SymplyPRO XTL 24 — Quick Start Guide

Thank you for purchasing SymplyPRO XTL 24.

If you have any support questions that are not addressed in this document, then please check our extensive FAQs or submit a support ticket on our support site https://support.gosymply.com/

Your feedback is important to us, so please let us know what you think of our products via email hello@gosymply.com.

Document Revision

Title: SymplyPRO XTL 24 Quick Start Guide

Date: October 20th, 2025

Document Version: 1.4

Library Firmware: 6.20 / 3.60e

Bootcode: 0.82

About this guide

This guide is intended for system administrators who need hardware setup and basic configuration for a SymplyPRO XLT 24. For further information please refer to the SymplyPRO XTL 24 user guide.

Table of Contents

Introduction

SymplyPRO XTL 24 is a compact, automated LTO tape library designed for simple, high-capacity backup and archive workflows. In a 2U form factor it houses up to **24** cartridges via two front-accessible, removable magazines (left magazine with **mailslot** and right magazine), each holding up to **12** cartridges for fast media handling.

The library supports **one or two LTO half-height** tape drives with **SAS** or **Fibre Channel (FC)** connectivity. Devices are presented using **multiple LUNs** so that the tape drive(s) and the library robotics are visible to the host separately.

Optional connectivity modules extend deployment flexibility:

- **SymplyPRO XTL Ethernet Module** — dual **10 GbE (iSCSI)** bridging for SAS-attached drives. In the XTL 24, the module occupies the **top drive bay**, so the library supports **one** LTO drive when installed.
- **SymplyPRO XTL Thunderbolt Module** — dual **Thunderbolt 3** (one host, one daisy-chain) for direct attachment. In the XTL 24, the module also occupies the **top drive bay**, so the library supports **one** LTO drive when installed.

SymplyPRO XTL 24 is compatible with most operating systems that support SAS or FC. To leverage advanced library features (robotics, barcodes, partitioning, etc.), use an operating system with a compatible medium-changer driver or a **supported backup/archive application**.

LTO Drive and Data Cartridge Compatibility

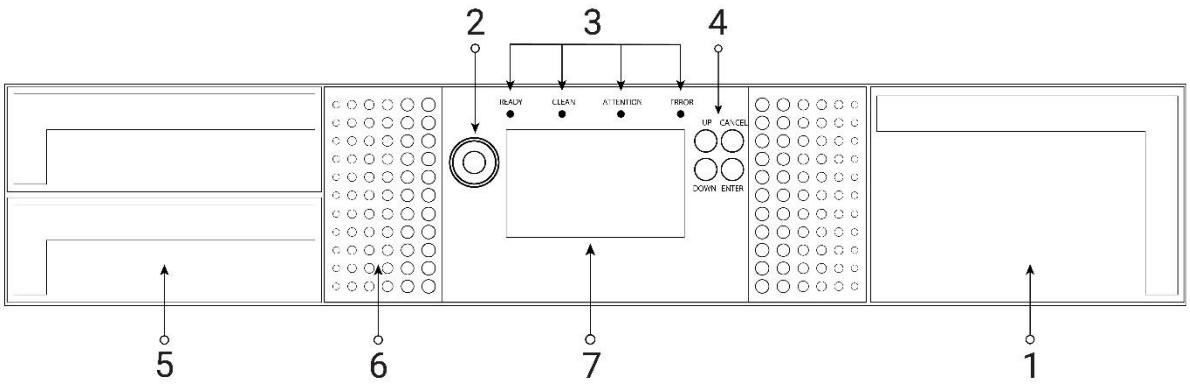
	LTO-5 Data Cartridge	LTO-6 Data Cartridge	LTO-7 Data Cartridge	LTO-8 Data Cartridge	LTO-9 Data Cartridge	LTO-10 Data Cartridge
SymplyPRO LTO-7	Read Only	Read & Write	Read & Write	n/a	n/a	n/a
SymplyPRO LTO-8	n/a	n/a	Read & Write	Read & Write	n/a	n/a
SymplyPRO LTO-9	n/a	n/a	n/a	Read & Write	Read & Write	n/a
SymplyPRO LTO-10	n/a	n/a	n/a	n/a	n/a	Read & Write

