

Syncplicity On-Premise Storage Connector Implementation Guide



Abstract

This document explains how to install and configure the Syncplicity On-Premise Storage Connector. In addition, it also describes how to upgrade the Syncplicity Storage Connector to the latest version.

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Syncplicity On-Premise Storage Connector

Implementation Guide

Part Number H12434

Chapter 1	Introduction to the Syncplicity Storage Connector	6
	About the Syncplicity Storage Connector	7
	Prerequisites.....	7
	Hardware Requirements.....	7
	Open Port Requirements	8
	Inbound Port Requirements	8
	Outbound Port Requirements.....	10
	New Installation or Upgrade.....	10
Chapter 2	Installation of the Syncplicity Storage Connector	11
	About the Installation of the Syncplicity Storage Connector.....	12
	Provisioning a Virtual Machine.....	12
	Task 1: Deploy the OVF Template	12
	Task 2: Log In and Change Your Password	13
	Task 3: Configure the Network Connection.....	13
	Task 4: Configure SSL	15
	Task 5: Mount the dedicated Syncplicity NFS share	16
	Task 5a: Configure Isilon.....	16
	Task 5b: Configure Standard NFS v3 Storage.....	16
	Task 6: Configure the Syncplicity Storage Connector.....	17
	Installation Verification	19
Chapter 3	Upgrade the On-Premise Syncplicity Storage Connector Software	20
	Upgrading the Syncplicity On-Premise Storage Connector	21
	Upgrade Considerations.....	21
	Downloading the Upgrade RPM File.....	21
	Upgrading the Storage Connector Software	21
	Upgrade Verification	22

Appendix A Additional Information 23

Licensed Software..... 24

Appendix B Implementation Information Worksheet 25

About the Implementation Information Worksheet 26

Hardware Requirements listed in Chapter 1 26

Configuration Requirements listed in Chapter 2 26

Tables

Table 1.	Open Inbound Ports from the Internet to the Syncplicity Storage Connector in the DMZ	8
Table 2.	Open Inbound Ports between the SSL-Offloading Load Balancer to the Syncplicity Storage Connector within the DMZ	8
Table 3.	Open Inbound Ports from the Syncplicity Storage Connector in the DMZ to the Atmos System	8
Table 4.	Open Inbound Ports from the Syncplicity Storage Connector in the DMZ to the NFS System	9
Table 5.	Open Outbound Ports from the Syncplicity Storage Connector to the Internet	10
Table 6.	Open Outbound Ports from the Internal Network to the Syncplicity Storage Connector in the DMZ	10

Chapter 1 Introduction to the Syncplicity Storage Connector

This chapter presents the following topics:

About the Syncplicity Storage Connector	7
Prerequisites	7
Hardware Requirements	7
Open Port Requirements	8
New Installation or Upgrade	10

About the Syncplicity Storage Connector

The Syncplicity Storage Connector is designed to offer on-premise storage capabilities to Enterprise Edition customers who want to host Syncplicity file storage in their own datacenters, or datacenters of their choosing, rather than the Syncplicity-managed cloud.

Note: If you want to enable on-premise storage on an Enterprise Edition account, you need to contact the Syncplicity technical support team at support@syncplicity.com to ensure a successful deployment.

Prerequisites

If you have already installed the Syncplicity On-Premise Storage Connector, then you only need to upgrade to the latest version of the software, as described in [Chapter 3](#) of this document.

If you are installing a new Syncplicity On-Premise Storage Connector, you must meet the following prerequisites:

- Hardware requirements
- Open port requirements

Hardware Requirements

The Syncplicity Storage Connector must meet the following requirements:

- A minimum of two (2) virtual machines hosted on VMware vSphere Hypervisor (i.e., ESXi) 5.0 or 5.1
- Each virtual machine must be configured with 8GB of RAM, 8 virtual cores (Intel Xeon E5 Family processors, 2.20 GHz), and a minimum of a 50GB HDD
- An externally-addressable SSL-offloading load balancer in front of all virtual machines, configured with a Certificate Authority (CA) signed (NOT self-signed) SSL certificate
- An EMC Atmos (v2.1+) storage system, or a storage backend that supports a standard NFS v3 interface (e.g., EMC Isilon system or EMC VNX system)

Open Port Requirements

You must meet the following inbound as well as outbound port requirements.

Inbound Port Requirements

In order for the Syncplicity clients to connect to the Syncplicity Storage Connector application from the Internet, the following inbound ports must be open.

