



CLARiiON Mentoring Workshop

Mandatory Attendee Prerequisites

Please carefully review and follow these instructions!

Failure to do the pre-work will impact your success in the CLARiiON Mentoring Workshop!

1. All CLARiiON Implementation Specialist certification exams must be passed before attending the CLARiiON Mentoring Workshop.

The following exams need to be passed before attending:

- Associate Certification: Storage Technology Exam (E20-001)
- CLARiiON IE Specialist Certification: CLARiiON Solutions Implementation Exam (E20-340)

2. Preparing your personal notebook

Please bring your personal notebook or laptop workstation with you, ideally the same that you will be using in your everyday CLARiiON implementation work.

(Exception: If you have been explicitly informed in the workshop invitation letter that security policies of the venue forbid LAN connection of equipment brought in, a workstation will be provided for you. You will not be allowed to use your own equipment in such venues.)

Your notebook needs to meet the following criteria:

- Ethernet (10BaseT/100BaseT) interface and TCP/IP protocol support. (Availability of WLAN depends on the venue and should not be counted on.)
- You need administrator access, to be able to install SW on your notebook during the workshop. (Example: Citrix client to access remote equipment.)

On top of that, we recommend you have the following SW pre-installed:

- Web browser: Microsoft Internet Explorer 6 or 7, or Firefox 1.0, 1.5 or 2.0.
- Java JRE 1.5.0_06 minimum, 1.5.0_14 or 1.6.0_02 recommended. Download from <http://www.java.com/en/download/>. (The web browser and Java will be needed when you wish to connect to a CLARiiON directly, during or after the workshop.)
- An SSH client for working with Linux and other Unix brands. We recommend free PuTTY software (<http://www.putty.nl> and other sources).
- Adobe Acrobat Reader (<http://get.adobe.com/reader/>), to review documentation.

We recommend using Windows XP Professional or Vista, with Microsoft Internet Explorer. During the workshop you will be using Citrix connections to a central location.

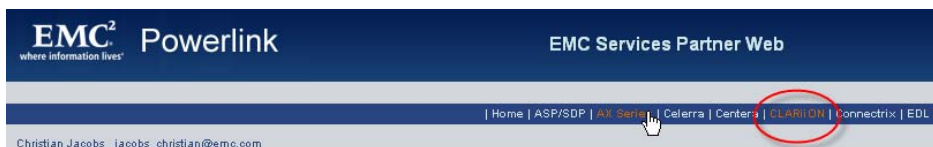
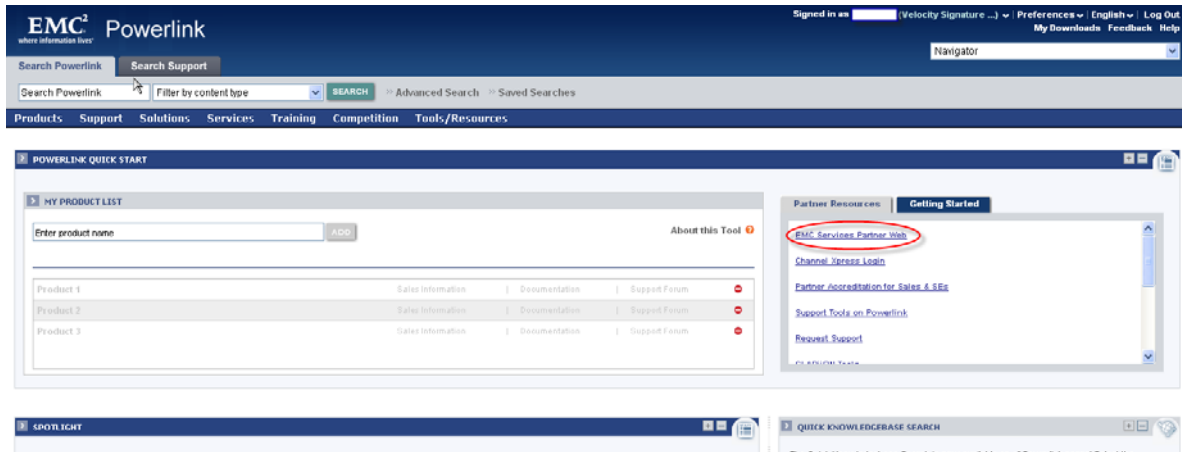


3. Collecting documentation

You need to come well-trained, having passed your certification exam, and with all necessary CLARiiON documentation downloaded on your laptop or notebook – just as in real-life implementation situations at customer sites.

Please make yourself familiar with the back office processes which you find in the [EMC ASN-Implement Partner Handbook](#). (Before using link please log on to Powerlink)

Generate your own customized documentation as pre-work to the mentoring workshop with the **EMC CLARiiON Procedure Generator**. To download the generator, go to “EMC Services Partner Web” in <http://powerlink.emc.com>, select “CLARiiON” from the partner web main menu (horizontal menu top of the page), and click on “CLARiiON Procedure Generator”, as illustrated by the screenshots below:



EMC CLARiiON Family - Networked Storage Systems

INSTALLATION RESOURCES

- >> [CLARiiON Procedure Generator](#)
- >> [Software Downloads](#)
- >> [CLARiiON Service Tools](#)

IMPLEMENTATION RESOURCES

TECHNICAL DOCUMENTATION

- >> [Software Release Notices](#)
- >> [Technical Manuals](#)
- >> [Technical Notes](#)
- >> [Call Home Dialing Information](#)
- >> [Product Support Procedures \(PSPs\)](#)



Generate your own set of PDF install-type documents, using the following assumptions:

- CLARiiON CX4 or CX3 (any model).
- Host operating system is Windows 2003, RedHat Linux, or Solaris. (Windows and Linux host connection exercises will be mandatory in the workshop, Solaris optional.)
- Connectivity is through a switched FibreChannel SAN with Emulex HBAs (Windows, Solaris) or through switched iSCSI (Windows, Linux) with SW initiator. (SW initiator means no iSCSI HBA is used. iSCSI traffic goes through a standard NIC – network interface card – in the server.)
- EMC Powerpath is used in all scenarios.

The documents produced will be similar to each other, differing only in small details (e.g. whether CHAP authentication is used in the iSCSI cases or not).

Ignore the HW setup portion in the documents. That is traditionally the easiest task in a CLARiiON installation engagement, and will not be practiced in the mentoring workshop.

We recommend that you **have the most recent version of the CLARiiON Procedure Generator installed on your notebook**, when you come to the workshop, so you can produce new PDF documents on the fly. (Mind the non-disclosure and copy restrictions applicable to the tool, though.)

If you are freshly trained, without prior experience as a CLARiiON implementation lead person, **you are strongly advised to print out part or all of the PDF documents you generate prior to the workshop, read through them, highlight with a marker or annotate parts you consider relevant, and bring your personal annotated paper copies to the workshop.**

This is also an opportunity to rehash your training and exam knowledge, and will help you find the time to finish all mandatory exercises during the workshop.

You may also want to visit <http://emc.com/cx4support>, or <http://emc.com/cx3support>, respectively. This web portals provide a light-weight, online version of the procedure generator, meant for technically savvy end customers.

Also feel free to peruse other information you can access under non disclosure agreement from the “EMC Services Partner Web”, such as from the “Technical Documentation” section (screenshot on previous page).