



NetApp Storage Availability Audit Review Meeting Minutes

Citigroup

Meeting Subject	NetApp Storage Availability Audit Review Meeting
Date and Time	24.03.10
Location / Conference Dial	Riverdale House, Lewisham, Boardroom 3A
Next Meeting	18.06.09

Meeting Participants

Name

Myles Hook (chair)

Clive Bates

Jacek Nogala

Agenda & Comments

1. Introductions
2. Review Current SAA Reports
 - 2.1 Confirm the storage appliance list is accurate
 - 2.1 Appliances Not Sending ASUP Data
 - 2.3 Review O/S and Firmware Summary
 - 2.4 Review the Recommendations
 - 2.5 Review Capacity Trends/Summary
 - 2.6 Review Performance Trends/Summary
 - 2.7 Review TSC Calls
 - 2.8 RMA Details (Parts Outstanding)
3. Contracts
4. Customer Support Bulletins
5. NetApp Online Resources
6. AOB
7. Agree Next Meeting Date

Actions

Ref.	Issue / Action	Owner	Status
1.2	Czech, Poland and Russia included in March quarter, Czech systems expired 31 st Oct 2009 due for an upgrade end of April/beginning May. Poland systems do not have audit entitlement, believed they should have Premium Support - Discussions still ongoing. Russia systems expired 31 st Jul 2009 due an upgrade in May. Upsell audit reports generated for each of these regions this quarter.	MH	Ongoing
4.2	BCNCTINAS202 Autosupport's between 21/2 and 21/3 not received. There has been an internal issue where a small percentage of systems were missing in our ASUP data warehouse around March 10. It appears this system has been affected by this. I can confirm looking at our ASUP history, we have received Autosupport's from this system every weekend since 21/3.	MH	Closed

5.1	SnapMirror demo license expiring on 15 th Mar 2010 on 'ldnctinas206b'. Jason to remove.	JP	New
2.3	A recommendation for various systems report that the option create_ucose should be set to on for certain volumes. Jason to run sysconfig -c to check for configuration errors to see which are affected. This recommendation has occurred again in DE, PK, PL, RU and UK1 environments.	CB, JP	Closed
2.6	License mismatch with VKOCTINAS004. This node has a SV_ONTAP_PRI license but its cluster partner (VKOCTINAS003 - SN#2074934) does not. JP to look into deleting this as its not required on this system.	JP	Closed
2.9	Disk utilisation for LDNCTINAS205A was averaging 45% and has increased to 60%. Jason to check to see if this relates to any issues with backups running on this node. Increased to 100% between 6th and 13th Dec. Is now constantly averaging 95% over the last quarter. Clive has confirmed that this is being investigated.	JP	Ongoing
5.2	Check the latest FAS3040 system F/W. Version 2.4 is a requirement but NOW site only showing 2.3. Version 2.4 was posted on NOW on 2 nd April http://now.netapp.com/NOW/cgi-bin/fw?platform=FAS3040&type=biosclas&plattype=&fs=	MH	New
5.3	Latest RLM firmware is 4.0 http://now.netapp.com/NOW/download/tools/rlm_fw/ There is a caution as it's a requirement to be on version 3.1 before upgrading to 4.0 http://now.netapp.com/NOW/knowledge/docs/ontap/rel733/html/ontap/upgrade/GUID-6A540279-F63D-41DC-9D67-159CF7ACDE7D.html	MH	New
5.4	Volume and Snapshot Utilisation figures no longer required in the Quarterly Agenda I provide. The data is based on the weekend's ASUP prior to the review meeting and isn't necessarily accurate as the figures change on a daily basis. Would prefer trending if possible. Under each individual system in the SAA reports, each has the section Disk Utilisation and there are tables for each Volume showing % used and Snapshot % used. This could be used however the table doesn't show exact figures. I shall see if there is an easy way to present this information for the next review.	MH	New
5.5	2x 1GB Memory Dimms for VKOCTINAS002 and 1x 1GB Memory Dimm for VKOCTINAS004DR return outstanding. Clive to confirm with their Wintel NT SA team to see if they have sent back these items.	CB	New
3.5	Review the recommendations - NEARSTORE_OPTION demo license expired on 'wswctinas201a' and 'wswctinas201b'. JP confirmed that they will be deleted.	CB, JP	Closed
3.6	Support Contracts - Please refer to my agenda as a large number of systems contracts will be expiring before the next review. This includes systems in environments in CZ, UK1, UK2 and HU. Cross referenced this with Joe Stirpe's "Monthly Placemat". Appears that some contracts that have been extended by a year, but has not filtered through all of NetApp's internal tools. Will verify this with Joe and account team to have our tools updated. Also Pakistan systems showing up as Standard support when should be Premium, will confirm with Joe.	MH	Ongoing
4.1	RFE to separate quota values on physical and logical volumes when using Deuplication. Jason to ask Larry Shoemaker if this can be put forward to Ontap Engineers for development.	JP, CB	Ongoing
1.13	Next Review Meeting Date. Provisionally the middle Friday of each quarter month, next one will be due 18th June 2010.	CB, JP	Ongoing