Table 1. Open Inbound Ports from the Internet to the Syncplicity Storage Connector in the DMZ

Connection	Port #	Protocol
From the Internet to the SSL-offloading load balancer in the DMZ	443	TCP

Table 2. Open Inbound Ports between the SSL-Offloading Load Balancer to the Syncplicity Storage Connector within the DMZ

Connection	Port #	Protocol
From the SSL-offloading load balancer to the Syncplicity Storage Connector within the DMZ	9000	TCP

Atmos Storage Requirements

If you want to enable the Syncplicity Storage Connector application to connect to an Atmos storage backend, then the following inbound ports must be open.

Table 3. Open Inbound Ports from the Syncplicity Storage Connector in the DMZ to the Atmos System

Connection	Port #	Protocol
From the Syncplicity Storage Connector in the DMZ to the Atmos Load Balancer	443 if HTTPS is used with Atmos 80 if HTTP is used with Atmos	TCP
From the Syncplicity Storage Connector in the DMZ to the Network Time Protocol (NTP) server	123	UDP

NFS v3 -Based Storage

To enable the Syncplicity Storage Connector application to connect to an NFS storage backend, the following inbound ports must be open.

Table 4. Open Inbound Ports from the Syncplicity Storage Connector in the DMZ to the NFS System

Connection	Port #	Protocol	Type of Traffic
From the Syncplicity Storage Connector in the DMZ to the NFS Storage System	53	TCP	DNS for SmartConnect (Isilon)
	111	TCP	SUN Remote Procedure Call
	111	UDP	SUN Remote Procedure Call
	300	TCP	NFS mount daemon
	300	UDP	NFS mount daemon
	302	TCP	NFS stat daemon
	302	UDP	NFS stat daemon
	304	TCP	NFS lock daemon
	304	UDP	NFS lock daemon
	2049	TCP	NFS server daemon
	2049	UDP	NFS server daemon

Outbound Port Requirements

The Syncplicity Storage Connector application has the following outbound open port requirements.

Table 5. Open Outbound Ports from the Syncplicity Storage Connector to the Internet

Connection	Port #	Protocol
From the Syncplicity Storage Connector in the DMZ to xml.syncplicity.com	443	TCP
From the Syncplicity Storage Connector in the DMZ to download.syncplicity.com	443	TCP
From the Syncplicity Storage Connector in the DMZ to health.syncplicity.com	443	TCP
From the Syncplicity Storage Connector in the DMZ to centos.org Note: Only required during the upgrade procedure to allow for RPM dependency checking	80	TCP

Table 6. Open Outbound Ports from the Internal Network to the Syncplicity Storage Connector in the DMZ

Connection	Port #	Protocol
From a trusted host that manages the Syncplicity Storage Connectors to the DMZ for SSH connections	22	TCP

New Installation or Upgrade

- If you plan to install the Syncplicity Storage Connector software for the first time, go to [Chapter 2](#) to install the software.
- If you have already installed Syncplicity Storage Connector software, go to [Chapter 3](#) to upgrade the software.

Chapter 2 Installation of the Syncplicity Storage Connector

This chapter presents the following topics:

About the Installation of the Syncplicity Storage Connector	12
Provision a Virtual Machine	12
Task 1: Deploy the OVF Template	12
Task 2: Log In and Change Your Password	13
Task 3: Configure the Network Connection	13
Task 4: Configure SSL	15
Task 5: Mount the dedicated Syncplicity NFS share	16
Task 6: Configure the Syncplicity Storage Connector	17

About the Installation of the Syncplicity Storage Connector

The Syncplicity Storage Connector is delivered as a virtual machine image (in an OVA format) to simplify the deployment process. The virtual machine image is based on the CentOS 6.4 Linux operating system. It ships with the necessary Syncplicity software.

The following tasks describe how to install the Syncplicity Storage Connector in your datacenter.

Note: If you have previously installed the Syncplicity Storage Connector software, go to [Chapter 3](#) to upgrade the software.

Provisioning a Virtual Machine

You must first download the software and then connect the Syncplicity Storage Connector software to a VMware ESXi server.

To provision a virtual machine:

1. Download the Syncplicity Storage Connector OVA file from:
<https://download.syncplicity.com/storage-connector/SyncplicityStorageConnector.ova>
2. Connect to the appropriate VMware ESXi server using VMware vSphere Client.

You must perform the following tasks for each of the Syncplicity Storage Connector servers that you plan to deploy (at least two are required).

