



Tiger Serve 1U Assembly Guide

<i>Product Overview</i>	3
<i>Site Installation</i>	5
<i>Hardware Monitoring</i>	13
<i>Post Installation Maintenance</i>	14
<i>System Restore</i>	16
<i>Initial Setup of the Appliance</i>	17

© Copyright 2019 Tiger Technology. All rights reserved.

TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER TIGER TECHNOLOGY NOR ITS THIRD PARTY SUPPLIERS MAKE ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED, WITH RESPECT TO THE TIGER TECHNOLOGY PRODUCTS, AND SPECIFICALLY DISCLAIM THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

Limitations of Liability

To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer's sole and exclusive remedies.

TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL TIGER TECHNOLOGY OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Local Law

This Warranty Statement gives the customer specific legal rights. The customer may also have other rights that vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.

To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:

Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a consumer (e.g., the United Kingdom);

Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or Grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or not allow limitations on the duration of implied warranties.

FOR CONSUMER TRANSACTIONS IN AUSTRALIA AND NEW ZEALAND, THE TERMS IN THIS WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF TIGER TECHNOLOGY PRODUCTS TO SUCH CUSTOMERS.

Tiger Technology reserves the right to revise and improve its products as it sees fit. This publication describes the state of this product at the time of its publication, and may not reflect the product at all times in the future.

THIRD-PARTY TRADEMARKS

All other brand names, product names, or trademarks belong to their respective holders.

Title: Tiger Serve Assembly Guide
Hardware model: 1.0
Date: December 27, 2019

Manual Revision and Control

Revision Record

Date	Description	Version
29 Aug 2014	Initial Draft	1.0
29 Nov 2017	Initial setup of the appliance section added.	1.0
11 Jun 2018	Audible Alarm section added.	1.0

Congratulations on your purchase of Tiger Serve 1U, Tiger Technology's shared storage manager. This manual describes how to install and connect Tiger Serve at your site - from unpacking the appliance to powering on the system and setting it up.

Before proceeding, make sure that you have read carefully all instructions, paying special attention to the following symbols used in this guide:



SAFETY WARNING



IMPORTANT NOTE



TIP

You can find the most up-to-date version of this manual at the following address:
<https://www.tiger-technology.com/software/tiger-store/docs>

Product Overview

Tiger Serve 1U is a state of the art, ready-to-deploy shared storage manager. Once connected to the shared storage via Fibre Channel, the compact rack-mountable appliance acts as a metadata controller to the shared storage volumes and lets SAN Tiger Clients (connected to the storage via FC) and LAN Tiger Clients (connected to the appliance via 1/10GbE) access the volumes concurrently, without risk of data corruption, utilizing the optimum of their connection.

The appliance is shipped fully configured to you. To deploy it you should simply:

1. Rack-mount the appliance or install it on a table top (see "Installing Tiger Serve" on page 7).
2. Connect the appliance to the shared storage and to client computers. (see "Cabling Tiger Serve 1U" on page 9).
3. Connect the appliance to the power source and turn it on (see "Connecting The Appliance to The Power" on page 9).

4. Perform the initial setup of the appliance (see "Initial Setup of the Appliance" on page 17).

Tiger Serve 1U Features

- 1U, 19" rack-mount chassis.
- 8/16Gb Fibre Channel and/or 10GbE, and 1GbE ports for connection to the storage and client computers.
- Redundant power supply (a failed power module can be replaced while the system is operating).
- Tiger Store software for shared storage management and diagnostics.

Package Content

The package you have received weighs approximately 32kg and has the following dimensions:



It must contain the following:

- 1 x 1U, 19" rack-mount chassis.
- 1 x rack-mount rails kit:
 - 2 x slide rails.

- 8 x screws for attaching the rails to the rack.
- printed instructions for installing the rails.
- 2 x power cables.
- 1 x 1.80m UTP network cable.
- 1 x front panel bezel.
- 1 x system restore USB flash drive.
- 1 x CD with instructions.



Important: If any of the components listed above is missing from your shipment, please contact your reseller or Tiger Technology support immediately.

Hardware Overview

Note: The pictures used to illustrate the product in this manual may differ from the Tiger Serve appliance you have received depending on the model and firmware version.

