

Installation Of ESRS 3.X Virtual Edition On Hyper-V

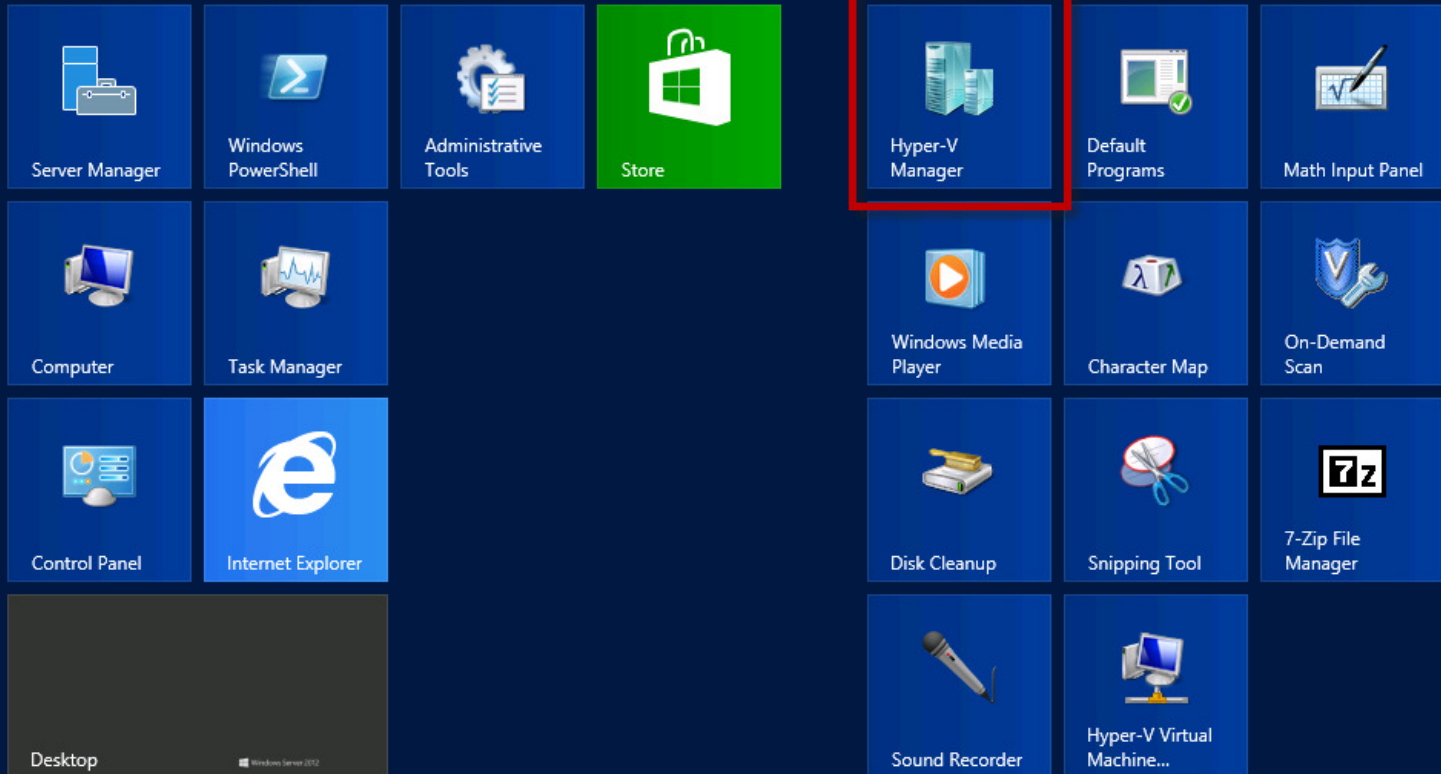
This procedure will explain the process of installing an EMC ESRS 3.X Virtual Edition (ESRSVE) using Hyper-V. The Hyper-V server should already be installed and the required ports opened in the customer firewall to emc.com. The ESRS_VE vhd.zip file should have already been copied to the Hyper-V server . In addition, the file should be unzipped using 7-Zip and the ESRS_VE*.vhd file contained in the zip file should be available. This example uses Hyper-V running on a Windows 2012 server.

This procedure is not supported by EMC Global Services Customer Service. Any comments, feedback or suggestions for improvement should be forwarded to:

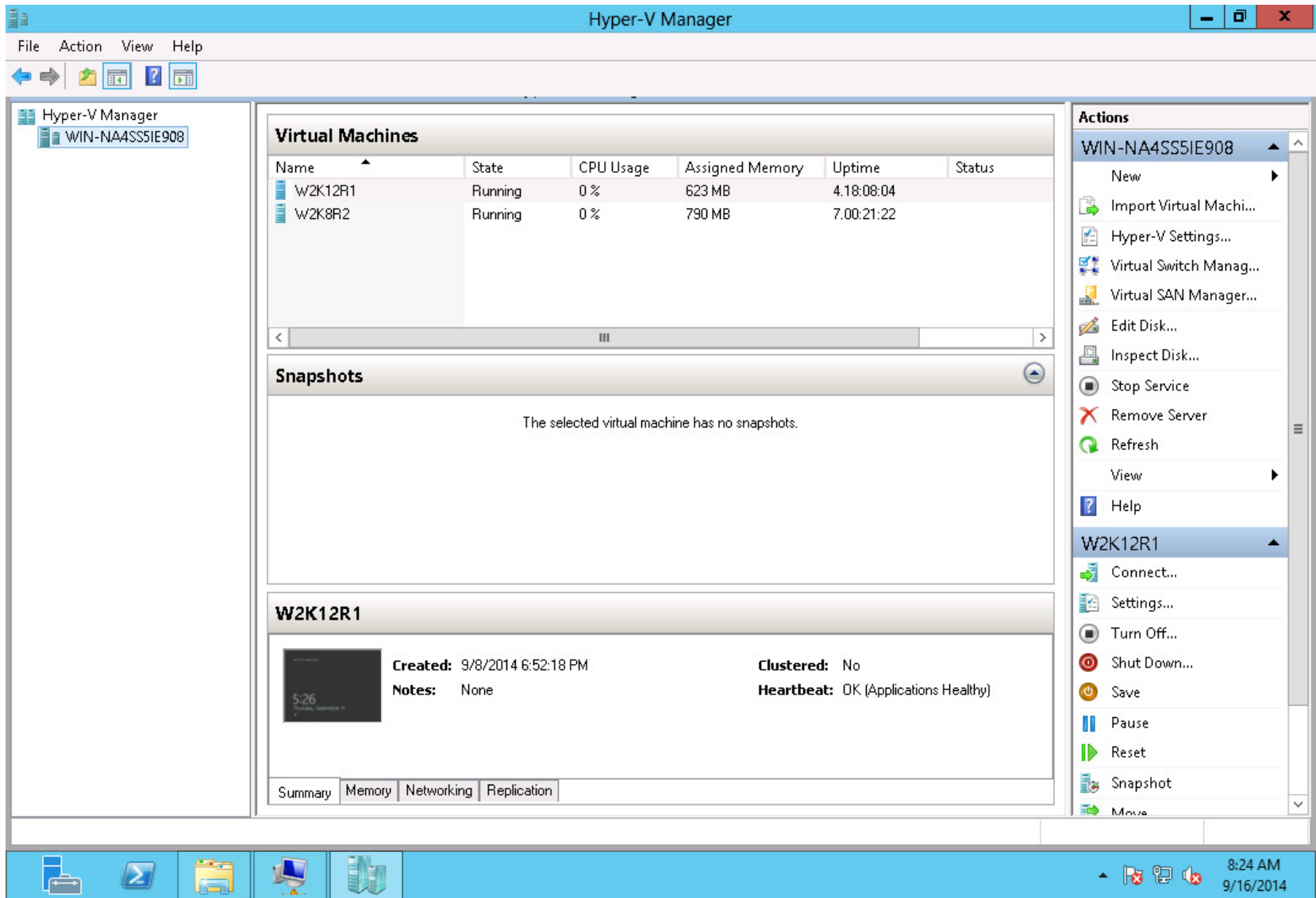
James A. Williams
Field Support Specialist
James.williams@emc.com
678-209-9442

Start

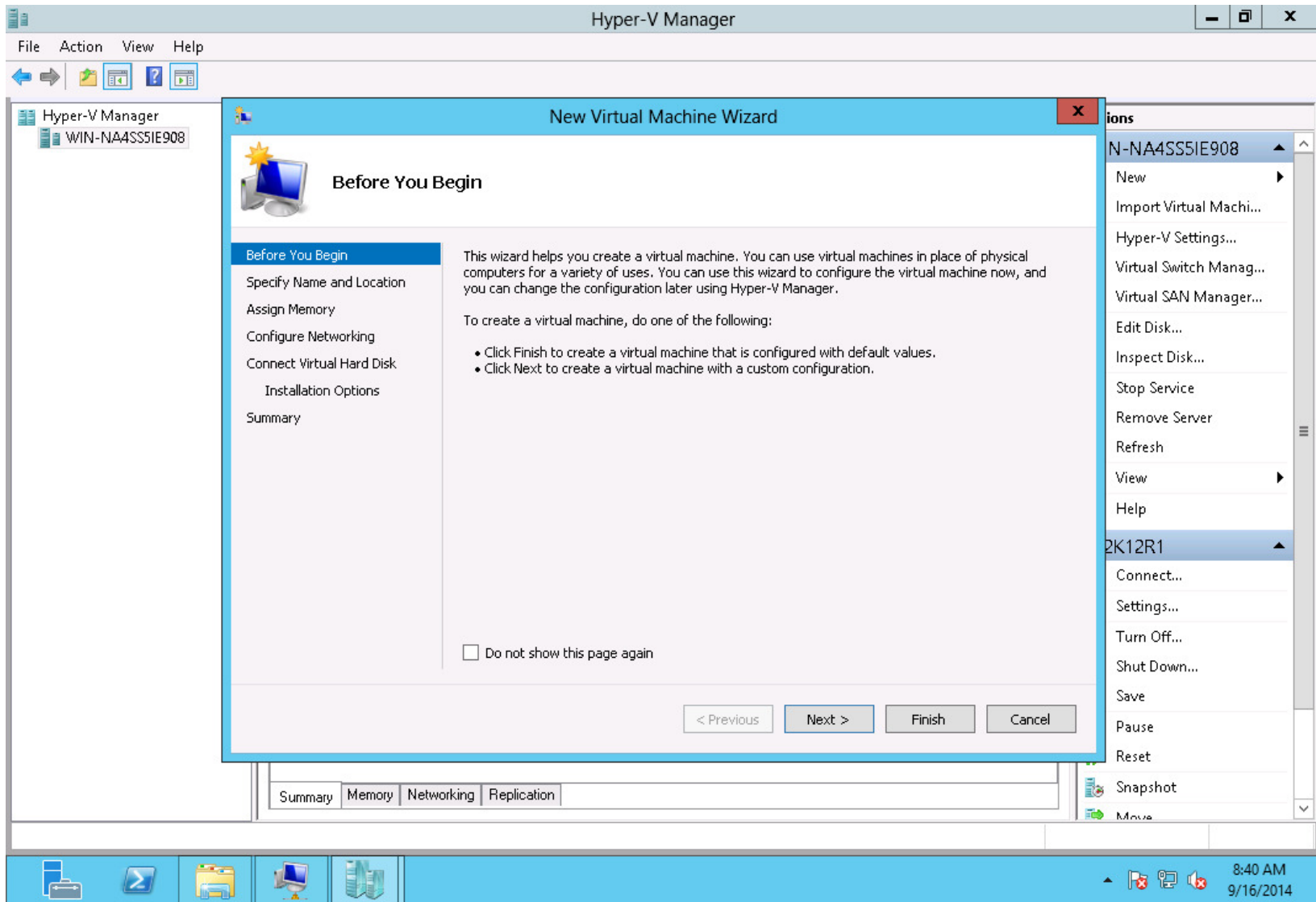
Administrator 



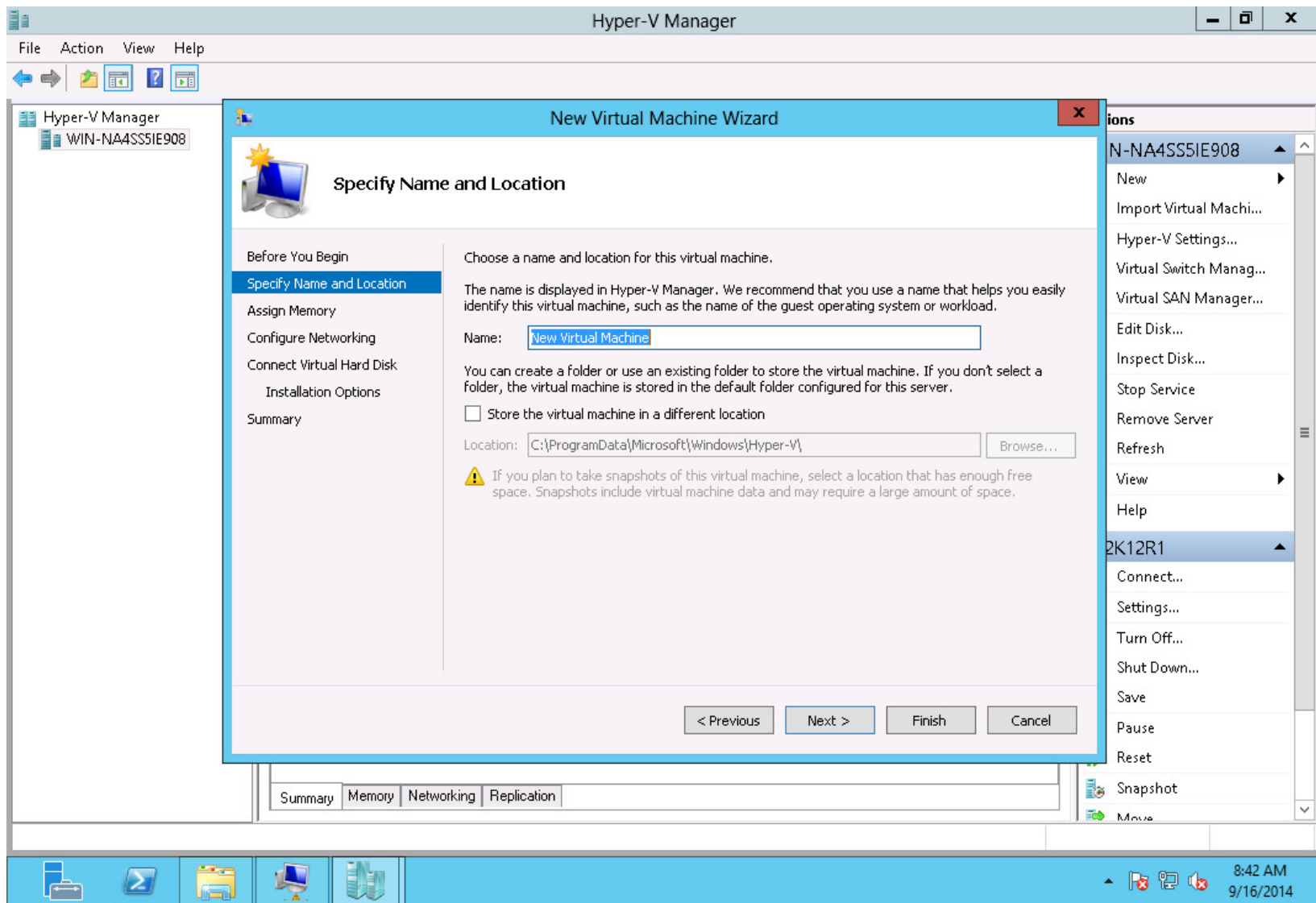
Launch Hyper-V Manager.



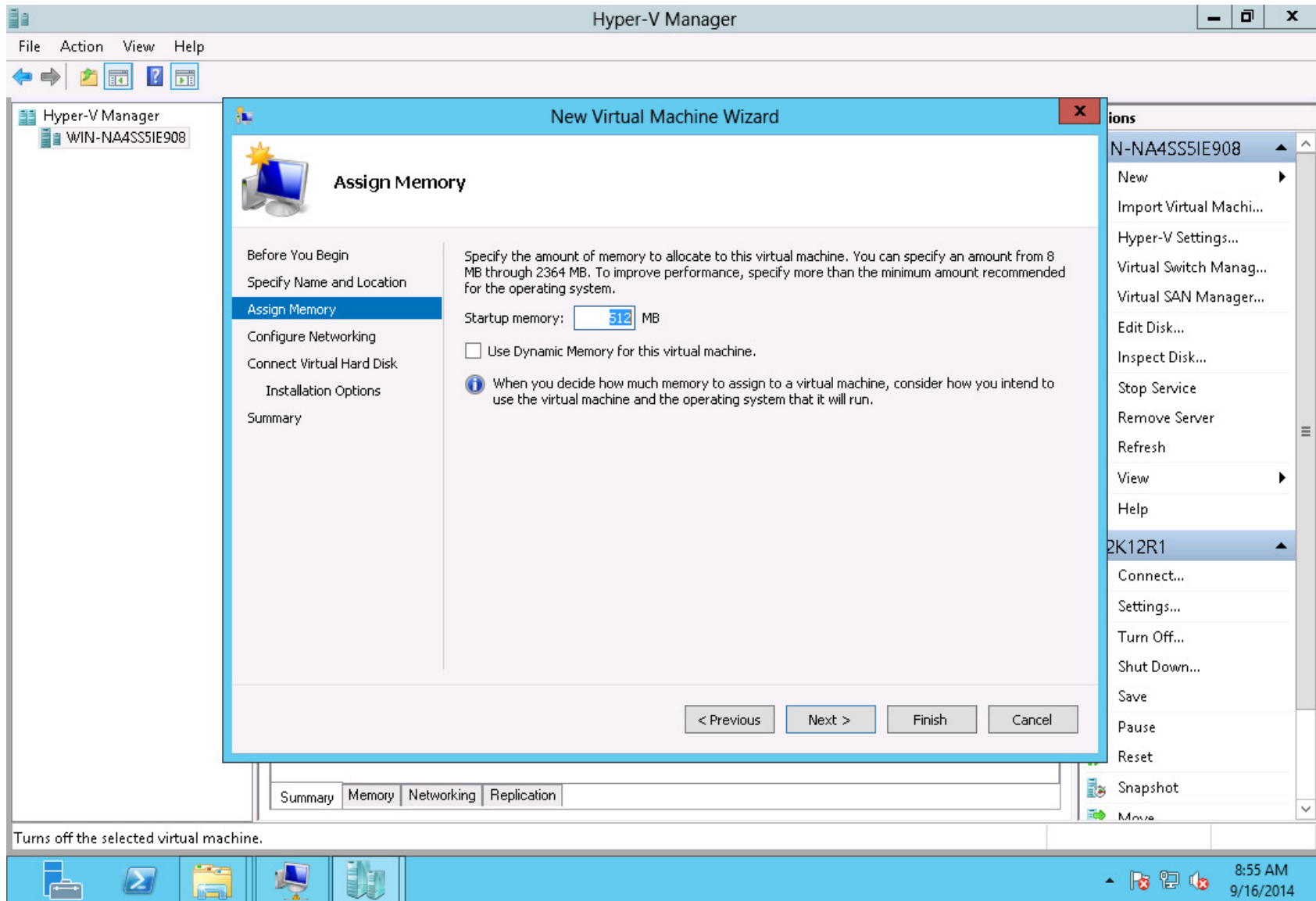
Click Action in the menu and then highlight New and click Virtual Machine or right-click the Windows server in the left pane and highlight New and click Virtual Machine.



