

# EVO

## Quick Start Guide



# Thanks for choosing SNS!

We're incredibly grateful for your support. Feel free to reach out to us anytime to share your thoughts, give feedback, or showcase a project you worked on using our products—we love that stuff!

## What is EVO?

EVO is a high-performance shared storage solution purpose-built for creative media production teams. It provides a centralized environment for multiple users to share and collaborate on files in real time, manage extensive media libraries, and accelerate media production.

As a complete workflow solution, EVO offers reliable performance, built-in media management, automations, transcoding, remote editing tools, and more—all included for unlimited users.

## Where should I start?

### Let's get your new EVO up and running.

To get started, visit [studionetworksolutions.com/check-services/](https://studionetworksolutions.com/check-services/) and enter your Service ID (below) when prompted. This process is built to ensure you have the best user experience throughout system setup and any future support interactions with our team.

### Service ID #

Assembly place sticker here



[studionetworksolutions.com/  
check-services/](https://studionetworksolutions.com/check-services/)

## Resources

In this guide, you'll find an overview of topics and resources to help you install, use, and get the most out of your new EVO system. We recommend keeping this guide somewhere that's easy to locate, as it may be useful to you in the future. We also recommend saving your EVO's shipping box should you need to relocate the system at any time.

## Quick links

### Knowledge Base (KB)

Our KB is a great place to find information about this product and how to use it to its full potential. We highly recommend the *Getting Started with SNS Products* article, which includes important details about setting up an entire system, including storage and workstations.



[support.studionetworksolutions.com/](https://support.studionetworksolutions.com/)

### EVO manual

The EVO manual offers comprehensive product documentation, including in-depth coverage of the topics discussed in this guide. You can access the EVO manual through our KB or via the  Support page within the EVO web interface.



[studio-network-solutions-evo-docs.readthedocs-hosted.com/en/latest/](https://studio-network-solutions-evo-docs.readthedocs-hosted.com/en/latest/)

### ShareBrowser manual

The ShareBrowser manual covers everything you need to know about EVO's built-in media asset management (MAM) system. You can access the ShareBrowser manual through the KB or via the  Support page within the EVO web interface.



[studio-network-solutions-sharebrowser-docs.readthedocs-hosted.com/en/latest/](https://studio-network-solutions-sharebrowser-docs.readthedocs-hosted.com/en/latest/)

## How to get support

To open a support ticket online, visit **[studionetworksolutions.com/support/](https://studionetworksolutions.com/support/)** or email us at **[support@studionetworksolutions.com](mailto:support@studionetworksolutions.com)**.

For phone support and 24x7 emergency support hotline, contact us at the phone number(s) provided below.

SNS's technical support team has maintained 99% customer satisfaction for over a decade, proudly providing the best support in the industry. We look forward to working with you should you require our assistance.



**[studionetworksolutions.com/support/](https://studionetworksolutions.com/support/)**



**[support@studionetworksolutions.com](mailto:support@studionetworksolutions.com)**

## Your technical support level

Our records indicate the following support level was selected at the time of purchase:

☐ **Premium**

You've purchased annual Premium support.  
Please use these emergency hotline and non-emergency phone support numbers:

☐ **Standard**

You've purchased annual Standard support.  
Please use this non-emergency phone number:

☐ **Basic (email only)**

You have Basic support. Upgrade your support plan to Standard or Premium for phone support eligibility.

Refer to the table on the following page for details on what's covered under your technical support plan.

## What's covered under your annual support plan?

This table summarizes SNS support plans and our Service Level Agreement (SLA). Professional services such as workflow consulting, training, on-site installation/support, and Remote Commissioning are also available.