Technical Characteristics

Description	Specification
Chassis dimensions	27.59" (D) x 17.2" (W) x 1.71" (H) 700.7 mm (D) x 437 mm (W) x 43.5 mm (H)
Net weight	approx. 20kg/44lbs
Power Supply Unit	High-efficiency 450W, 1 + 1 Redundant Power Supply with PFC, AC 100~240V Full Range, 50Hz~60Hz
Temperature Range	Operating: 10°C~35°C (50°F~94.9°F) Non-operating: -40°C~70°C (-40°F~158°F)
Humidity Range	Operating: 8%~90% non-condensing Non-operating: 5% ~85% non-condensing

Front View



Tiger Serve's front features the front panel bezel flanges and the controls of the appliance:



- System reset button and system power button.

Tip: The back of the appliance features a system reset and system power buttons, which can be used instead once you install the front panel bezel.

- USB 2.0 port - for firmware updates and system recovery.
- LED indicators for monitoring system status and connectivity (see "Monitoring the System Status" on page 13).

Rear View



The back of the appliance features the following elements:

- 2 x power supply modules.
- System power button and system reset button.
- depending on the configuration you have purchased:
 - 8 Gb FC ports;
 - 10 Gb Ethernet ports;
- 1 x Admin Ethernet port.
- 1 x Public Ethernet port for communication with FC clients and Internet communication.

Tiger Serve supports the following types of cables for connection to the shared storage and client computers:

Storage — fibre optic cable with LC connectors for SFP+ transceivers.

Clients via Fibre Channel — fibre optic cable with LC connectors for SFP+ transceivers.

Clients via 10GbE — depending on the 10GbE adapter model:

- fibre optic cable with LC connectors for SFP+ transceiver or copper cable with SFP+ transceiver.
- patch cable with RJ-45 modular connectors.

Clients via 1GbE — patch cable with RJ-45 modular connectors.

Site Installation

Unpacking Tiger Serve

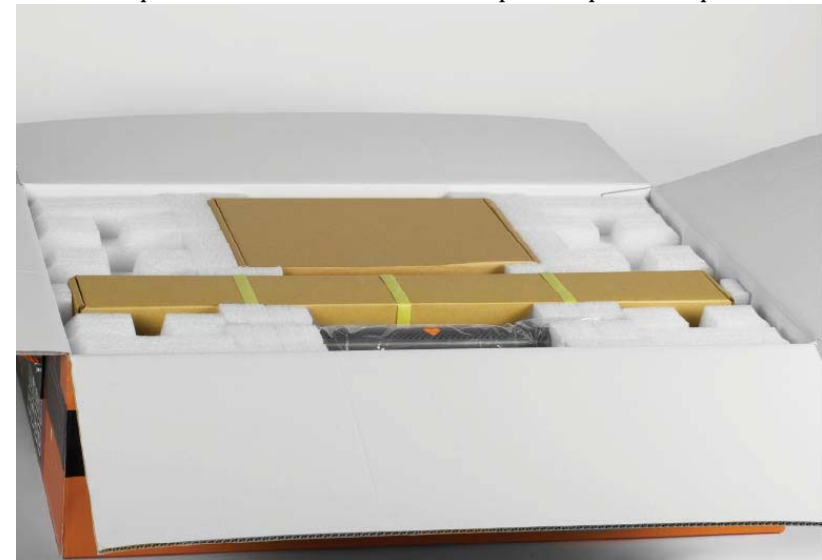


Important: Do not throw away any of the packaging components, until you ensure that the appliance works properly and there is no need to return any part.



Tip: It is advisable to keep all packaging components until the warranty of your appliance expires.

1. Cut the straps of the box, cut or remove the tape and open the flaps.



2. Take out the cases with the rack rails kit and the cables.



3. Take the bezel out the foam protectors.



4. Take out the foam case with the appliance, holding it at each side and place it on a surface, ensuring that the system remains stable.



Important: Tiger Serve weighs approximately 20kg. Attempting to move it without assistance could cause personal injury. Request assistance and use proper lifting techniques when lifting the appliance.

5. Holding the appliance one by one remove the protectors at each side.



Installing Tiger Serve

Before installing Tiger Serve in a rack or on a table top, consider the limitations for maximum cable lengths, when deciding on the location of the appliance within your facility. Also check the appliance's technical characteristics to make sure that the rack/the table meets the physical, electrical, and thermal specifications.

Rack-mounting Tiger Serve

You can mount Tiger Serve in a standard, 19-inch-wide, four-post rack. A rack-mount rails kit is included in your shipment.



If you are installing Tiger Serve in a rack, follow the instructions supplied in the rack-mount rails kit to install the appliance.



