transaction Data
  - Transaction Log
  - Other
4. Click the **Update** button.

Or check the Automatic Update box and updates will occur automatically.

The following parameters display:

- **Disk Arrays** – The number of physical drives in the disk array, their slot numbers, configurable capacity, and the number of logical drives to be created
- **Logical Drives** – The slot number of the logical drive(s), their RAID level, capacity, and stripe size
- **Spare Drives** – The physical drive slot number of the dedicated hot spare assigned to this disk array (all RAID levels except RAID 0)

If you accept these parameters, proceed to the next step.

If you do NOT accept these parameters, review and modify your selections in the previous steps.

5. When you are done, click the **Submit** button.

The new disk array appears in the Disk Array List on the Information tab.

## Advanced Configuration



### Note

For an explanation of the parameters under the Advanced option, please download the Product Manual at [www.promise.com](http://www.promise.com).

When you choose the Advanced option, the *Step 1 – Disk Array Creation* screen displays.

### Advanced Configuration (Step 1 Disk Array Creation)

## Step 1 – Disk Array Creation

1. Optional. Enter a name for the disk array in the field provided.

Maximum of 32 characters; letters, numbers, space between characters, and underline.

Uncheck the boxes if you want to disable Media Patrol or PDM.

PROMISE recommends leaving these features enabled.

Highlight physical drives you want in the disk array from the Available list and press the >> button to move them to the Selected list.

You can also double-click them to move them.

2. When you are done, click the **Next** button.

## Step 2 – Logical Drive Creation

### Advanced Configuration (Step 2 Logical Drive Creation)

Create Disk Array Help

Information Create Delete

▼ Advanced Configuration (Step 2 - Logical Drive Creation)

Alias			
RAID Level	RAID5		
Capacity	3.63	TB	Maximum: 3.63TB
Stripe	64KB		
Sector	512Bytes		
Read Policy	ReadAhead		
Write Policy	WriteBack		

Update Delete

▼ Capacity Usage

Free Capacity

Logical Drive Entered Free Capacity

▼ New Logical Drives

#	Alias	RAID Level	Capacity	Stripe	Sector	Read Policy	Write Policy
No new logical drive available.							

<- Back Cancel

Optional. Enter an alias for the logical drive in the field provided. Maximum of 32 characters; letters, numbers, space between characters, and underline.

Choose a RAID level for the logical drive from the dropdown menu.

The choice of RAID levels depends the number of physical drives you selected.

RAID 30 and 50 only – Specify the number of axes for your array.

Specify a Capacity and the unit of measure (B, KB, MB, GB, TB).

This value will be the data capacity of the first logical drive in your new disk array. If you specify less than disk array's maximum capacity, the remaining capacity is available for additional logical drives that you can create now or later.

3. For the following items, accept the default or choose a new value from the dropdown menu:
  - Stripe size. 64 KB is the default.
  - 64 KB, 128 KB, 256 KB, 512 KB, and 1 MB are available.
  - Sector size. 512 B is the default.
  - 512 B, 1 KB, 2 KB, and 4 KB are available.
  - Read (cache) Policy. Read Ahead is the default.
  - Read Cache, Read Ahead, and No Cache are available.
  - Write (cache) Policy. Write Back is the default.
  - Write Back and Write Through (Thru) are available.

1. Click the **Update** button.

A new logical drive is displayed under New Logical Drives. If there is free capacity remaining, you can specify another logical drive now or wait until later.

2. When you are done specifying logical drives, click the **Next** button.

### Step 3 – Summary

The Summary lists the disk array and logical drive information you specified.

To proceed with disk array and logical drive creation, click the **Submit** button.



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#### Note

This function does not automatically create a hot spare drive. After the disk array is created, you can create a hot spare drive for it.

Please download the Product Manual at: [www.promise.com](http://www.promise.com) for more information.

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### Logging out of WebPAM PROe

There are two ways to log out of WebPAM PROe:

- Close your browser window
- Click **Logout** on the WebPAM PROe banner

Clicking **Logout** brings you back to the Login Screen. After logging out, you must enter your user name and password in order to log in again.

## ***SYSTEM SHUTDOWN***

To shutdown the system, perform the normal shutdown procedure according to the operating system being used.

## PCI/PMC ADD-ON HARDWARE

The Vess A6120 is designed to be customized to perform a variety of functions. Use the available PCI or PMC cards to create the mix of data and networks connections to suit your applications.