| Support SLA                                                                        | Basic<br>(Included)                                                               | Standard<br>(Annual)                                                                | Premium<br>(Annual)                                                                 |
|------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
|                                                                                    |  |  |  |
| Email Support <sup>1</sup>                                                         | ✓                                                                                 | ✓                                                                                   | ✓                                                                                   |
| Telephone Support <sup>1</sup>                                                     | ×                                                                                 | ✓                                                                                   | ✓                                                                                   |
| 24x7 Emergency <sup>2</sup> Support Phone Hotline<br>response <b>within 1 Hour</b> | ×                                                                                 | ×                                                                                   | ✓                                                                                   |
| Response Time (Normal Business Hours)<br>Mon-Fri, 9am-6pm US/Central               | Within 48 Hours                                                                   | Within 36 Hours                                                                     | Within 24 Hours                                                                     |
| Elevated Priority in Support Queue                                                 | ×                                                                                 | ✓                                                                                   | ✓                                                                                   |
| Online Access to Case History                                                      | ✓                                                                                 | ✓                                                                                   | ✓                                                                                   |
| Online Access to Knowledge Base                                                    | ✓                                                                                 | ✓                                                                                   | ✓                                                                                   |
| Proactive Quarterly Check-ins from SNS                                             | ×                                                                                 | ×                                                                                   | ✓                                                                                   |
| No Reinstatement Fees                                                              | N/A                                                                               | ✓                                                                                   | ✓                                                                                   |
| Advanced Replacement<br>on failed components under SNS warranty                    | ×                                                                                 | ×                                                                                   | ✓                                                                                   |
| Replacement Shipping<br>on failed components under SNS warranty                    | Ground<br>or equivalent                                                           | Express<br>or equivalent                                                            | Priority<br>or equivalent                                                           |
| Free Major Software Upgrades<br>on eligible systems <sup>3</sup>                   | ×                                                                                 | 25% Off                                                                             | ✓                                                                                   |
| Free Minor Software Upgrades<br>on eligible systems <sup>3</sup>                   | First Year Only                                                                   | ✓                                                                                   | ✓                                                                                   |
| Remote-assisted OS Upgrades<br>for eligible EVO OS release versions <sup>3</sup>   | ×                                                                                 | ✓                                                                                   | ✓                                                                                   |
| Initial Hardware Warranty <sup>4</sup><br>extended warranty options available      | 2 Years                                                                           | 2 Years                                                                             | 2 Years                                                                             |

<sup>1</sup>Email and phone support available Monday-Friday, 9am-6pm US/Central, excluding holidays. <sup>2</sup>Emergency 24x7 support hotline exclusively reserved for Premium members experiencing system-wide disruption impacting business continuity. <sup>3</sup>Upgrade eligibility depends on various system factors, including hardware age and serial number. <sup>4</sup>Hardware warranty begins upon shipment from the factory and is not extended by support renewals.

## Setting up your EVO

EVO is designed for a straightforward setup. However, deploying a system “from the ground up” may involve tasks such as racking, storage configuration, network setup, client-side OS or software adjustments, and other processes that might be unfamiliar to some users.

Whether you install EVO yourself or opt for guided assistance, comprehensive resources are available to help you.

### Self installation

If installing EVO yourself, log in to the KB and navigate to *Getting Started with SNS Products*. This article provides step-by-step instructions to assist you in setting up your EVO shared storage system.