Tip: Install the heaviest devices in the lowest position in the rack.

Installing Tiger Serve on a Table Top

If you do not plan to install your Tiger Serve in a rack, and you opt for tabletop installation, ensure that:

- the surface is clean and in a safe location;
- the appliance is stable, its bottom faces down and its top faces up.

Tip: To determine the top and bottom of the appliance, use the text direction on the printed labels.

- the appliance is installed off the floor (dust that accumulates on the floor is drawn into the interior of the appliance by the cooling fans. Excessive dust inside the appliance can cause overheating and component failures);
- there is at least 50cm (19 inches) of clearance at the front and rear of the appliance for accessing network cables or equipment;
- the appliance receives adequate ventilation (it is not being installed in an enclosed cabinet where ventilation is inadequate);
- the appliance is not in close proximity to devices that emit strong electromagnetic waves.

Installing The Front Panel Bezel

Tiger Serve is shipped with a bezel that covers the front panel.



Tip: You can install/remove the bezel at any time without having to turn off the appliance or dismount the appliance from the rack.

To install the bezel:

1. Insert the tabs on each end of the bezel into the flanges on each side of the appliance's front panel.



2. Using your index finger, push inward the release latch at each side of the bezel and slightly push the bezel to the front panel until you hear a clicking sound.



To remove the bezel, with your index finger push inward the release latches at each side of the bezel and gently pull it away from the front panel:



Connecting The Appliance to The Power

Your Tiger Serve is shipped with two power supply modules, installed in the rear of the appliance. These modules supply redundant power to Tiger Serve - should a power supply module fail, you can replace it while the system is operating (see “Replacing a Failed Power Module” on page 14). You can replace a failed power module only with a power module of the same model.

To connect the appliance to the power supply:

1. Plug the power cord in the power socket of the power supply module.




2. Connect the power cord to the power outlet.

If the appliance is properly connected, the power module LED indicator will start blinking in green. If there's problem with the module installation, its LED indicator is red (blinking or solid) or there is no light at all.

Powering On The Appliance



To power on the appliance:

1. Press once the power button  at the back of the appliance.
2. Wait until the button (or the power status LED at the front) becomes solid green.

To turn off the appliance:



Important: *It is advisable to always attempt to shut down the appliance through the web UI, before resorting to hard shut down.*

Press continuously the power button  at the back of the appliance, until its light goes off.

To restart the appliance:



It is advisable to always attempt to restart the appliance through the web UI, before resorting to forced restart of the system.

Press the Reset button at the back of the appliance.

Cabling Tiger Serve 1U

Tiger Serve can connect to the shared storage via Fibre Channel (directly or using a Fibre Channel switch).

Important: If you want to connect the appliance through the Fibre Channel ports using multipathing, prior to connecting it, contact Tiger Technology support for instructions.

The appliance can connect to client computers via 1GbE and/or 10GbE. When a client computer is connected to the appliance via 10GbE (directly or using an Ethernet switch), there's no need to connect that computer through the Public port as well.

Additionally, Tiger Serve features an Admin port for safety net connection to the appliance.

To connect a computer to the Admin port:

1. Plug one end of the network cable provided in the shipment in the Admin port.



2. Plug other end of the network cable in the LAN port of the computer.

To connect Tiger Serve to the shared storage via FC:

1. Remove the protective black cap from the Fibre Channel port.



2. If your fiber-optic cable has protective caps, remove them.

3. Plug one end of the fiber-optic cable into the SFP socket of the FC port.



4. Do one of the following:

- Plug other end of the fiber-optic cable in the port of the Fibre Channel card of the storage.
- Plug other end of the fiber-optic cable in the port of the Fibre Channel switch that is connected to the shared storage.

Note: If you opt for interconnection via switch, refer to your switch documentation for further setup instructions.

To interconnect Tiger Serve through the 10GbE port:

Note: Your Tiger Serve shipment does not include copper and fiber-optic cables.

1. Remove the protective black cap from the 10GbE port.



2. If your fiber-optic cable has protective caps, remove them.

3. Plug one end of the cable into the 10GbE port of the appliance.



4. Do one of the following:

- Plug other end of the cable in the 10GbE port of a client computer.
- Plug other end of the cable in the 10GbE port of the Ethernet switch that is connected to client computers.

Note: If you opt for interconnection via switch, refer to your switch documentation for further setup instructions.

To interconnect Tiger Serve through the Public port:

Note: Your Tiger Serve shipment doesn't include twisted pair cables.

