nexenta™ Data Sheet

System Health Check and Upgrade

Professional Service

LEVERAGE NEXENTA'S KNOWLEDGE AND SKILLS

SYSTEM HEALTH CHECK AND UPGRADE SERVICE

Nexenta's Health Check and Upgrade service provides a valuable point-in-time review of the user's environment and system to mitigate any system vulnerabilities and risks prior to upgrading the deployed storage system to the latest version of NexentaStor™.

In some environments, performance and reliability can degrade over time as hardware ages or the storage system has misconfiguration issues that hinder the system's integrity. To counteract these effects and follow best practices, Nexenta recommends that all users perform periodic health checks. A health check should carefully scrutinize the current installation, check all logs, and review current storage system performance periodically to ensure optimal performance.

A perfect time to perform this type of system health check review is during a scheduled maintenance window in conjunction with upgrading the storage system's software. Unresolved hardware errors can have an adverse effect on a software upgrade, so it's best to take corrective action before performing a software upgrade. Nexenta recommends all customers run a system health check prior to performing a software upgrade so that any errors can be corrected ahead of the upgrade.

The Heath Check and Upgrade service is the perfect solution for busy administrators who prefer that a certified Nexenta Engineer provide this service on their storage systems. Once completed, administrators have the confidence that they are running the latest software on a correctly configured storage system.

Highlights

- System monitoring by trained and certified Nexenta professionals
- Identify and resolve hardware errors before system availability is affected
- Assistance with software upgrades for simple to complex installations

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SERVICES DELIVERED BY NEXENTA CERTIFIED ENGINEERS

The storage system health check and upgrade service is a professional services bundle to meet the needs of storage administrators who need the security of knowing their systems have been reviewed by Certified Nexenta Engineers (CNE).

During the health check, a CNE will review the current environment, run a series of health check scripts, review all logs, review open support cases for commonalities, and direct customer efforts to resolve any hardware errors or any configuration problems. Once those problems have been resolved within the current environment, the CNE will create a check point of the current system and then upgrade the NexentaStor software to the latest version. When the upgrade is complete the CNE will run additional scripts to review the configuration and ensure the upgrade has been completed as expected.

System maintenance windows are optimized by performing the health check in advance of software upgrades. Customers who have deployed Nexenta's High Availability Cluster can minimize or eliminate downtime for most upgrade scenarios. However, depending on the health check findings, system downtime may be required to resolve hardware or software issues, even in a HA Cluster installation.

Ordering Information

- HA Cluster Health Check and Upgrade Service, Part Number: SVCPS_02_03
- Single Node Health Check and Upgrade Service, Part Number: SVCPS-02-04

Professional and Support Services

Partnering with Nexenta for professional and support services gives you confidence. From the first engagement to the final production test and hand-off, the Nexenta services team will ensure best practices are used. From understanding your environment, solution design, on-site deployment, final test and performance sign-off, to ongoing support, our 24/7 support team can respond quickly when problems arise to ensure that all business storage requirements are met.

Project Management

In addition, Nexenta Systems professional services can assist with NexentaStor implementation, operations and optimization. Additional services include operator training for support staff and accreditation training as a Certified NexentaStor Support Professional (CNSP).

NexentaStor Features

Take advantage of the hardware agnostic nature of NexentaStor with features such as inline de-duplication, unlimited snapshots and cloning, and high availability. Additional features include:

- **Highly Scalable File System:** ZFS-based technology provides a highly scalable and flexible 128-bit file system
- **End-to-End Integrity:** Because of the self-healing ZFS file system, users need not worry about silent data corruption
- **Unlimited Storage Capacity:** Designed for large-scale growth with unlimited snapshots and copy-on-write clones
- **Largest File Size Commercially Available:** There is no file system size limitation with ZFS, unlike other solutions
- **Unified Appliance:** Support for NAS (NFS, CIFS WebDAV, FTP) and SAN (iSCSI and FC) means flexibility
- **Data De-duplication and Native Compression:** Inline de-dupe and compression reduces the expense of primary storage
- **Hybrid Storage Pools:** Exploit multiple layers of cache to accelerate read and write performance
- **Heterogeneous Block and File Replication:** Asynchronous replication for easy disaster recovery
- **Block-level Mirroring:** Setup remote backups and disaster recovery at offsite locations
- **Simplified Disk Management:** Manage disks and JBODs using either command line or the web-based interface provided in the NexentaStor Management Viewer (NMV)

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