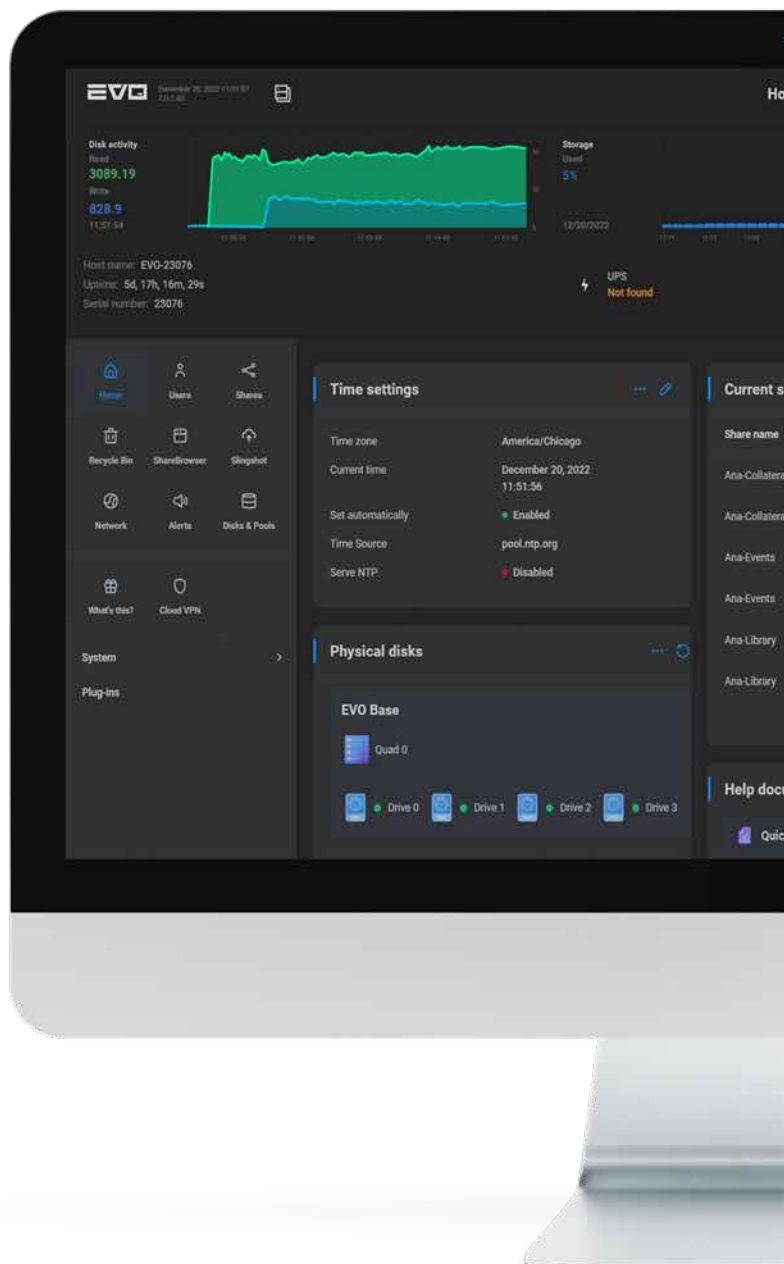
### Guided assistance

For a faster and more seamless setup experience, SNS offers a Remote Commissioning service. During your scheduled time, you will be in contact with an SNS engineer who will provide customized instructions by remote assistance software to help simplify and expedite your setup.

This optional service is recommended for all EVO systems. Due to the nature of guided, comprehensive installation assistance, this service is outside the scope of our technical support plans.

To purchase or learn more about the Remote Commissioning service, visit our website or call us at +1-314-733-0551.

[studionetworksolutions.com/  
evo-remote-commissioning/](https://studionetworksolutions.com/evo-remote-commissioning/)



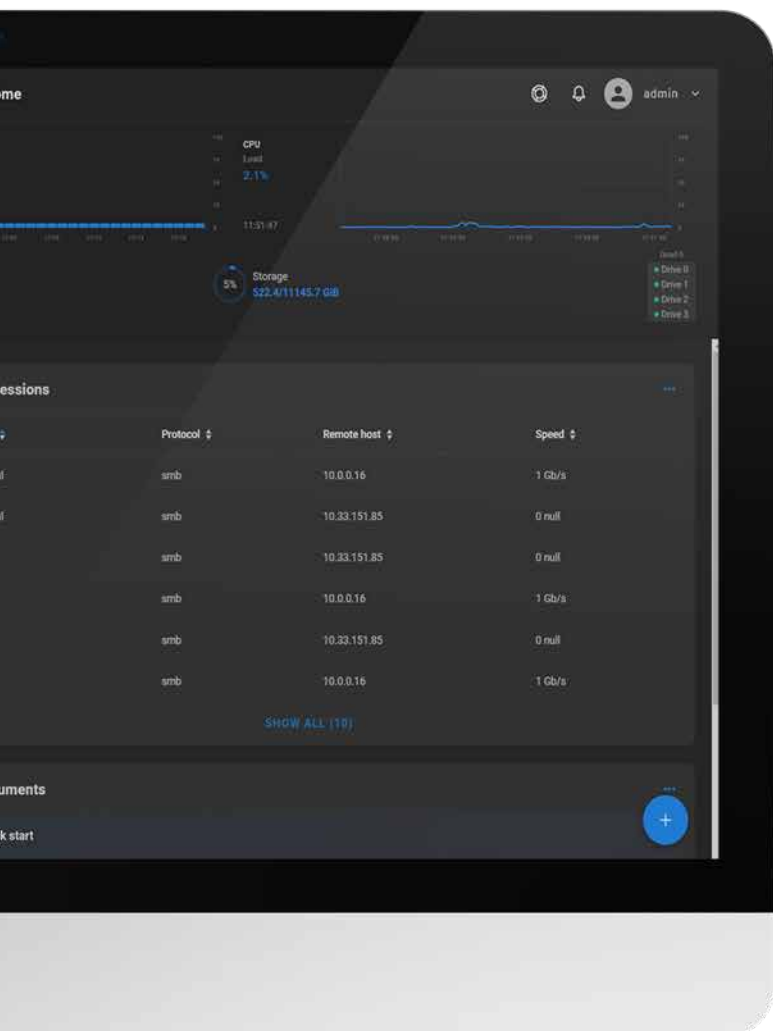
## Uninterruptible power supply (UPS)