Specifications

Physical Specifications SymplyPRO XTL 24

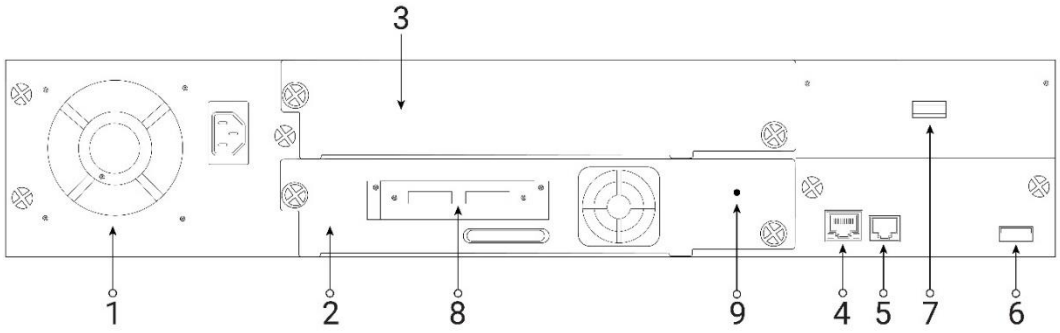
Characteristic	Description
Rack requirements	Standard 19-inch rack with 2U of clearance
Number of Slots	24
Number of Mailslots	1
Drive Form Factor	Half-Height
Number of Drives	1 or 2
Native Drive Interface	SAS or Fibre Channel
MSBF w/o drive	500,000 hours
Dimensions (H x W x D)	87 x 448 x 740 mm (3.43 × 17.64 × 29.13 in)
Clearance Front	308 mm (2.13 in) for mail slot access 600 mm (23.62 in) for magazine removal
Clearance Rear	154 mm (6.06 in)
Clearance Side	51 mm (2.01 in)
Power Supply	Single Module 160W (AC power 110v – 240v)
Weight Without Media	Single Drive 14.7 Kg (32.41 lbs) Dual Drive 15.6 Kg (34.39 lbs)
Weight With Media	Single Drive 20.2 Kg (44.53 lbs) Dual Drive 21.1 Kg (46.52 lbs)

Front View SymplyPRO XTL 24



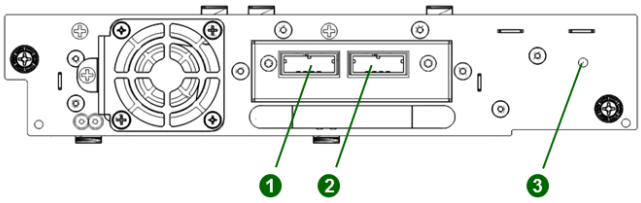
Number	Description
1	Magazine – Right
2	Power Button
3	Front Panel LEDs (Ready, Clean Drive, Media Attention, Error)
4	Control Keys (Cancel, Previous, Next, Enter)
5	Magazine – Left (includes mailslot)
6	Air Vents
7	Front Panel LCD

Rear View SymplyPRO XTL 24



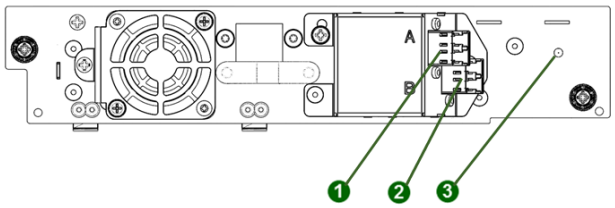
Number	Description
1	Power Supply Module
2	Drive Sled #1 (Bottom Drive Bay)
3	Drive Sled #2 (Top Drive Bay)
4	Ethernet Management Port
5	Serial Port
6	USB Port
7	Shipping Lock
8	SAS or FC Host Ports
9	Drive LED