5. Plug one end of the network cable into the Public port of the appliance.



6. Plug other end of the network cable in the port of the Ethernet switch that interconnects computers on the network.

Hardware Monitoring




Audible Alarm



The appliance sounds an audible alarm (beeping), in case of a power supply error - a power module has failed or is not present. To confirm the problem, check the power status LED on the front panel bezel (see “Monitoring the System Status” on page 13).

Note: *The alarm continues beeping until the problem is resolved.*

Monitoring the System Status

The LEDs on the front panel bezel of Tiger Serve allow you to monitor the system status.

Indicator	LED color	Status	Description
system activity LED 	green	solid	system is idle
	green	slow blinking (once a second)	maintenance operations running while system is idle (like disk defragmentation, for example)
	green	fast blinking (more than 4 times a second)	system is busy
network activity LED 	amber	blinking	online
	-	-	offline or no transaction
power failure LED 	red	solid	power supply error or no power
	-	-	OK

fan failure LED 	red	blinking	error or fan failure
	-	-	OK
power status LED 	green	blinking	stand by (power is on, but the system is not turned on)
		solid	power on

Monitoring Connectivity

You can monitor the connectivity of the appliance to the storage using the LED indicators on the FC ports.

You can monitor the connectivity of the appliance to the network using the LED indicator on the 1GbE ports (Public and Admin).

FC ports

Your configuration can include an 8Gb FC card. The FC card is set up to work in auto mode i.e. its port transmits data depending on the connectivity mode of the storage's (or the switch's) FC card. You can view the transmission mode through the FC port using the LED indicators above it. If the FC port LED's light is off the port is inactive.

8 Gb Cards

Indicator	LED color	Status	Description
left	green	solid	2 Gb mode
right	green	solid	4 Gb mode
both	green	solid	8 Gb mode

10 GbE Ports

You can view the status of the appliance's connection through a 10GbE port using the LED indicator above it.

Indicator	LED color	Status	Description
activity LED (left indicator)	green	blinking	The adapter is sending or receiving network data at up to 10Gbps.
	-	-	No network activity on the link.
link LED (right indicator)	amber	solid or blinking	The 10GbE LAN card is initialized.
	-	-	The adapter is not receiving power or the 10GbE LAN card is not initialized.

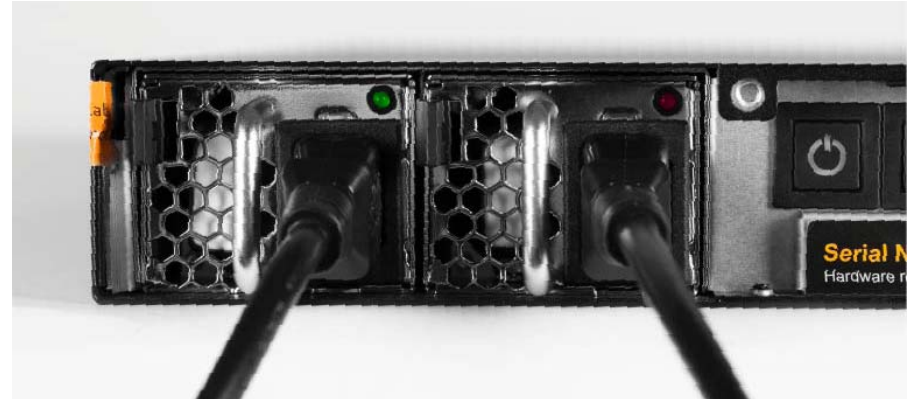
1 GbE Ports

You can view the status of your connection through an 1 GbE port using the LED indicators above it.

Indicator	LED color	Status	Description
speed LED (left indicator)	amber	solid	Operating as a Gigabit connection (1000 Mbps).
	green	solid	Operating as a 100-Mbps connection.
	-	-	Operating as a 10-Mbps connection.
link LED (right indicator)	green	blinking	There is activity on this port.
	-	-	No link is established.

Monitoring Power Supply

You can monitor the activity of the power modules using their LED indicator:



Indicator	LED color	Status	Description
power module	green	blinking	system is in stand by mode
		solid	normal mode
	red	blinking	no power
		solid	power module failure

Post Installation Maintenance

Replacing a Failed Power Module

Your Tiger Serve 1U is shipped to you with two power supply modules, installed in the rear of the appliance. These modules supply redundant power to Tiger Serve - should a power supply module fail, you can replace it while the system is operating. You can replace a failed power module only with a power module of the same model.