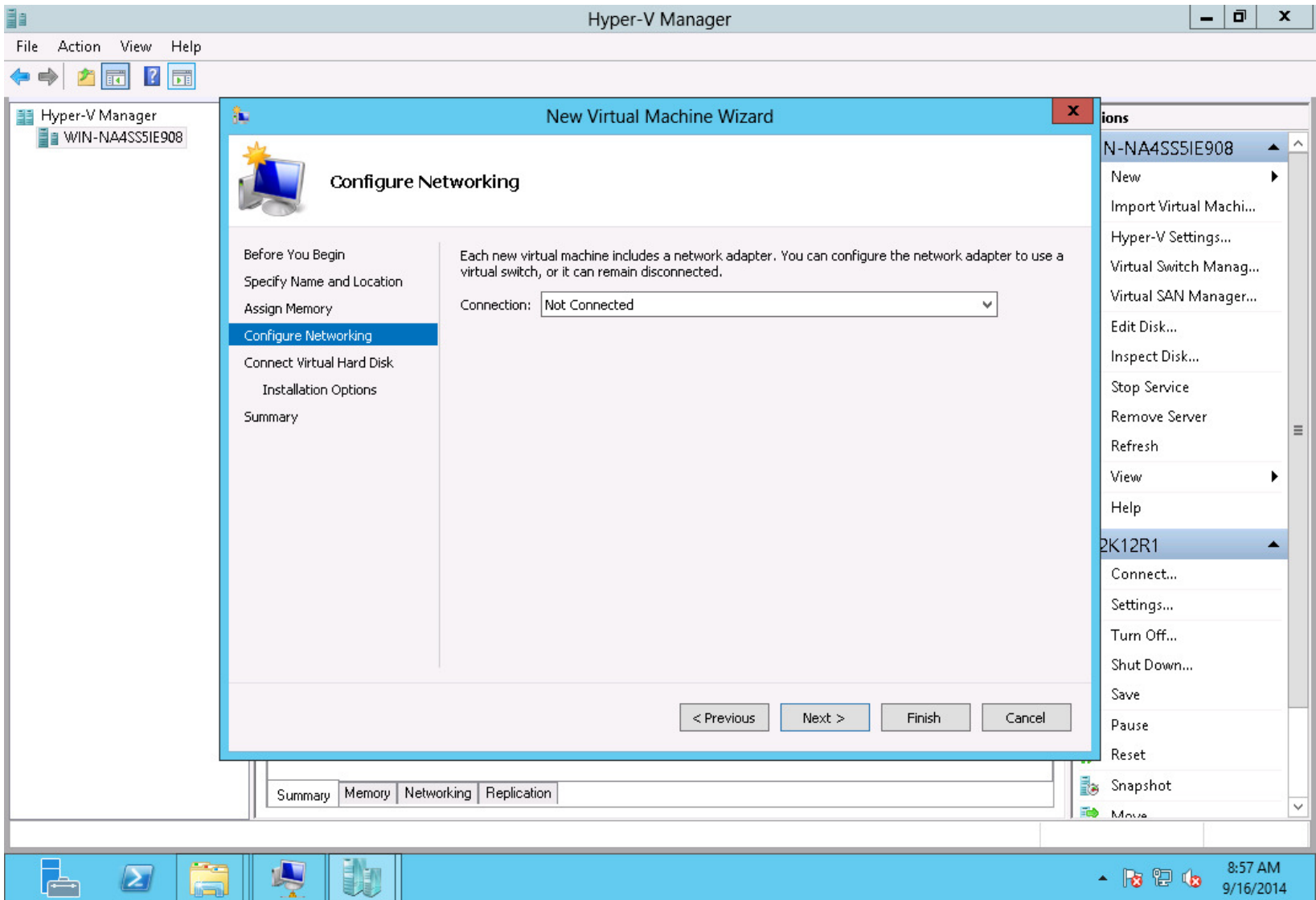
Click Next.



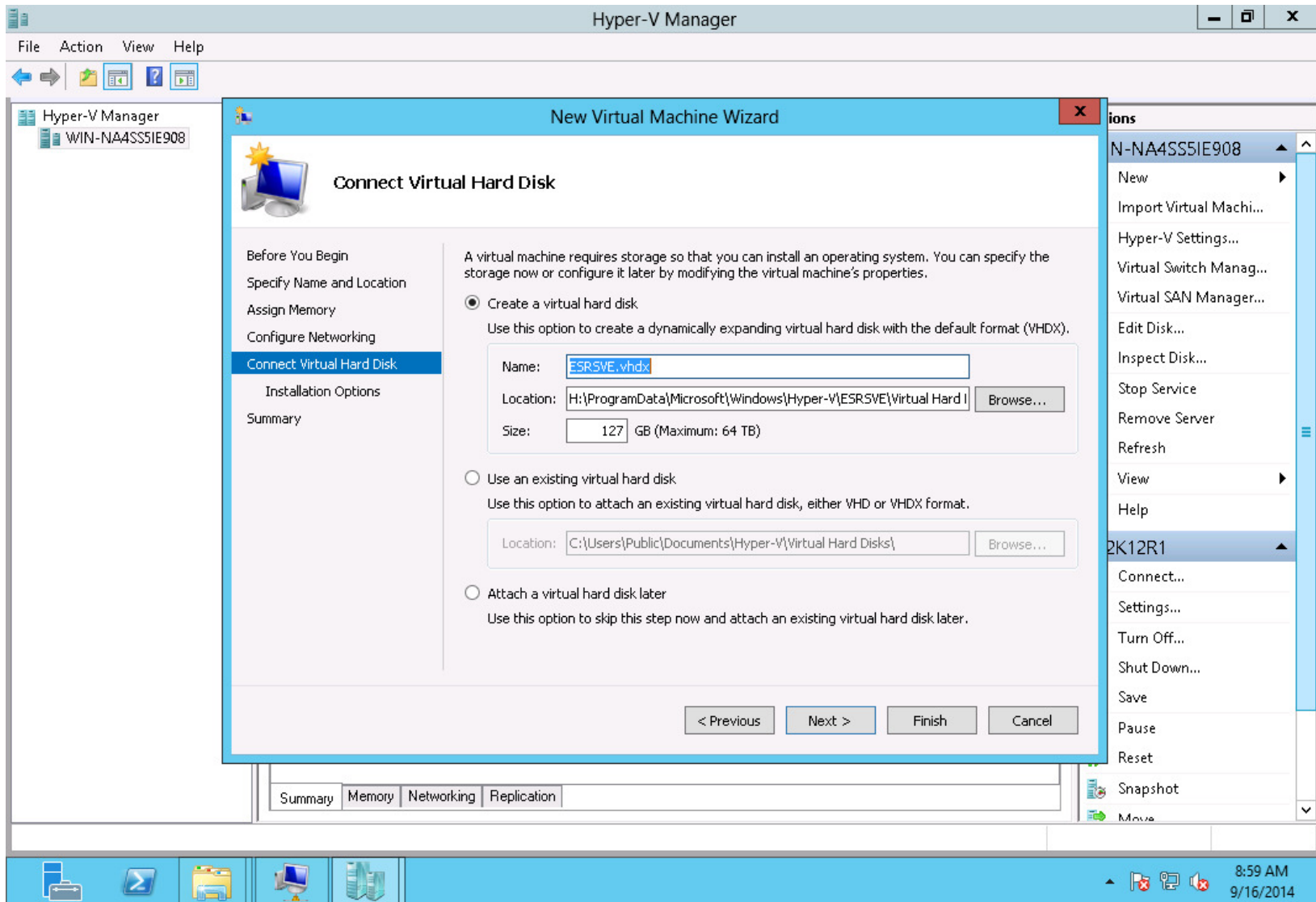
Type the name of the virtual machine. We will use ESRSVE in this example. To store the virtual machine in the default location, click Next. We will store the Virtual Machine on the H drive in this example. Check the box for Store the virtual machine in a different location and change the C drive in the Location field to H. Click Next.



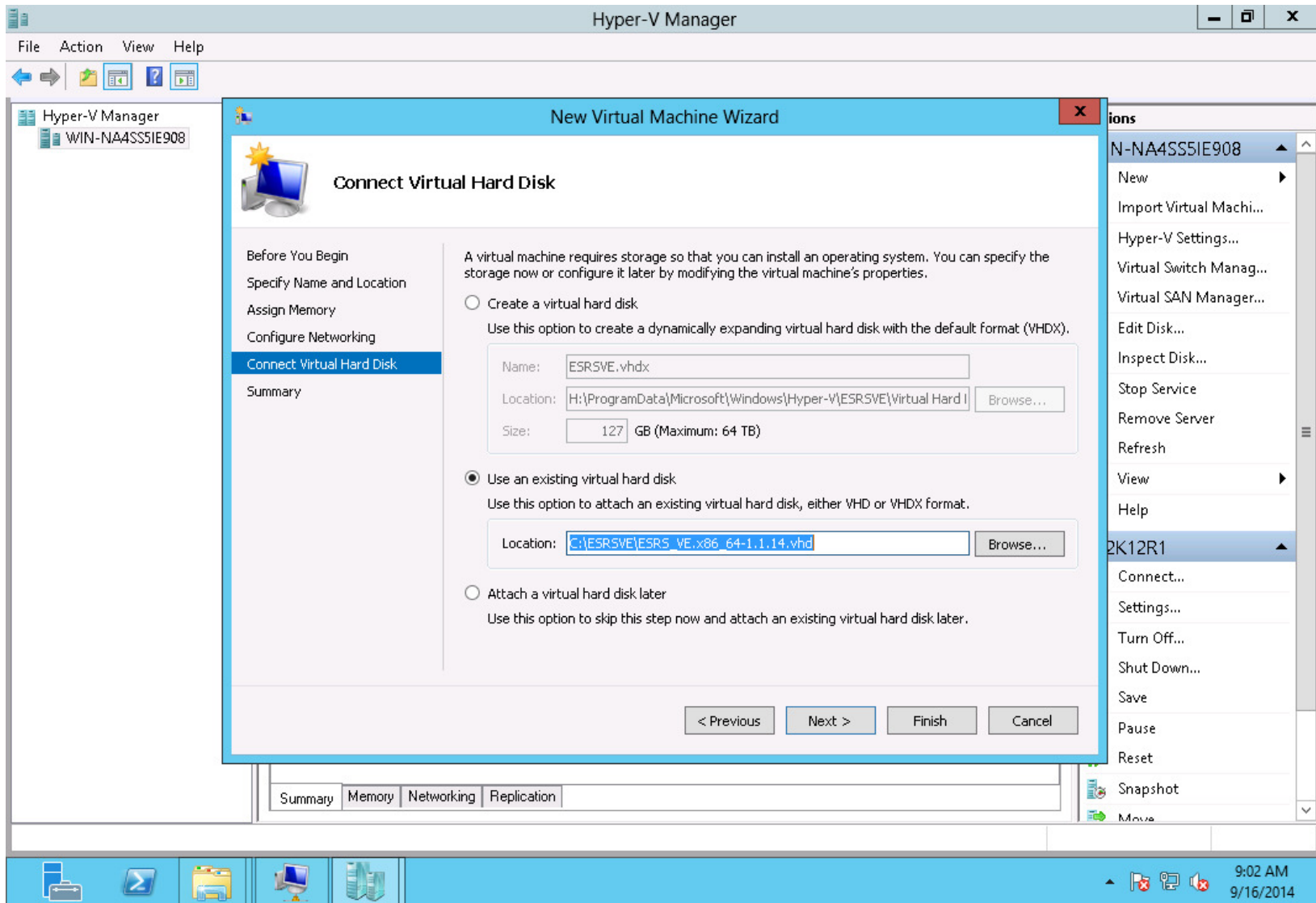
Enter the correct information for Startup memory and check Use Dynamic Memory for this virtual machine if that is what you want to do. Click Next.



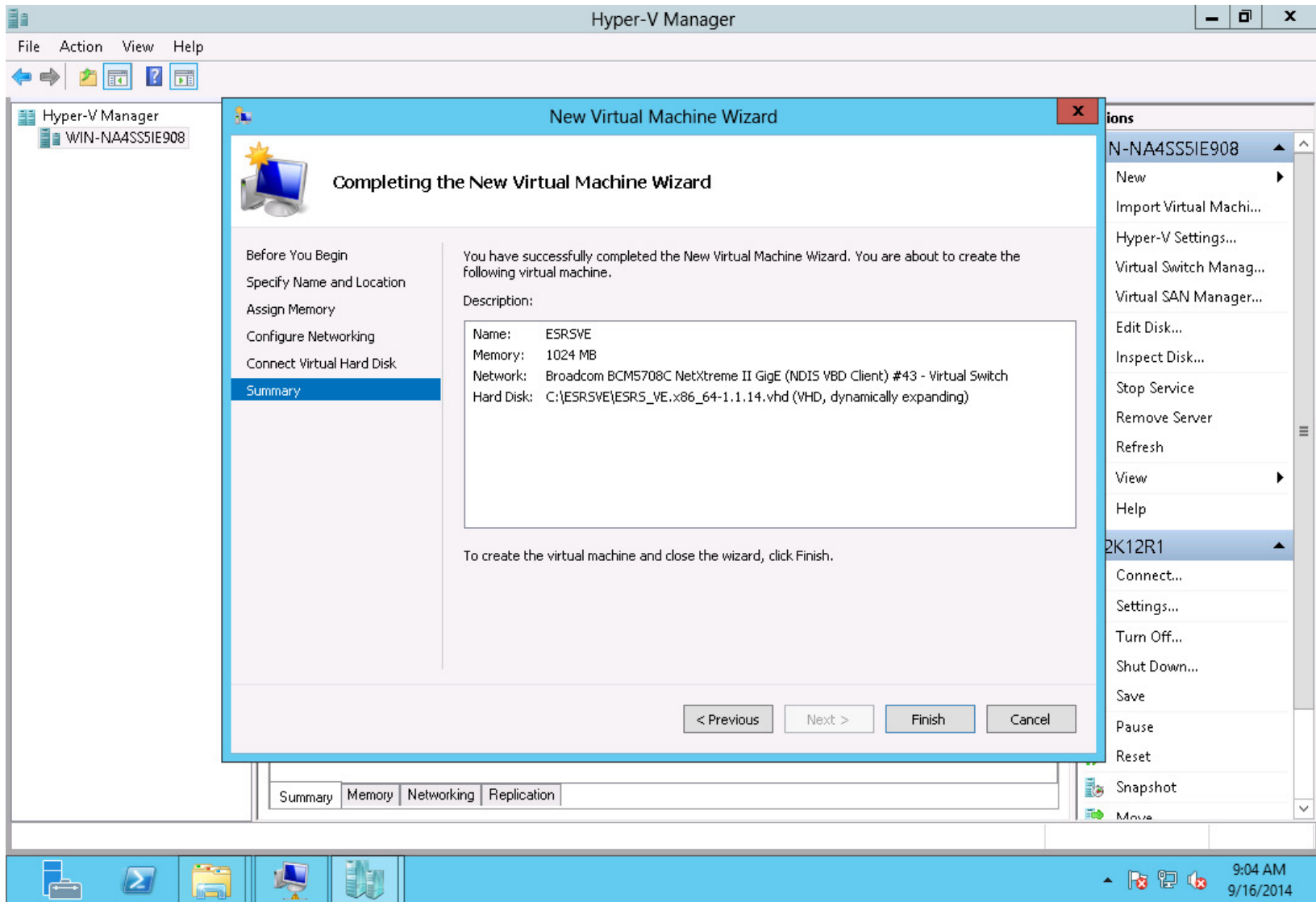
In the Connection field, select the network adapter in the pull down menu. Click Next.



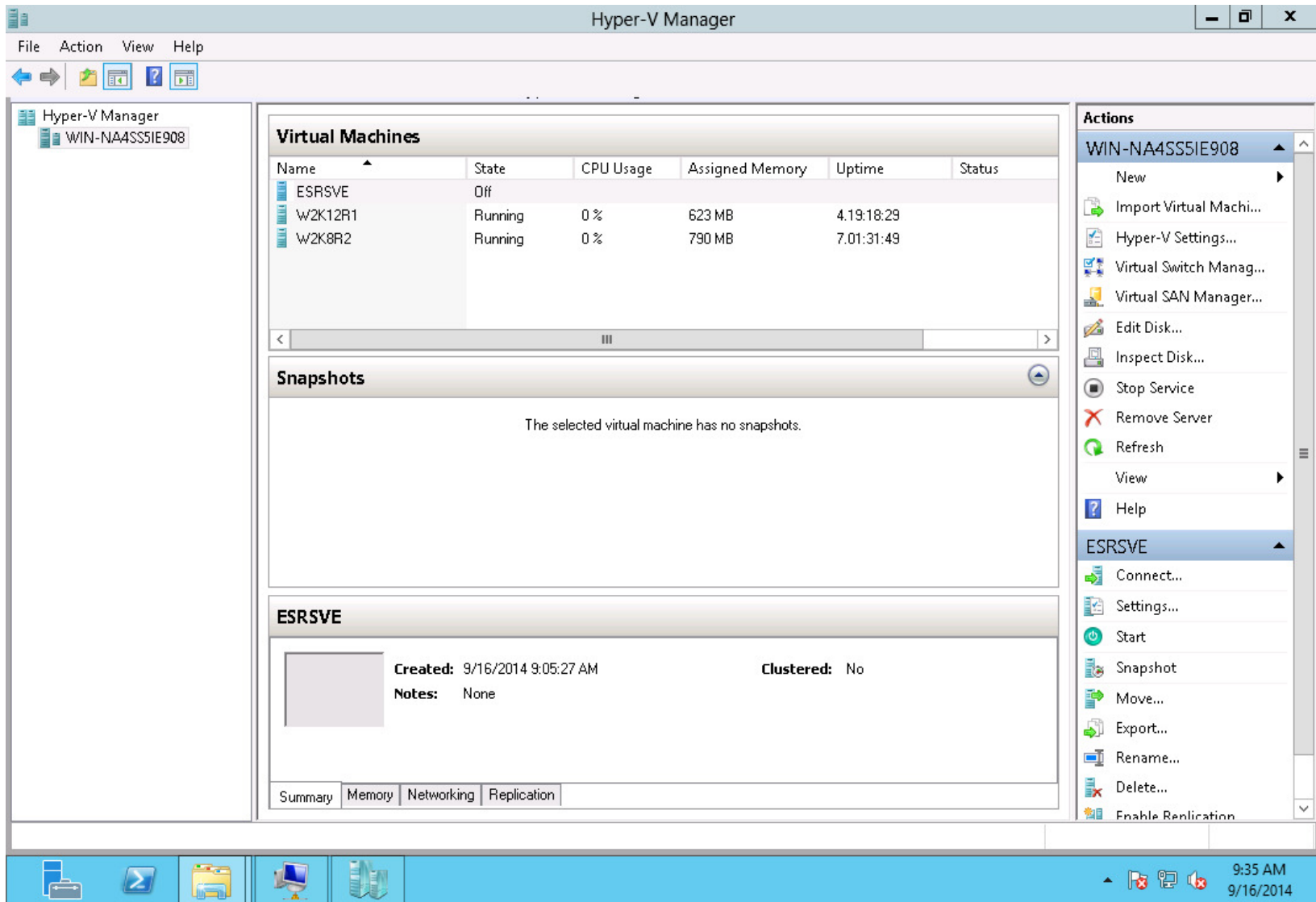
Check the second button for Use an existing virtual hard disk since we have a vhd file for installing the virtual machine. Click Browse and browse to the location of the vhd file, in this example C:\ESRSVE. Highlight the vhd file and click Open.