SAS Drive Sleds



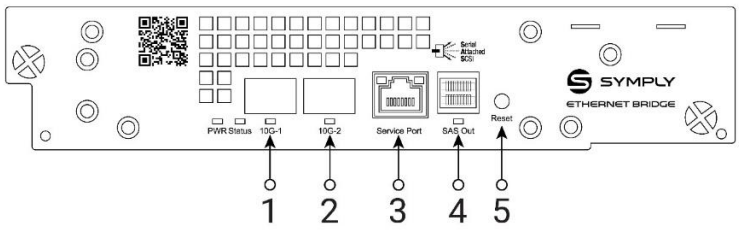
Number	Description
1	SAS Port A
2	SAS Port B
3	Tape Drive Power LED, Green

Fibre Channel Drive Sleds



Number	Description
1	Fibre Channel Port A
2	Fibre Channel Port B
3	Tape Drive Power LED, Green

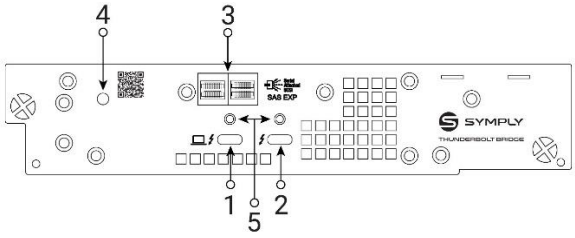
XTL Ethernet Module



Number	Description
1	Data Port 1
2	Data Port 2
3	Service Port
4	SAS Out (Connection to SAS Tape Drives)
5	Module Reset

Note: For information on configuring the XTL Ethernet Module please see the [SymplyPRO Ethernet Appliance User Guide]

XTL Thunderbolt Module



Number	Description
1	Thunderbolt 3 Port (15W)
2	Thunderbolt 3 Port (15W)
3	SFF-8644 SAS Ports (x2)
4	Ready Light (Green)
5	SymplyLOCK fixing point

Note: For information on configuring the XTL Thunderbolt Module please see the [SymplyPRO Thunderbolt User Guide]

Operating Conditions for SymplyPRO XTL 24

Environmental Factor	Recommended	Allowable	Non-Operating
Dry-Bulb Temperature	**LTO-9** and **LTO-10**: 15 to 25 °C (59 to 77 °F) **LTO-7** and **LTO-8**: 16 to 25 °C (61 to 77 °F)	**LTO-9** and **LTO-10**: 15 to 30 °C (59 to 86 °F) **LTO-7** and **LTO-8**: 16 to 30 °C (61 to 86 °F)	5 to 35˚C (41 to 95˚F)
Relative Humidity	**LTO-9** and **LTO-10**: 20 to 50% (non-condensing) **LTO-7** and **LTO-8**: 20 to 50% (non-condensing)	**LTO-9** and **LTO-10**: 20 to 50% (non-condensing) **LTO-7** and **LTO-8**: 20 to 50% (non-condensing)	20 to 80% (non-condensing)
Maximum Temperature Change	5 °C (41°F) / hour	5 °C (41°F) / hour	5 °C (41°F) / hour
Maximum Humidity Change	5% / hour	5% / hour	5% / hour
Temperature Limitation for Humidity Conditions	**LTO-9** and **LTO-10**: Max Dew Point 22 °C (72 °F) **LTO-7** and **LTO-8** Wet Bulb Temperature <= 26 °C (79 °F)		
Maximum Altitude	3,048 m (10,000 ft)	3,048 m (10,000 ft)	12,192 m (40,000 ft)
Dust concentration	Less than 200 microgram / cubic metre		

Transport and Storage of Data Cartridge

Condition	Environmental Specification
Short-term Storage condition	See operating conditions
Long-term Storage condition	See operating conditions
Shipping Conditions	5 to 45 °C (41 to 113 °F); 10% to 80% non-condensing. RH; 26 °C (72 °F) dew point maximum

Checklist (Pre-Installation)

