

Mandatory Upgrade Planning Service Extended to All DDN Products

ALERT! All hardware, software, and firmware upgrades to DDN products **MUST** be reviewed by DDN prior to implementation. *Customers disregard this requirement at their own risk.*

Upgrade Planning Service Covers DDN Hardware, Firmware, and Software

Given the many dependencies involved in DDN storage hardware upgrades, firmware changes, and software updates, DDN Support has determined that **MANDATORY** upgrade planning assistance will be extended to all products covered by a DDN Support contract. Customers may engage DDN Support for upgrade planning services on covered equipment and software at **no extra charge**.

All hardware products currently supported by DDN require formal upgrade planning assistance. This includes the S2A6620, S2A9900, SFA7700, GS7K, ES7K, SFA10K, SFA12K, SFA14K, GS14K, ES14K, WOS6000, WOS7000, WOS8460, and WOS9660 storage array families, as well as the SS6000, SS7000, SS8460, and SS8462 drive enclosures. Storage array operating system firmware such as SFA OS and S2A DirectOS, as well as low-level firmware updates for components such as drives and BIOS, BMC, or SEP processors are also included.

All software products currently supported by DDN require upgrade planning assistance as well. These include EXAScaler, GRIDScaler, MEDIAScaler, WOS Core, WOS Access (all protocols), and DirectMon.

NOTE *An upgrade plan is required for all DDN-initiated upgrades as well as all customer-initiated upgrades.* Upgrade planning assistance for DDN-initiated upgrades to address break/fix issues are always provided at **no extra charge** to the customer.

Engaging the Upgrade Tiger Team

Engaging the Upgrade Tiger Team is as easy as opening a DDN Support case. Just follow these steps.

- **Open a DDN support case** and request upgrade planning assistance. Describe the equipment and software involved in your upgrade project and the nature of the desired change. The DDN Support engineer working the case will engage the Upgrade Tiger Team for log review, validations, and migration path recommendations. To open a case, please email support@ddn.com, log in to the [DDN Community Support Portal](#), or call:

North America +1.888.634.2374
 Europe, Middle East, & Africa +800.3282.3473
 Japan +81.3.4579.0253
 Other international +1.818.718.8507

- **Please collect system logs** from *each* controller and DDN-supplied file system or software product in the storage system(s) to be upgraded **prior** to taking any action. Attach these logs to the support case for review by the Upgrade Tiger Team. The following logs are needed:

S2A showall
 SFA (includes S2A6620) show sub sum, show sub sum all (both required)
 WOS
 CLI curl -u admin:admin http://172.26.5.121:8088/mgmt/scrape
 GUI http://172.26.5.121:8088/mgmt/scrape in browser address field,
 then look for ddn_support.tgz file in **Downloads** section of **Maintenance**
 page. Refresh screen using Ctrl-r if file does not appear in list.
 WOS Access CIFS/NFS /opt/ddn/nas/share/config/bug_report.sh
 (for wos1a at 172.26.5.121 and wos2a at 172.26.5.124)
 WOS Access S3/Swift Contact DDN Support for assistance.
 EXAScaler es_showall or esctl showall
 GRIDScaler gs_showall or gsctl showall
 GRIDScaler WOS Bridge... g2w_showall
 (for wos-1 at 172.26.5.125 and wos-2 at 172.26.5.126)
 MEDIAScaler Contact DDN Support for assistance.

- **A DDN Support engineer will be assigned to manage your upgrade case** from beginning to end. Your engineer will work with the Tiger Team to create your Action Plan. If you have questions at any time, the engineer working your case is the person to contact. If you wish to escalate your case to management, simply notify your support engineer, who will engage a manager to assist you.
- **The Tiger Team will prepare an Action Plan** for your upgrade project. The Action Plan will itemize the steps to be taken to ensure a smooth upgrade. The plan will also provide scheduling guidance for sizing the required maintenance window.

IMPORTANT! Please do not schedule a maintenance window until you have received your Action Plan. The scheduling guidance provided by the plan may require a larger or smaller maintenance window than you might initially anticipate.

- **Please allow at least three weeks (15 U.S. business days)** from the date logs were provided to receive your Action Plan. Action Plans for Severity 1 emergencies and DDN-designated mandatory upgrades are prioritized first. For routine maintenance upgrades, Action Plans are prioritized based on the level of support purchased.
- **Mission Critical and Premium Support customers are entitled to receive real-time remote installation assistance** during execution of the Action Plan. Other customers should follow the step-by-step instructions *exactly* as provided in the Plan.
- **Please contact the DDN Support Engineer assigned to your upgrade case immediately** if instructions are unclear or if you encounter any unexpected results during the upgrade.

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

Contacting DDN Technical Support

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

Web

DDN Community Support Portal <https://community.ddn.com/login>
Portal Assistance webportal.support@ddn.com

Telephone

DDN Support Worldwide Directory <http://www.ddn.com/support/contact-support>

Email

Support Email support@ddn.com

Bulletins

Support Bulletins <http://www.ddn.com/support/technical-support-bulletins>
End-of-Life Notices <http://www.ddn.com/support/end-of-life-notice>
Bulletin Subscription Requests support-tsb@ddn.com