

How To Prepare For SNS Assisted Install Service.

- **EVO Hardware.** Please have hardware unpacked, assembled, and racked. This step may take longer than expected, so leave yourself plenty of time to get this part done before the scheduled appointment with SNS personnel. Be ready to apply power. We recommend that the EVO be connected to a UPS. If you need assistance assembling the rack mounting kit, please see the article in our KB.
 - <https://support.studionetworksolutions.com/hc/en-us/articles/208147173-Assembling-EVO-rack-mount-kits>

You may connect power and log in to the EVO following the information provided with the EVO in the Getting Started document.

- <https://support.studionetworksolutions.com/hc/en-us/articles/201069789-Getting-started-with-SNS-products#evo-section>
- **Contact Info.** Provide to SNS a name and phone number with which we can contact you directly. Conference call or speaker phone is not generally required at this point.
- **Network Connection.** Be prepared to connect the EVO to your network (LAN).
 - Have appropriate cable, port, static IP (if required for your network), gateway address.
 - Optional:
 - Custom hostname, internal NTP address, internal DNS addresses.
 - If Active Directory authentication is to be used, please have an available AD service account at admin level, including valid password, and a list of any AD Groups that you may wish to whitelist.
 - Have available some way to test access to the EVO on the network. (Ping the EVO or use a web browser to reach the EVO IP).
 - Expect to discuss the user/workflow connectivity with SNS personnel. This connectivity is often separate and/or in addition to the EVO > LAN connectivity.
 - Be ready to connect to EVO storage from at least one user workstation or appliance.
- **Remote Access.** Prepare for remote access by SNS personnel. Be ready with a computer that is connected to the internet AND is connected directly to one of the EVO Ethernet ports.
 - To enable remote access to your computer, please use one of the following:
 - Our Remote Utility, available for the appropriate operating systems here: <http://www.snsftp.com/public/tools/>
 - TeamViewer if you already have it.
 - Some other remote access utility (webex, LogMeIn, etc.) that can easily allow SNS personnel to remote in to view and control the computer desktop.
- **Workflow.** Be prepared to make decisions regarding the volumes, authentication scheme, features, and workflow to be implemented. Or arrange access to someone who can discuss the workflow.
- **Questions?** If you have any questions, please contact us so we can resolve any issues in advance of your appointment. This will help keep the deployment of your new system on schedule.
- **Additional Links.** For additional information, please see the following resources:
 - Getting started with SNS ShareBrowser
 - <https://support.studionetworksolutions.com/hc/en-us/articles/201069789-Getting-started-with-SNS-products#sb-section>
 - SNS Knowledgebase
 - <https://support.studionetworksolutions.com/hc/en-us>