Task 1: Deploy the OVF Template

You must use the vSphere Client's built-in support for OVF/OVA packages to create a Syncplicity Storage Connector virtual machine instance.

To deploy the OVF template:

1. Click **File -> Deploy OVF Template...** to initiate the process.
2. Accept the EULA.
3. Configure the amount of memory, CPU cores, and disk space to allocate to the virtual machine. Each virtual machine must be configured with 8GB of RAM, 8 virtual cores (Intel Xeon E5 Family processors, 2.20 GHz), and a minimum of a 50GB HDD.
4. Start the deployed Syncplicity Storage Connector Virtual Machine.

Task 2: Log In and Change Your Password

An administrative account with sudo privileges called *syncp* has already been created in the virtual machine. The initial password for that account is *onprem*. As soon as you log in, change the password by typing "passwd".

Task 3: Configure the Network Connection

The server now listens for incoming connections on the following ports:

- TCP port 22 for incoming SSH connections

You need to configure the Syncplicity Storage Connector servers with static IP addresses, rather than dynamic IP addresses that are automatically assigned by DHCP.

The next steps describe how to disable DHCP, which is installed and enabled by default, and then how to switch using a static IP address.

1. Type:

```
sudo vi /etc/sysconfig/network-scripts/ifcfg-eth0
```

2. Replace "BOOTPROTO=dhcp" with "BOOTPROTO=static"

3. Add the following lines to this file:

- a. IPADDR=*<static-ip-address-for-this-server>*

- b. NETMASK=*<network-mask>*

- c. GATEWAY=*<gateway_ip_address>*

- d. BROADCAST=*<broadcast_ip_address>*

Example:

```
IPADDR=192.168.1.13  
NETMASK=255.255.255.0  
GATEWAY=192.168.1.1  
BROADCAST=192.168.1.255
```

To configure the IP addresses for the name server, follow these steps:

1. Type:

```
sudo vi /etc/resolv.conf
```

2. Delete the contents of the file.

3. Add a line for each name server's IP address or host name:

```
nameserver <ip-address-of-name-server-1>  
nameserver <ip-address-of-name-server-2>
```

4. Restart the server by typing the following command:

```
sudo service network restart
```

The server now listens for incoming SSH connections only. No other ports have been opened. By default, the Syncplicity Storage Connector does not have a firewall turned on.

To enable the firewall with default settings (opens ports 22, 443, and 9000 only for inbound connectivity) follow these steps:

1. Type:

```
sudo iptables-restore < /etc/syncp-  
storage/syncp.iptables >
```

2. Type:

```
sudo service iptables save
```

3. Type:

```
sudo chkconfig iptables on
```

If you need to disable the firewall, type the following commands:

1. Type:

```
sudo service iptables stop
```

2. Type:

```
sudo chkconfig iptables off
```

If your network configuration needs to restrict connections to pool.ntp.org for time server synchronization, you need to edit the /etc/ntp.conf file and set a different NTP server to which the Syncplicity Storage Connector can connect. If you use Atmos storage, make sure that both Storage Connectors and Atmos connect to same NTP servers.

Task 4: Configure SSL

You now need to configure SSL for secure communication between the Syncplicity Storage Connector and the Syncplicity client.

- Use a load balancer that resides in front of your Syncplicity Storage Connectors to configure SSL offloading.
- Ensure that the SSL-offloading Load Balancer uses a Certificate Authority (CA)-issued certificate that has been correctly chained.

A certificate chain consists of all the certificates needed to certify the subject identified by the end certificate. In practice this includes the end certificate, the certificates of intermediate CAs, and the certificate of a root CA trusted by all parties in the chain. Every intermediate CA in the chain holds a certificate issued by the CA one level above it in the trust hierarchy. The root CA issues a certificate for itself.

If you want to create a proper chain, you must use a text editor of your choice, such as Notepad or vi, to copy and paste each of the two or three (if there is an intermediate root) certificates into one text file in the following order:

- Server (Syncplicity Storage Connector) Public Key Certificate; e. g., *Syncplicity_Storage_Connector_node.pem*
- Intermediate Root Certificate (if there is one); e. g., *Intermediate_Root.pem*
- Certificate Authority (VeriSign, Thawte, Entrust, etc.) Root Certificate; e. g., *CA_Root.pem*

Note: You may contact the Certificate Authority (CA) that signed the Syncplicity Storage Connector Node Public Key Certificate to provide the additional Intermediate Root Certificate as well as the Certificate Authority Root Certificate.