- Check **rack space and depth** ≥700 mm (27.5 in).
- **Two-person** lift arranged; **ESD protection** in place.
- **Network/IP**: Management network at rack; DHCP available or reserved static IP.
- **Verify software compatibility.** Confirm that your data-protection application supports the specific SAS/FC/iSCSI adapter and the connected LTO drives/library.
- **HBA/Initiator**: Correct interface for your configuration (SAS, Fibre Channel, iSCSI, or Thunderbolt). Driver/firmware at vendor-recommended version.
- **SAS:** Certified **SAS** cables; length ≤ **3 m** (9.84 ft) per run.
    - Connector types by generation: LTO-9/10 → SFF-8644 (mini-SAS HD); LTO-7/8 → SFF-8088 (mini-SAS).
    - Symply-supplied 2m (6.5 ft) fan-out cables per kit: LTO-9/10: 2 m SFF-8644→4×SFF-8644, LTO-7/8: 2 m SFF-8644→4×SFF-8088.
    - One fan-out leg per drive, connector to **port A**.
- **Fibre Channel**:
    - Matching **SFP/SFP28** optics and **OM3/OM4** fibre; distances within transceiver specs.
    - Switch **zoning**/aliasing ready (WWPNs known).
- **iSCSI (Ethernet Module)**:
    - 10 GbE ports available; dedicated VLAN is recommend.
    - Data Ports (DP) must be on separate subnets.
    - Management Port (MP) must be on a separate subnet to the DPs.
    - Consistent **MTU** (9000) end-to-end; routing/firewall rules allow iSCSI/TCP.
    - CHAP credentials (if used).

- **Thunderbolt Module**:
    - Supported host OS and hardware TB3/TB4/TB5.
    - Admin rights to install drivers.
    - Certified cable (active if >0.8 m / ~ 31 in).

What's in the box

Verify you have all the parts listed in the kit below.

Item	QTY	Description
SymplyPRO XTL 24	1	2U 24 Slot Library with Single PSU
Rack Kit	1	▪ 2 rack mount rails. ▪ 2 mounting brackets. ▪ 6 x M3 Torx screws to fix the mounting brackets (9.5mm square holes) ▪ 6 x M3 Torx screws to fix the mounting brackets (9.5mm round holes) ▪ M5 screws to secure the mounting brackets to the rack.
LTO Clean Cartridge	1	Symply LTO Media - Ultrium Universal Cleaning Cartridge, with barcode
Ethernet Cable	1	3m (9.8 ft) Cat6 Ethernet Cable (for management port)
Data Cable Optical	2	**FC Units Only** – 2 x 3m (9.8 ft) OM4 LC-LC Optical Cable
Data Cable SAS	2	**SAS Units Only** – 2 x 2m (6.5ft) SAS Cable ▪ LTO-7 & LTO-8 include SFF-8088 -to- SFF-8644 ▪ LTO-9 & 10 include SFF-8644 -to- SFF-8644
Power Cable	1	2 m (6.5 ft) IEC power cord for local region
Welcome Card	1	Information Card Please Read Carefully
Shipping Carton	1	Please retain shipping carton and packaging for warranty purposes

Read first – safety & handling

- Observe local **health and safety requirements** and guidelines for manual material handling.
- **Weight**: The library weighs ~15.6 kg (34.39 lb) without media. Always team-lift and support from the **underside**.
    - Extend the rack's levelling jacks to the floor.
    - Ensure that the full weight of the rack rests on the levelling jacks.
    - Install stabilizing feet on the rack.
    - Extend only one rack component at a time.
- **Protective earth required.** Connect the power supply to a properly earthed (PE) mains outlet that complies with local electrical codes and standards. Do **not** defeat the earth/ground pin. Improper grounding can cause **electric shock** and/or **equipment damage**.

- **Rack power capacity.** Ensure the PDU and upstream circuit have sufficient capacity and headroom for the library's maximum draw. Do **not** exceed the rack's power capabilities.
- **ESD**: Use a wrist/heel strap and grounded surface when handling modules, drives, or controllers.
- **Pinch points**: Keep hands clear around alignment pins/levers and while sliding on rails.
- **Environment**: Operate within recommended temp/humidity; allow acclimatisation after transport.

Tools: #2 Phillips screwdriver; small flat-blade (or Torx) screwdriver.

