

GRIDScaler[™]

Protocol Node or CNFS License Required for NFS or Samba/SMB/CIFS Client Support

Client Access to GRIDScaler Clusters

Effective with the release of GRIDScaler 4.0 in September 2016, DDN changed the list of supported servers or gateways through which an NFS or Samba/SMB/CIFS client can connect to the storage cluster as a storage area network (SAN). The supported servers are:

- **CNFS** for NFS clients.
- **Protocol Node** for NFS or Samba/SMB/CIFS clients — *new* with GRIDScaler 4.0 and later.
- **GRID-NAS** (or CIFS/NFS Gateway) for NFS or Samba/SMB/CIFS clients — *replaced* by Protocol Node on new installs, but legacy installations continue to be supported.

Appropriate licenses for the listed protocol servers/gateways are required as a condition of DDN support for SAN client access to a GRIDScaler cluster.

ALERT! *DDN does NOT provide support services for NFS or Samba/SMB/CIFS clients connected to GRIDScaler by any other means* than those listed above. Please contact the vendor of your SAN server or gateway software for break/fix assistance if you use an unsupported product.

Affected Products

All versions of GRIDScaler are affected by this policy.

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
Portal Assistance*

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

End-of-Life Notices

Bulletin Subscription Requests

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

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

support-tsb@ddn.com