- Your externally-addressable SSL-offloading Load Balancer load balances Syncplicity client traffic across all Syncplicity Storage Connectors. The specific instructions may vary based on the type of load balancer that you have deployed.
- Configure your Load Balancer to offload SSL traffic on a port, e.g., 443; then load balance this traffic across the IP addresses of all Syncplicity Storage Connectors on port 9000.

Task 5: Mount the dedicated Syncplicity NFS share

If your storage backend of choice is Atmos, you can skip this task.

Task 5a: Configure Isilon

If your storage backend of choice is Isilon, you must mount the dedicated Syncplicity share to the server at `/mnt/syncp`. Use the NFS filesystem type. To make sure that the Isilon share is mounted automatically at system startup:

1. Type:

```
sudo vi /etc/fstab
```

2. Add the following line to the file:

```
<Isilon_cluster_name_or_IP_address>:/  
<Syncplicity_data_directory> /mnt/syncp nfs rw
```

Example:

```
isilon.company.com:/ifs/syncp-data /mnt/syncp nfs rw
```

3. Type:

```
sudo mount /mnt/syncp
```

For production environments ensure that the Isilon cluster name (used in the NFS mount entry in `/etc/fstab`) is a SmartConnect DNS name for the Isilon cluster. This ensures that the Syncplicity Connectors can leverage the high availability (HA) features of the EMC Isilon architecture. Configuring the mount options to access a SmartConnect zone also maximizes performance to the EMC Isilon cluster.

Task 5b: Configure Standard NFS v3 Storage

If your storage backend of choice uses a standard NFS v3 interface (excluding Isilon), you must mount a dedicated Syncplicity share to the server at `/mnt/syncp`. Make sure that you use the NFS filesystem type. To verify that the NFS share is mounted automatically at system startup:

1. Type:

```
sudo vi /etc/fstab
```

2. Add the following line to the file:

```
<NFS_server_name_or_IP>:/<Syncplicity_data_directory>  
/mnt/syncp nfs rw
```

Example:

```
MyNFS.company.com:/syncp-data /mnt/syncp nfs rw
```


Task 6: Configure the Syncplicity Storage Connector

The Syncplicity software configuration file is located at `/etc/syncp-storage/syncp-storage.conf`.

1. Edit the following file using the vi editor:

```
sudo vi /etc/syncp-storage/syncp-storage.conf
```

In the `syncplicity.ws` section of the `syncp-storage.conf` file, set the accesskey by replacing `<syncplicity access key>` with your Access Key by copying and pasting the Access Key from the Custom Storage Settings page in the Enterprise Edition administrative console (see [On-Premise Storage Settings](#))

Example:

```
accesskey: "d4jJDpO7erZEmr1Kab6w"
```

In the `syncplicity.storage` section of the `syncp-storage.conf` file, replace `<storage type>` with `atmos` for EMC Atmos systems, `isilon` for EMC Isilon systems, `vnx` for EMC VNX systems, or `fs` for generic NFS v3 systems.

Example

```
type: "atmos"
```

- a. If type is “atmos”, configure your Atmos storage settings:
 - i. Under `atmos` section of the `syncp-storage.conf` file, set `url` to the URL and port to which your Atmos installation listens.

Caution: Make sure that you explicitly include the port number.

Example:

```
url: "https://atmos.internal:443"
```

- ii. Set `token` to your Atmos authentication token.

Example:

```
token: "7ce21bbh56ek8feg0a7c23f343ad8df99/tenant"
```

- iii. Set `secret` to your Atmos secret key.

Example:

```
secret: "poSq7g5123t1TEQp5P1Whv4SAxk="
```

- b. If type is “isilon”, configure your Isilon storage settings:
 - i. Under `isilon` section of the `syncp-storage.conf` file, set `rootdir` to the mount point of your Isilon cluster on this server (`/mnt/syncp`)

Example:

```
rootdir: "/mnt/syncp"
```

Make sure that `syncp-storage:syncp-storage` owns the mount point `/mnt/syncp`.

- ii. To set ownership of the mount point, type the following command:

```
chown -R syncp-storage:syncp-storage /mnt/syncp
```

- c. If type is “`vnx`”, configure your VNX storage settings:

- i. Under `vnx` section of the `syncp-storage.conf` file, set the `rootdir` of your VNX system on this server.

Note: The directory that is located below the mount point, e. g., “`data`”, must exist before you proceed. If this directory has not already been created, be sure to create it now.

