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UptimeForSymm@emc.com

Dear Valued EMC Customer,

Welcome to the first edition of the Symmetrix Customer Newsletter. At EMC, we strive to deliver proactive and pre-emptive support to assist you in achieving optimum information availability of your EMC storage solutions. This newsletter describes best practices with Symmetrix that will assist you in achieving the highest level of operational reliability for your Symmetrix environment.

We hope this newsletter is valuable to you. We are always looking for feedback and ideas for future content. If you have any comments or suggestions about this newsletter please email the Symmetrix Engineering Team at UptimeForSymm@emc.com.

Sincerely,

EMC Symmetrix Engineering

Hints & Tips

This section describes several best practices to help ensure data availability.

Failover Software Settings: An EMC best practice is to test failover functionality whenever a host is added, upgraded or reconfigured in your environment. The proper and consistent application of EMC best practices, including testing failover functionality, will assist in reducing and/or avoiding outages.

Refer to [Powerlink[®]](#) for guides such as [Best Practices with Veritas Dynamic Multi-Pathing](#)

Interoperability: Please use the E-Lab[™] Interoperability Navigator tool to ensure that your host, HBA, O/S and HBA driver are supported with your array prior to any host upgrade or installation activities.

On Powerlink: Home > Support > Interoperability/Compatibility/Configuration > E-Lab Interoperability Navigator

Device Configuration Changes: Before you can efficiently add new storage or reallocate existing storage, you need to determine how storage is currently allocated in your storage network. The following guidelines help to establish safe disciplines as you begin any change that can easily impact stored data:

- Verify that the current Symmetrix configuration is a viable configuration.
- Before creating new Symmetrix devices, check for free physical disk space.
- Ensure that all your critical data is preserved and safe when creating new or changing device configurations. Do not store data on any device that is not mirrored, or RAID-protected.
- Verify that the devices to be modified are not being used.

Using tools such as [EMC ControlCenter[®]](#) and [Symmetrix Management Console](#) can help you manage your storage.

SCSI-3 Persistent Reservations: Before any configuration changes are made to volumes with persistent reservations set, the reservations **MUST** be cleared from the host first. As an example, a device with a persistent reservation could be merged into a meta group. The persistent reservation remains on the meta-member and when a command is run against the device access will be prohibited, causing data unavailability.

Please reference [EMC Knowledgebase](#) solution ID emc69435 on how to clear SCSI-3 Persistent Reservations from a Tru64 host. For a script to check and clear reserves please contact the EMC Support Center referencing this Knowledgebase solution.

Please reference [EMC Knowledgebase](#) solution ID emc58150 on how to clear SCSI-3 Persistent Reservations in a Sun Cluster 3.x environment.

VCM DB Initialization: Initialize the VCM database only once, before performing masking operations on the array. Subsequent initialization of the VCM database removes all access configurations from the storage array. After initializing the VCM database for the first time, initialize it again **only** when you want to clear all host access from all the logical devices on the storage array.

DMX Power Considerations

Remember when installing a Symmetrix DMX to review the [Symmetrix DMX800/1000/2000/3000 Power Requirements and Electrical Specifications Technical Notes](#) with your Customer Engineer and Electrician.

For DMX-3 a [Symmetrix DMX-3 Quick Start Power Connection Guide](#) has been created to aid your Customer Engineer and Electrician in connecting power to your Symmetrix.

Following these guides as a best practice will help in preventing system unavailability when there is a fault in one of the redundant site power distribution units.

These documents and Installation Guides can be found on Powerlink at:

Home > Support > Documentation/White Paper Library > Hardware/Platforms > Symmetrix DMX Family >

Target Enginuity Code

New Enginuity releases provide improvement in performance, reliability, and availability and are used as tools to manage hardware, software, and Enginuity more effectively. See the latest release notes on [Powerlink](#).

Symmetrix Model	Enginuity Code Revision
DMX-800	
DMX-1000	5670.98.89
DMX-2000	5671.60.65
DMX-3000	
DMX-3	
DMX-3 950	5771.94.102

EMC Script Regulator

As part of EMC's ongoing effort to enhance and automate support capabilities, EMC Global Services is pleased to include EMC Script Regulator for Symmetrix DMX systems with Enginuity code level 5670.80.75 or higher or GA versions of 5x71.

EMC Script Regulator adds a new layer of automated protection for customers during configuration upgrades and maintenance actions. When using scripts initiated on the host console with EMC software, EMC Script Regulator validates the specific system configuration and Enginuity level against current EMC Technical Advisories (ETAs). If a danger exists for data unavailability or data loss, as described in the ETA's, the script will be prevented from running until appropriate corrective actions are taken.

More information regarding the EMC Script Regulator can be found on Powerlink:

- [EMC Script Regulator Table](#): ETA issues blocked by EMC Script Regulator
- [Frequently Asked Questions: EMC Script Regulator](#)

Public Service Announcements

EMC Technology Summit | Software Developer Conference | Momentum



www.emcworld2007.com

Watch for exciting Symmetrix topics such as:

- Security Enhancements in Symmetrix DMX Enginuity 5772
- Data Migration Options – A Customer's Perspective
- Symmetrix DMX SRDF/STAR

Customer Education

Please visit <http://education.EMC.com> for comprehensive information on EMC training and certification offerings, course registration, schedules, and more.

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- | | | |
|-------------------|-----------------|------------------|
| • Documentation | • Knowledgebase | • Support Forum |
| • E-Lab Navigator | • Issue Tracker | • Visio Stencils |

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Also, look for the Powerlink monthly newsletter, Customer Advantage, for updates and news about all of EMC's products.

Feedback



We want your feedback. Please send any comments or suggestions to UptimeForSymm@emc.com for future topics and improvement to this newsletter.

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