



Support Site

User Guide



Version : 1.0
Support Site : <http://iftsupport.infotrend.com>
Infotrend Official Site: www.infotrend.com

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About This Manual

Infortrend Support Site provides the advanced function of firmware and software download service to take the place of the previous download service from FTP site. Users just need to input your model's serial number (either subsystem S/N or controller S/N) to search and download the firmware/ software files. The detailed guidance about downloads will be introduced in the Chapter 2 of this manual.

Users can refer to this manual for register and download guidance. More information about other tab in the menu will be introduced in the future version.

For better view of the website, the following browsers are recommended to use:

- Google Chrome
- IE8.0+
- Firefox3.0+

with FLASH9.0 or higher with 1024 x 768 resolution.



Chapter 1

User Registration Guide

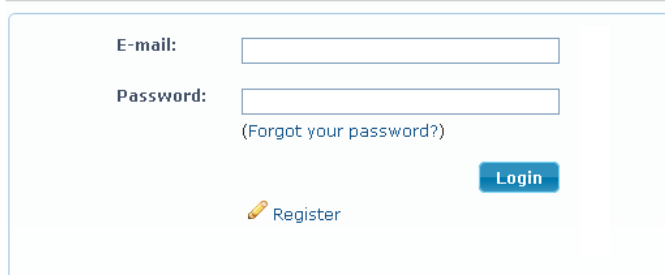
1.1 Enter the Register Page

Users please register an account first to login the support site. Please enter the Infortrend Support Site login page, and click  [Register](#) to register.

The Infortrend Support website: <http://iftsupport.infortrend.com/LoginPage.aspx>

 **Infortrend** Support Site

Login




E-mail:

Password:

(Forgot your password?)

[Login](#)

 [Register](#)

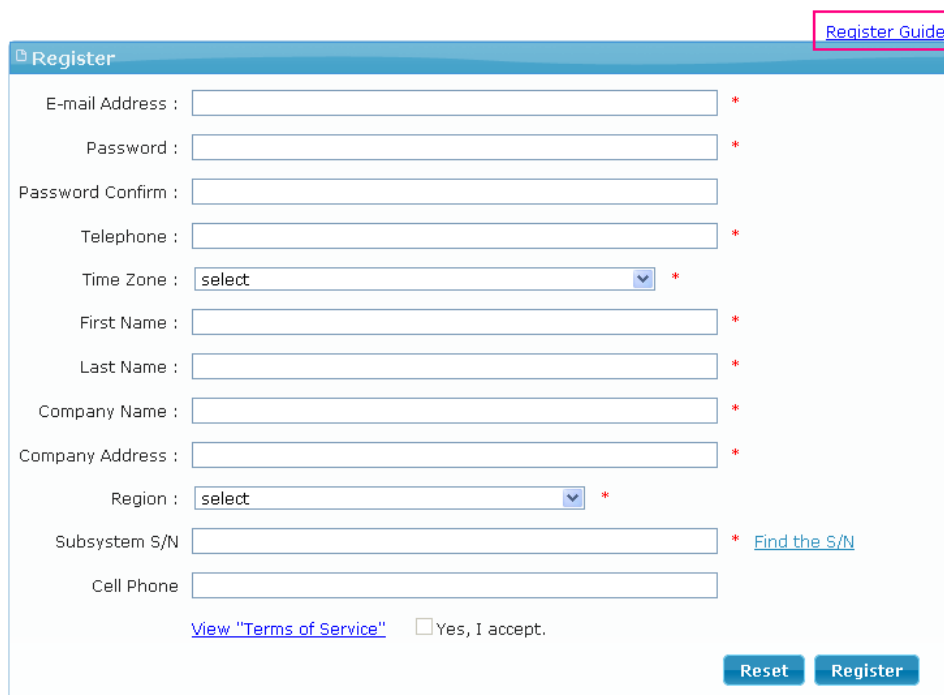
Welcome to Infortrend support site! Before you login, please read the notes:

