



# **SANLink3 F2**

## **Thunderbolt™ to Fibre Channel Adapter**

***Device driver software utility installation for Mac OS***

Version 1.0

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# INTRODUCTION

This installation guide describes how to install the device driver and software utility for the SANLink3 F2 Thunderbolt™ to Fibre Channel adapter on a Mac computer equipped with a Thunderbolt 3 port. Download the driver and utility installation files from the PROMISE website. The device driver should be installed before connecting the SANLink3 F2 to the Mac. After the driver is installed, go ahead and connect the SANLink3 F2 according to the instructions in the **Quick Start Guide**.

An additional download, the SANLink3 utility, is available from the PROMISE website. It is used for monitoring device function and changing some settings such as port speed and topology. This is also available from the website. The utility is not required for the device to be operational since all device settings are auto-detect, and it is not necessary to manually change any setting for the SANLink3 F2 to function.

To download the device driver and utility:

1. Go to the PROMISE website at <http://www.PROMISE.com/>, click on **Support** near the top of the page, select the *Download Center* option.
2. Use the two pull-down menus to first choose the *SANLink3* then the *SANLink3 F2* option.
3. Under the heading **Download search results below:**
  - Click on the **Drivers** link and download the *SANLink3 Mac driver*.
  - Click on the **Utilities** link and download the *PROMISE SANLink3 Utility*. (Optional)

# INSTALL SANLink3 F2 DRIVER

Download the *SANLink3 F2 Mac Driver* from the PROMISE website at [www.promise.com](http://www.promise.com) and follow the steps below to install the driver for the SANLink3 F2. You can then proceed to connect the SANLink3 F2 according to the instructions in the Quick Start Guide.

To install the SANLink3 F2 driver:

1. Unzip the *SANLink3 F2 Mac Driver* file, open the folder and double-click on the driver package file.

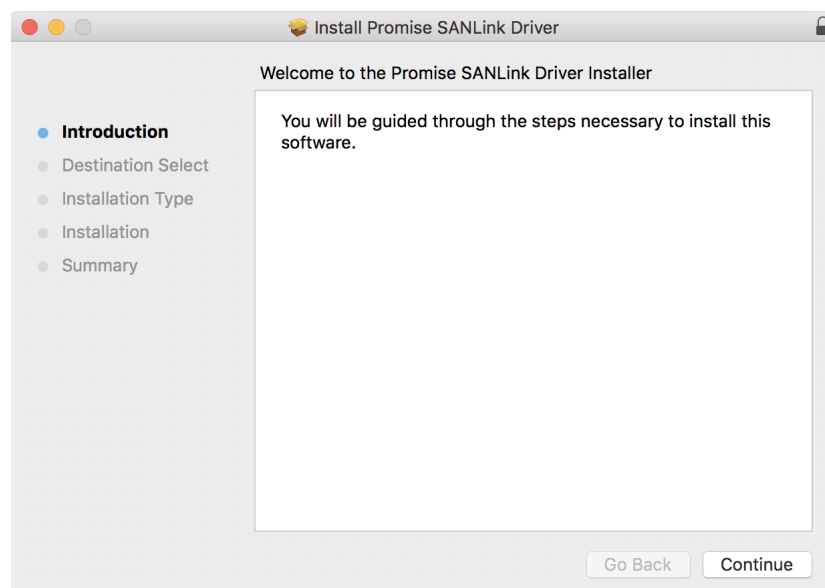
The driver installation file icon looks like this