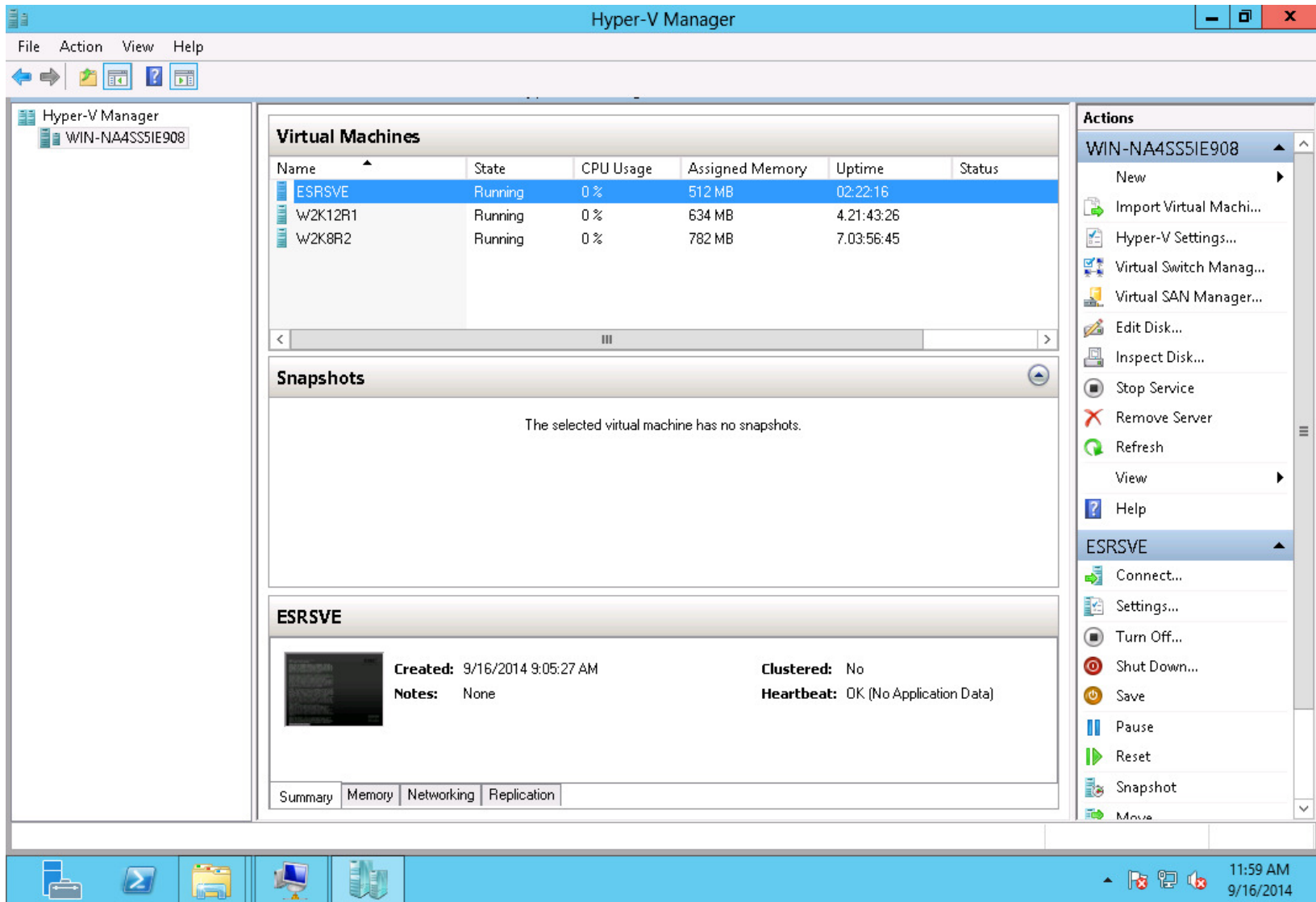
The correct location for the vhd file will be displayed in the Location field. Click Next.



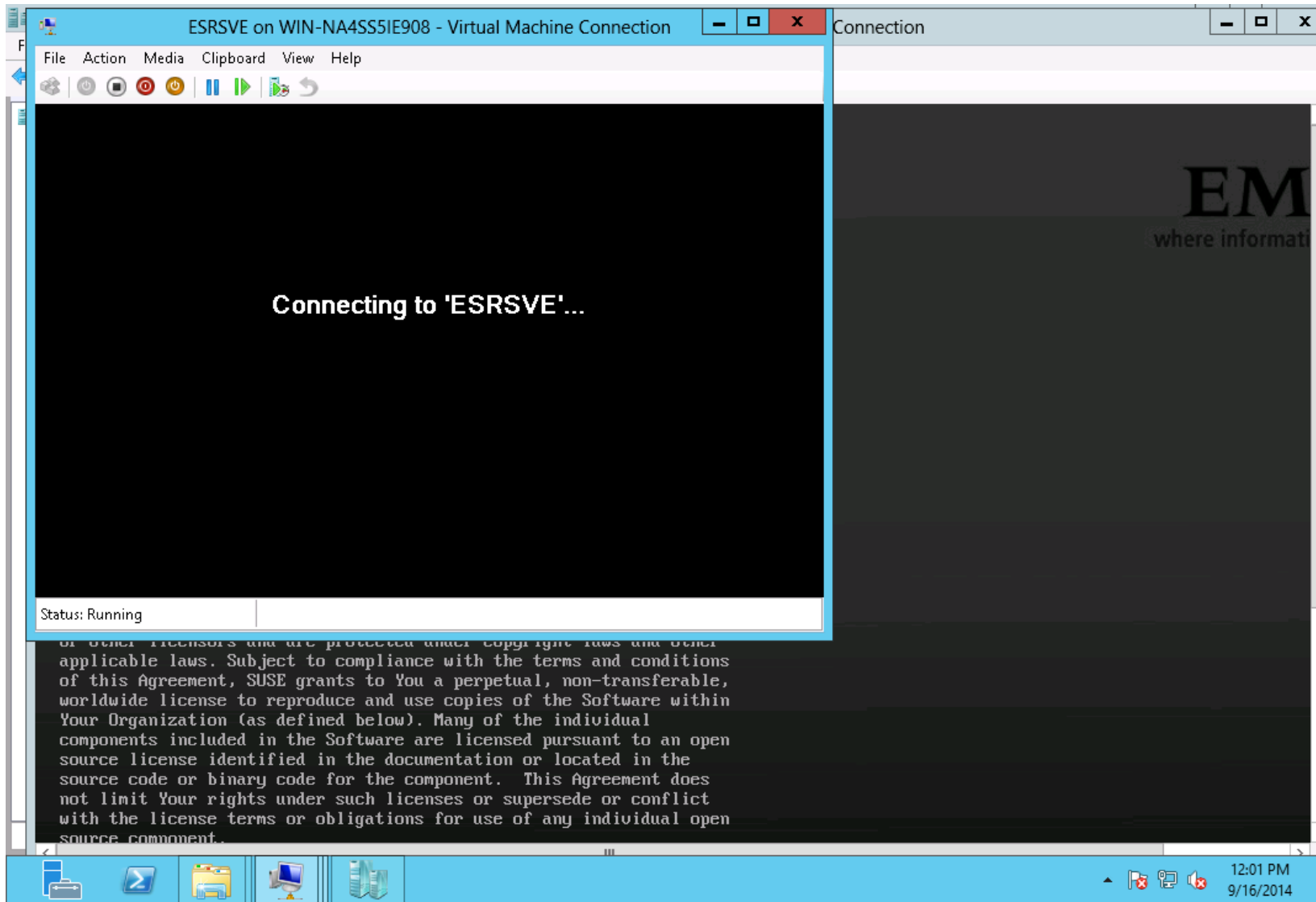
All the information has been entered to create the virtual machine. Click Finish.



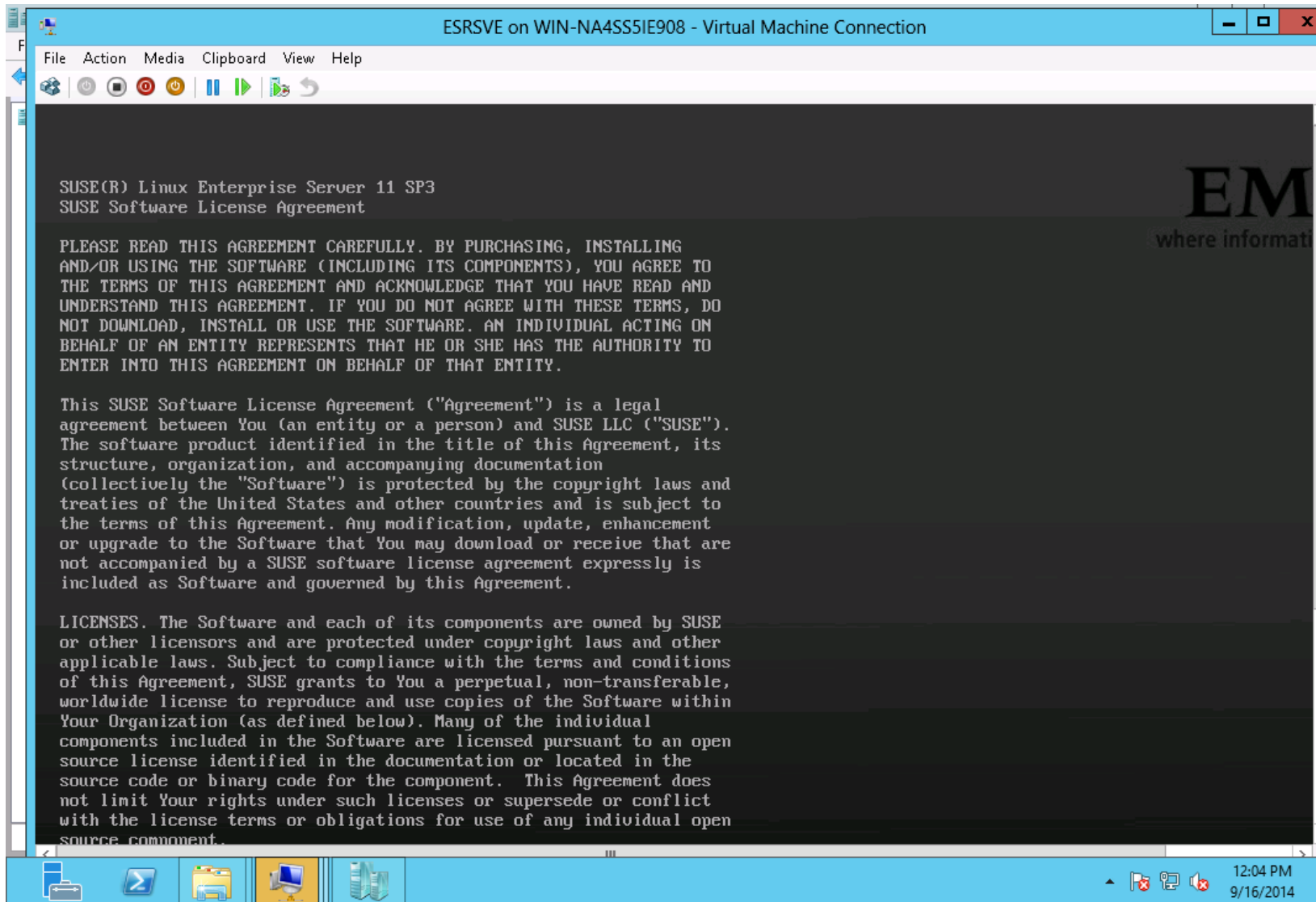
Highlight the ESRSVE virtual machine in the Virtual Machines section in the upper window and click Start under ESRSVE in the right pane.



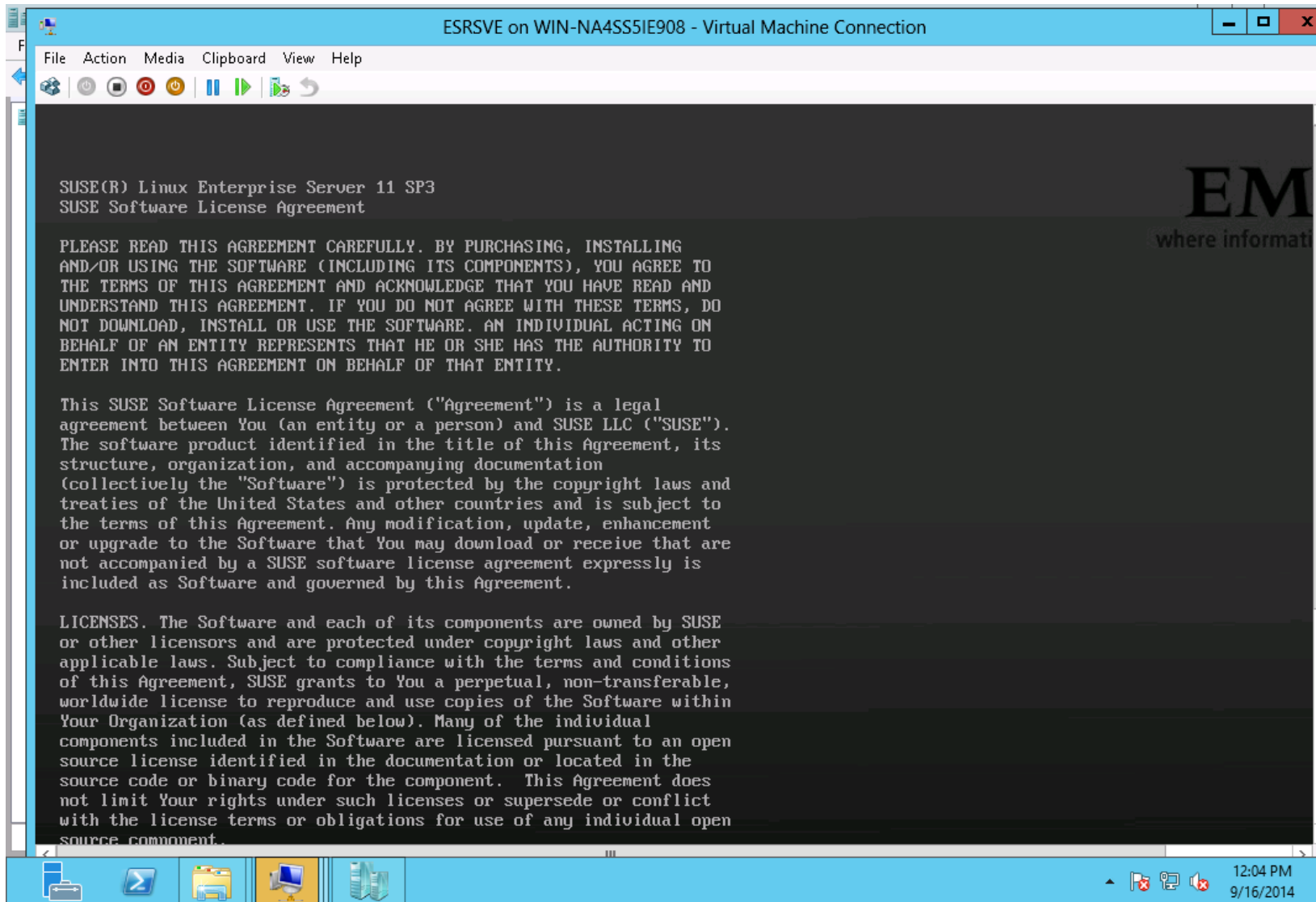
The state of the virtual machine in the upper window will change to Running. In the lower window you will see a thumbnail for the running virtual machine. Click Connect in the right pane under ESRSVE.



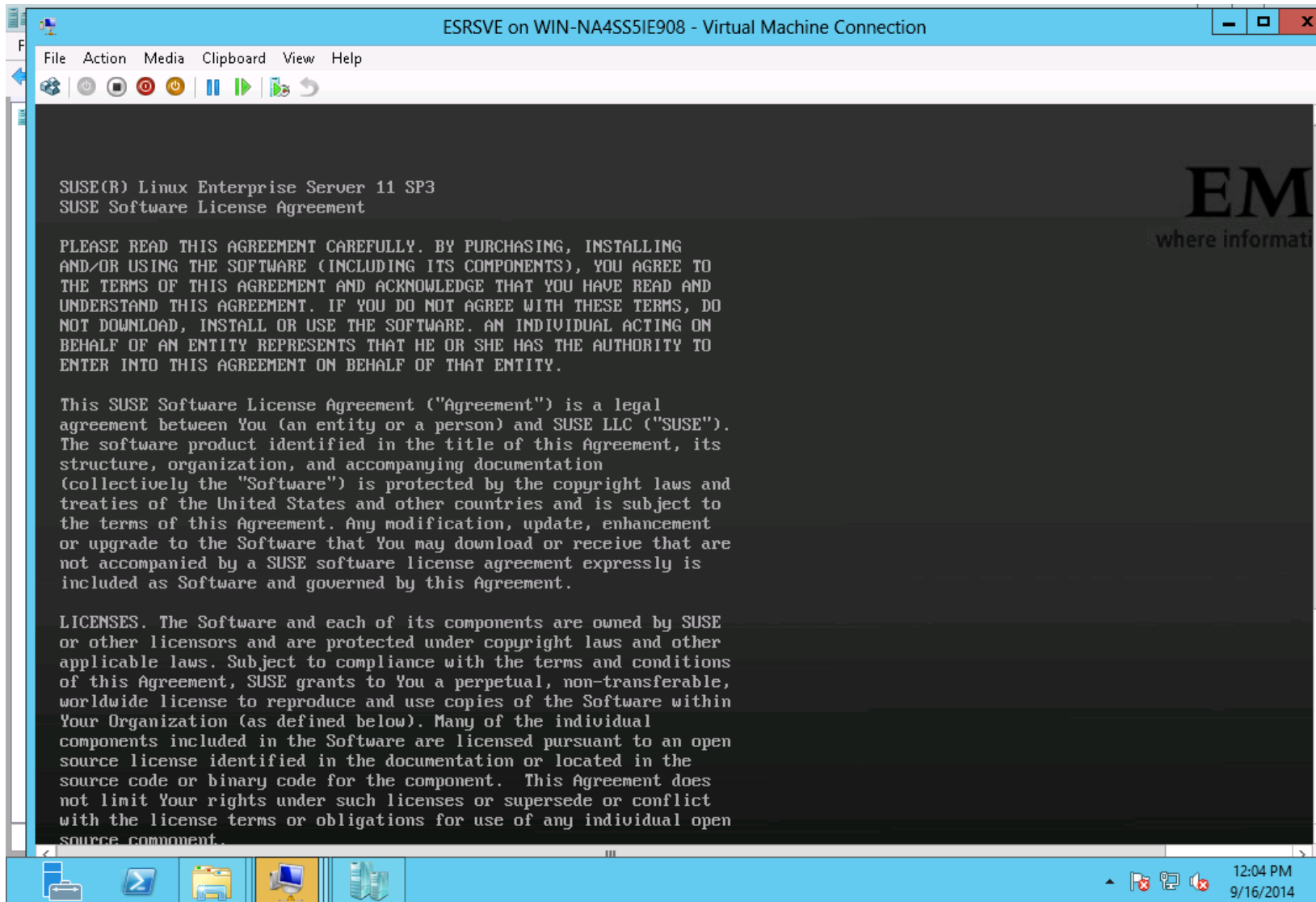
A message will appear indicating you are connecting to the virtual machine.