1. This is a new support site with the advanced feature of firmware download.
Users can get the latest version of firmware by searching with your model's serial number (subsystem S/N or Controller S/N).
2. If you have not registered in this site, please register first.
3. Customer who has a current Infortrend eSupport account, please use the same e-mail address to register in this site.
It will be more convenient for you to manage the user accounts.
4. For users from US/Europe regions, please keep using the original e-support site for technical question inquiry. Our regional support team will provide faster response to your issues.
US eSupport Site: <http://esupport.infortrend.com>
Europe eSupport Site: <http://esupport.infortrend-europe.com/>

Figure 1-1. Infortrend Support Site login Page

1.2 Register (User Information)

After entering the page of register, please fill in the required user information in this page to register your account. Please refer to the document of register guide if you have any question to register. Get the document from the link at the top-right.



The screenshot shows a web form titled "Register" with the following fields and controls:

- E-mail Address : *
- Password : *
- Password Confirm :
- Telephone : *
- Time Zone : *
- First Name : *
- Last Name : *
- Company Name : *
- Company Address : *
- Region : *
- Subsystem S/N * [Find the S/N](#)
- Cell Phone

At the bottom of the form, there is a link [View "Terms of Service"](#), a checkbox Yes, I accept., and two buttons: [Reset](#) and [Register](#). A link [Register Guide](#) is located in the top right corner of the page.

Figure 1-2. Register Page

a. E-mail Address

For the customers who have already registered in Infortrend eSupport site, we strongly recommend you to use the same E-mail address to register in this new site. It will be more convenient for you to manage the accounts.

Note! Please use the official E-mail account (your company E-mail address) for registration. Free E-mail account is not acceptable. Thanks for your cooperation!

b. Subsystem S/N

Please use a valid subsystem number to register. You may find the subsystem serial number from:

- Safety Label
- Back side of LCD panel

Please refer to the indicator through the [“Find the S/N”](#) link.

Where to Find the Subsystem S/N?



Figure 1-3. Find the S/N

c. View Terms of Service

Please read the Terms of Service before you confirm the registration.

1.3 Submit the Registration

After you click “Register”, your information will be sent to Infortrend Staff. We will verify your information and then send you a confirmation E-mail for you to activate your account.

You will see the below message after you click “Register”:

Dear Customer,

Welcome to register in Infortrend iftSupport site. Your registration has been received and we will send you a confirmation E-mail soon for you to activate your account after reviewing your information.

Infortrend Technology, Inc.

1.4 Activate the Account (by users themselves)

We will send an E-mail, Subject: *Infortrend Support Registration Confirmation Notice*, to the customer who has registered in Infortrend Support site. Customers have to click the link from the confirmation mail to activate the account. Users can login successfully after they activate the account.

A sample of the E-mail content of “Infortrend Support Registration Confirmation Notice” as below:

Subject: Infortrend Support Registration Confirmation Notice

Dear Customer,

Thank you for registering in Infortrend iftSupport site.

Please click below link to activate your account.

<http://iftsupport.infortrend.com/Activate.aspx?ticket=ZV7W5D2w/tj2TY5kilW6Cdf1HxIdgO2H>

Please contact tsd@infortrend.com.tw if you are not able to activate your account successfully, and we will check the registration problem for you soon.



If you have any technical questions, please submit a ticket in Infortrend iftSupport.

We will get quick response to your questions!

Chapter 2

Downloads – Firmware & Software

Users can download firmware & software under [Menu > Downloads > Firmware & Software](#).

There are two parts in this page:

- (1) Firmware Search
- (2) Software Search

Open the [Firmware & Software Version Matrix Table](#) to check the compatible software versions

Please read the “Search Tips” before searching firmware/software:

Search Tips

1. Please find the compatible software versions in the Firmware release note.
2. Find the system S/N from the safety label or the sticker on the back side of LCD panel.

① Firmware Search:
Input either subsystem S/N or Controller S/N to search firmware.

Get the matrix table from here to check the compatible software versions

② Software Search:
Select a software type to search.