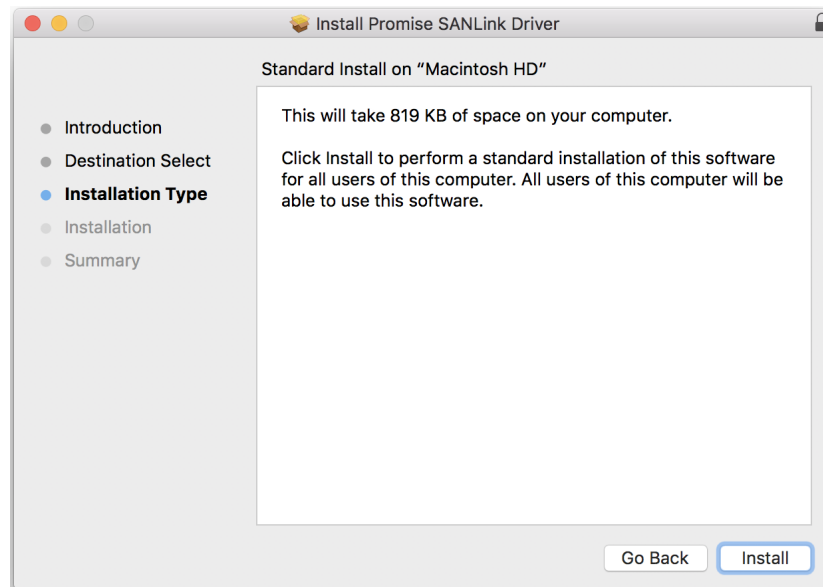
## Note

The name of the driver installation package available from the website will change periodically to reflect the version as it is updated.

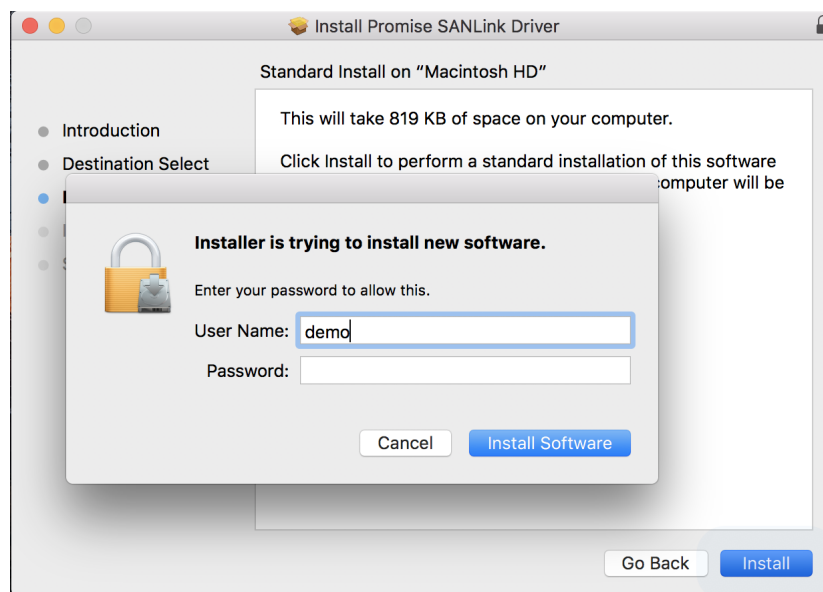
2. The driver installation menu appears. Click the **Continue** button to proceed with the driver installation.



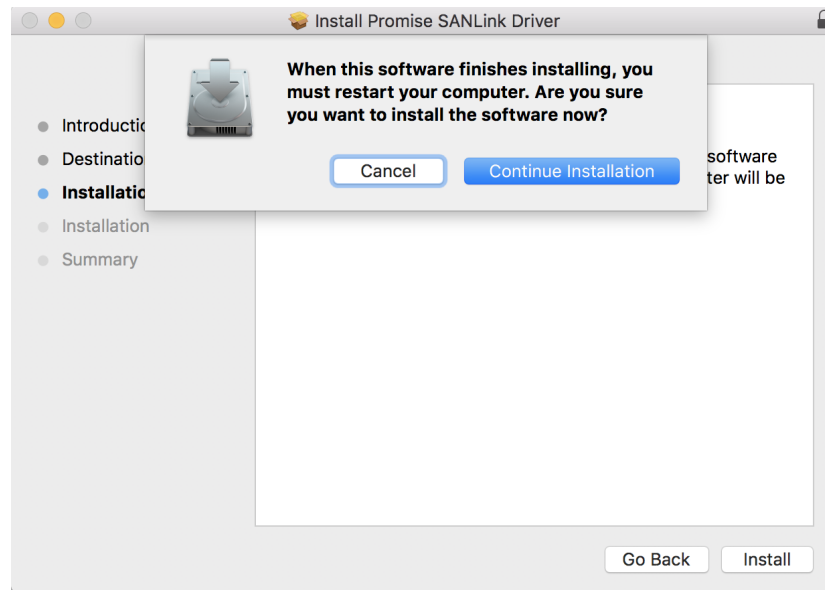
3. The new menu appears listing the space required for the installation. *Note that you are not allowed to choose the destination for the installed files.* Click **Install** to proceed with the installation.