Below is a list of the card types. The next page lists all the possible combinations that can be setup using the Vess A6120.

For installation instructions and more complete information on the available hardware, please see the Product Manual.

Port Type	Card Type	Description
Two port 10G BASE-T	PCI Mezzanine Card (PMC)	Dual 10G BaseT Intel X540
Two port 10G SFP+	PMC	Dual 10G SFP+ Intel 82599ES
Two port 1G BASE-T	PMC	Dual 1G BaseT Intel I350-AM2
M3008 SAS Expansion Two Mini-SAS SFF-8643	PMC	M3008 Avago SAS3008
Four port 1G BASE-T	PCIe	AU-350X4 Intel I350-AM4
Extension RAID Board	PCIe	2 x M.2 or 2 x SSD
Graphics card	PCIe	VGA

## AVAILABLE PCI/PMC HARDWARE COMBINATIONS

There are 25 different PCI/PMC hardware combinations available for installation in the Vess A6120. The columns in the table below list the location of the four slots in the table header, with the type of card installed, if any, listed in each column. Note that the table is split across this page and the next page.

Note that the location descriptions, *Lower Left*, *Upper Left*, *Lower Right* and *Upper Right* refer to the PCI/PMC slot locations as viewed from the rear of the device.

- |                        |                         |
|------------------------|-------------------------|
| A. Two port 1G BASE-T  | E. Extension RAID Board |
| B. Two port 10G BASE-T | F. Graphic Card         |
| C. Two port 10G SFP+   | G. Four port 1G BASE-T  |
| D. SAS Expansion       |                         |

	Lower Left	Upper Left	Lower Right	Upper Right
1	none	none	none	G
2	none	E	none	G
3	none	F	none	G
4	none	G	none	none
5	none	G	none	E
6	none	G	none	F
7	none	G	D	none
8	A	none	none	none
9	A	none	none	E
10	A	none	none	F
11	A	none	D	none
12	A	E	none	none
13	A	E	none	F
14	A	E	D	none



## Note

The location descriptions, *Lower Left*, *Upper Left*, *Lower Right* and *Upper Right* refer to the PCI/PMC slot locations as viewed from the rear of the device.

- |                        |                         |
|------------------------|-------------------------|
| A. Two port 1G BASE-T  | E. Extension RAID Board |
| B. Two port 10G BASE-T | F. Graphic Card         |
| C. Two port 10G SFP+   | G. Four port 1G BASE-T  |
| D. SAS Expansion       |                         |

	Lower Left	Upper Left	Lower Right	Upper Right
15	B	none	none	none
16	B	none	none	E
17	B	none	none	G
18	B	none	D	none
19	C	none	none	none
20	C	none	none	E
21	C	none	none	F
22	C	none	D	none
23	C	E	none	none
24	C	E	none	F
25	C	E	D	none

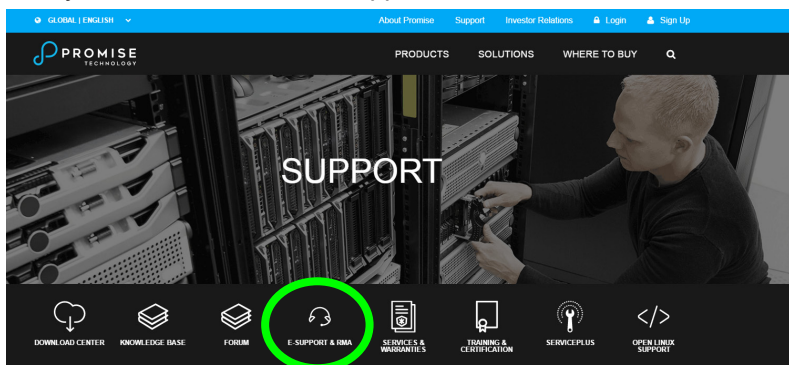
## PRODUCT REGISTRATION

It is good practice to register your Vess A-Series system with PROMISE in order to better support and assist you throughout the life of the product.

If you are not a registered, first create a user account, then proceed to register the product. If you are already registered, log in and go to the Product Registration (see below).

To create a user account:

1. Go to <http://www.promise.com/Index>, find **Support** in the top menu and move your cursor to select **E-Support & RMA**.



2. Click on **New User Registration**.



3. Complete the User Registration form and click the **Submit** button when finished. (See example form on next page).



Fill in all required information (marked with an asterisk \* on the menu) and click the **Submit** button to register. You will then be logged in on the Support page.

