Module: #4 – Connecting to the console

“Welcome to the Violin Memory Field Service Training Course. In this module will be discussing what you need to do to connect to the console of the Violin Memory array systems. Specifically we will cover an overview of the terminal program called PuTTY, how to configure serial access with the PuTTY utility, how to connect to the serial ports of the v3000 and v1010 chassis, and how to login with the default account name and password Violin Memory array systems. To ensure you have the right background information for this module you should review the information in the “System Overview” modules as well as the “Necessary Tools” module prior to viewing the information presented here. The information presented here will help you prepare to be successful in the field while servicing Violin Memory products. Detailed servicing and installation information using these tools and procedures will be provided in other sections of our training course.”

“After this module you can take a short quiz to test your knowledge of the information presented in this module and, as always, you will have an opportunity to review the course at any time. Let’s begin.”

“The best way to communicate with Violin Memory array systems is to connect to the serial port of the system. This way you can ensure you can manage the system even if the networking is not configured correctly or unknown to you. To do this you will need your laptop computer, your serial null modem cable, and a terminal utility or program of some kind. In this module we will use the free to use Microsoft Windows program called PuTTY, available from www.putty.org, as our terminal software program and I will show you how to configure the program to communicate with the Violin Memory arrays. PuTTY can be used for many things in addition to the serial terminal function. It is a telnet and ssh client as well as providing additional utilities like SCP as well. In this session we will focus on using PuTTY as a serial console program.”

“In order to communicate to the Violin Memory you need to connect your serial null modem cable between your laptop and the Violin Memory array. Connect the serial cable to the 9-pin serial port here on the v3000 chassis. If you are servicing a v1010 chassis then connect the serial cable to the 9-pin serial port here.”

“Once you have your serial null modem cable connected between your laptop and the Violin Memory array, you can then run PuTTY and configure the program to communicate correctly with the Violin Memory system. Remember if you’re using some other serial terminal communication utility or program you will need to follow the configuration guidelines for that program. Run PuTTY and configure the ‘connection type’ to ‘serial’ and then be sure to set the ‘serial line’ to the correct COM device that you connected your null modem cable to on your laptop. Set your ‘speed’ to 9600. The complete default serial port configuration for the Violin Memory arrays are as follows: Speed is 9600 baud, Data bits is 8, Stop bits is 1, and parity
should be set to none. Specific serial port configurations can be adjusted by selecting the ‘serial’ option under the ‘category” of ‘connection’ as shown here. Flow control can be set to ‘XON/XOFF as well. Click on ‘Open’ you have the settings correct. “

“No, press return a few times and you should see the login prompt from the memory array. The default account name to login to the memory array is ‘admin’ and the default password is also ‘admin’. You may need to check with your customer to see if this information has been changed. If so, then use the login and password supplied to you by the customer.”

“In review, knowing how to connect to the serial console port on the Violin Memory array system is very important and will be a critical skill for you in the field servicing Violin Memory systems. In this module we provide you an overview of the PuTTY program, how to configure PuTTY for serial access, how to connect to the serial ports of the v3000 and v1010 memory array systems, and how to login to those devices. The next step is to know how to issue commands and view the results and that information will be covered in the next section. ”

“That concludes the Violin Memory Field Service training module on Connecting to the Serial Console Port. You should now be able to pass a short quiz covering the information in this module to ensure you understood what was presented here. As always, you can always repeat this module again to reinforce any information presented here. Thank you for taking to the time to watch, listen, and learn.”