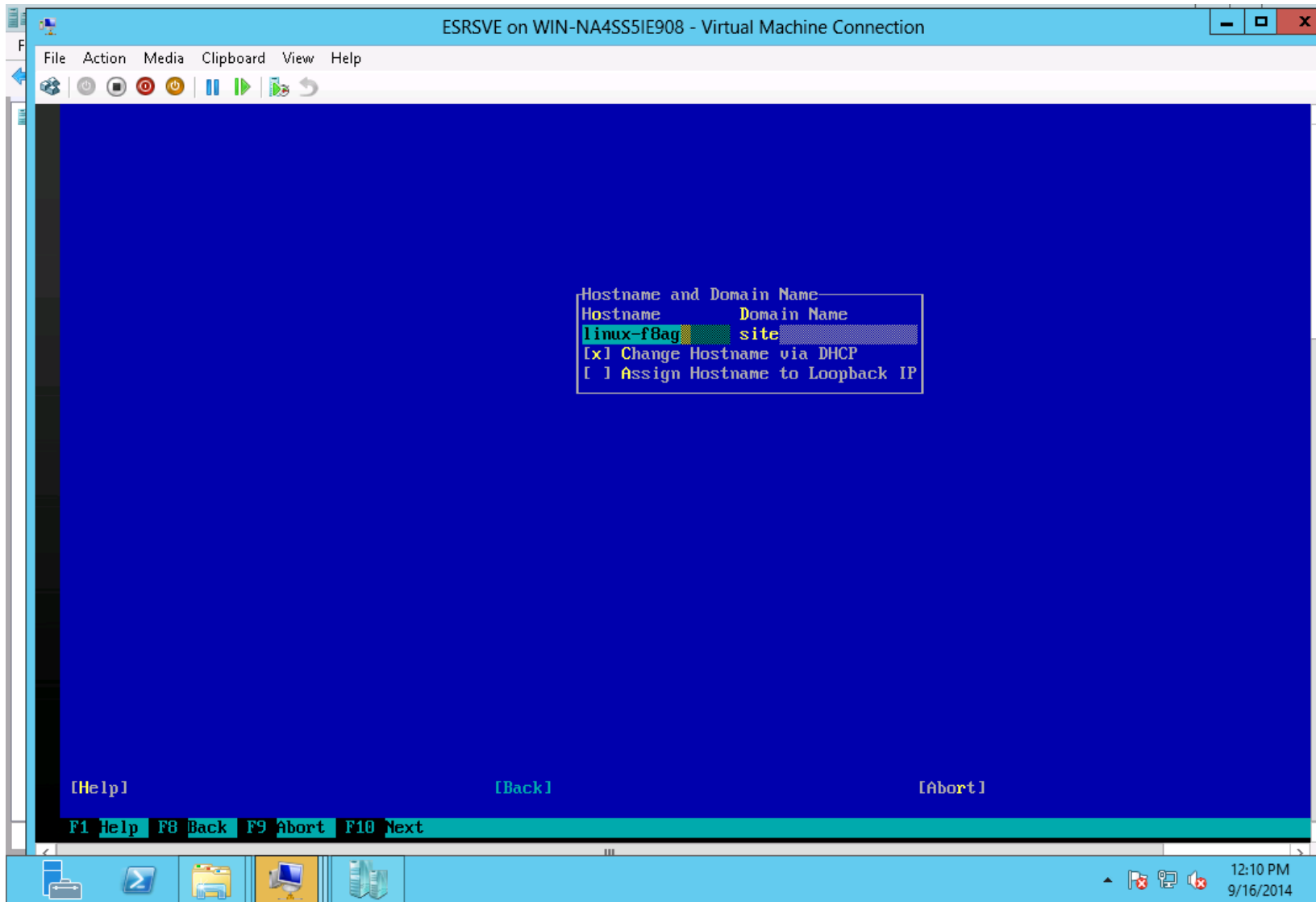
The license agreement will be displayed. Scroll down the screen and press space to see the next screen.



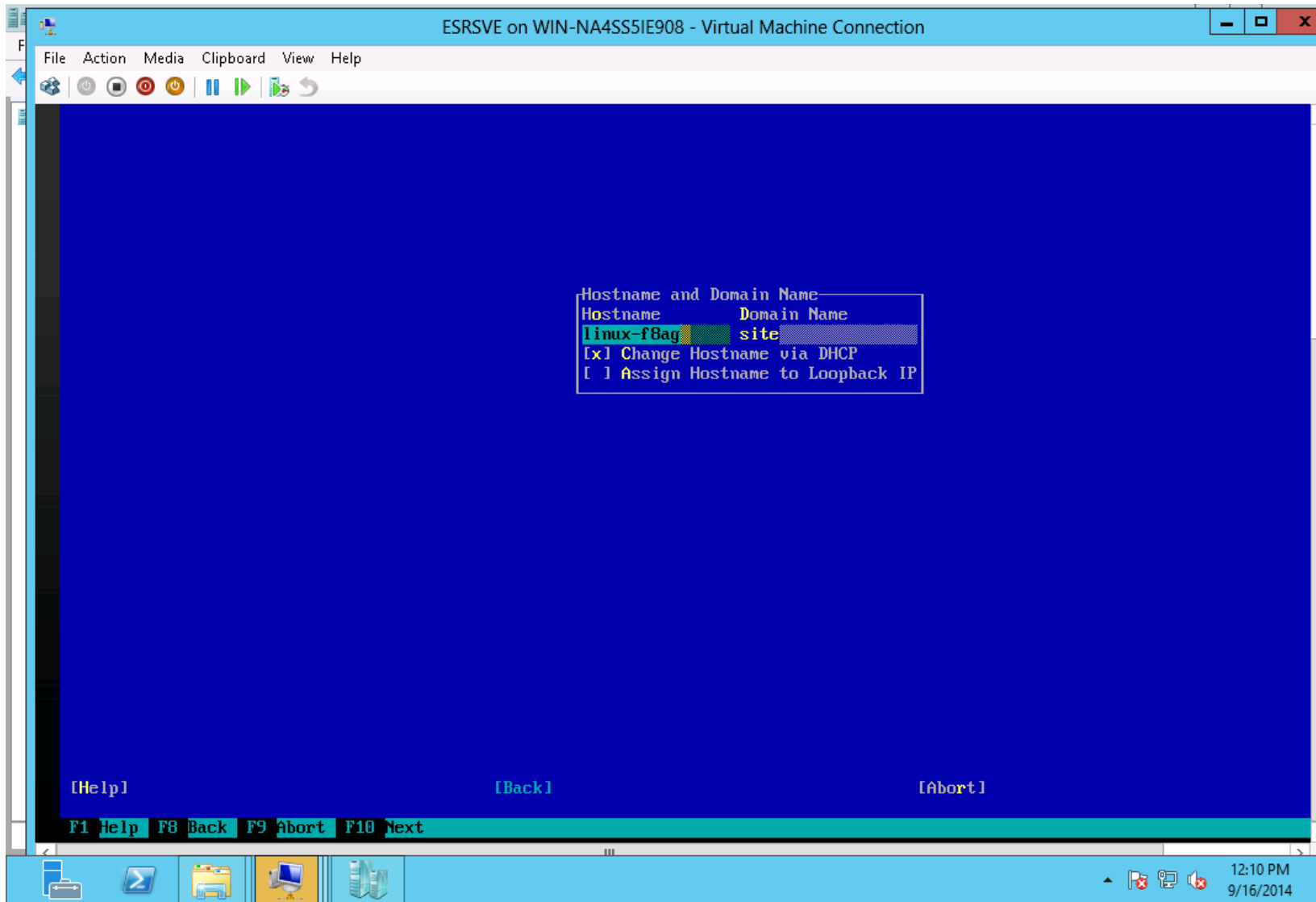
Press the space bar to read the next screen. After you are finished reading the license agreement, at the colon prompt, enter q.



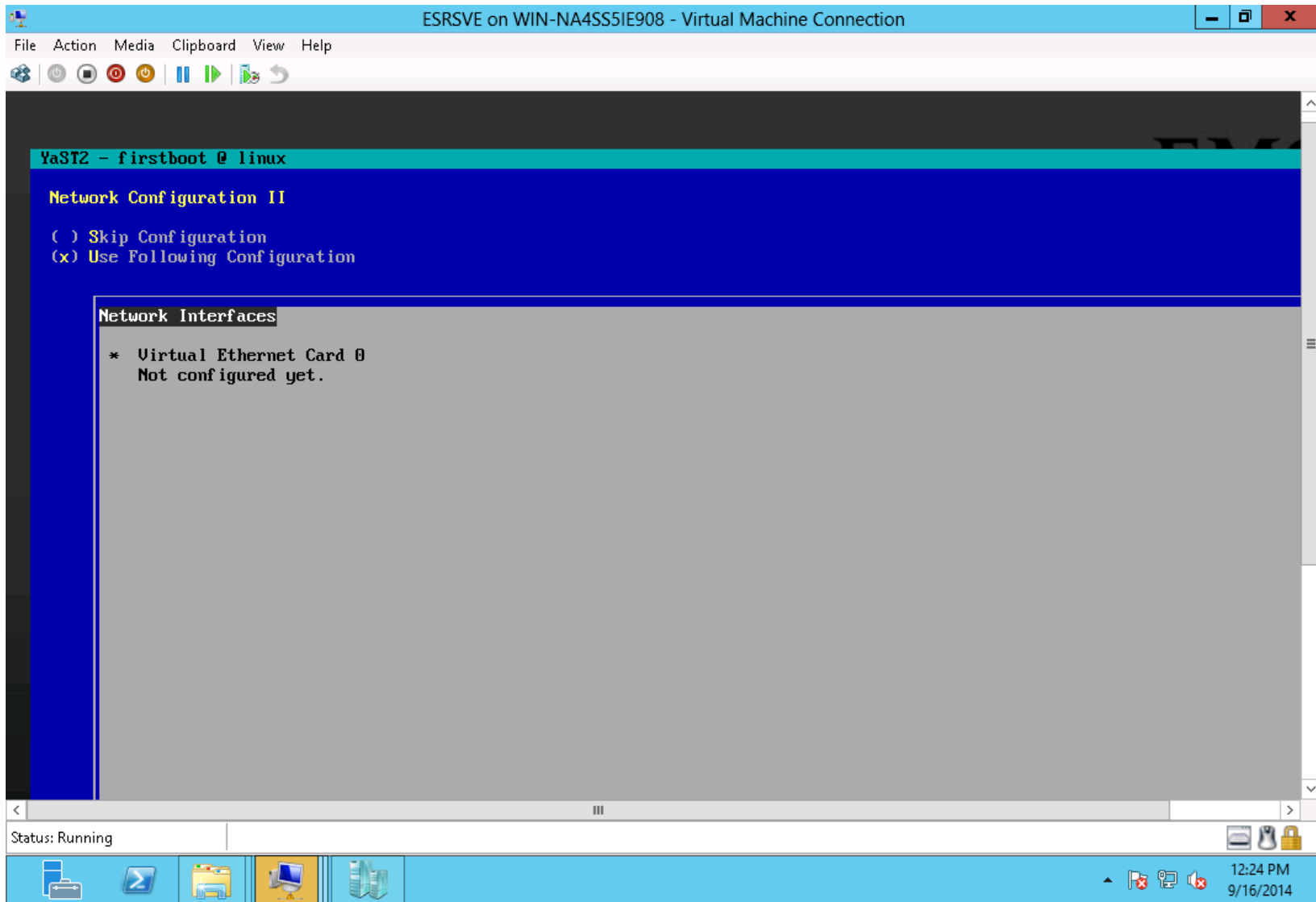
At the prompt Do you accept the EULA, type y and press Enter.



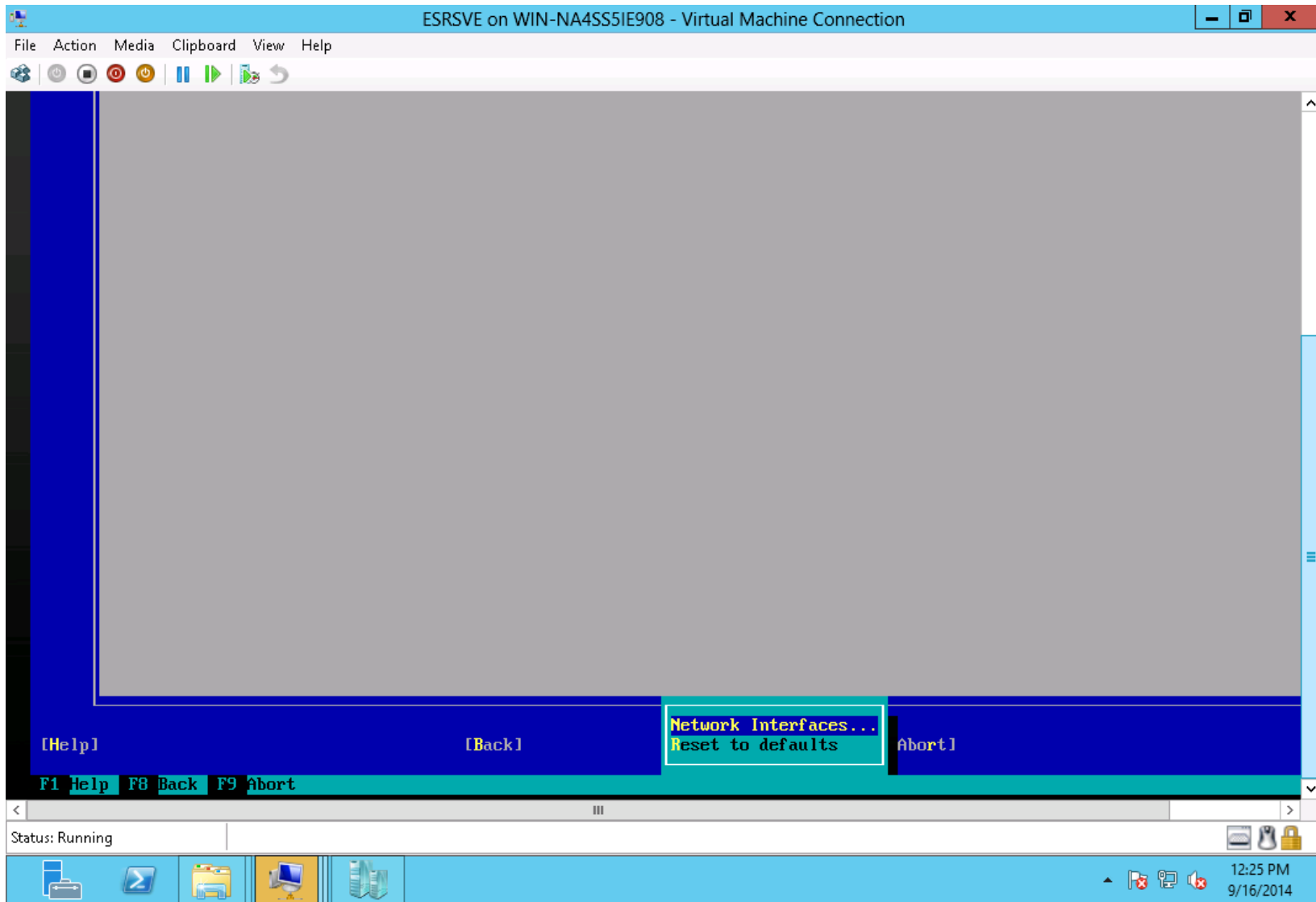
The VM will continue to boot and will start the YaST2 utility to configure the network.



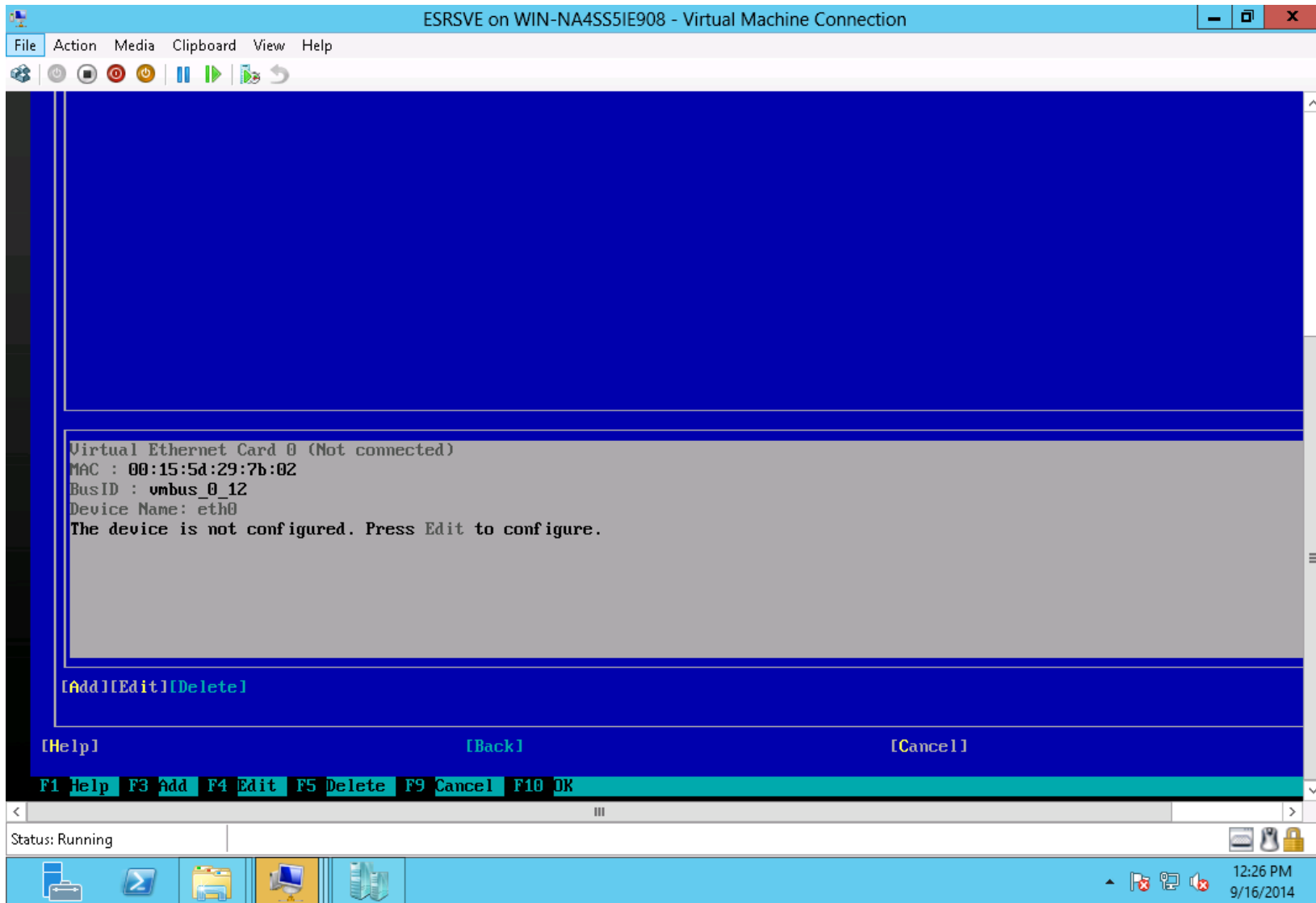
On the Hostname and Domain Name screen, enter the host name and tab to the Domain Name field and enter the domain name. Press tab and press the spacebar to unselect Change Hostname via DHCP. To continue press F10.