Plan your rack layout

- Target a **standard 19-inch rack,** 700 mm (27.5 in) depth.
- Reserve **2U**
- Leave required clearances (front for mailslot & magazines; rear for cabling).
    - **Clearance Front** → 600 mm (23.62 in) for magazine removal.
    - **Clearance Rear** → 154 mm (6.06 in).
    - **Clearance Side** → 51 mm (2.00 in)
- Single AC outlet

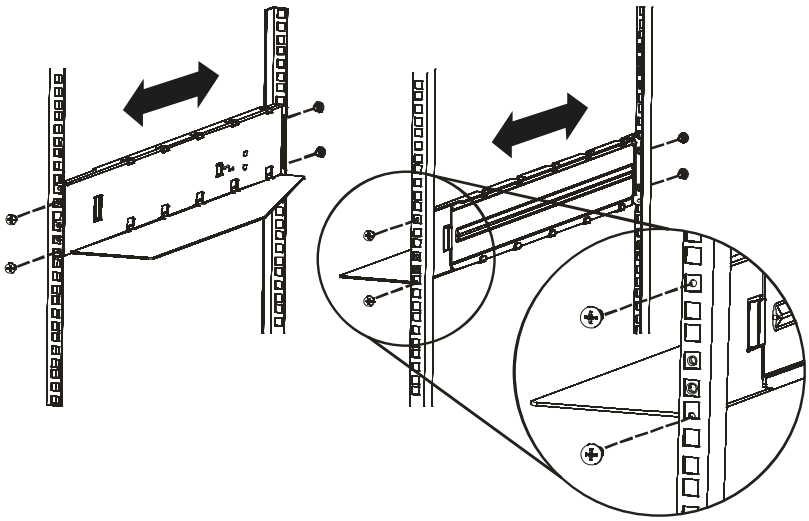
Unpack & prep modules

- **Inspect on arrival.** Check the shipping carton and contents for damage. If you find any damage, **do not install or power on the unit**—contact your place of purchase immediately.
- **Retain all packing** for possible service shipments.
- With a **two-person lift**, place each module on a stable work surface.

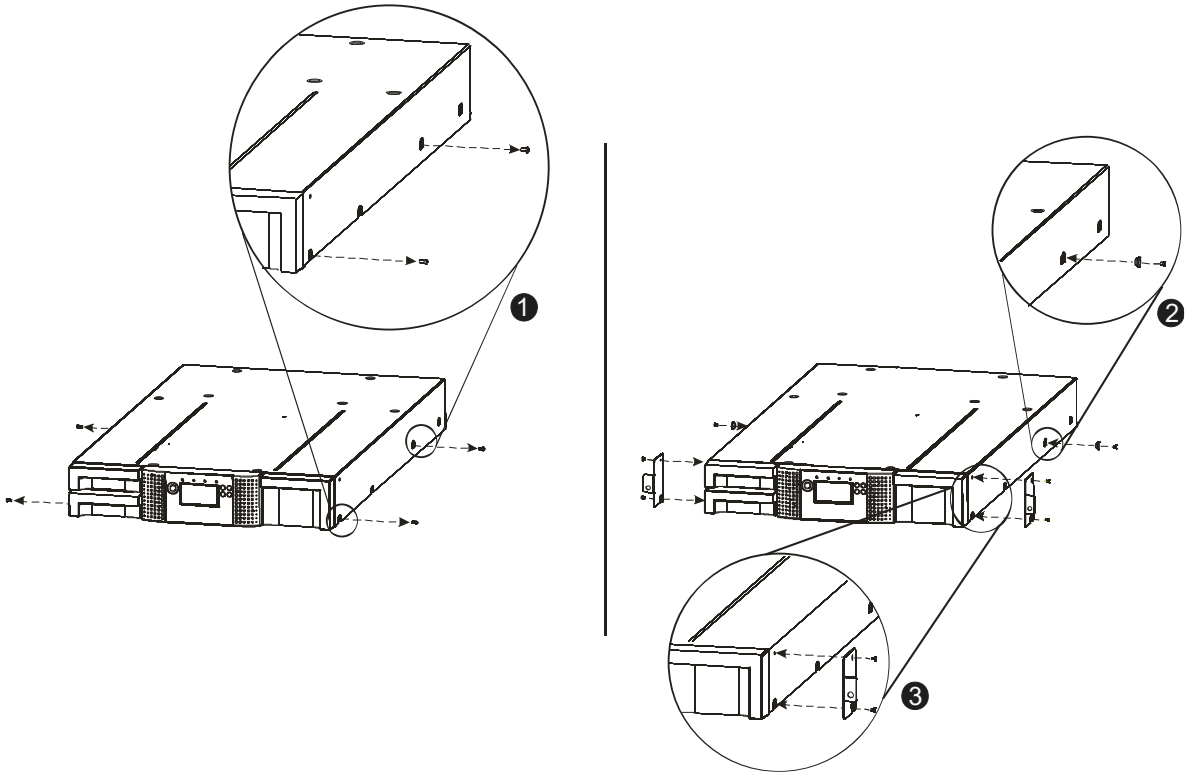
Install rails & mount the library modules

