# Client Specific Information

Before proceeding with Shotgun installation, we need to gather some information about your future Shotgun Instance. Please fill out the checklist that can be found at the end of this document, and send it to us your Setup Support Ticket.

**This information is mandatory. Your Shotgun installation will not happen unless the form is fully filled out.**

## Server information

**Chosen Topology.** How the different components will be hosted. See Phase 1.

**Servers Specifications.** Please provide us with your server specifications (CPU, memory, etc.)

**Servers IPs.** Please provide us with the IP of all your Shotgun servers.

**Shotgun URL.** Your preferred URL that you will use to access the site (example: shotgun.<studio\_name>.com). Typically, we prefer that this be a fully-qualified domain name, unique to your organization. You will need to modify your internal DNS to point this URL at your Shotgun server in order to allow your internal users to access it.

**HTTP Proxy settings.** If you are limiting access to the internet using an HTTP proxy, please provide the proxy IP and port. Make sure the Shotgun servers are allowed to use them.

## Mail and SMTP

**Outgoing mail domain(EHLO/HELO).** This must be a valid domain name that your server will respond to for EHLO/HELO.

**User Name.** This must be a valid username that is allowed to relay mail through your SMTP server.

**Password.** The password for the User Name above.

**Email Address.** The email address (if different from the User Name above).

**Outgoing Mail Server Address.** The address of your SMTP server.

**Port.** The SMTP port that your SMTP server listens on (typically port 25, but some studios change this).

**Authentication.** Plain, Login, or Cram-MD5.

**Enable TLS.**  [Yes/No] Whether to enable send mail through a secure connection.

**SSL Certs.** Path to valid SSL certs if 'Enable TLS' is 'yes'.

## Media

**Path to media mount.** The path where the media storage will be mounted.

## Database

**Path to data mount.** Whether the database should be stored at a specific location or use PostgreSQL’s default.

**Mount is NFS.** If using an external drive, it must be mounted physically on the DB server. **WE STRONGLY DISCOURAGE the usage of NFS drives to host a database.**

## LDAP

**LDAP Integration.** Whether you want to integrate Shotgun with your company’s LDAP. More information can be found on [Shotgun Help Center - LDAP Integration](https://support.shotgunsoftware.com/hc/en-us/articles/219042448-LDAP-Integration).

## Miscellaneous

**Hosted to local migration.** Please inform us if you are moving to a local installation from our Shotgun Hosted Service.

# Setup Validation Checklist

Before we proceed with the installation, please review your setup to reduce the number of back and forth that will be needed between our respective Operation teams. We ask you to run a validation script and fill-up the checklist that can be found at the end of this document. Please send us the checklist in your Setup Support Ticket.

**Validation from your part is mandatory. Your Shotgun installation may be significantly delayed if the proper validation has not been performed.**

## Validation script

To make sure your server is set up as we expect and that we have all the external access we need, you will need to run our validation script. The validation script can be found [in the enterprise-toolbox repository on GitHub.](https://github.com/shotgunsoftware/enterprise-toolbox/blob/master/setup/setup_validation.sh).

## Server setup validation

**SCP and SFTP.** Must be enabled on all servers for the shotgun user. All servers must be able to ssh to each other.

**Internet access.** For the initial set up, all servers must have internet access. That access can be revoked after the installation.

**HTTP Proxy.** If you use an HTTP Proxy, it must be properly set up for all servers.

## Firewall and Network validation

**HTTP Traffic.** Enabled on port 80 for all servers except the database server.

**HTTPS Traffic.** If you plan to enable HTTPS on our Shotgun site, enable HTTPS traffic on port 443.

**SSH Connexions.** SSH connexions must be allowed on each server. It must be possible to SSH from any Shotgun servers to the other servers.

**PostgreSQL.** The port on which PostgreSQL will listen to must be set up to allow TCP traffic. The default port is 5432.

## OpenVPN

**OpenVPN client.** OpenVPN client has been properly installed and is connected to our OpenVPN server. SSH and SCP to any servers in your Shotgun Cluster from that client is required.

**TCP Forwarding.** Enable on the OpenVPN client if you have a multi-server cluster.

## Media Storage validation

**Media Storage mount.** The same media server must be mounted, preferably at the same path, on each server, except the database server.

**Media Storage configuration.** Make sure that the media mount is properly configured, allowing Shotgun and its component to read, execute and write content. See this link for more details on media storage configuration.

**Permissions.** Permissions on folders dedicated to Shotgun media must allow Shotgun to read, write, and execute files properly. See Media Storage Configuration for Shotgun Enterprise for more details.

Feel free to ask any question regarding this form in your Shotgun Support ticket.

# Client Specific Information

|  |  |  |
| --- | --- | --- |
| Servers  Info | Chosen Topology (see Phase 1): |  |
|  | Servers Specifications |  |
|  | Servers IPs |  |
|  | Shotgun user password / Key |  |
|  | Shotgun URL | <shotgun.studioname.com> |
|  | HTTP Proxy settings | <optional> |
| SMTP | Outgoing mail domain | <studioname.com> |
|  | User Name | <noreply@studioname.com> |
|  | User Password |  |
|  | Email Address | <optional, default to user name> |
|  | Outgoing Mail Server Address | <smtp.studioname.com> |
|  | Port | <Default SMTP port is 25> |
|  | Authentication | <Plain, login or Cram-MD5> |
|  | Enable TLS | Yes / No |
|  | SSL Certs | \*\* Path to valid SSL certs if 'Enable TLS' is 'yes' |
| Media | Path to media mount |  |
| Database | Path to data mount | </var/lib/pgsql/9.3/> |
|  | Mount is NFS | Yes / No |
| LDAP | LDAP integration | Yes / No |
| **Misc** | Hosted to local migration | Yes / No |

# Setup Validation Checklist

|  |  |  |
| --- | --- | --- |
| Setup | Validation script success | Yes / No |
|  | Scp and sftp is enabled on all servers for shotgun user | Yes / No |
|  | All boxes have external internet access | Yes / No |
|  | HTTP Proxy is properly setup for all servers | <optional> |
| FIrewall | Allow HTTP traffic on port 80 | Yes / No |
|  | Allow HTTPS traffic on port 443 | <optional> |
|  | Allow SSH connexions on port 22 | Yes / No |
|  | Allow TCP traffic on port 5432 for database server | Yes / No |
| OpenVPN | OpenVPN client has been set-up on a host that have access to all Shotgun servers. | Yes / No |
|  | TCP Forwarding is enabled on the OpenVPN client  (only for multi-server clusters) | Yes / No |
| Media | Media storage mounted on all servers | Yes / No |
|  | Media is properly configured  See Help Center for details | Yes / No |