To replace a failed power module:

1. Find the failed power module (the light of its LED indicator is solid red or there's no light at all).

2. Unplug its power cable from the module's socket.



3. Holding the lever of the power module with your index finger, push the side tab to the right and slide out the unit from the appliance.



4. Insert the new power module until it makes full contact with the enclosure and you hear a clicking sound.



Tip: To check that the power module is properly installed, try to pull it out without pressing the side tab. If the power module can be pulled out, repeat the step again.

5. Plug the power cable in the module's socket.



System Restore

Use the USB flash drive included in your Tiger Serve appliance shipment to restore the appliance to the factory default settings in case of system malfunction or failure.

Important: All your settings (IP addresses, defragmentation preferences, password for the web interface, etc.) will be lost after restoring the system to the default factory settings.

Follow the instructions below or contact Tiger Technology support for assistance at: support@tiger-technology.com

To perform system restore:

1. Shut down the appliance.
2. Plug the USB flash drive in the USB port of the appliance and press the power button to start it.
When the system restore finishes, the appliance automatically shuts down.
3. Unplug the USB flash drive and press the power button of the appliance to start it.

4. Wait several minutes until the appliance shuts down again and then press the power button to start it.

Note: *On appliances shipped before 20 December 2016, the system restarts automatically instead of shutting down one last time before the appliance is ready. To ensure that the system restore is finalized, wait between 5 and 10 minutes before attempting to access it.*

Initial Setup of the Appliance

Before you begin work with the product on a Tiger Serve appliance, you need to perform its initial setup. The initial setup includes the following procedures:

- Configure the IP address of each network port of the appliance (see “Configure the IP Addresses of the Appliance” on page 19).
- Change the name of the appliance (see “Change the Name of The Appliance” on page 20).
- Specify the time and date settings of the appliance (see “Specify The Time and Date Settings of the Appliance” on page 21).
- Set the environment in which Tiger Serve operates - workgroup or Active Directory domain (see “Select The Deployment Environment of Tiger Serve” on page 21).

Once you go through the initial setup, Tiger Serve can operate normally without having to change any of its settings. Later on you can change any of the settings that you have specified during the initial setup from any computer that has access to Tiger Store’s web interface.

You can perform the initial setup of the appliance in the web interface of the appliance.

Access the Web Interface of the Appliance

Tiger Serve appliances are shipped to you with preset IP address of the Public port (172.16.100.100) and a preset address of the Admin port (1.2.3.4 or 1.21.32.1), if such port is predefined by vendor.

Note: *The Admin port is designed as a safety net in case you misconfigure the appliance’s network identification and fail to connect to it. For detailed procedure, refer to steps on page 18.*

To access the web interface of the appliance for the first time, your computer should be connected to the Public port of the appliance and should use an IP address that is on the same subnet as the preset IP address of the Public port. During the initial setup of Tiger Serve, you can change the IP address of the Public port and of all other network ports of the appliance (except the Admin port), letting all computers on the same network (with or without the Tiger Client software installed) access Tiger Store’s web interface.

To access the web interface of the appliance for the first time:

1. Connect your computer to the Public port of the appliance directly or through an Ethernet switch.

Important: *It is advisable to connect directly to the Public port if another computer on the network has the same IP address (172.16.100.100) as conflicts may arise.*

2. Make sure the IP address of your computer is on the same subnet as the Public port (set it to 172.16.100.101, for example).

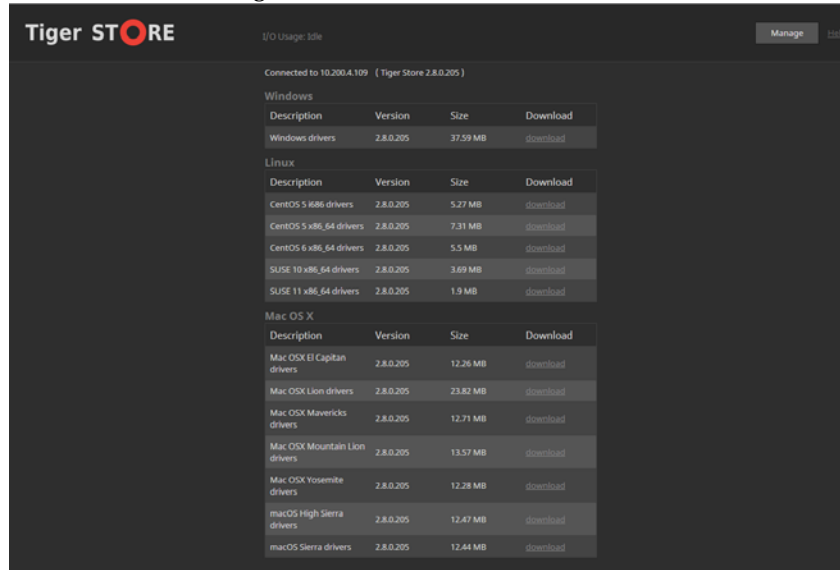
Note: *For more details about changing your IP address, refer to the documentation of your operating system).*