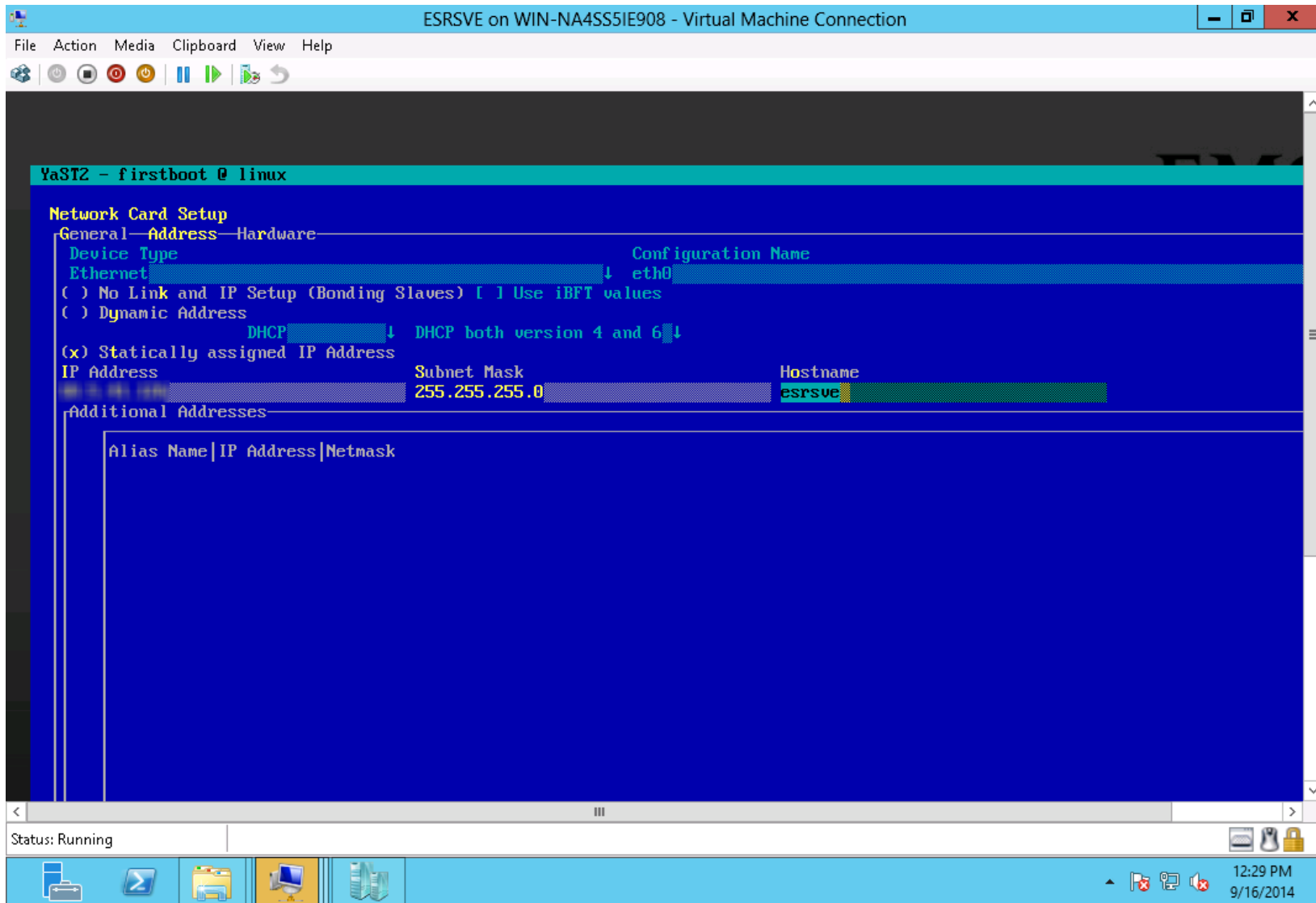
Tab to Change and press Enter or do an Alt+c.



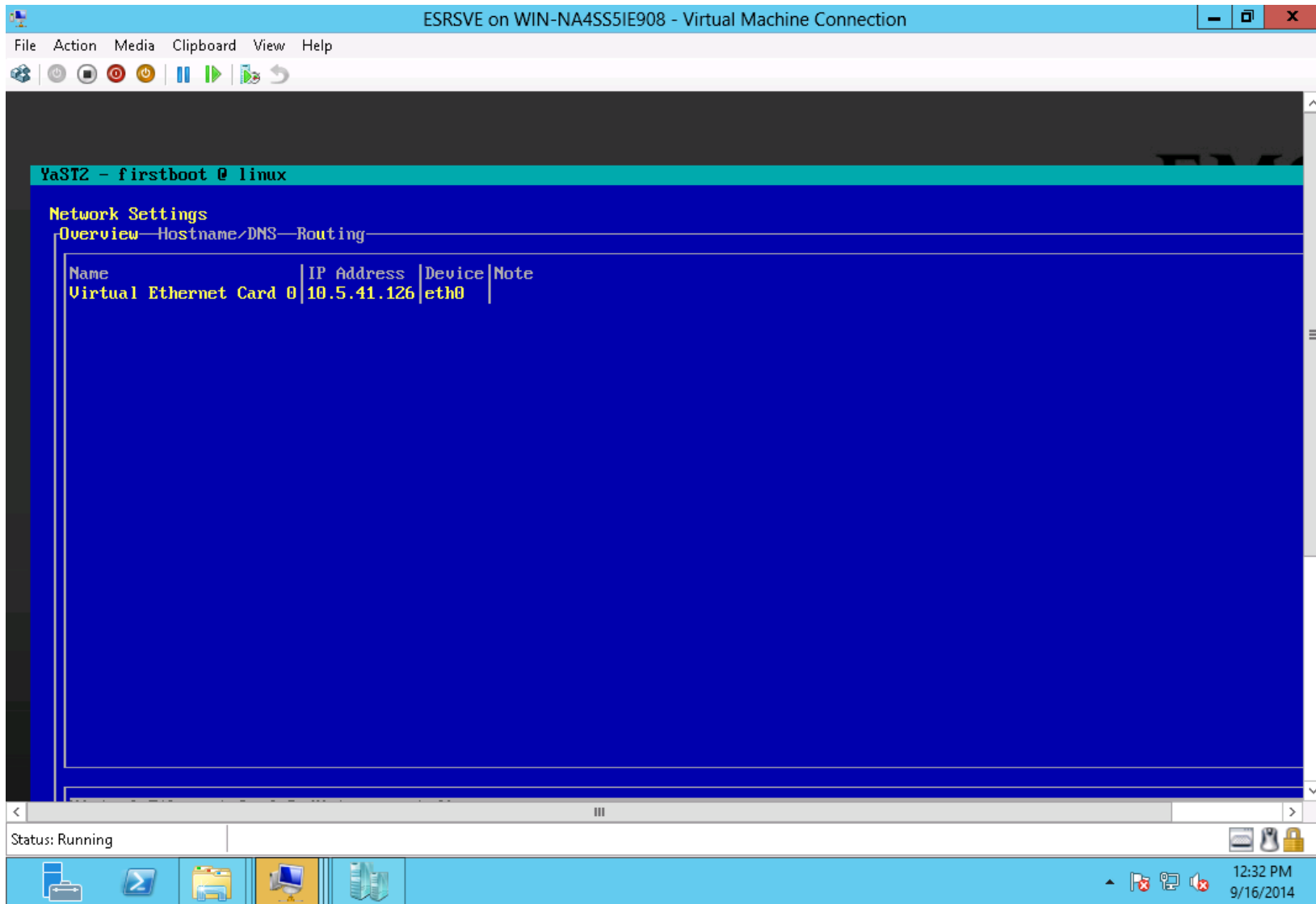
Select Network Interfaces and press Enter.



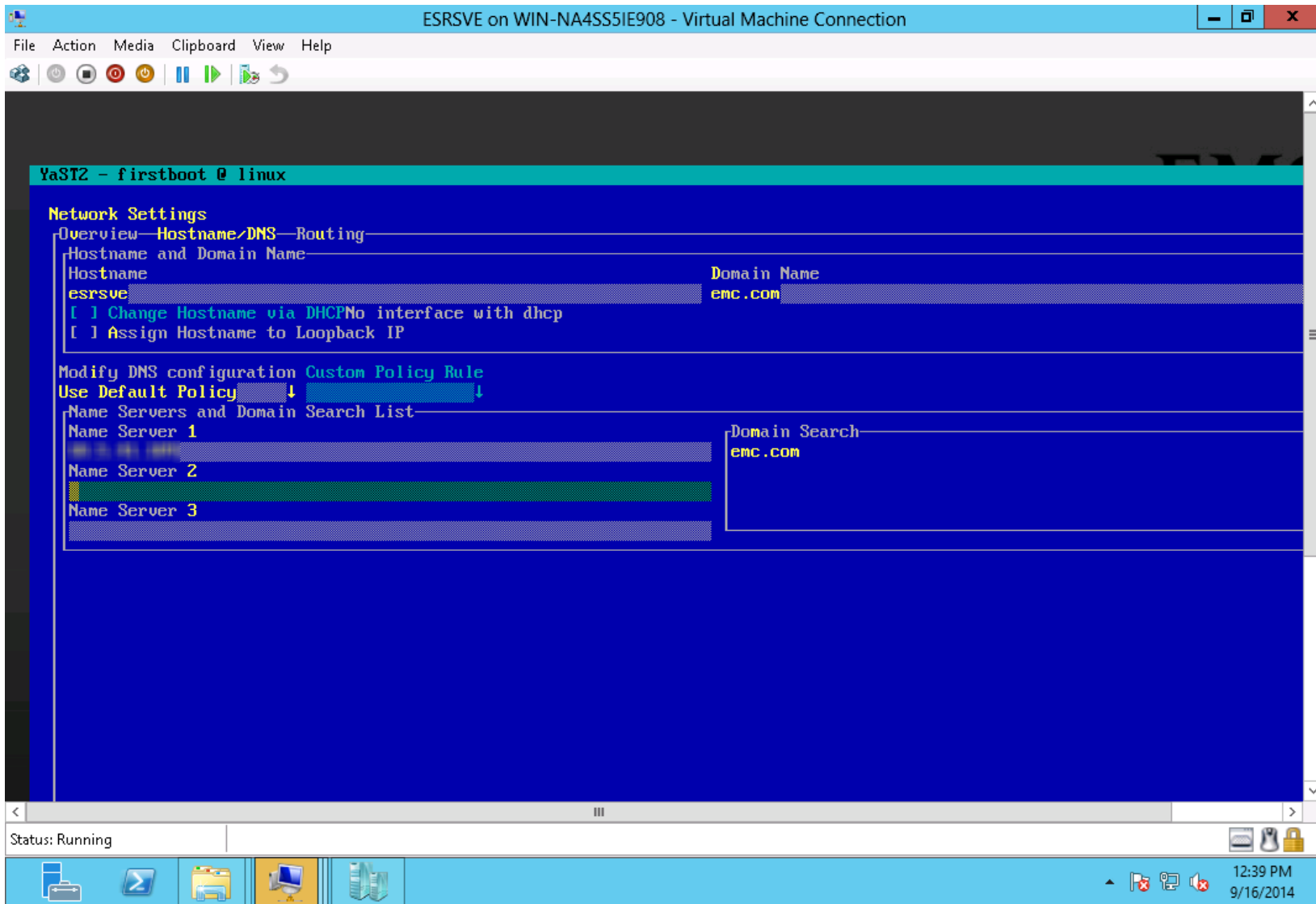
Tab to Edit and press Enter or do an Alt+i.



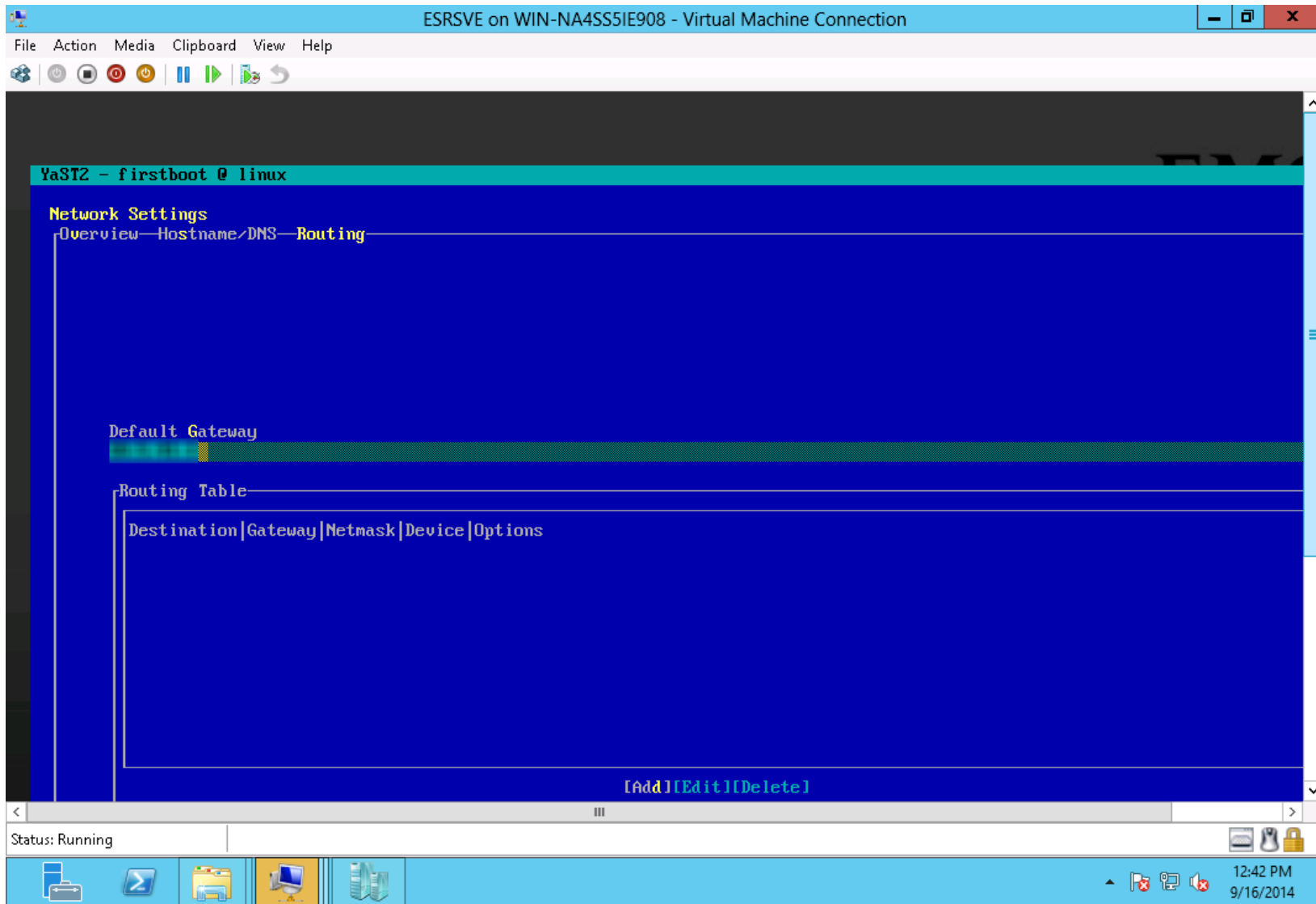
Tab to the IP Address field and enter the IP address. Tab to the Subnet Mask field and enter the subnet mask. Tab to the Hostname field and enter the host name. Tab to Next and press Enter or do an Alt+n.



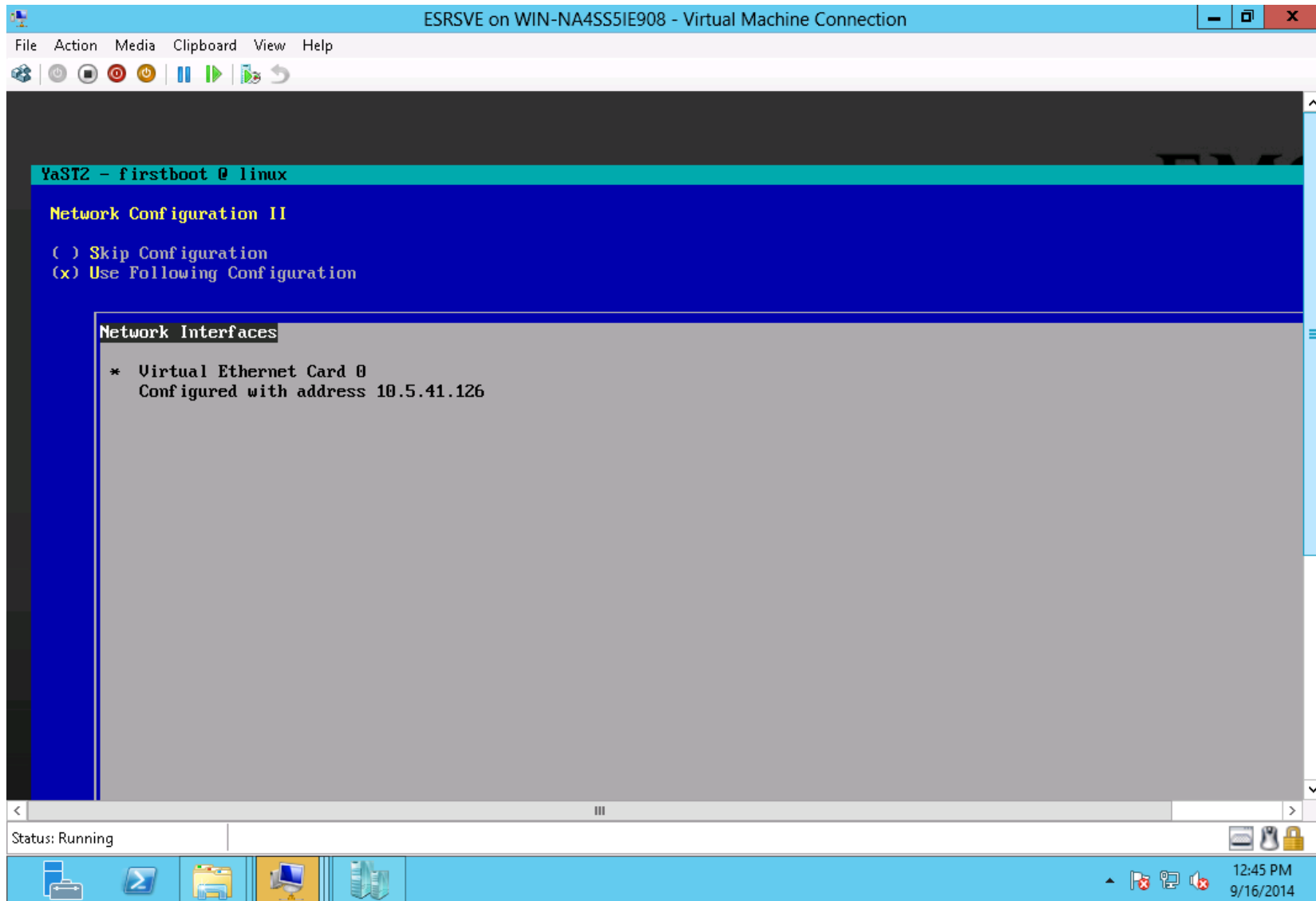
Tab to Overview in the menu at top and press the right arrow key or do an Alt+s (for the Hostname/DNS selection).