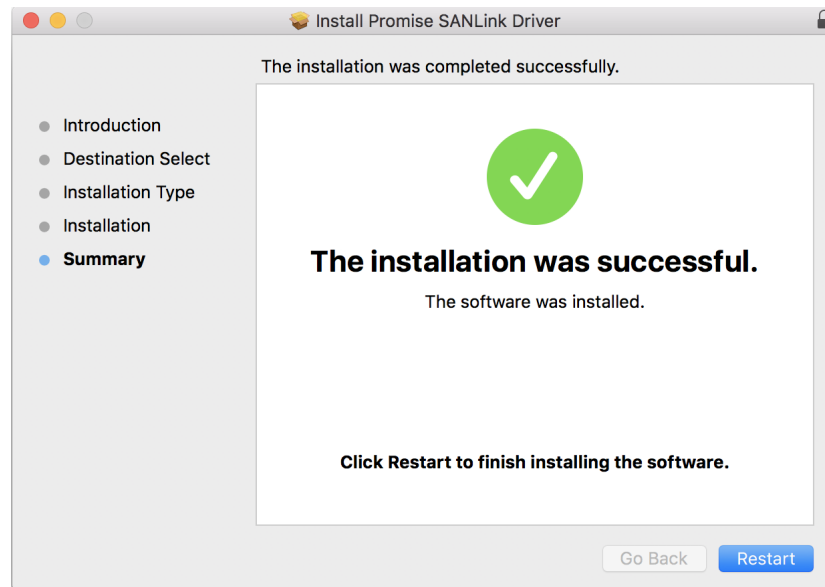
4. Since this is a software installation, you will be required to enter the **Name** and **Password** information of the computer administrator. Enter this information and click on **Install Software** to start the process.



5. Another pop-up dialog lets you know that a system restart will be necessary. Click **Continue Installation** to proceed.



6. When the driver is installed, a message appears letting you know that the installation succeeded. Click on **Restart** to reboot the Mac.



Upon restarting, you can either install the utility or go ahead and connect the SANLink3 F2 to your Mac according to the instructions in the Quick Start Guide.

# INSTALL SANLink3 UTILITY

Download the *SANLink3 Utility* file (.dmg) from the PROMISE website at [www.promise.com](http://www.promise.com) and follow the steps below to install the utility for the SANLink3 F2.

To install the SANLink3 utility, double-click on the **SANLink3 Utility.dmg** file.

The drag to install menu appears.

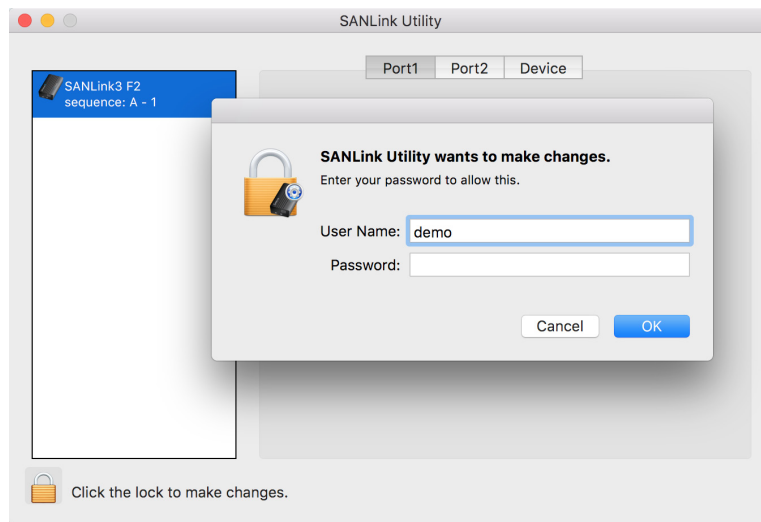


Drag the **SANLink Utility** icon into the **Applications** folder to install it.