Example:

```
rootdir: "/mnt/syncp/data"
```

You have to make sure that the `rootdir` is one level below the mount point for VNX storage systems. For example, if the mount point is `/mnt/syncp`, then the `rootdir` value must be `/mnt/syncp/data`.

Make sure that `syncp-storage:syncp-storage` owns the mount point `/mnt/syncp`.

To set ownership of the mount point, type the following command:

```
chown -R syncp-storage:syncp-storage /mnt/syncp
```

- d. If type is “`fs`” (generic NFS v3), configure your NFS storage settings:

- i. In the `syncplicity.storage` section of the `syncp-storage.conf` file, add the following FS configuration and set `rootdir` to the mount point of your NFS v3 server on this server (`/mnt/syncp`):

Note: If the following lines are already included in the `syncp-storage.conf` file, edit the lines.

Example:

```
# fs configuration
fs {
  # the root directory of the NFS mount
  rootdir: "/mnt/syncp"
}
```

Make sure that `syncp-storage:syncp-storage` owns the mount point `/mnt/syncp`.

To set ownership of the mount point, type the following command:

```
chown -R syncp-storage:syncp-storage /mnt/syncp
```

2. Start the Syncplicity Storage Connector software on each of the Storage Connector servers using this command:

```
sudo service syncp-storage start
```

The base software installation process has been completed. The Syncplicity software logs its activity under `/var/log/syncp-storage`. The Syncplicity support team may request files from this directory for troubleshooting purposes and to ensure that your system functions as expected.

Installation Verification

1. On each storage connector server type the following command to confirm that the Syncplicity storage connector is running correctly:

```
sudo service syncp-storage status:
```

If the service is running correctly the following message appears:

```
syncp-storage (pid <process_id>) is running...
```

2. For each storage connector server, type the following URL into a browser to confirm that the Syncplicity storage connector service is accessible:

```
http://<hostname_or_IP_address_of_storage_connector_server>:9000/ping
```

If the service is accessible, the following message appears in the browser:

```
pong
```

If you are not able to access the service using a browser then on each storage connector server type the following command:

```
echo;curl  
http://<storage_connector_host_or_IP>:9000/ping;echo;echo
```

If the service is accessible, then the following message appears:

```
pong
```

Chapter 3 Upgrade the On-Premise Syncplicity Storage Connector Software

This chapter presents the following topics:

Upgrading the Syncplicity On-Premise Storage Connector 21

Upgrading the Syncplicity On-Premise Storage Connector

The following instructions describe how to upgrade existing installations of the Syncplicity On-Premise Storage Connector.

Upgrade Considerations

You must upgrade all storage connector servers at the same time. As a result, a brief outage during a scheduled maintenance window is necessary.

Downloading the Upgrade RPM File

To download the latest version of the storage connector software:

1. Connect and log into each storage connector server using an SSH client.
2. Type the following command to download the latest version of the upgrade software:

```
wget https://download.syncplicity.com/storage-connector/syncp-storage.noarch.rpm
```

Upgrading the Storage Connector Software

Before you start the upgrade, make sure that you take a virtual machine snapshot of each storage connector server.

To upgrade the storage connector software:

1. On each storage connector server type the following command to stop the Syncplicity storage connector service:

```
sudo service syncp-storage stop
```

2. On each storage connector server type the following command to upgrade the Syncplicity storage connector software:

```
sudo yum update syncp-storage.noarch.rpm
```

NOTE: Port 80 must be open from each storage connector server to **centos.org** to allow for RPM dependency checking.

3. On each storage connector server type the following command to start the Syncplicity storage connector service:

```
sudo service syncp-storage start
```

Upgrade Verification

You must now verify that the Syncplicity functions correctly.

1. On each storage connector server, type the following command to confirm that the right Syncplicity Storage version is installed:

```
yum info syncp-storage | grep Version
```

The `version` number that is included in the RPM upgrade file now appears.