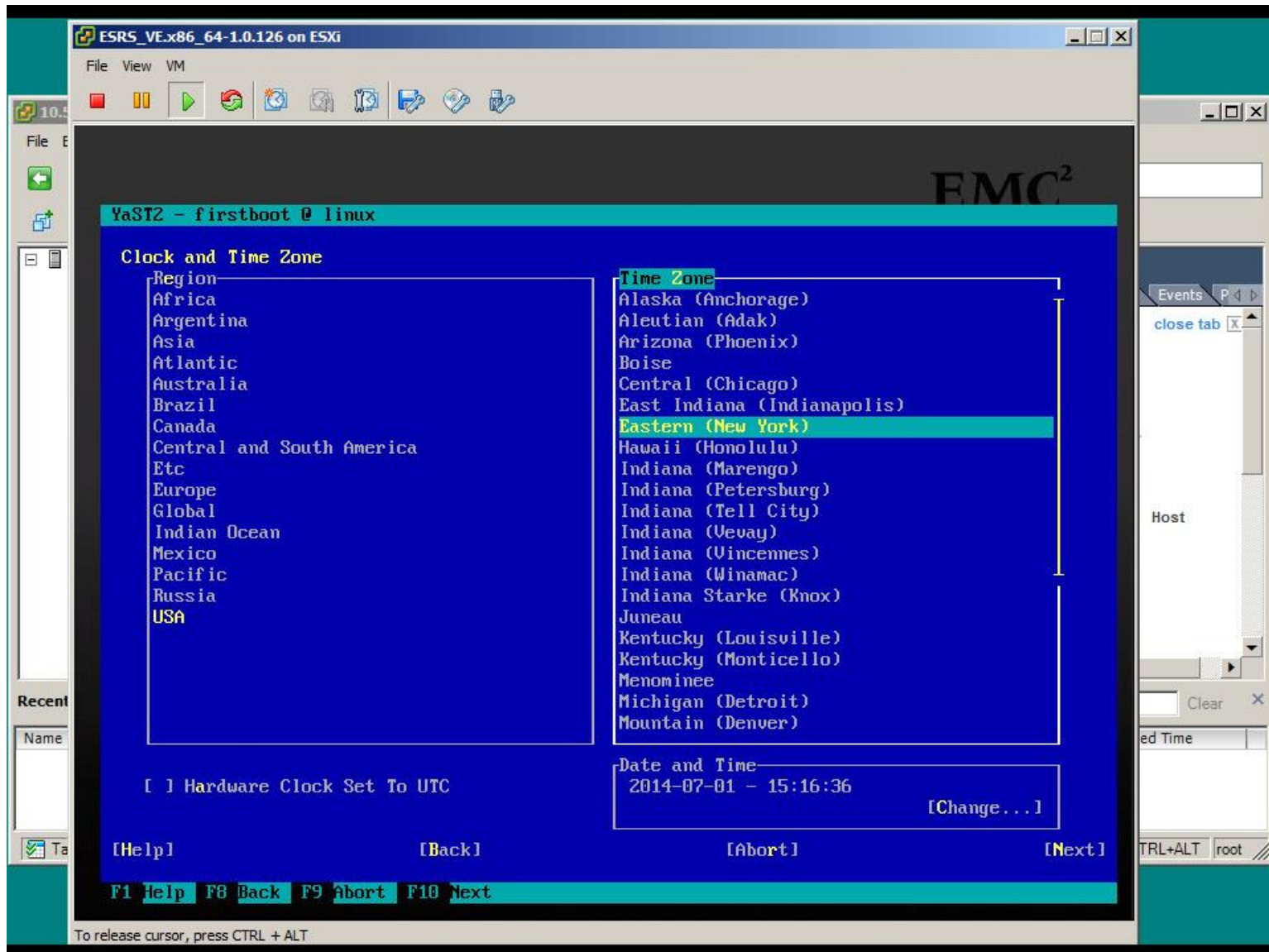
Tab to the Name Server 1 field and enter the DNS server name. If there are additional DNS servers, enter that information. Do an Alt+u to go to Routing.



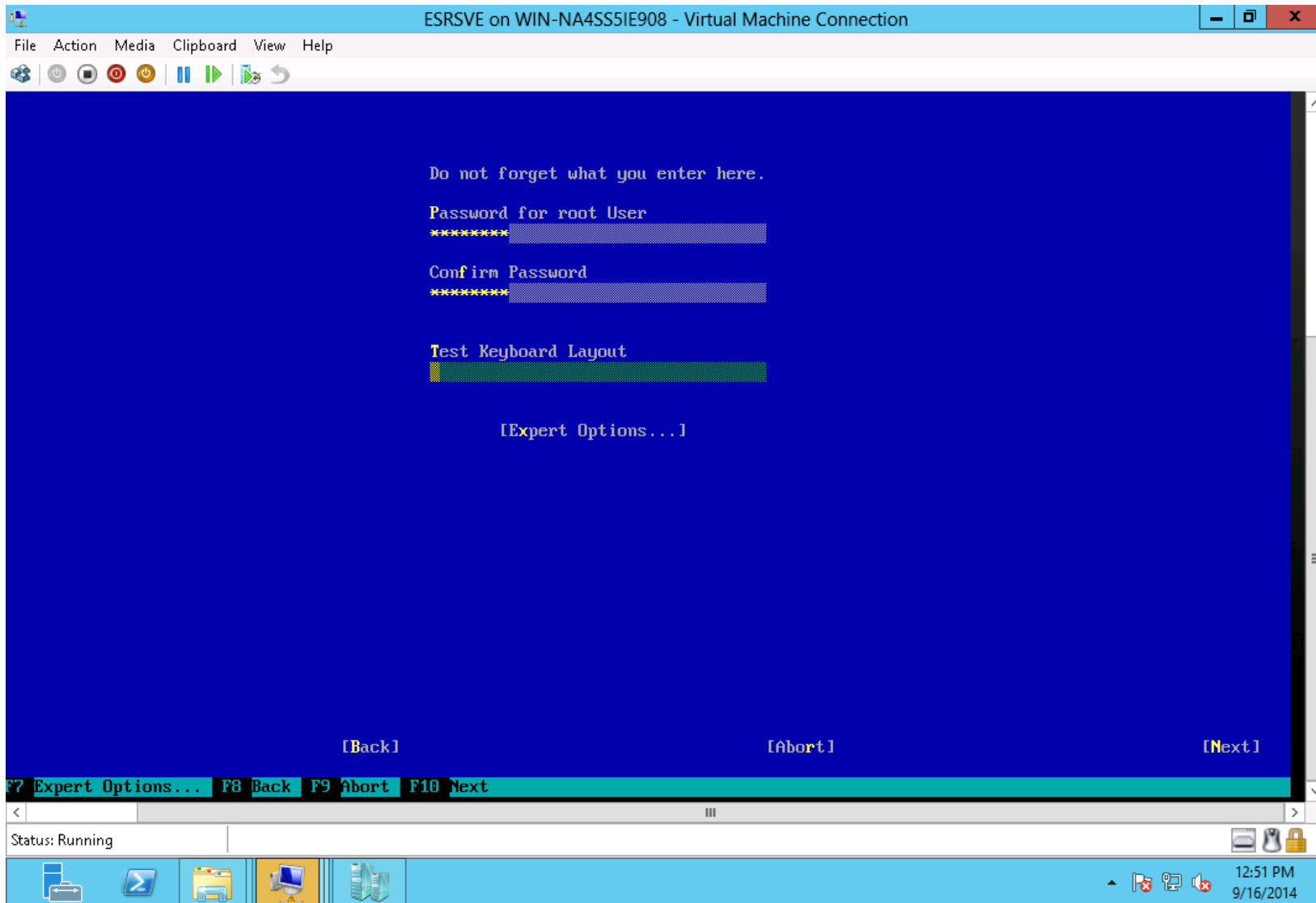
Enter the default network gateway in the Default Gateway field. Press F10 or do an Alt+o.



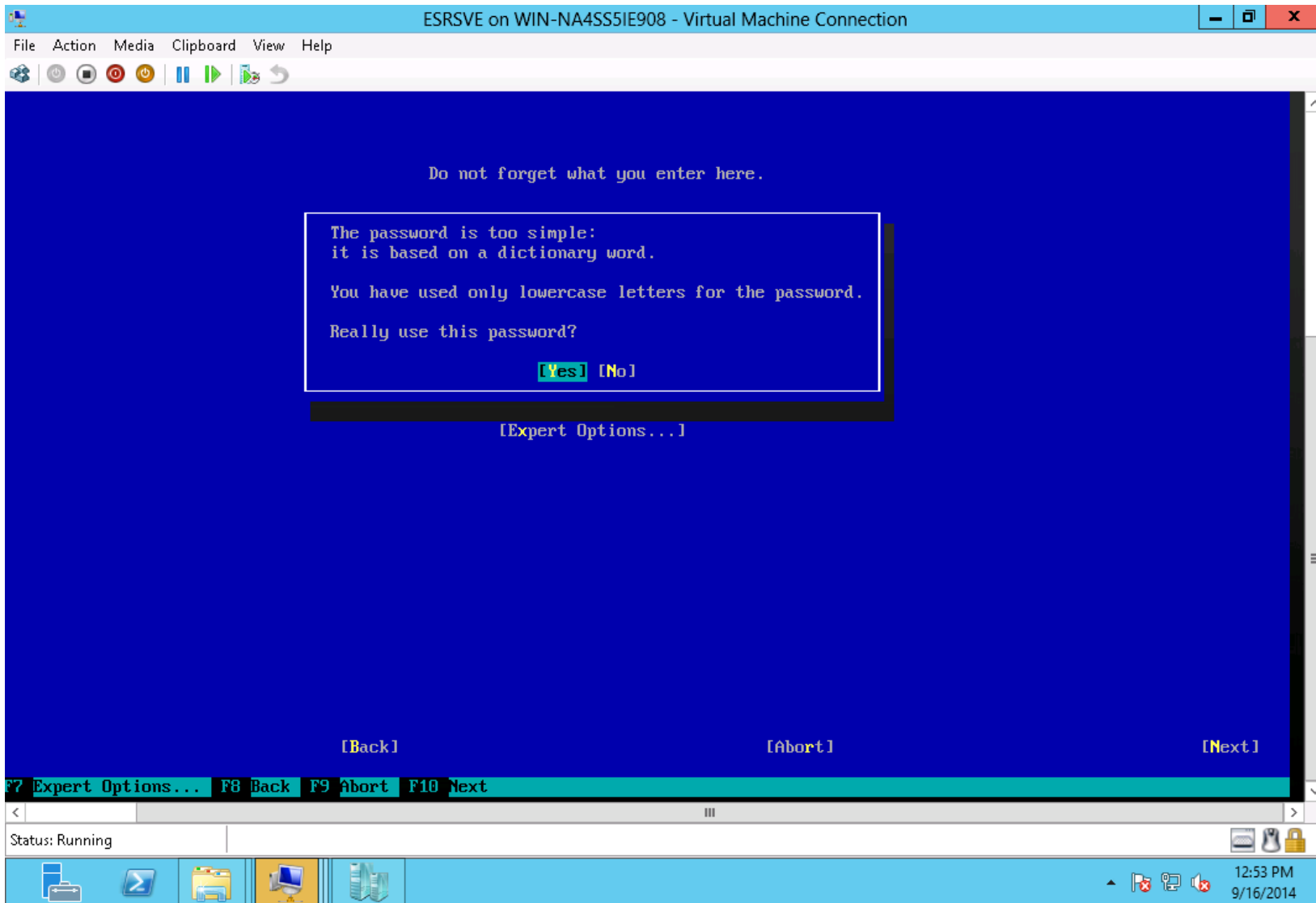
Tab to Next and press Enter or do an Alt+n. The network changes will be saved to the configuration.



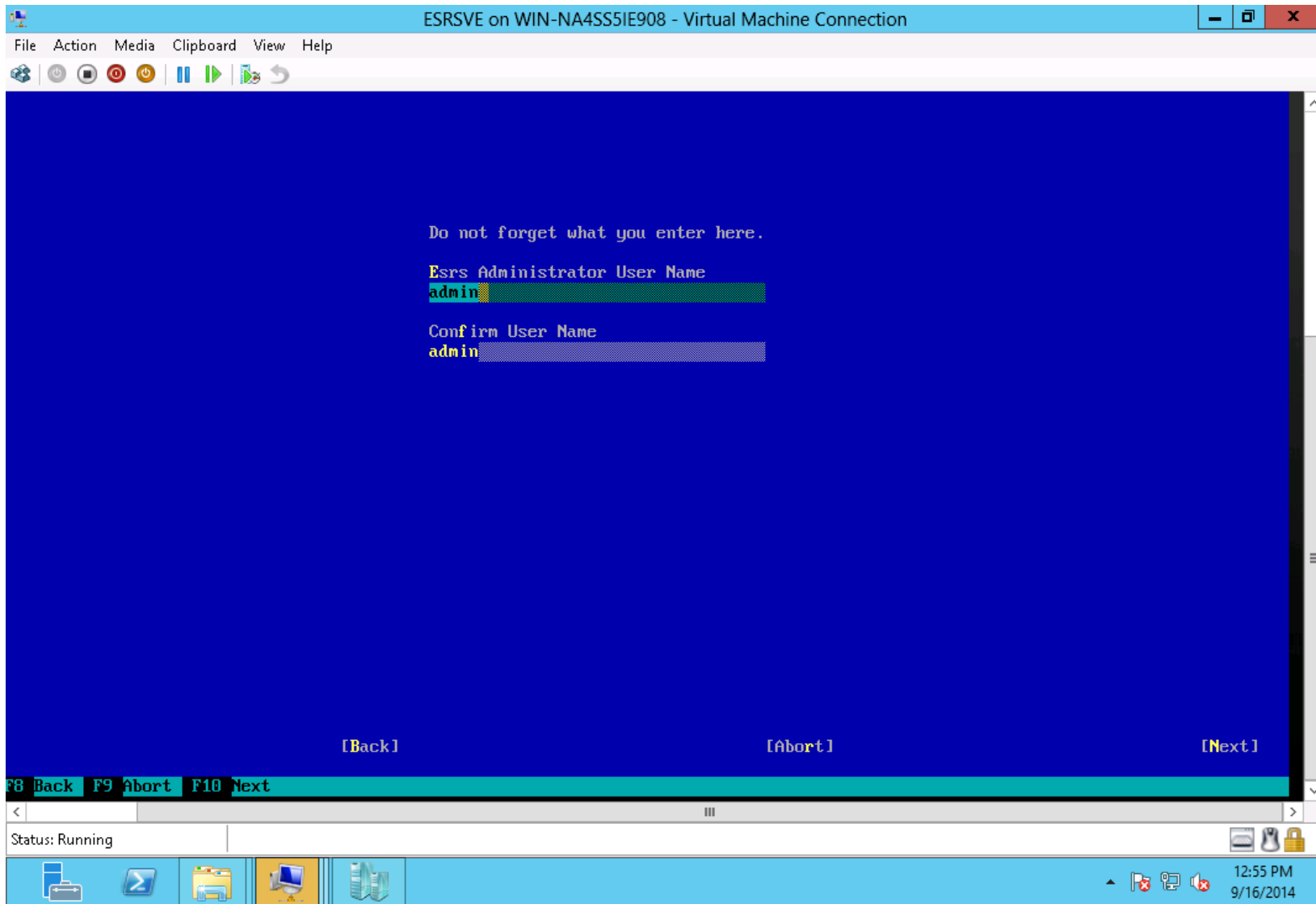
Cursor up or down in the left pane and highlight your country under the Region. Tab to the Time Zone or do an Alt+z. Cursor up and down and select your time zone. In this example, we are choosing USA and Eastern (New York). Tab to Next and press Enter or do an Alt+n or press F10.



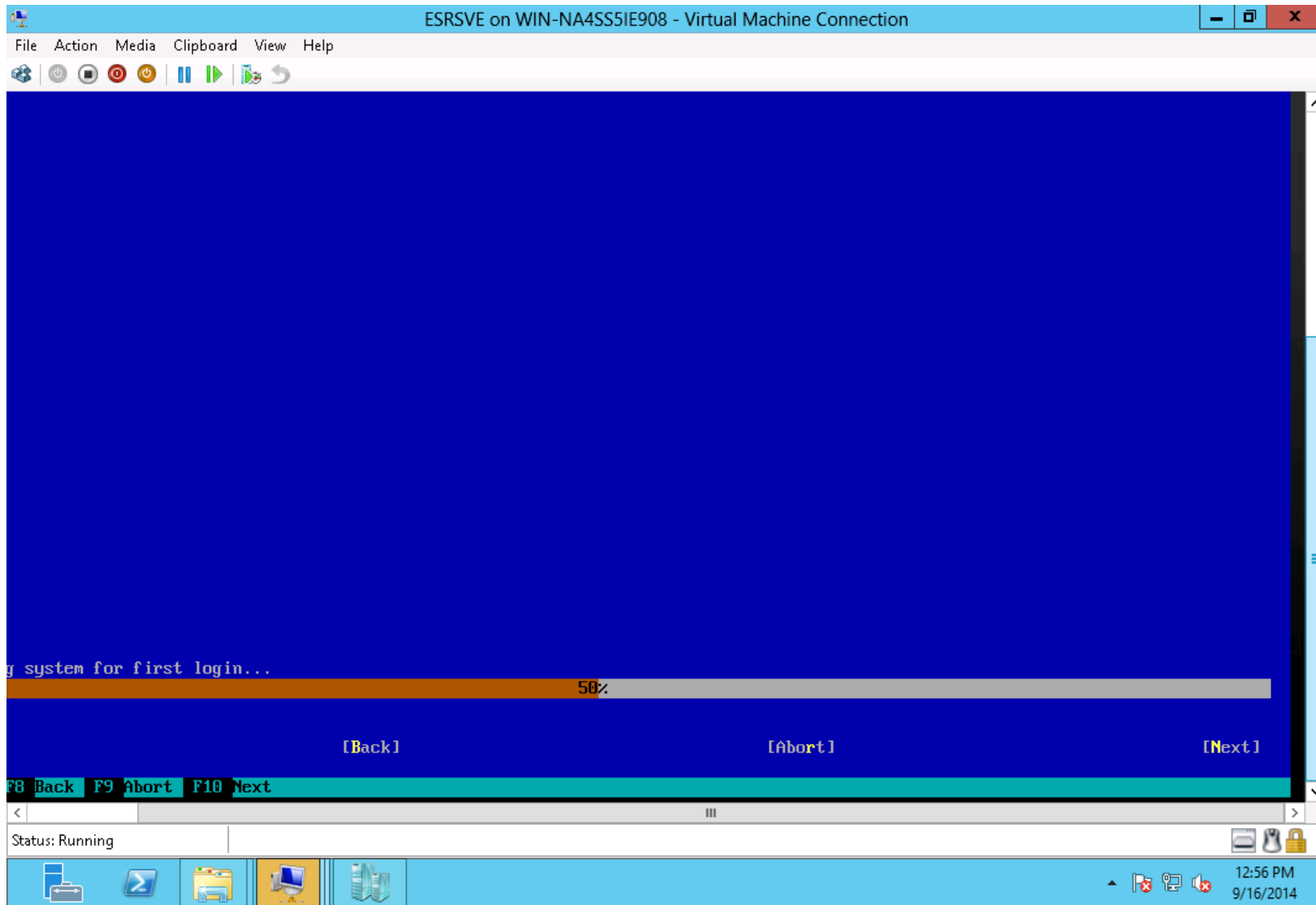
Enter the password for the root user. Reenter the password to confirm the entry. Make a note of the password, it cannot be recovered easily. Tab to Next and press Enter or do an Alt+n or press F10.