# USING THE SANLink3 UTILITY

To launch the application, open the **Applications** folder and double-click on the **SANLink Utility** icon.

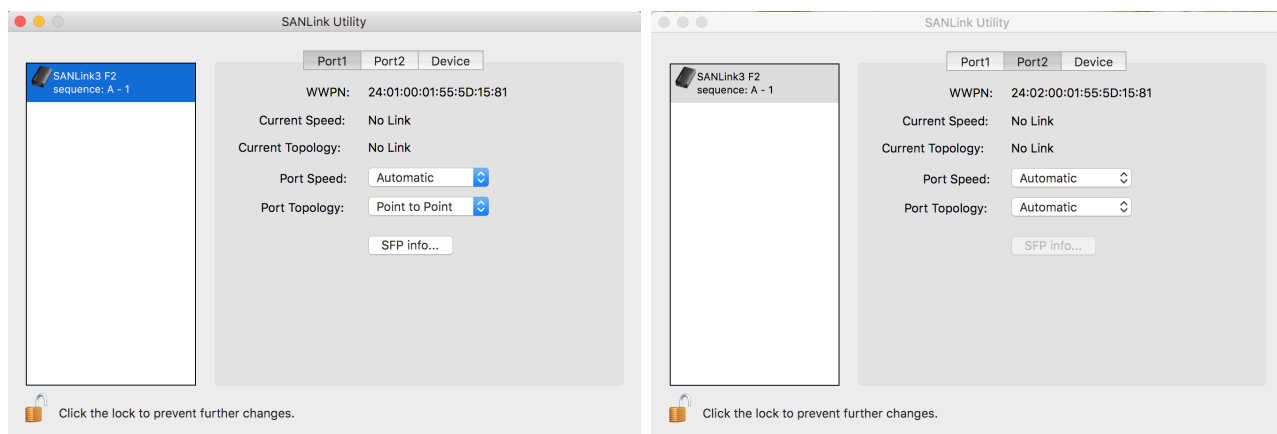
By default, the application settings are locked. To view the connection status or to change settings you will be required to enter the **Name** and **Password** information of the Mac administrator.



Once unlocked, the utility displays the connection status and topology for each Fibre Channel port and allows the user to change settings.

## Port1 and Port2 menu tabs

The port menus for the SANLink3 F2 present read only information **WWPN**, as well as the status of configurable parameters **Current Speed**, and **Current Topology**. See the pages that follow for information about changing port settings.

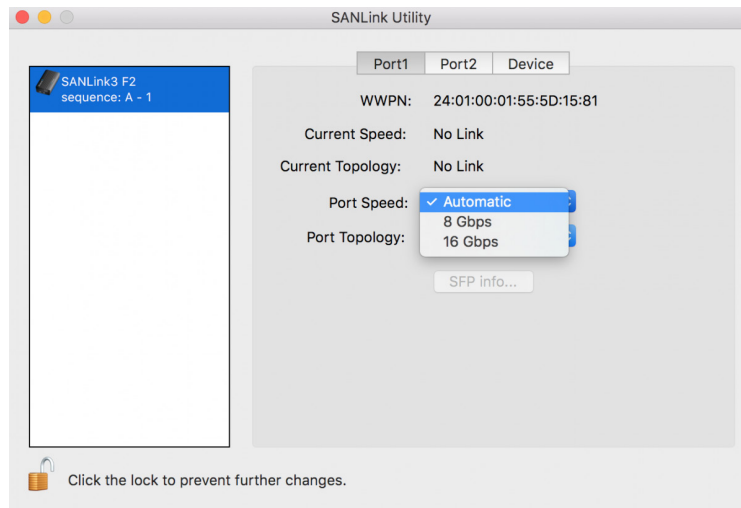




## Port Speed

To change the port speed of a Fibre Channel port, in the port menu tab, use the pull-down menu to choose *8Gbps*, *16Gbps* or *Automatic* (default).