Install rails in the rack

1. Mark the position. Choose a 2U location and mark it on both front vertical rails (use the U-markers).
2. Fit the rails. Using rack-appropriate screws, secure one rail per side at the chosen U-position. Fasten at both front and rear posts.
    a. Rails telescope to fit different depths; set the left and right rails in the correct orientation (see illustration).
    b. Tighten all rail screws fully.



Prepare the library



3. Using a **Torx** driver, **remove the side screws** shown in the illustration. Keep them—these will be reused.
4. **Guide pulleys:** Fit a pulley to **each side** of the library using the **two Torx screws** (from the rack kit).

Install brackets & guide pulleys

5. **Mounting brackets:** Attach a bracket to **each side** of the library using the **four Torx screws** (from the rack kit).

Mount the library

6. With the guide pulleys and brackets installed, **align the library** with the rails and **slide it in** until it is fully seated and the rail latches engage.
7. Insert a **#3 Phillips** through the **small access holes** in each mounting bracket and **tighten the M5 front screws** to secure the library to the rack posts (one per side). Do not overtighten.

Install tape drives / host interface modules

Skip if already factory-configured.

- **Drive order**: Populate from the **bottom bay up**.
- Slide in on rails until **flush** with the rear panel; finger-tighten **blue captive thumbscrews**.
- **SAS**: Use certified cables.
    - Connect host HBA → **Port A** on the drive (SFF-8644/8088 depending on drive connectivity).
- **Fibre Channel**: One LC-LC cable per drive, connect to **port A**.
- **Ethernet XTL Module (iSCSI)** / **Thunderbolt XTL Module**: Install in the top drive bay.
    - Cable from Ethernet / Thunderbolt module **SAS OUT** → **drive** (SFF-8644/8088 depending on drive connectivity), using the provided SAS cable (2m / 6.5 ft).
- iSCSI connectivity via **Ethernet XTL Module**
    - Insert SFP+ and uplink **10GbE Data Port 1 and 2** to host/switch.
    - Place **each Data Port on a different IP subnet**; keep **Management** on a separate subnet.
    - Keep MTU consistent end-to-end if using **jumbo frames**.
- Thunderbolt connectivity via **Thunderbolt XTL Module**
    - Connect certified TB3/4 cable to host
    - Secure with **SymplyLOCK.**
- Connect **host I/O** (SAS/FC/iSCSI/Thunderbolt) per your design
- Leave **bay covers fitted** on empty bay.

Power & management cabling

- Fit **AC cord** to the PSU.
- Do **not** exceed the rack's power capabilities.
- **Protective earth required.** Connect the power supply to a properly earthed (PE) mains outlet that complies with local electrical codes and standards.
- **Management**: Connect the rear **RJ-45 Management** port (defaults to **DHCP**). Note the resolved IP from the OCP.

OCP quick reference (front panel)

- **Buttons**: Enter ▷, Up ▲, Down ▼, Cancel ⨯, Power.
- **Common tasks**:
  - **Unlock magazine**: Operations → Unlock Left/Right Magazine → enter Admin PIN.
  - **Clean drive**: Service → Clean Drive.
  - **Library info & IP**: Information → Identity → IPV4 Address

Power-on & first-boot checks

1. Connect AC to a properly earthed PDU.
2. Press the **front Power button**. The library will:
   - Inventory magazines, check and enumerate drives.
3. Confirm **Ready**/status LEDs on the OCP.
4. **LEDs**: Ready/Activity solid when idle; blinks during robotics/drive activity. Clean/Media/ Error LEDs indicate service states.