2. On each Storage Connector server, type the following command to confirm that the Syncplicity Storage Connector is running correctly:

```
sudo service syncp-storage status:
```

If the service is running correctly the following message appears:

```
syncp-storage (pid <process_id>) is running...
```

3. For each storage connector server type the following URL into a browser to confirm that the Syncplicity storage connector service is accessible:

```
http://<hostname_or_IP_address_of_storage_connector_server>:9000/ping
```

If the service is accessible the following message appears in the browser:

```
pong
```

If you are not able to access the service using a browser then on each storage connector server type the following command:

```
echo;curl  
http://<storage_connector_host_or_IP>:9000/ping;echo;echo
```

If the service is accessible, then the following message appears:

```
pong
```

Appendix A Additional Information

This appendix presents the following topic:

Licensed Software

24

Licensed Software

GPLv3-Licensed Software Information

The following GPLv3-licensed separate software products are pre-installed on the Syncplicity Storage Connector virtual machine image:

bash.x86_64 4.1.2-9.el6_2
binutils.x86_64 2.20.51.0.2-5.34.el6
coreutils.x86_64 8.4-19.el6
coreutils-libs.x86_64 8.4-19.el6
cpio.x86_64 2.10-10.el6
findutils.x86_64 1:4.4.2-6.el6
gawk.x86_64 3.1.7-9.el6
gmp.x86_64 4.3.1-7.el6_2.2
gnupg2.x86_64 2.0.14-4.el6
grep.x86_64 2.6.3-3.el6
info.x86_64 4.13a-8.el6
less.x86_64 436-10.el6
libgcc.x86_64 4.4.6-4.el6
libgomp.x86_64 4.4.6-4.el6
libidn.x86_64 1.18-2.el6
libstdc++.x86_64 4.4.6-4.el6
readline.x86_64 6.0-4.el6
rsyslog.x86_64 5.8.10-2.el6
tar.x86_64 2:1.23-7.el6
wget.x86_64 1.12-1.4.el6
which.x86_64 2.19-6.el6

Appendix B Implementation Information Worksheet

This appendix presents the following topics:

About the Implementation Information Worksheet	26
Hardware Requirements listed in Chapter 1	26
Configuration Requirements listed in Chapter 2	26

About the Implementation Information Worksheet

As you implement the On-Premise Syncplicity Storage Connector, you need to have already set up and configured certain software and created host names and IP addresses before you start. In addition, you also need to write down network- and configuration-related information. You can use the Information Worksheet to collect all of this information in one place.

Hardware Requirements listed in Chapter 1

VM hosted on VMware vSphere Hypervisor - Storage Connector 1:

Which software version, v5.0 or v5.1? _____

IP address or host name _____

How much RAM _____

How many virtual cores _____

Size of HDD _____

VM hosted on VMware vSphere Hypervisor - Storage Connector 2:

Which software version, v5.0 or v5.1? _____

IP address or host name _____

How much RAM _____

How many virtual cores _____

Size of HDD _____

Configuration Requirements listed in Chapter 2

Network Configuration - Storage Connector 1:

Static IP address or hostname of Syncplicity Storage Connector

Netmask of Syncplicity Storage Connector _____

Gateway IP address or hostname _____

Broadcast IP address or hostname _____

Network Configuration - Storage Connector 2:

Static IP address or hostname of Syncplicity Storage Connector

Netmask of Syncplicity Storage Connector _____

Gateway IP address or hostname _____

Broadcast IP address or hostname _____

SSL-Offloading Load Balancer Information:

Name of Certification Authority (CA): _____

Certificate number: _____

Expiration date: _____

Port to which the Syncplicity clients connect: _____
(recommended port number is HTTPS 443)

Destination port on each Syncplicity Storage Connector: 9000

Isilon Information:

Isilon cluster name or IP address: _____

Name of Syncplicity data directory: _____

Isilon cluster name used in NFS mount entry: /etc/fstab
(Must be a SmartConnect Network with a dynamically configured IP address)

Name of mounted folder: mnt syncp nfs rw

Standard NFS V3 Storage Information:

NFS server hostname or IP address: _____

Name of Syncplicity data directory: _____

Name of mounted folder: mnt syncp nfs rw

Syncplicity Configuration Information:

Location and name of Syncplicity configuration file: /etc/syncp-storage/syncp-storage.conf

Syncplicity access key: _____

Storage type: (*atmos* for Atmos, *isilon* for Isilon, *vnx* for VNX or *fs* for generic NFS v3)

Atmos-Specific Configuration Information:

URL for listening mode: _____

Atmos authentication token: _____

Atmos secret key: _____

Isilon-Specific Configuration Information:

Name of mount folder: /mnt/syncp

VNX-Specific Configuration Information:

Mount point: /mnt/syncp

Rootdir: /mnt/syncp/⟨folder_name⟩ _____

Generic NFS v3-Specific Configuration Information:

Name of mount folder: /mnt/syncp