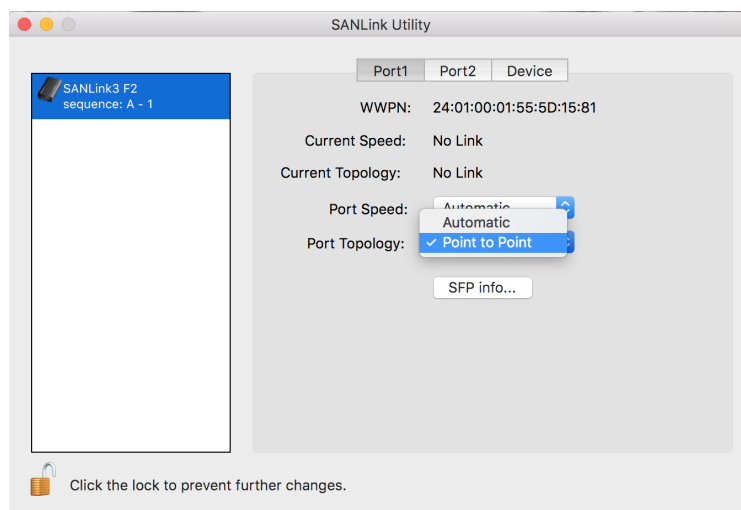
*Note that the port speed must be compatible with the port to which it is connected. If the other port is hard set, the hard setting of the SANLink3 F2 must match, if the other port is set to Auto it just has to be at a speed it supports.*



## Topology

To change the topology of a Fibre Channel port, in the port menu tab, use the pull-down menu to choose *Point to Point*, *Arbitrated Loop* or *Automatic* (default).

**Note that the topology must match the topology of the device to which it is connected or the connection will fail.**

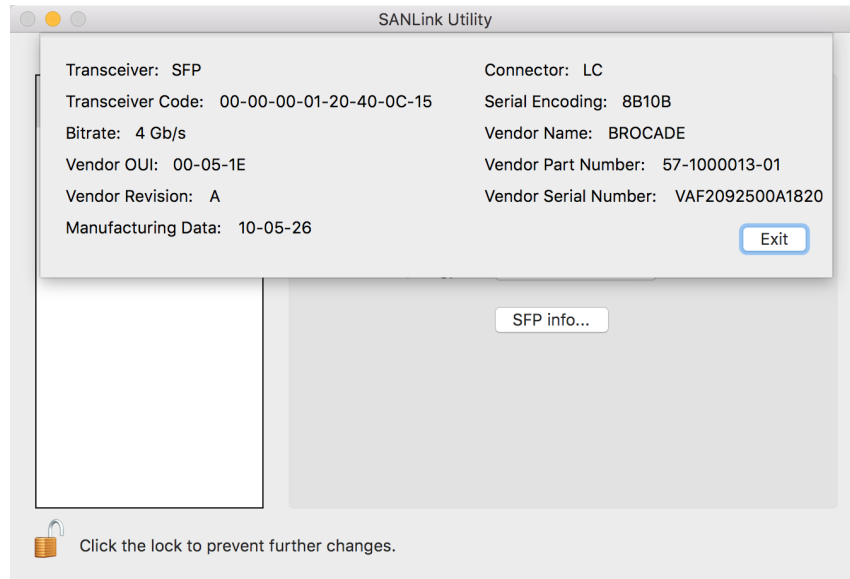


## SFP Information

To view basic information about the SFP+ module that is installed, click on the **Show SFP Info** button.

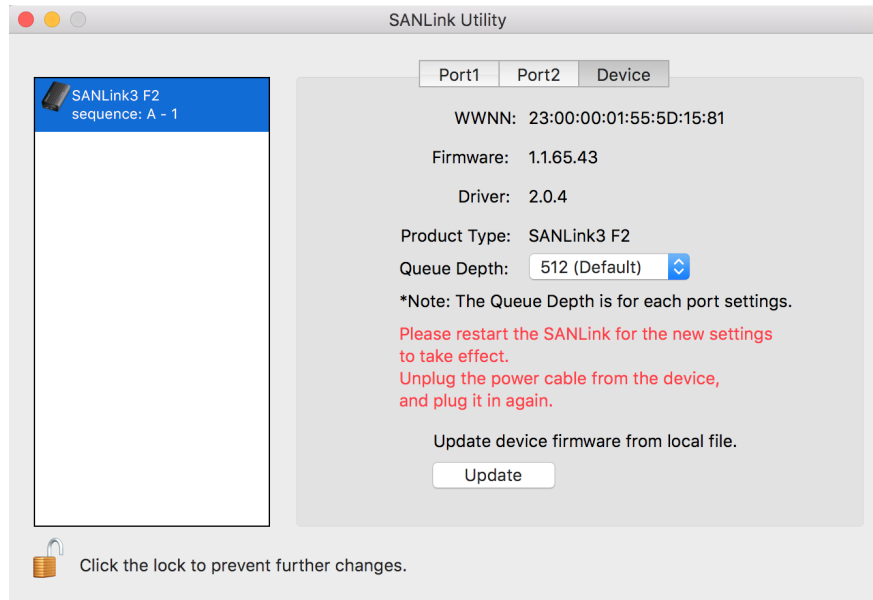
Click the **Exit** button to close the SFP information display.

