

## **PTR/INT SL500 Field Service and Frontline Training**

**Duration:** 2 Days

### **What you will learn**

This course provides students with the knowledge and skill to locate the major components and describe their functions. Given all the library parts, tools and documentation, the student will assemble and install the SL500 Modular Library System. The student will completely unpack, assemble, install and observe a successful initialization of the library. ~ \*

\*CRS-101841 SL500 Principles of Operations online course \*TST-100059 SAN Concepts and Connectivity Test

\*TST-101840 test to be completed after training.

Sun employees, Service Delivery, and Technical System Support personnel, and Sun Partners

### **Related Training**

#### *Required Prerequisites*

General knowledge of SAN concepts and skills in installing and maintaining hardware products

### **Course Objectives**

Locate the major components and describe their functions

Assemble and install the SL500 Modular Library System. To be successful, the student shall completely unpack, assemble, install, and observe a successful initialization of the libr

Record the customer's configuration

Replace FRUs and download firmware

Demonstrate how to properly maintain the site documentation, which includes all pertinent system components and version levels

Given a block diagram of the SL500 library configuration, describe the failure mode of each component and how the overall library and/or system is impacted

Describe SL500 software configuration requirements, process, and roadmap

Describe the installation and configuration of an Ethernet interface to solution components

Streamline Library Console application

Service and diagnostic CLI commands

Backup Resource Monitor

## Course Topics

### Day 1

Introduction

H/W Installation (lecture)

Break

De-install (lab)

Lunch

H/W Install (lab)

Break

SVC and Maint

### Day 2

Review

Sys Config

Break

Remote Tools lecture/lab

Lunch

BPD (lecture)

Q and A

Test