Some EVO models include power redundancy, which allows the system to remain operational if one of the power supplies loses functionality. EVO systems with power redundancy have two or three power connections on the server, while non-redundant models have only one.

**Even for systems with power redundancy, an APC UPS is strongly recommended.**

Attach EVO's power cables to a supported APC UPS and connect a USB cable between EVO and the UPS. You can use EVO's web interface to set up communication with the UPS so that EVO can automatically shut down properly in the event of a power emergency.

Please note: All expansion units must be powered on before the base EVO is powered on, and powered off after the base EVO is powered off. In other words, expansion units should always be on while the EVO base is running.



## Rack mounting

EVO should be located in a clean, climate-controlled, well-ventilated, secure room. For rack-mounted systems, use the included rack rails and adapters to mount EVO in your server rack. Some racks may require additional mounting hardware.

If your system includes an expansion unit, the EVO Expansion should be securely mounted directly above or below the base EVO server (or its preceding expansion unit if there are multiple).

Refer to the KB or watch the following video for more information about racking your EVO:

[youtu.be/6jR8lpfIGio/](https://youtu.be/6jR8lpfIGio/)



## Inserting your drives

Drives should be inserted while the system is powered off.

**Correct placement of your EVO disks is essential.** Each disk is labeled with a quad number (Q) and drive number (D) that corresponds to a specific location on a specific EVO server. Starting at zero (0), quad numbers run left to right, while drive numbers run top to bottom, as shown here.

## Expansion units

Drive placement on each expansion unit follows the same pattern as the base EVO; however, the first quad will be Q4 for the first expansion, Q8 for the second expansion, Q12 for the third, etc. Refer to the EVO manual for important information about connecting, configuring, and using your EVO Expansion.

### EVO 16 Bay

|      |      |      |      |
|------|------|------|------|
| Q0D0 | Q1D0 | Q2D0 | Q3D0 |
| Q0D1 | Q1D1 | Q2D1 | Q3D1 |
| Q0D2 | Q1D2 | Q2D2 | Q3D2 |
| Q0D3 | Q1D3 | Q2D3 | Q3D3 |

### EVO Expansion

|      |      |      |      |
|------|------|------|------|
| Q4D0 | Q5D0 | Q6D0 | Q7D0 |
| Q4D1 | Q5D1 | Q6D1 | Q7D1 |
| Q4D2 | Q5D2 | Q6D2 | Q7D2 |
| Q4D3 | Q5D3 | Q6D3 | Q7D3 |

|      |      |       |       |
|------|------|-------|-------|
| Q8D0 | Q9D0 | Q10D0 | Q11D0 |
| Q8D1 | Q9D1 | Q10D1 | Q11D1 |
| Q8D2 | Q9D2 | Q10D2 | Q11D2 |
| Q8D3 | Q9D3 | Q10D3 | Q11D3 |

### EVO 8 Bay

|      |      |      |      |
|------|------|------|------|
| Q0D0 | Q1D0 | Q2D0 | Q3D0 |
| Q0D1 | Q1D1 | Q2D1 | Q3D1 |

### EVO 8 Bay Short Depth

|      |      |      |      |
|------|------|------|------|
| Q0D0 | Q1D0 | Q2D0 | Q3D0 |
| Q0D1 | Q1D1 | Q2D1 | Q3D1 |

### EVO Prodigy 1U

|      |      |
|------|------|
| Q0D0 | Q0D2 |
| Q0D1 | Q0D3 |

### EVO Prodigy Desktop

|      |
|------|
| Q0D0 |
| Q0D1 |
| Q0D2 |
| Q0D3 |

## Power up your EVO

EVO should be set up from a computer that has access to the internet so that you can get the latest information and help.