Initial configuration (OCP → RMI)

1. On the OCP (Operator Control Panel):
   - Login using the default **Administrator PIN** → "**0000**"
   - **Library info & IP**: Information → Identity → IPV4 Address
2. Browse to the library's **RMI** (Remote Management Interface) using a supported web browser (use OCP-shown IP). Login as Admin, default password is "**syadm**" (it is recommended to change this).

3. Proceed to configure library as required.

Configuration and Partitions

1. To configure the **system** in the RMU: **Configuration** → **System**.
    - Library Mode = **Automatic** (recommended).
    - Barcode Label Length Reported To Host = **8** (typical).
    - Barcode Label Alignment Reported To Host = **Left** (typical).
2. To configure **partition(s)** in the RMU: **Configuration** → **Logical Libraries**
    - Factory default = **one partition / logical library** (all 24 slots + any installed drives).
    - With **two HH drives**, you may split magazines/slots into **two logical libraries** (left/Drive 1 and right/Drive 2). The mailslot is shared (if enabled)
    - Changing partitions takes the library **offline**; rescan in OS & software afterwards.

Media handling & loading (tapes)

Handling & environment

- Store and use cartridges within the specified temperature/humidity ranges; avoid rapid changes and let media **acclimatise** after transport.
- Keep cartridges clean and dry; avoid dust, heat/sunlight, shocks/drops, and electromagnetic sources (motors, speakers, strong magnets).
- Never degauss LTO data cartridges. Use only approved **Ultrium** data and **Universal cleaning** cartridges.

Label correctly

- Apply an **LTO barcode label** to **every** cartridge before loading. Use only high-quality labels.
- Apply labels **only** in the recessed label area on the cartridge front (next to the write-protect switch); do **not** stack or place labels elsewhere.
- Use correct media suffix (e.g., **L9** for LTO-9, **L8** for LTO-8). The library enforces compatibility by barcode and will block incompatible media.

Load via mailslot (single-cartridge import/export)

Opening the mailslot is only possible via the OCP.

1. OCP: *Main Menu → Commands → Open Mailslot*).
2. When the LED flashes **carefully**, pull the mailslot tray out.
3. Place the cartridge in the tray, **barcode outward**, oriented correctly; push the tray fully home to lock.
    - The mailslot is attached to the magazine and **will relock after ~30 seconds** if not removed.

Bulk load via magazine

1. Perform while applications and robot are idle.
2. Use the OCP or RMI to unlock either the Left or Right magazine. **OCP Unlock magazine**: Operations → Unlock Left/Right Magazine → enter Admin PIN.
    - **RMI Unlock magazine**: login as Admin. Operations → Magazines → Release Left/Right Magazine → Click Release.
3. Pull the magazine straight out.
4. Load cartridges into the magazine, **labels facing outward**.
5. Insert the magazine level with the rails and push fully until the latch clicks; the LED will turn off and the magazine locks.
    - Only **one** magazine can be open at a time. If not removed, it will **relock after ~30 seconds.**

Media Optimization LTO-9

Overview. LTO-9 media optimisation—also referred to as *characterization*—was introduced with LTO-9 drives and LTO-9 cartridges.

Key points

- **Automatic on first load.** Optimisation runs the first time an LTO-9 cartridge is initialised in any LTO-9 drive.
- **One time per cartridge.** Once completed, the cartridge can be used in any compatible drive without repeating optimisation.
- **Typical duration.** Expect **~40 minutes** on average. Most complete within **60 minutes**; some may take up to **2 hours**.
- **Do not interrupt.** Let the process complete before starting backup or archive jobs.

Tip: If you are introducing non-pre-optimised media into a new environment, consider pre-loading cartridges during a maintenance window so optimisation completes ahead of scheduled jobs. See [`Media Initialization Wizard`] in the SymplyPRO XTL 24 User guide.

Cleaning

Keep a **labelled cleaning cartridge** in the partition or load on demand when the **Clean** LED is lit. A cleaning cartridge will **expire after ~50 cycles**. Only clean LTO drives when the application or library requests cleaning.

- Auto Clean feature can be enabled via the RMU: **Configuration** → **System** → **Auto Clean** (ensure compatibility with software application).