Tip: *Once you finish the initial setup and set another IP address to the Public port, you can revert back to your old IP address.*

3. In a web browser, type the pre-defined IP address of the appliance for the Public port: **172.16.100.100**

4. Press Enter.

The web interface of Tiger Store loads.



5. Click Manage and enter the following password:
admin

To access the web interface through the Admin port:

1. Set the IP address of the computer on which you will connect to the Admin port to be on the same network as the preset IP address of the Admin port - 1.21.32.1 (for Tiger Serve appliances shipped before 01 November 2016) or 1.2.3.4 (for Tiger Serve appliances shipped after 01 November 2016).

Important: Even though your Tiger Serve may be keeping the original IP address (1.21.32.1), should you restore on the appliance a firmware image from a USB flash drive, which has been sent to you after 01 November 2016, the IP address of the Admin port will change to 1.2.3.4.

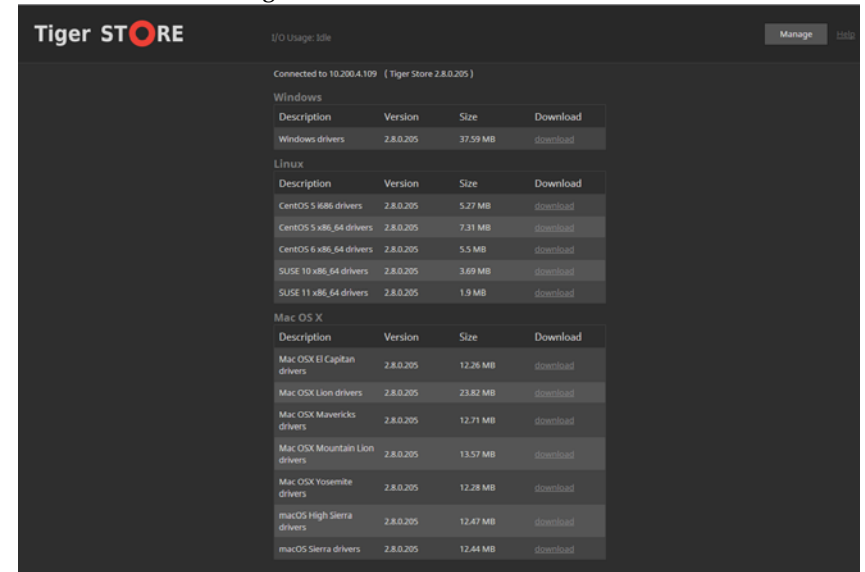
For example, if the Admin port of your appliance uses IP address 1.21.32.1, set the IP address of your computer to 1.21.32.2 and the subnet mask to 255.255.255.0. If the Admin port of your appliance uses IP address 1.2.3.4, set the IP address of your computer to 1.2.3.10 and the subnet mask to 255.255.255.0.

2. Connect the computer to the Admin port of the appliance.

3. In a web browser, type the preset IP address of the appliance for the Admin port:
1.21.32.1
or
1.2.3.4

4. Press Enter.

The web interface of Tiger Store loads.



5. Click Manage and type the password for the web interface.

Configure Appliance Identification and Connectivity Settings

Each Tiger Serve appliance is identified in the network by IP address and name (by default, this is the serial number of the appliance).

The appliance must have an IP address for each network port through which it communicates with Tiger Clients (directly or via an Ethernet switch). The IP address of each network port must be on the same LAN as the Tiger Client that will

communicate with the appliance through this port. For more information, refer to “Configure the IP Addresses of the Appliance” on page 19.

Tiger Serve supports teaming of the ports of each network card. If you choose to team the ports of a network card, all its ports will be accessible through just one IP address. To benefit from ports teaming, you must use an Ethernet switch, which supports Link Aggregation Control Protocol (IEEE 802.1ax, LACP) and is set up for teaming.