Connect the Ethernet port labeled eth1 (on the back of your EVO base) directly to your local network. Record the serial number of your EVO on the line below, power up any expansion chassis, then press the power button on the front panel of your EVO.

**Serial Number** \_\_\_\_\_

You can access your EVO's web interface by entering the following address into the navigation bar on your web browser (replace SERIALNUMBER with your EVO's serial number): **<http://evo-SERIALNUMBER/>**

If you're unable to access EVO after a few minutes, this may mean you do not have DHCP enabled on your network. Move the Ethernet cable from eth1 to eth0 and connect the other end of the cable directly to an Ethernet port on your workstation. Then, assign that port on your workstation an IP address between 192.168.1.100 and 192.168.1.254, with a subnet mask of 255.255.255.0

You can then access your EVO's web interface by entering the following address into the navigation bar on your web browser: **<http://192.168.1.25>**

## Log in

The default user and password for EVO's web interface are listed below. These defaults can be customized after logging in.

User: **admin** Password: **adminpw111**

## Configure IP addresses

On the Network page, you can define IP address settings for each of your EVO's network interfaces. EVO must be given an IP address and subnet settings appropriate for your network.

Use caution when changing EVO's network settings—you could potentially make your EVO unreachable from the local network. If you change the IP address to something you can no longer access, you can reset eth0 to its default address by attaching a keyboard directly to EVO, pressing Alt+D, and waiting for the audible beep. (Normally, it is neither necessary nor recommended to permanently attach a keyboard or monitor to EVO.)

### Next steps

After confirming that EVO is accessible from a computer on your local network, log out if you've scheduled a Remote Commissioning session. Our team will guide you through the remaining configuration during your appointment. Check or schedule your services via the link below.

For teams proceeding with self-installation, the Quick Start page, EVO manual, and Knowledge Base offer step-by-step instructions and helpful tips. If you encounter any issues, you can contact our support team by opening a ticket.

Check your services at  
**[studioetworksolutions.com/  
check-services/](http://studioetworksolutions.com/check-services/)**