### Support Center online User Registration form

**Register Product**  
Fields marked \* are mandatory  
Select the Specific Product or (FRU) Field Replaceable Unit product. Example: BBU, Powersupply, Cables etc...

Product Name

Vtrak E-Class for Mac 4x1TB SATA Raid System

Product Description

Vtrak E-Class for Mac 4x1TB SATA Raid System

Quantity

1


**Please Enter the Details for the system 1**

**Registration and Warranty**

Serial Number \*

(Have(0)in 5th char position)

(Do not have(0)in 5th char position)

  
S/N: L734129 00145

Date Purchased

End of Warranty

Get Warranty

**Not all PROMISE products have a standard 3 years limited warranty. Please reference the product manual for warranty information.**

**Register Purchased Contracts**  
\* Please leave the contract field BLANK if you DO NOT have a contract number

TLA Number

PSP Contract Number

Ext Warranty Number

HDD Disposal Contract Number

**Host System Details**

Host Name

StorageApplication \*

Select

Operating System

Select

Service Pack Version OR Kernel / OS Update Version

Purchased From

Model

System Manufacturer

Firmware Version

Mother Board

Model Number

Disk Drive

Select

Firmware Version

Reset

Complete Registration

Cancel Registration

Home | Profile | ContactUs

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## REGISTER YOUR VESS A-SERIES

To register your Vess A-Series system once you logged in to the Support page, under **Product Registration** select *Register*.



**PROMISE TECHNOLOGY**

**Product Registration**   **Web Support**   **Warranty & Parts**   **RMA Support**

Register  
Un-register

All communication with PROMISE Technical Support is stored here for future reference.  
The links to register new products or open a support case appear above on the navigation bar.

Currently registered products and open support cases will appear below once these requests have been made.

1. Choose the product line and model of the system you want to register.

Product Registration	Web Support	Warranty & Parts	RMA Support
<b>Register Product</b>			
Fields marked * are mandatory Select the Specific Product or (FRU) Field Replaceable Unit product. Example: BBU, Powersupply, Cables etc...			
Choose Product to register			
Apollo ▶			
VTrak Ex50 Series ▶			
Pegasus2 ▶			
SANLink2 ▶			
VTrak A-Class SAN ▶			
VTrak x30 series ▶			
VTrak x10 series ▶			
Promise Storage Integrated Solutions ▶			
VTrak J5000 Series ▶			
Vess R2000 series ▶			
Filecruiser ▶			
Promise Cloud Solutions ▶			
Previous Generation ▶			
Vess J2000 series ▶			
Legacy Products ▶			
Vess A2200 (Appliance, 2U 6 bay) ▶			
Vess A2600 (Appliance, 3U 16 bay) ▶			
Vess R2600, 1G iSCSI (RAID-controller, 3U 16 bay) ▶			
Vess R2600, 8G Fibre Channel (RAID-controller, 3U 16 bay) ▶			
Vess R2600, 10G Base-T (RAID-controller, 3U 16 bay) ▶			
Vess R2600, 10G SFP+ (RAID-controller, 3U 16 bay) ▶			
Vess J2600 (Expansion JBOD, 3U 16 bay) ▶			
Vess R2600 PRO, 10G Base-T (RAID-controller, 3U 16 bay) ▶			
Vess R2600 PRO, 10G SFP+ (RAID-controller, 3U 16 bay) ▶			
Vess R2610 series ▶			

2. Fill in all required information including Serial Number and Date Purchased, click **Complete Registration** at the bottom of the page to finish. A confirmation message will appear letting you know that you have successfully registered.

**Register Product**

Fields marked \* are mandatory  
Select the Specific Product or (FRU) Field Replaceable Unit product. Example: BBU, Powersupply, Cables etc...