Search Tips

1. Please find the compatible software versions in the Firmware release note or Firmware & Software Version Matrix Table.
2. Find the subsystem S/N from the safety label or the back side of LCD panel.

[Find the S/N](#)

Figure 2-1 Firmware & Software Download page

2.1 Firmware Search

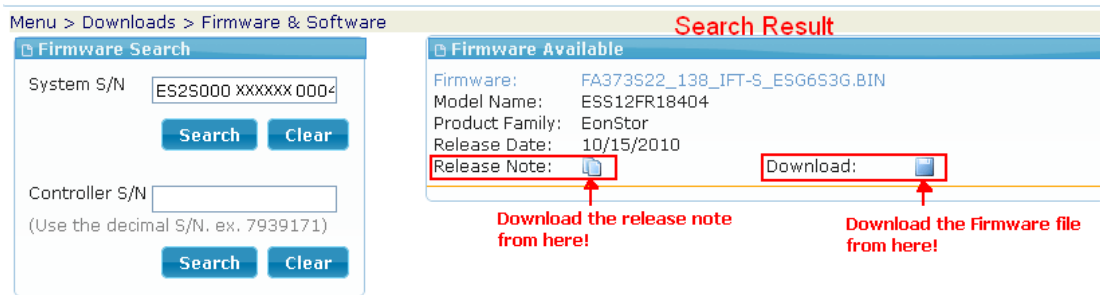


Figure 2-2 Firmware Search Result

Either Subsystem S/N or Controller S/N is required to search the firmware. If users use the controller S/N, please use the **decimal** serial number.

Input the S/N and then search, the LATEST version of the firmware for the model will be displayed in the search result.

Besides the firmware file, release note file can also be downloaded from the search result.

Please check the **release note** or the **Firmware & Software Version Matrix Table** to find the compatible software version.

Note!

Please double check the MODEL NAME in the search result before you download the firmware. If you have any question about firmware/software download, please contact Infortrend support team by submitting a ticket.

2.2 Software Search

Software types of **SANWatch**, **EonPath**, and **VSS** are available from Software search.

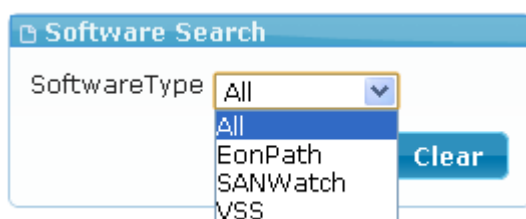


Figure 2-3 Software Search-Drop List

The recent released versions will be displayed in the search result. (But for EonPath, only the latest version will be provided)

Software Available	
Software:	SANWatch
Version:	2.1.E.06 Release Date: 12/1/2010
Download:	Mac All Solaris/Linux All Windows All
Release Note:	SANWatch_v2.1.E.06_RN_v1.0.pdf
Software:	SANWatch
Version:	2.1.c.33 Release Date: 10/15/2010
Download:	Mac All Solaris/Linux All Windows All
Release Note:	SANWatch_v2.1.C.33_RN_v1.0.pdf
Software:	SANWatch
Version:	2.1.c.21 Release Date: 9/30/2010
Download:	Mac All Solaris/Linux All Windows All
Release Note:	SANWatch_v2.1.C.21_RN_v1.0.pdf
Software:	SANWatch
Version:	2.1.c.30 Release Date: 9/28/2010
Download:	Mac 2003, 2008 Solaris/Linux 2003, 2008 Windows 2003, 2008
Release Note:	SANWatch_v2.1.C.30_RN_v1.0.pdf
Software:	SANWatch
Version:	2.1.c.08 Release Date: 8/10/2010
Download:	Mac 2003, 2008 Solaris/Linux 2003, 2008 Windows 2003, 2008
Release Note:	SANWatch_v2.1.C.08_RN_v1.0.pdf

Next ➔

Figure 2-4 Software Search Result

If no data found or any question about download firmware & software, please submit a ticket for firmware/software request. Our support team will provide a temporary link for you to download.