Additionally, Tiger Serve allows you to assign two or more IP addresses to the same network card, thus making it accessible from networks on different subnets.

Changing the name of the appliance can be useful to more easily identify your appliance on the network or, if you deploy more than one Tiger Serve appliances in your organization, to facilitate you in distinguishing them. For more information, refer to “Change the Name of The Appliance” on page 20.

Team/Unteam Network Ports

To facilitate you with assigning IP addresses to the network ports of the appliance, Tiger Serve allows you to team the ports of a single network card. This way all ports of a network card will be accessible through a single IP address.

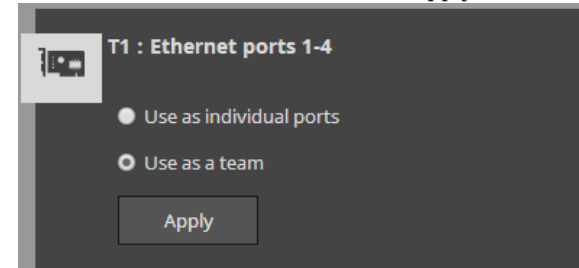
Important: *To benefit from ports teaming, you must use an Ethernet switch, which supports Link Aggregation Control Protocol (IEEE 802.1ax, LACP) and is set up for teaming.*

You can unteam the ports of a network card at any time. When you unteam the ports of a network card, they are automatically assigned the IP addresses they have had before teaming them - either the default ones assigned by the appliance, or the ones you have manually specified. Should you decide to team the ports again, you will have to specify the IP address manually again.

To team/unteam the ports of a network card:

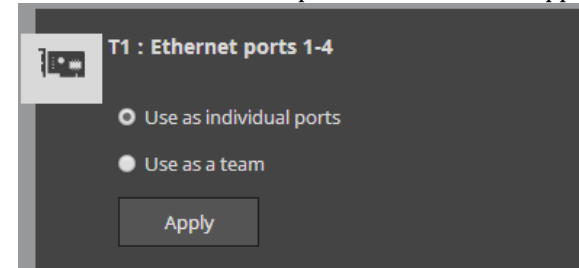
1. In the left pane of the web interface, click System and then Network Configuration. The page lists all detected network cards, except the Public port and the Admin port.
2. In the tile of a network card, do one of the following:

- Select Use as a team, and then click Apply.



The teamed ports are listed on the IP Configuration page, where you can assign an IP address to them.

- Select “Use as individual ports”, and then click Apply.



The ports are listed on the IP Configuration page individually with their previous IP addresses (the ones you have manually specified, or, if none has been specified, the default ones).

Configure the IP Addresses of the Appliance

Your Tiger Serve appliance can have any of the following network ports:

Public port — 1GbE port designed to connect the appliance to your corporate network and provide it with access to shared resources and the Internet and also used for metadata exchange between the appliance and Fibre Channel Tiger Clients.

1/10GbE ports — designed to provide for both data and metadata traffic of Tiger Clients connected to the appliance via 10GbE connection.

You must set an IP address for each network port through which the appliance is connected to Tiger Clients (directly or via an Ethernet switch) - the Public port and all other available network ports or port teams. The IP address you assign to each network port must be on the same subnet as the Tiger Client that will communicate with the appliance through this port. If computers in your facility are already interconnected in a LAN, you can simply assign an IP address to the Public port in the same subnet.

When a LAN client can reach the appliance both through the Public port and another faster port, to ensure that the Tiger Client always mounts the shared volumes over the faster connection, it is advisable to set the IP addresses of the faster ports of both the appliance and the Tiger Client to be on a separate subnet of the LAN used by the Public port. For more information refer to the “Assigning IP Addresses to Network Ports” best practices topic in the latest version of the product release notes.

Important: *Whenever you introduce changes to the IP settings of Tiger Serve, on all Tiger Clients you may have to re-add the appliance to the storage servers list, in order to ensure that they can connect to it.*

IP Addresses Limitations

When assigning IP addresses to the network ports of Tiger Serve, make sure that you avoid the following IP addresses as they are either link-local addresses or are in use by Tiger Serve services:

- Link-local addresses in the range 169.254.0.0 - 169.254.255.255
- IPMI addresses in the range 1.1.1.0 - 1.1.1.255

To assign an IP address to a network port:

1. In the left pane of the web interface, click System and then IP Configuration. The IP Configuration page loads. It lists the tiles of the Public port and all individual and/or teamed network ports.

