



## XLS Installation Service

Qualstar Technical Support offers installation service for all customers that purchase an XLS Enterprise Library System. Qualstar assumes that the library been has moved into the data center, to its approximate final location before our Technical Support Specialist begins the installation. This service presumes that the site has been prepared according to the XLS Site Planning Guide, and that systems, network, software required to operate the XLS have been installed and appropriate technical resources for those components are present during the library installation.

- a. See [XLS Site Planning Guide](#) for power requirements, clearances and guidelines
- b. Professional rigging services may be required at some sites and are not part of this service

The installation service will include:

1. Unpack the library
2. Level the library
3. Install tape drives and any other library options and accessories
4. Connect SCSI cables, terminators and FC cables to the library and tape drives.  
**NOTE:** It is the customer's responsibility to provide and route all interface cables from their networks and servers to the library
5. Set up the network IP address, host name, and the DNS entry on the library.  
**NOTE:** The customer must provide this information and make the necessary changes on their network
6. Set up logical library partitions if requested
7. Perform a full fiducial scan and a full calibration of the library
8. Perform a calibration of all tape drives
9. Load customer furnished cartridges.
10. Perform a physical inventory scan
11. Synchronize the physical inventory within the XLS database
12. Verify that the library and all tape drives are detected by the host system and assist the customer in loading any required drivers. **NOTE:** The customer must provide timely access to their systems for connection and testing.

### NOTES:

- Qualstar is not responsible for the installation or configuration of any software application. It is the customer's responsibility to install and configure the software application. If the customer is not sure how to install or configure the software, a software engineer must be present at the customer's expense to assist in the installation and configuration of the software application.
- Qualstar is not responsible for installing barcode labels on tapes.
- Our Technical Support Specialist will complete all work possible. If the site is not prepared properly, if components outside of the library are not ready or if no support is available for non-library components, the installation will be deemed to be complete once the library is operating in demo mode. Any subsequent site visit required to complete the integration will be charged an additional installation fee.