

# DDN Upgrade Plan Required for All Product Upgrades



**ALERT!** All hardware, software, and firmware updates to DDN storage products require an **upgrade review and implementation plan** to be provided at no charge by DDN Support prior to implementation. Customers disregard this requirement **at their own risk.**

## Complimentary Upgrade Planning Service for DDN At Scale Products

Due to the many dependencies involved when updating the hardware, software, or firmware for high-performance storage products, DDN Support provides complimentary upgrade planning assistance for all DDN At Scale products covered by a DDN warranty or support contract. Customers may engage DDN Support for upgrade planning services on covered equipment or software at no extra charge.

Included in the upgrade planning program are DDN's Storage Fusion Architecture® (SFA), Storage Scaler™, Infinite Memory Engine® (IME), Web Object Storage™ (WOS), A³I, EXAScaler™, GRIDScaler™, MEDIAScaler™, DDN Data Services™, DDN DataFlow™, and DDN Insight™ product families.

Our goal is to ensure a successful upgrade experience for all DDN customers.

## Engaging the DDN Upgrade Planning Tiger Team

Requesting a DDN product upgrade plan is as easy as opening a DDN Support case. At your request, the DDN Support engineer working your case will engage the DDN Upgrade Tiger Team for log review, configuration validation, and migration path recommendations. Just follow these steps:

1. To open a DDN support case, log in to the [DDN Community Support Portal](#) on the web, send an email to [support@ddn.com](mailto:support@ddn.com), or call:

North America .....	+1.888.634.2374 (toll free)
Europe, Middle East, & Africa .....	+800.3282.3473 (toll free)
Australia .....	+61.2.4328.0249
India .....	+000.800.100.7168 (toll free)
Japan .....	+81.3.4579.0253
New Zealand .....	+64.4.280.7413
Other international .....	+1.818.718.8507

In the support case, request upgrade planning assistance for your specific DDN product.

2. Obtain the relevant logs for your product and attach them to your support case. Upgrade planning cannot begin until logs are received. The following logs are needed:

SFA ..... DDN Collect bundle or `show sub sum` and `show sub sum all` from both controllers  
 IME ..... `collect-ime-logs.sh`, or `ime-hw-logs.sh` on the IME140 and IME240 only,  
 or `14k_showall.sh` on the IME14K only  
 WOS ..... `curl -u admin:admin http://172.26.5.121:8088/mgmt/scrape`  
 A<sup>3</sup>I ..... `es-log-agent` bundle for SFA and file system, or `esctl showall` for file system only  
 EXAScaler ..... `es-log-agent` bundle for SFA and file system, or `esctl showall` for file system only  
 GRIDScaler ..... `gsctl showall`  
 MEDIAScaler ..... `gsctl showall`  
 Other ..... Contact DDN Support for assistance

3. A DDN Support engineer will be assigned to manage your upgrade planning case. Your engineer will engage the Upgrade Planning Tiger Team to build a step-by-step Upgrade Plan for your upgrade or multi-step migration that ensures all dependencies and prerequisites are met. The plan will also provide scheduling guidance for sizing the required maintenance window(s).
4. Please allow at least three weeks (15 U.S. business days) from the date logs were provided to receive your Upgrade Plan. Upgrade Plans for Severity 1 emergencies and DDN-designated mandatory upgrades are prioritized first. For routine maintenance upgrades, Upgrade Plans are prioritized based on the level of support purchased.
5. Schedule a maintenance window and execute the plan.
  - a. Mission Critical and Premium Support customers are entitled to real-time remote upgrade assistance during execution of the Upgrade Plan. Please create a separate support case for this work when ready.
  - b. Other customers should follow the step-by-step instructions *exactly* as provided in the Upgrade Plan.

**ALERT!** Failure to follow the steps in the Upgrade Plan **exactly** as given may have unpredictable results up to and including data loss. **Customers disregard the Upgrade Plan at their own risk.**

**PLEASE CONTACT DDN SUPPORT IMMEDIATELY** if instructions are unclear or you encounter unexpected results during the upgrade process.

## Contacting DDN Technical Support

Please contact DDN Technical Support at any time if you have questions or need assistance. Support can be reached online, by email, or by phone as listed below.

### Web

DDN Community Support Portal <https://community.ddn.com/login>  
 Portal Assistance [webportal.support@ddn.com](mailto:webportal.support@ddn.com)

### Email

Support Email [support@ddn.com](mailto:support@ddn.com)

### Telephone

DDN Support Worldwide Directory <https://www.ddn.com/support/global-services-overview/>

**Bulletins & Notices**

*Support Bulletins*

*End-of-Life Notices*

*Release Notes*

*Subscription Requests*

<http://www.ddn.com/support/technical-support-bulletins>

<http://www.ddn.com/support/end-of-life-notices>

<https://community.ddn.com/login>

[support-tsb@ddn.com](mailto:support-tsb@ddn.com)