Verify firmware

- **Firmware**:
    - In RMI/OCP, confirm the library firmware is current; update if required.
    - In RMI/OCP, confirm the LTO drive firmware is current; update if required.

Host setup (quick checks)

Host check: On the backup server, confirm both **Tape drive(s)** and **Medium changer (library)** are present.

Windows Host

- **Device Manager** → confirm **Tape drives** and **Medium Changer** both appear. If only the tape drive is present, enable **Multi-LUN/Report LUNs** on the HBA/initiator and rescan.
- **Tape driver**: Install in-box Microsoft driver. Or some software vendors or Microsoft Server version required driver installation. The Windows drivers for the SymplyPRO XTL and Tape drives our available to download from [SymplyPRO XTL Drivers].
- **Library/robotics driver**: Use **Unknown Medium Changer** unless your backup app specifies otherwise.
- **iSCSI**: **Open Microsoft iSCSI Initiator** → Discovery (add portal) → Targets (Connect; make persistent). **Do not enable MPIO** for tape.

macOS Host

- Check **SAS or FC Tape Drives and Medium Changer** are visible in **Apple System Report** under their respective hardware sections.
    - Thunderbolt connected Libraries will be displayed under the SAS tab.
- For **iSCSI**, use a macOS-compatible initiator (e.g., ATTO Xtend SAN), to connect to iSCSI targets.

Linux Host

- Confirm visibility with `lsscsi` (look for **Type: Sequential Access** and **Type: Medium Changer**). Use `mtx`/`sg` tools as needed. Ensure initiator/HBA scans **LUN 0 (drive)** and **LUN 1 (robotics)**.

Troubleshooting

- **LTO Drive seen but not library (Medium Changer)** →
    - Verify the library **partition(s)** are configured to present the changer to that host, then **rescan devices** on the host.
    - Ensure the HBA/initiator supports **multiple LUNs** and **LUN scanning** is enabled.
- **If the OS sees the library but the application does not:** Many backup apps require a **library/robotics module** or licence. Follow the app vendor's install/verification steps.
- **If the OS lists the library as generic/unknown:** Install the **correct device driver** (where applicable) and check the software vendor's site for the latest **drivers/patches**.
- **SAS detection** problems are often due to **cabling**, **driver/application configuration**, or **OS settings.**
    - Check **cable is properly seated**. Check it is fully inserted into **Port A** on the tape drive. Cable will **"click"** into position.
- **iSCSI connectivity problems**
    - Link LEDs on library **Ethernet/iSCSI module** and switch **lit** and **stable**; negotiated at expected **10 GbE**.
    - **Same MTU end-to-end** (1500 or 9000). MTU mismatches cause login/discovery failures or timeouts.
    - **Ensure iSCSI Initiator Service is running** on host server**.**

- **Fibre Channel Connection Problems:** Use **Status > Drive Status** to check each drive's link state. If it shows **Logged Out**
    - Check Connection Speed - **Automatic** (recommended).
    - Check Port Type - **Fabric/Point-to-Point** (recommended).
    - Check **cable is properly seated**. Check it is fully inserted into **Port A** on the tape drive.
- For firmware, diagnostics, and logs, use the **Remote Management** web UI.
- Need help? Contact **Symply Support** with logs, OS device views, HBA/NIC model + firmware/driver versions, and your backup app version.

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Warranty Information

The SymplyPRO XTL system comes with a limited three (3) year warranty, but with the option to purchase an upgrade to a five (5) year warranty.

Warranty and technical support service can be accessed at www.support.gosymply.com

SYMPLY (“the Company”) warrants its products will be free from defects in material and workmanship for three years from the date of purchase of the product.

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This Limited Warranty is void if the product is subjected to abuse, misuse, abnormal, excessive or improper conditions (including, without limitation, attempts to utilize the product under any condition that exceeds its design capabilities, or any other use beyond the use specified in any product instructions), or if the product is altered or modified in any manner. This Limited Warranty does not cover damage to the product due to external causes (including, without limitation, accident, liquids, chemicals, oxidation, corrosion, or exposure to the elements), or problems caused by use of parts and components not supplied by the Company.

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