2. In the tile of the respective port or team, enter the IP address and subnet mask.

The screenshot shows the 'Public' network configuration interface. It includes the following fields and values:

- IP Address:** 10 . 200 . 6 . 37
- Subnet:** 255 . 255 . 0 . 0
- Router:** 10 . 200 . 0 . 1
- DNS Server:** 10 . 200 . 200 . 14

There are '+' and '-' buttons next to the Subnet field, and an 'Apply' button at the bottom.

Note: *As the Public port is also used for connection to the Internet, you can also specify router and DNS server details.*

3. (optional, to assign additional IP address) Click the + button and add an additional IP address and subnet mask for the same network port.

Tip: *You can add as many IP addresses to the same port, by clicking the “+” button. To remove one of the IP addresses, simply click “-” next to it.*

4. Click Apply.

Change the Name of The Appliance

By default, each Tiger Serve appliance is shipped to you with a pre-configured name - the appliance’s serial number, printed at the back of the chassis and visible in the About page of the web UI.

Note: *If you rename a Tiger Serve appliance after client computers have already added it to their storage servers list, you may have to manually edit the appliance’s name on client computers (refer to the “Tiger Client User’s Guide”).*

To rename the appliance:

Important: *To rename the appliance you will have to reboot it.*

1. In the left pane of the web interface, click System and then Settings.
2. In Appliance Name, enter a new name of the appliance and click Apply.

3. Confirm that you want to change the name of the appliance when prompted.
4. In the left pane, select System and then Maintenance.
5. In System Reset drop down box, select “Full system reboot” and then click Full system reboot.

Specify The Time and Date Settings of the Appliance

To ensure the normal work of Tiger Serve, you should set the time and date of the appliance as soon as you turn it on. It is advisable to use the same date and time settings on all computers on your Tiger Serve network.

To specify the time and date settings of the appliance:

1. In the left pane of the web interface, click System and then Settings.
2. In Date and Time, select the desired date, time zone and specify the exact time.

3. Click Set Date and Time.

Select The Deployment Environment of Tiger Serve

By default, Tiger Serve is configured to operate in workgroup environment - the appliance is pre-configured as a member of the WORKGROUP workgroup and any user that can connect to it, has access to all resources on the shared volumes. If your appliance is on the same network as an Active Directory domain controller, you can add the appliance to the domain and benefit from access permissions to files and folders for domain users. For the purpose, you should simply specify the domain name and authenticate as a user that has permissions to join computers to the selected Active Directory domain.

You can switch the network environment in which Tiger Serve is deployed from workgroup to domain and vice versa at any time.

Important: *Setting the network environment of Tiger Serve requires that you reboot the appliance.*

To set domain environment for Tiger Serve:

1. In the left pane of the web interface, click System and then Settings.
2. In Domain Info, click Domain.
3. In the respective fields, enter the domain name and the user name and password of a user that can join computers to the specified Active Directory domain.

The screenshot shows the 'Domain Info' section of a web interface. It has a dark background with light text. At the top, there are two radio buttons: 'No domain' (unselected) and 'Domain:' (selected). To the right of the 'Domain:' radio button is a text input field containing 'Domain Name'. Below this, there is a paragraph of text: 'Enter the name and password of a user with permissions to join the domain.' Underneath this text are three input fields: 'Username', 'Password', and an 'Apply' button at the bottom left.

4. Click Apply.
5. In the left pane, select System and then Maintenance.
6. In System Reset drop down box, select Full System Reboot and then click Full system reboot.
When the appliance is online again, accesses to files/folders on the shared volumes are authenticated against the specified Active Directory domain.

To set workgroup environment for Tiger Serve:

1. In the left pane of the web interface, click System and then Settings.
2. In Domain Info, click No domain.

The screenshot shows the 'Domain Info' section of a web interface. It has a dark background with light text. At the top, there are two radio buttons: 'No domain' (selected) and 'Domain:' (unselected). To the right of the 'Domain:' radio button is a text input field containing 'Domain Name'. Below this, there is a paragraph of text: 'Enter the name and password of a user with permissions to join the domain.' Underneath this text are three input fields: 'Username', 'Password', and an 'Apply' button at the bottom left.

The domain controller may require that you authenticate yourself as a user authorized to remove computers from the domain.

3. Click Apply.
4. In the left pane, select System and then Maintenance.
5. In System Reset drop down box, select Full System Reboot and then click Full system reboot.
When the appliance is online again, all users that can mount the shared volumes have unrestricted access to all files/folders on it.