Note that if the SFP+ module is changed, the SANLink3 F2 will need to be restarted to refresh the information displayed here.



## Firmware

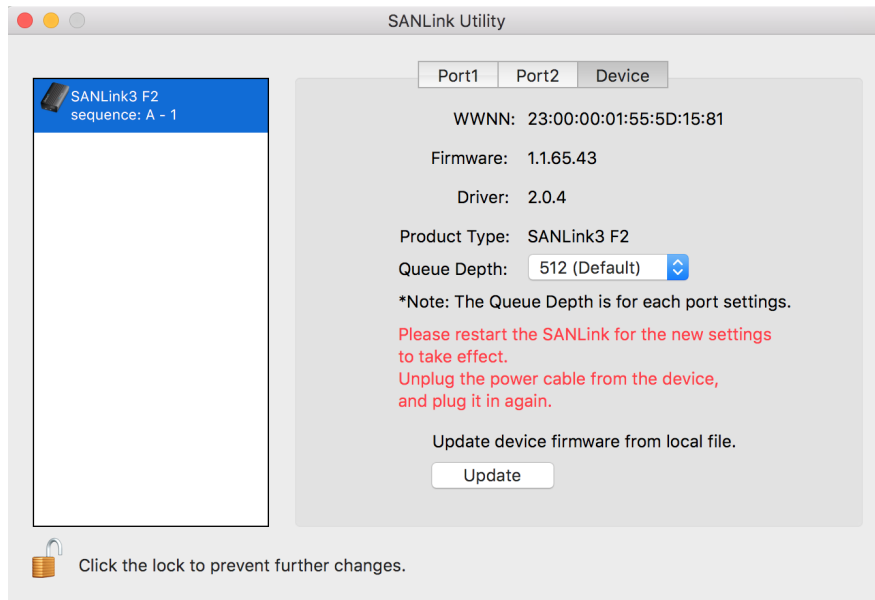
To update the SANLink3 F2 firmware, first download that latest firmware from PROMISE. Then use the utility to update it. **Note that all I/O function will cease and any drives attached through the SANLink3 F2 ports will be unmounted when the firmware is updated.** So unmount any drives that will be affect before proceeding to update the firmware.



Click the **Update** button and follow the menu prompts to locate the firmware file you downloaded and install it in the SANLink3 F2.

## Queue Depth

SANLink3 F2 includes Queue Depth configuration located in the Device tab of the utility menu. This allows the user to set a maximum on the number of unexecuted commands from the OS that are allowed to queue.



To change the **Queue Depth**, use the pull-down menu to select a maximum number of OS commands allowed to queue. Note that it is necessary to restart the device for the new setting to take effect.



### Important

The Queue Depth setting on the storage must be equal to, or greater than the Queue Depth setting on the SANLink3 F2 device.

# 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.

Promise offers local Phone Support for SANLink3 F2 during normal business hours Monday to Friday.

Please check the [Contact Us](#) page for phone numbers of local Phone Support and other contact information.

PROMISE E-Support: <https://support.PROMISE.com>

PROMISE web site: <http://www.PROMISE.com/>

When you contact us, please have the following information available:

- Product model and serial number
- BIOS, firmware, and driver version numbers
- A description of the problem / situation

Return the product to your dealer or retailer or contact Promise technical support for instructions before shipping the product.