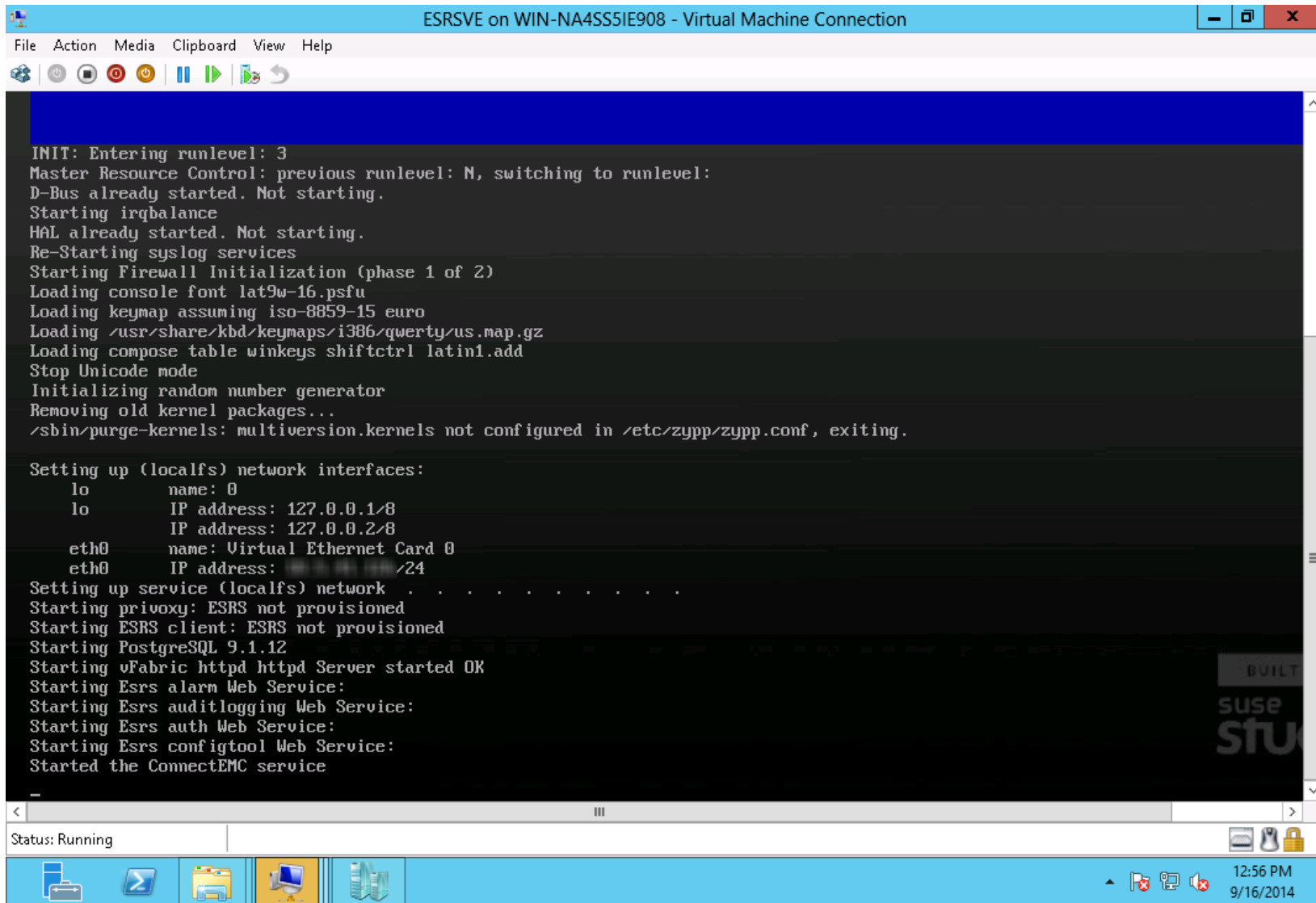
If you receive a message that the password is too simple and you still want to use it, select Yes and press Enter. If you want to change it, select No and press Enter.



For the ESRS Administrator user name, take the default of admin. Tab to Next and press Enter or do an Alt+n or press F10.

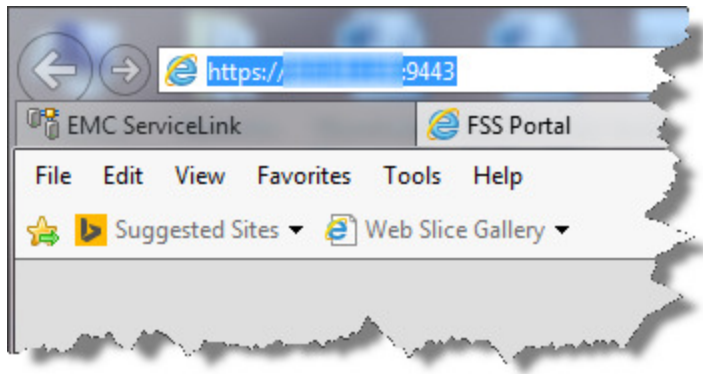


You will see the message Preparing the system for first login.



The system reboots.

After the system reboots, you can close or minimize the console session. **All the steps up to this point can be performed by the customer without assistance from EMC. Beginning with the next step, EMC must be involved.**



- Launch a browser and browse to the IP address of the ESRSVE VM, port 9443.
- `https://<IP address of VM>:9443`



There is a problem with this website's security certificate.

The security certificate presented by this website was not issued by a trusted certificate authority.
The security certificate presented by this website was issued for a different website's address.

Security certificate problems may indicate an attempt to fool you or intercept any data you send to the server.

We recommend that you close this webpage and do not continue to this website.

 [Click here to close this webpage.](#)

 [Continue to this website \(not recommended\).](#)

 [More information](#)

- If you receive a warning about the security certificate, click Continue to this website.



EMC Secure Remote Support

Virtual Edition™

ESRS provides the capability to authorize fast, secure troubleshooting - without the need for an onsite engagement.



Automation

- 24x7 proactive remote monitoring
- IP connection accelerates resolution



Authentication

- AES 256-bit encryption
- RSA digital certificates



Authorization

- Allow or deny remote support activity
- Assign privileges and apply policy filters



Audit

- Audit log files for each remote session
- Enable regulatory compliance

The main page of the ESRSVE virtual machine will be displayed. Click login in the upper right corner.

Login

i The default user name is **root**, use the root password that was set during first boot.

User Name:

Password:

Login

First Time Login:

The first time you log on to the ESRS VE using the root account, accept the end-user license agreement by clicking Accept EULA, and then set the Admin account password.

Note:

For security reasons, the Admin user name and password for the VE WebUI interface is distinct from those used for 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.

Log in as root and use the root password that was created earlier. Click Login.

Agreement**EMC Secure Remote Support (ESRS) Software License Agreement****IMPORTANT - PLEASE READ CAREFULLY**

This EMC Secure Remote Support (ESRS) Software contains computer programs and other proprietary material and information, the use of which is subject to and expressly conditioned upon acceptance of this EMC Secure Remote Support (ESRS) Software License Agreement. This EMC Secure Remote Support (ESRS) Software License Agreement (the "Agreement") is a legal agreement between EMC Corporation, with a principal office at 176 South Street, Hopkinton, MA 01748 USA ("EMC"), and you and the organization on whose behalf you are accessing this Agreement and Software (the "Licensee"), and governs Licensee's access to, downloading of, and use of any and all components, associated media, printed materials, documentation, and programming accessed via the EMC software (the "Software"). This Agreement also applies to any subsequent versions of the Software made available by EMC (at EMC's sole discretion) and downloaded, installed or used by Licensee. By clicking on the "Agree"

Accept Do not Accept

Submit

Agreement:

Scroll to the bottom of the page to get the Submit enabled. Continue by selecting the Accept or Do not Accept option. Note that if you do not accept the license agreement, then you will not be able to complete the initial setup.


The end user license agreement will be displayed. Scroll to the bottom of the screen, click the Accept radio button and click Submit.

Use a separate Admin account

This Admin account setup only applies when you log on to the ESRS VE Web Portal for the first time, after a VE setup complete.

For security purposes, the admin user name and password for the ESRS VE WebUI interface is distinct from the root credentials and should be managed separately.

Set Password For Admin User

 Use Long Complex Passwords

User Name:

New Password:

Confirm Password:

[Log on as admin](#)

Password Specification:

1. Be 8 or more characters in length, with a maximum of 16 characters.
2. Contain at least one numeric character.
3. Contain at least one uppercase and one lowercase character.
4. Contain at least one special character such as `~!@#\$%^&*()-_=[{}];<>`
5. Do NOT use Special characters / ? : , . | \ ' and " as part of the password.
6. Use a password that does not match the previous password.

Create a password for the admin user. Observe the password specifications listed on the screen to the right. Reenter the password to confirm. Click Log on as admin.

1 Registration 2 Provisioning 3 Configuration

PrimaryContact Technical Contact

PRIMARY CONTACT

First Name:*	<input type="text" value="james"/>	Title:	<input type="text" value="Field support Sr X"/>
Last Name:*	<input type="text" value="Williams"/>	Company:*	<input type="text" value="EMC"/>
Email:*	<input type="text" value="james.williams@emc.com"/>	EMC Contact:	<input type="text"/>
Phone:*	<input type="text" value="678-209-9442"/>		
Mobile:	<input type="text"/>		

Primary Contact

- The information provided in this section will be used as customer contact by EMC for the ESRS VE.
- User can contact EMC at later stage to update the primary contact information for the ESRS VE.
- EMC will reach Primary contact first regarding any ESRS VE queries.

[Submit & Go to Technical Registration](#)

Enter the information for the Primary Contact. This information will be used in the ServiceLink ESRS Contacts portlet as the Primary Contact. Click the Submit & Go to Technical Registration button.

1 Registration 2 Provisioning 3 Configuration

PrimaryContact Technical Contact

TECHNICAL CONTACT

First Name:*

Last Name:*

Email:*

Phone:*

Mobile:

Technical Contact

The information provided in this section will be used as customer contact by EMC for the ESRS VE. This is an optional step. User can contact EMC at later stage to provide or update the Technical contact information for the ESRS VE.

- EMC will reach Technical contact regarding any ESRS VE queries, if Primary contact is not available.

Skip Technical contact Submit & Go to Provisioning

Status

Primary contact has been saved

OK

Click OK on the Primary contact has been saved message.

1 Registration 2 Provisioning 3 Configuration

PrimaryContact Technical Contact

TECHNICAL CONTACT

First Name:*	<input type="text" value="Jane"/>	Title:	<input type="text" value="Systems Administr"/>
Last Name:*	<input type="text" value="Doe"/>	Company:*	<input type="text" value="EMC"/>
Email:*	<input type="text" value="jane.doe@emc.com"/>	EMC Contact:	<input type="text"/>
Phone:*	<input type="text" value="678-123-4567"/>		
Mobile:	<input type="text"/>		

Technical Contact

- The information provided in this section will be used as customer contact by EMC for the ESRS VE.
- This is an optional step. User can contact EMC at later stage to provide or update the Technical contact information for the ESRS VE.
- EMC will reach Technical contact regarding any ESRS VE queries, if Primary contact is not available.

[Skip Technical contact](#) [Submit & Go to Provisioning](#)

Enter the information for the Technical Contact if there is one. This information will be used in the ServiceLink ESRS Contacts portlet as the Secondary Contact. Click the Submit & Go to Provisioning button. If there is no technical contact, click the Skip Technical contact button.

Registration **2** Provisioning **3** Configuration

Proxy Server **Network Check** Provision

PROXY SERVER

Enable Proxy between Client and EMC

HTTP SOCKS

IP Address/Host:

Port:

Authenticate using the following information:

User Name:

Password:

Proxy Configuration

- The first time you use ESRS 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 connection was successful.
- If the connection was unsuccessful, then reenter the correct settings and click *Submit*.

Note: Proxy configuration is optional.

Test

Submit & Go to Network Check

Status

Technical contact has been saved

OK

Click OK on the Technical contact has been saved message.

Registration
 2 Provisioning
 3 Configuration

Proxy Server
 Network Check
 Provision

PROXY SERVER

Enable Proxy between Client and EMC
 HTTP SOCKS
 IP Address/Host:
 Port:

Authenticate using the following information:
 User Name:
 Password:

Proxy Configuration

- The first time you use ESRS 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 connection was successful.
- If the connection was unsuccessful, then reenter the correct settings and click *Submit*.

Note: Proxy configuration is optional.

If the ESRSVE uses a proxy server to reach the Internet, enter the proxy server information and click Test to test connectivity to the proxy server. Click the Submit & Go to Network Check button.

Registration 2 Provisioning 3 Configuration

Proxy Server Network Check Provision

Run Test

Host Name	IP Address	Ping Time (ms)
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Status

Proxy configuration has been saved

OK

Network Connectivity testing to EMC

- Use the **Run Test** button to check the network connectivity from the ESRS VE to all the required EMC servers.
- User will not be able proceed further if any one of the EMC enterprise servers are not reachable from ESRS VE.
- Upon any connectivity failures, please contact your network or server administrator to fix any proxy or firewall related issues.
- Connectivity test failures to EMC GAS (Global Access) servers will not prevent user to proceed with the ESRS VE setup. Please make sure to fix any EMC GAS server connectivity issues to get the remote support from EMC.

Go to Provision

Click OK on the Proxy configuration has been saved message.

1 Registration
2 Provisioning
3 Configuration

Proxy Server
Network Check
Provision

Run Test

Host Name	IP Address	Ping Time (ms)	Ping Status	Port 443	Port 8443	Ping Channel

Network Connectivity testing to EMC

- Use the Run Test button to check the network connectivity from the ESRS VE to all the required EMC servers.
- User will not be able proceed further if any one of the EMC enterprise servers are not reachable from ESRS VE.
- Upon any connectivity failures, please contact your network or server administrator to fix any proxy or firewall related issues.
- Connectivity test failures to EMC GAS (Global Access) servers will not prevent user to proceed with the ESRS VE setup. Please make sure to fix any EMC GAS server connectivity issues to get the remote support from EMC.

Go to Provision

On the Network Check screen, click Run Test to test network connectivity.

Registration 2 Provisioning 3 Configuration

Proxy Server **Network Check** Provision

Run Test

Host Name	IP Address	Ping Time (ms)	Ping Status	Port 443	Port 8443	Ping Channel
esrghopr01.emc.com	168.159.209.11	35				Proxy not enabled
esrghopr02.emc.com	168.159.209.12	35				Proxy not enabled
esrghopr03.emc.com	168.159.209.13	35				Proxy not enabled
esrgwepr01.emc.com	128.221.204.210	15				Proxy not enabled

Network Connectivity testing to EMC

- Use the **Run Test** button to check the network connectivity from the ESRS VE to all the required EMC servers.
- User will not be able proceed further if any one of the EMC enterprise servers are not reachable from ESRS VE.
- Upon any connectivity failures, please contact your network or server administrator to fix any proxy or firewall related issues.
- Connectivity test failures to EMC GAS (Global Access) servers will not prevent user to proceed with the ESRS VE setup. Please make sure to fix any EMC GAS server connectivity issues to get the remote support from EMC.

Go to Provision

If all the tests pass, there will be a green button displayed for all the columns for every test. If some of the tests fail, you will need to resolve the connectivity issues. Scroll down the screen to see all the tests. Click the Go to Provision button.

Registration **2** Provisioning **3** Configuration

Proxy Server > Network Check > **Provision**

PROVISIONING

Site Id:

User Name:

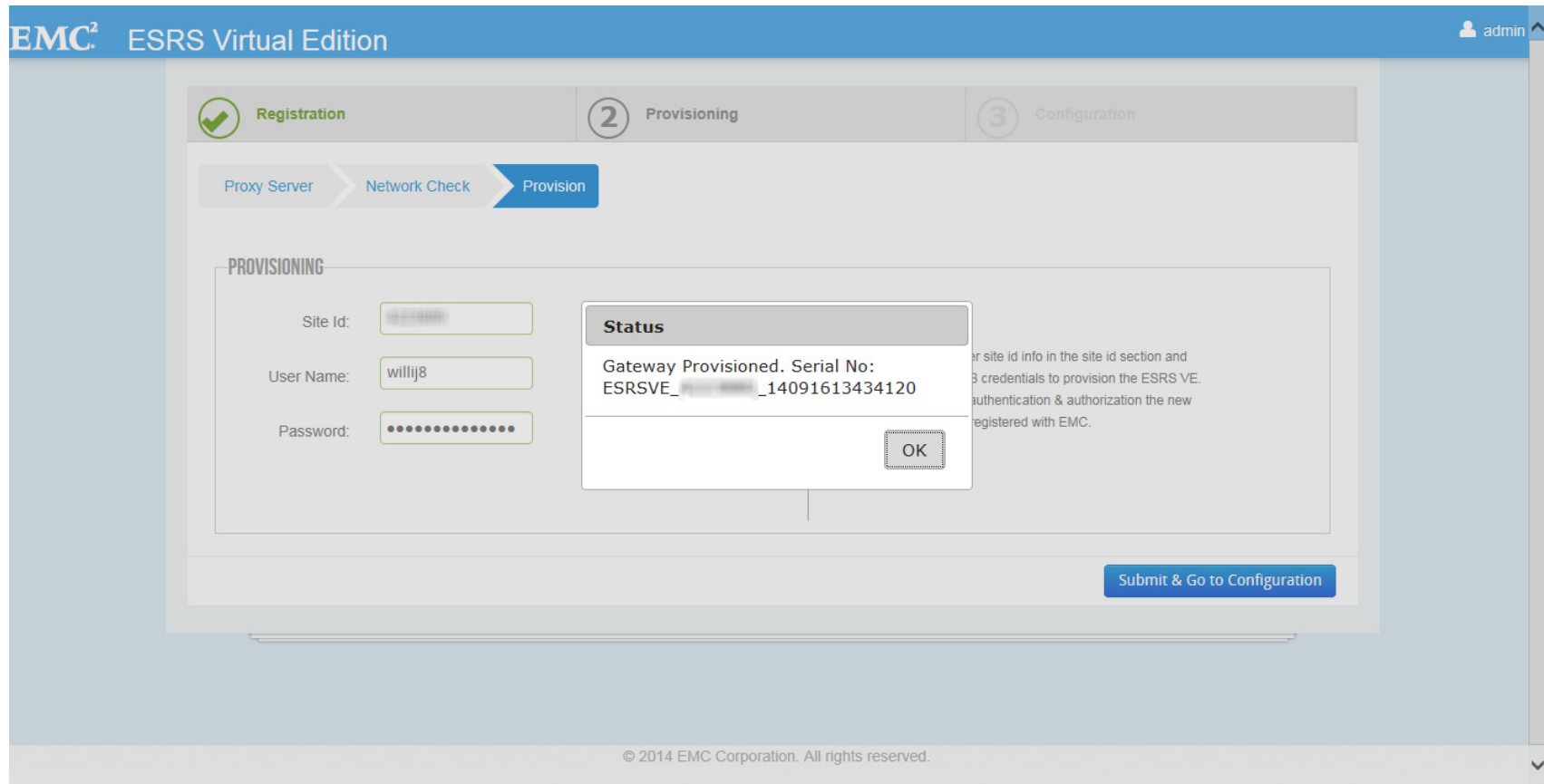
Password:

Provisioning

- Enter the customer site id info in the site id section and EMC Securld FOB credentials to provision the ESRS VE.
- Upon successful authentication & authorization the new ESRS VE will be registered with EMC.