Product Name:

Product Description:

Quantity:

Please Enter the Details for the system 1

**Registration and Warranty**

Serial Number:   
(Have 0 in 5th char position)

(Do not have 0 in 5th char position)

Date Purchased:

End of Warranty:  [Get Warranty](#)

**Register Purchased Contracts**

\* Please leave the contract field BLANK if you DO NOT have a contract number

TLA Number:

PSP Contract Number:

Ext Warranty Number:

HDD Disposal Contract Number:

**Host System Details**

Host Name:

Storage Application:

Operating System:  Service Pack Version OR Kernel / OS Update Version

Purchased From:

Model:

System Manufacturer:

Firmware Version:

Mother Board:

Model Number:

Disk Drive:

Firmware Version:

[Reset](#) [Complete Registration](#) [Cancel Registration](#)

[Home](#) | [Profile](#) | [Contact Us](#)

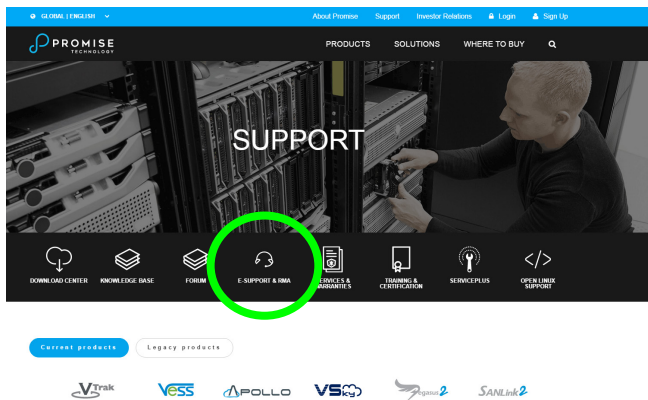
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*Note that the Host Name field is not required, however it is useful to create a name for easy reference when you open a web support case.*

## OPEN A WEB SUPPORT CASE

It is a good idea to go ahead and open a case now that you are registered and online. This will make it easier for tracking technical support for your product, which can mean faster resolution of issues that might arise in the future.

1. In the e-Support Home page, select *Open Web Support*.



2. In the **Select Product** menu, choose your newly registered Vess A-Series device in the list.



*Note that if you are adding a new device, choose **Click here to add product** and follow steps 1 and 2 on the previous page.*

3. Choose the **Host Name** (custom Host Names are optional, created in the Product Registration form) and click to check mark the **Serial Number** box you entered in the Product Registration. Then supply all required information (marked with an asterisk \* on the menu) and click on the **Submit** button to create the new case. If you should need technical support in the future, you can login and choose the existing case from the menu shown under Step 2 previously.

**PROMISE Web Support Online Form**

If your product is a Vtrak, please provide us with the subsystem logs, and attach the logs at the bottom of this page, in the attach field, this will help support speed up the troubleshooting process. If you do not know how to obtain logs for your Vtrak product please search our knowledge base here [kb.promise.com](http://kb.promise.com)

Fields marked with \* are required

**Product**

Select Product: Pegasus R6 12 TB (6x2TB S2) \*

Product Description: Part No# F40DS6705100000, F40DS6704100000, F...

Select Host: Host \*

Serial Number: ☒ SG0017076267

End of Warranty: July 2014

Date Purchased:

**System Information**

Storage Application: Select \*

Host Name: Host \* TLA Number:

Operating System: Windows 10 \*

**Problem Description**

Details:

Attach Error files and subsystem logs if any:  **Attach**

**Submit** **Reset**

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*Notice the “Attach Error files and subsystem logs if any” message together with the **Attach** button. This can be used to attach a service report. See the product manual for instructions on generating a service report.*

## CONTACTING TECHNICAL SUPPORT

PROMISE Technical Support provides several support options for PROMISE users to access information and updates. We encourage you to use one of our electronic services, which provide product information updates for the most efficient service and support.

If you decide to contact us, please have the following information available:

- Product model and serial number
- BIOS, firmware and driver version numbers
- A description of the problem or situation
- System configuration information, including: motherboard and CPU type, hard drive models, SAS/SATA/ATA/ATAPI drives & devices, and other controllers.

## TECHNICAL SUPPORT SERVICES

<b>PROMISE Online™ Website</b>	<a href="http://www.promise.com/support/support_eng.asp">http://www.promise.com/support/support_eng.asp</a> (technical documents, drivers, utilities, etc.)
<b>E-mail Support</b>	<a href="#">e-Support On-Line</a>
<b>Phone Support:</b>	
United States	+1 408 228 1400 option 4
Australia/New Zealand	+61 7 3191 7489
The Netherlands	+31 0 40 235 2600
Germany	+49 (0) 2 31 56 76 48 - 0
Italy	+39 0 6 367 126 26
Japan	+81-3-6801-8064
Taiwan	+886 3 578 0002
Beijing, China	+86 10 8857 8085 or 8095
Shanghai, China	+86 21 6249 4192, 4193, or 4199
Singapore	+65-3158-4344