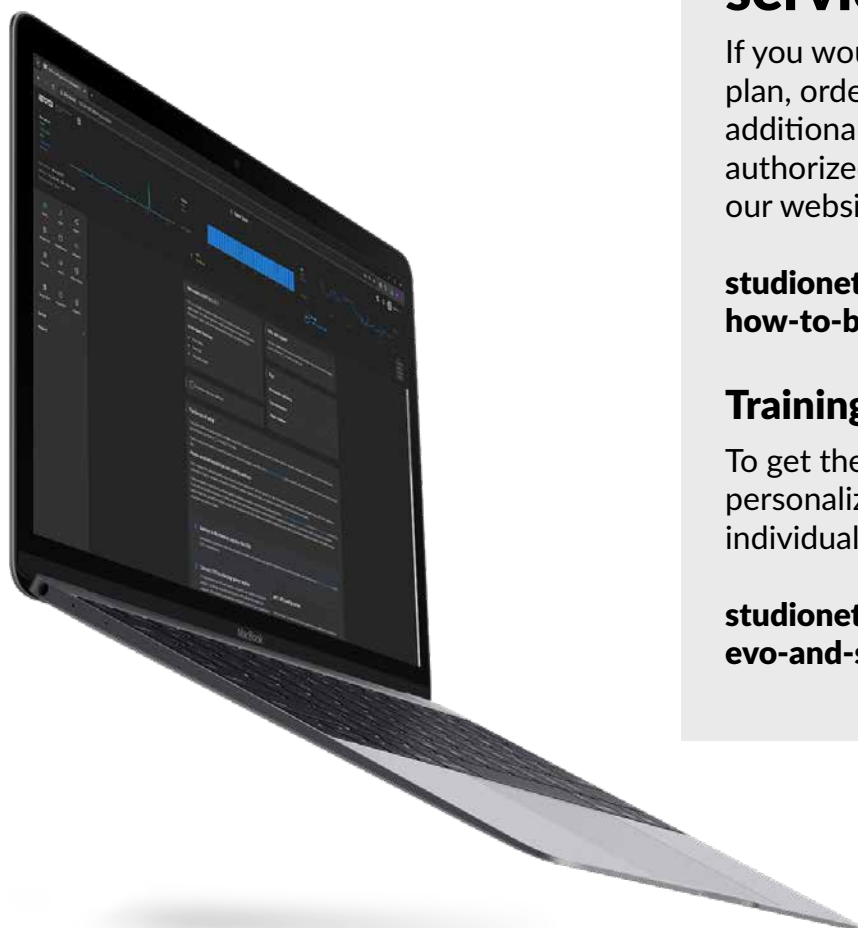


## ☼ Quick Start page

The first time you log into your EVO's web interface, you'll be presented with the Quick Start page, which covers the first steps to follow for configuring and using your new system. It also includes a list of new features, improvements, and tips. You can revisit this page anytime from EVO's web interface login page.

## 🔗 Support page

When logged into EVO, visit the Support page for helpful shortcuts to create a support ticket, access product documentation, and more.



## Backing up your EVO

Your EVO supports RAID 5 and RAID 6. Although RAID can offer some protection against data loss due to disk failure, RAID is not a backup strategy. All critical data contained on any storage device, including this one, should be routinely backed up to at least one other separate device, and a set of verified backup data should be securely maintained at a separate physical location. The tools included with EVO can help automate your backup strategy.

## Order products and services

If you would like to upgrade your support plan, order professional services, or purchase additional SNS products, please contact your authorized reseller or reach out to SNS via our website or call us at +1-314-733-0551.

**[studionetworksolutions.com/  
how-to-buy/](https://studionetworksolutions.com/how-to-buy/)**



### Training

To get the most out of your EVO workflow, personalized training is available for individuals and teams.

**[studionetworksolutions.com/  
evo-and-sharebrowser-training/](https://studionetworksolutions.com/evo-and-sharebrowser-training/)**



## EVO Suite included

EVO comes with the award-winning EVO Suite, an intelligent collection of software tools including the powerful and easy-to-use ShareBrowser MAM, Slingshot transcoder and automations engine, and Nomad for remote workflow.

ShareBrowser, Slingshot, and Nomad bring a world of workflow possibilities to creative teams. And it's all included for unlimited users.

### **ShareBrowser**

ShareBrowser enables your users to organize, search, preview, tag, comment, and share media and projects across your storage environment. Available as a native client for macOS and Windows, a convenient web application, and a panel extension for popular video editing software, unlimited licenses of ShareBrowser MAM are included with your EVO system.

### **Slingshot**

Slingshot is a time-saving automations engine that harnesses the processing power of EVO to tackle tedious, manual tasks that would otherwise slow down your workflow. From automatic transcoding and proxy generation to recurring replication jobs, backing up your media to cloud storage, file transfers, and more, Slingshot is a fast and convenient way to speed up your workflow.

### **Nomad**

An innovative solution for remote workflows, Nomad helps creative users retrieve EVO's automatically-generated proxy files for offline and proxy workflows. Nomad is also the gateway to SNS Cloud VPN, an optional service for secure remote access to your EVO.

**The EVO OS, systems, and all included software are designed by SNS for professional media applications.**

## License agreement

EVO's End User License Agreement ("EULA") can be found on the login page of the EVO web interface.

The aforementioned EULA governs your use of the EVO hardware ("Hardware") and the EVO OS, Administrative Tools, Add-Ons and Plug-Ins, ShareBrowser, and other software made available from time to time by SNS itself or through its network of resellers ("Software" and, together with the Hardware, the "Products").

BY USING THE PRODUCTS YOU ACCEPT THE EULA. IF YOU DO NOT AGREE WITH THE TERMS AND CONDITIONS, PROMPTLY DISCONTINUE USE OF THE PRODUCTS. IF YOU ARE ACCEPTING THE EULA ON BEHALF OF A CORPORATION OR OTHER ORGANIZATION, YOU ARE REPRESENTING THAT YOU ARE AUTHORIZED TO ENTER INTO THE AGREEMENT ON BEHALF OF THAT CORPORATION OR OTHER ORGANIZATION.

# EVO

## Quick Start Guide

### Get technical support



[studionetworksolutions.com/support/](https://studionetworksolutions.com/support/)



[support@studionetworksolutions.com](mailto:support@studionetworksolutions.com)

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### Stay in touch!



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@snstweets



@studio.network.solutions



@snsonthetube



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