Submit & Go to Configuration

The EMC employee or Partner must enter the provisioning information, including the Site ID, User Name and Password. The credential information is provided through an RSA SecurID fob. Click the Submit & Go to Configuration button.



The provisioning process will go through a series of steps logging into the provisioning server, getting authorization, downloading files and creating the digital certificate. If there are no errors, you will receive a message that the ESRSVE has been provisioned. Click OK.

Registration [checkmark] Provisioning [checkmark] 3 Configuration

Email Configuration > Policy Manager > Connect Home

EMAIL CONFIGURATION

Email Server:*

Port:*

Sender Email:*

Notification Email (s):*

Enable onSuccess Notification

Notification settings

- To send notification e-mails and Connect Home files (if enabled), provide e-mail server and its port details in the E-mail Server and Port text boxes.
- Provide an email address in the **Sender Email** section which can be used as FROM address in the email notifications.
- Provide an email address in the **Notification Email** section which will be used as recipients for any critical failure event notifications and for successful events (if configured).
- Use Test option to send a test E-mail

Fill out the email configuration information. If you check Enable onSuccess Notification, the customer will receive emails when a connect home is sent successfully to EMC. This can be disabled later if the option is not desired. If enabled, click Test to send a test connect home.

Registration Provisioning Configuration

Email Configuration Policy Manager Connect Home

EMAIL CONFIGURATION

Email Server:*

Port:*

Sender Email:*

Notification Email (s):*

Enable onSuccess Notification

Status
Test email has been sent successfully
OK

ings
on e-mails and Connect Home files (if e-mail server and its port details in and Port text boxes.
address in the Sender Email section d as FROM address in the email

- Provide an email address in the **Notification Email** section which will be used as recipients for any critical failure event notifications and for successful events (if configured).
- Use Test option to send a test E-mail

Test

Submit & Go to Policy Manager

If the onSuccess Notification is enabled and tested, you will receive a message indicating the test was successful. Click OK. Click the Submit & Go to Policy Manager button.

Registration Provisioning Configuration **3**

Email Configuration **Policy Manager** Connect Home

CONNECTION

Enable Remote Policy Manager

IP Address:

Port:

Enable SSL High

Status

Email configuration has been saved

OK

Use Test option to check the connectivity to Policy Manager from ESRS VE.

Test

CUSTOMER PROXY SERVER FOR POLICY MANAGER

Enable Proxy Server for Policy Manager only

HTTP SOCKS

IP Address:

Port:

Policy Manager

- Enter Policy Manager details and optional proxy configuration for Policy Manager.
- For SSL, use port 8443. For non-SSL, use port 8090 or the port entered during Policy Manager Installation.

Click OK on the Email configuration has been saved message.

Test Email for ESRS VE Email Configuration setup

esrssupport@emc.com

Sent: Tue 9/16/2014 1:51 PM

To: Williams, James

This is a test Email generated from the ESRS VE Email Configuration setup to validate the Email Server settings provided.

Here is the test email that would be sent to a customer indicating the test was successful.

Registration Provisioning 3 Configuration

Email Configuration Policy Manager Connect Home

CONNECTION

Enable Remote Policy Manager

IP Address:

Port:

Enable SSL

Use Test option to check the connectivity to Policy Manager from ESRS VE.

CUSTOMER PROXY SERVER FOR POLICY MANAGER

Enable Proxy Server for Policy Manager only

HTTP SOCKS

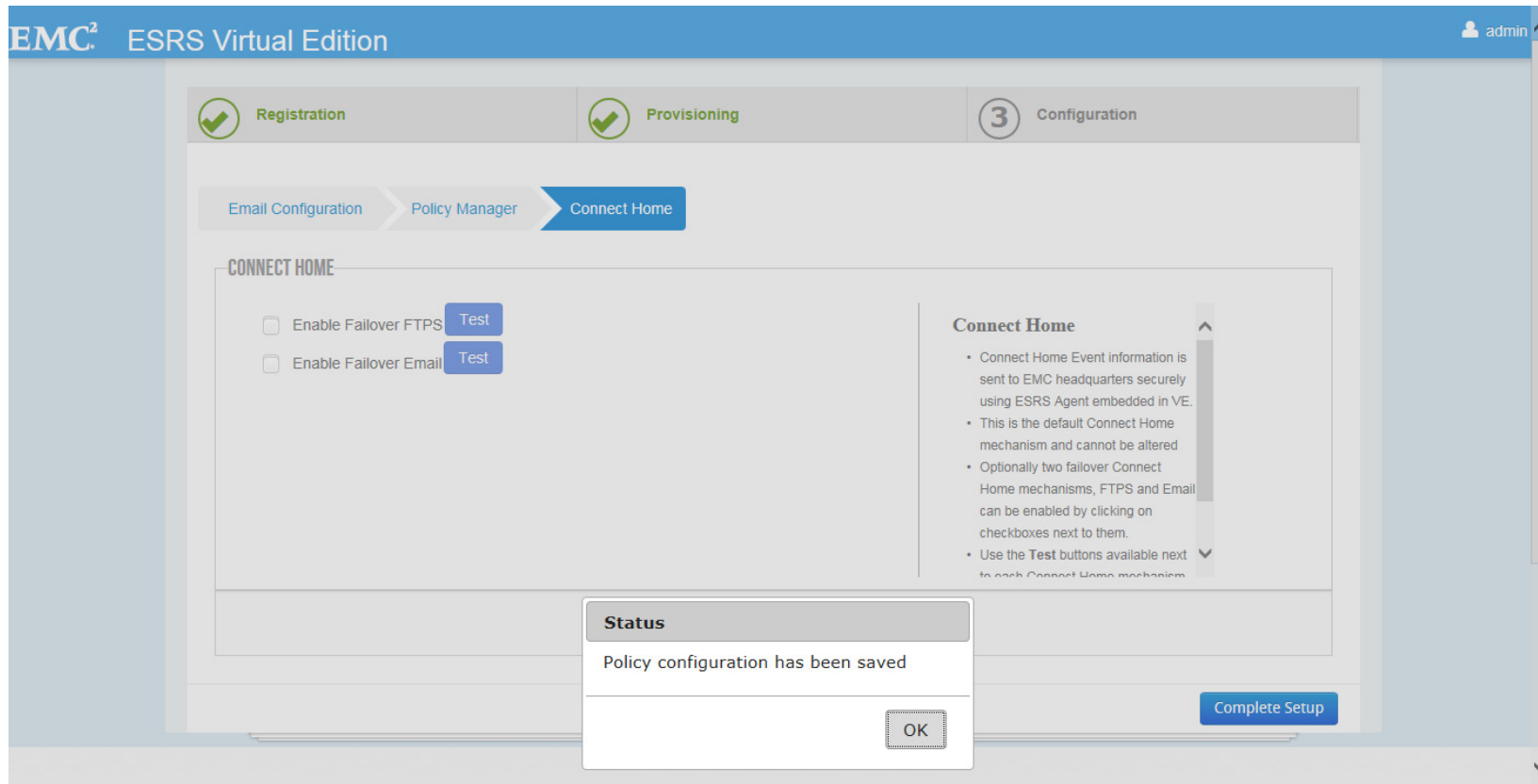
IP Address:

Port:

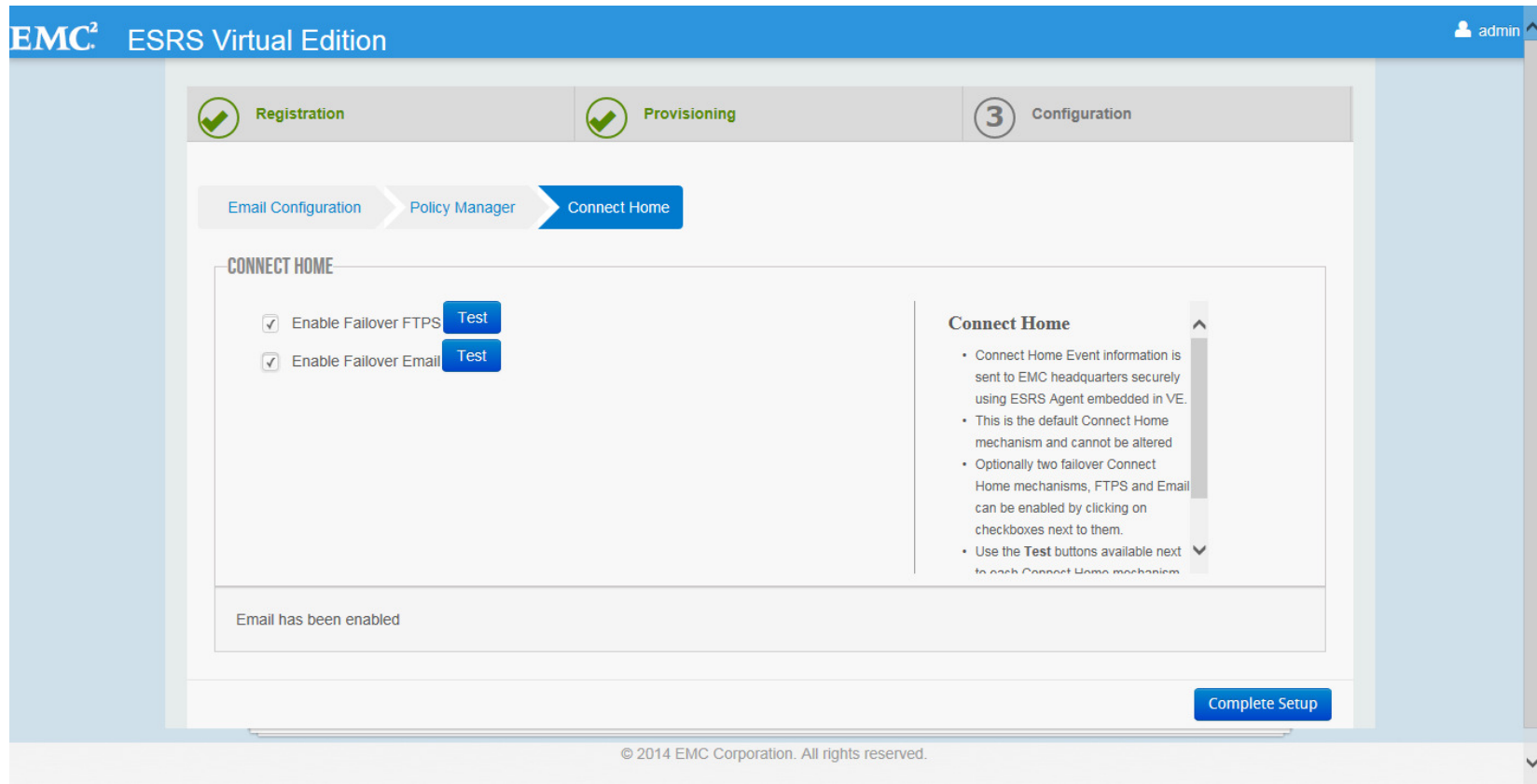
Policy Manager

- Enter Policy Manager details and optional proxy configuration for Policy Manager.
- For SSL, use port 8443. For non-SSL, use port 8090 or the port entered during Policy Manager Installation.

Fill out this information if the customer is using a Policy Manger. Click the Test button to check connectivity to the Policy Manager server. If the test is successful, you will see a Policy Manager is connected to VE message under the Test button. Click the Submit & Go to Connect Home button.




Click OK on the Policy configuration has been saved message.



Check Enable Failover FTPS and Enable Failover Email if you want to have an alternate means for connect home files to be sent to EMC. Click both Test buttons to test. At the bottom of the screen you will see the messages Test connect home using FTPS was successful and Test connect home using Email was successful . See the Port Requirements document for a list of the ports that will need to be opened for this to work. Click Complete Setup.

Registration Provisioning Configuration

Setup Complete



The screenshot shows a web interface for EMC² ESRS Virtual Edition. At the top, there is a blue header with the product name on the left and the user name 'admin' on the right. Below the header, there are three tabs: 'Registration', 'Provisioning', and 'Configuration', each with a green checkmark icon. The main content area displays 'Setup Complete' in bold text. Below this text is a large, light gray rectangular area containing a prominent red circular button with a white house icon, representing the home button. The entire interface is set against a light blue background.

You will see a Setup Complete message. Click the home button to go to the Dashboard.

SN : VER :

Remote Sessions : 0 Connect Homes : 0

Alerts : 0

System Status	Remote Sessions	Connect Homes	Alerts	Service Status
Connecting to:	esrs-core.emc.com on port 443		Number Of Managed Devices:	0
Connectivity Status:	Connected		CPU Information:	0: Intel(R) Xeon(R) CPU E5410 @ 2.33GHz
Customer Proxy Server:	Disabled		Disk Space:	67.51 GB
Policy Manager:	Enabled IP: [redacted], port 8443; connected, SSL Enabled		Memory:	1.21 GB
SSL:	Enabled, strength AES256-SHA		VM Information:	Virtual Machine
Certificate:	Enabled, supported true		Update available:	None
Average HB Response:	0.420 seconds			
Cluster Info:	Standalone			

The Dashboard will be displayed. Verify that the ESRSVE has been registered in ServiceLink by launching ServiceLink and locating the ESRSVE page.

Welcome James Williams

Recent Devices

View

Additional Information

Device Status: **Online**
Last SR Number:
Organization: ATLANTA R D C LAB
Party Number: 4223880
Location: 2850 PREMIERE PKW
DULUTH, GA 30097 US
ESRS Version: 3.02.00.0
Manage Devices
Add Device to WatchList

ESRSVE_14091613434120
Serial number: ESRSVE_14091613434120
Model: ESRS-VE
Status: **Good**
Registration: 9/16/14 1:44 PM
Last contact: 9/16/14 2:09 PM (1 second ago)
Agent Version: 6.6.3
30 seconds
GMT-05:00

The ESRSVE should be Online

The Status should be Good

The Last contact time should be 30 seconds or less

The ESRSVE version should agree with what was installed

ESRS Contacts

Primary
Title: Field support Specialist
Name: James Williams
Company Email: james.williams@emc.com
Company Phone: 678-209-9442
Alternate Phone:
Secondary
Title: Systems Administrator
Name: Jane Doe
Company Email: jane.doe@emc.com
Company Phone: 678-123-4567
Alternate Phone:

Notes

9/16/14 5:49 PM	CHCEMCFailedFileCount: 0
9/16/14 5:49 PM	CHCEMCFfileAge: 0
9/16/14 5:49 PM	CHCEMCFfileCount: 0
9/16/14 5:51 PM	ESRSVersion: 3.02.00.08

Recent Actions

9/16/14 2:01 PM	Delivered to Agent	Set Ping Servlet [Sec...
9/16/14 2:01 PM	Delivered to Agent	Set Device Id [Id=323757]
9/16/14 1:47 PM	Successful	Data Entry Action[GASListRequest:0]
9/16/14 1:47 PM	Successful	Data Entry Action[GASListRequest:0]
9/16/14 1:46 PM	Successful	Data Entry Action[AvailableGASList:https://127.0.0.1:7443/images/testBandwidth.gif;https://esrgckprd01.emc.com:443/images/testBandwidth.gif;https://esrgckprd02.emc.com:443/images/testBandwidth.gif;https://esrgckprd03.emc.com:443/images/testBandwidth.gif;https://esrgchopr01.emc.com:443/images/testBandwidth.gif;https://esrgchopr02.emc.com:443/images/testBandwidth.gif;https://esrgchopr03.emc.com:443/images/testBandwidth.gif;https://esrgchopr01.emc.com:443/images/testBandwidth.gif;https://esrgchopr02.emc.com:443/images/testBandwidth.gif;https://esrgchopr03.emc.com:443/images/testBandwidth.gif;https://esrgsprd01.emc.com:443/images/testBandwidth.gif;https://esrgsprd02.emc.com:443/images/testBandwidth.gif;https://esrgsprd03.emc.com:443/images/testBandwidth.gif;https://esrgweprd01.emc.com:443/images/testBandwidth.gif;https://esrgweprd02.emc.com:443/images/testBandwidth.gif;https://esrgweprd03.emc.com:443/images/testBandwidth.gif]

Alarms

Current Alarms | Historical Alarms | Acknowledge All

Actions

- Restart Connectivity Service
- Set Device Online/Offline (1 - Online, 0 - Offline)

Scripts

- ESRS Diagnostics - Events Log Run
- ESRS Diagnostics - FTP Log Run
- ESRS Diagnostics - Gateway Log File Run
- ESRS Diagnostics - Get Configuration Files Run
- ESRS Diagnostics - HTTPS Log Run

Post-Installation Tasks

- If the customer is using an ESRSVE cluster (two or more ESRSVE's), create the cluster in ServiceLink and enroll all the ESRSVE's in the cluster (you cannot enroll an ESRSVE in an ESRS 2.X cluster for the purpose of managing the devices)
- Add any Site ID's in ServiceLink for any arrays that have Site ID's different from the Site ID that was used to install the ESRSVE
- Deploy EMC arrays using the ESRSVE web UI or ServiceLink
- Test remote access to the arrays
- Configure connect home on the arrays and ensure the test connect homes reach EMC. **It is important to ensure a successful connect home from EVERY array.**
- If the customer is using a Policy Manager and if they want to use Ask for Approval policies, configure the Policy Manager appropriately for the arrays that are deployed
- Test the Ask for Approval policies by performing a remote access to one of the arrays and ensure (1) you receive the waiting for authorization message (2) the customer receives the remote request email and (3) you are able to remote access to the array