



Global Leader in Software-Defined Storage.

# NexentaStor

## Go-Live Process Guide

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**Product Versions Applicable to this Documentation:**

Product	Versions supported
NexentaStor™	4.0.4

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# Preface

This documentation presents information specific to Nexenta products. The information is for reference purposes and is subject to change.

## Intended Audience

This document and process is intended for all Nexenta new and existing customers. It is important to understand that the NexentaStor Go-Live Process is applicable not just on your initial deployment. Existing customer deploying new NexentaStor systems or changing the hardware within your existing deployment should follow this same process.

If there are question if the NexentaStor Go-Live Process is required or for any general questions contact Nexenta Support, [support@nexenta.com](mailto:support@nexenta.com)

## Documentation History

The following table lists the released revisions of this documentation.

### Product Versions Applicable to this Documentation:

Revision	Date	Description
2016-nxs-4.0.4-PS-GoLive	May, 2016	GA of process documentation

## Contacting Support

Choose a method for contacting support:

- Visit the Nexenta customer portal or partner portal. Log in and browse a knowledge base.
- Using the NexentaStor user interface, NMV (Nexenta Management View):
  - a. Click Support.
  - b. Select an action:
    - Send by email  
Send the support request to the Nexenta support email.
    - Save to disk  
Saves the support information to the /var/tmp directory on the NexentaStor appliance.
  - c. Complete the request form.
  - d. Click Make Request.
- Using the NexentaStor command line, NMC (Nexenta Management Console):
  - a. At the command line, type support.
  - b. Complete the support wizard.

## Comments

Your comments and suggestions to improve this documentation are greatly appreciated. Send any feedback to [doc.comments@nexenta.com](mailto:doc.comments@nexenta.com) and include the documentation title, number, and revision. Refer to specific pages, sections, and paragraphs whenever possible.

# Go-Live Process

As part of creating a rich long-term experience for all Nexenta deployments we have created a simple Go-Live Process to ensure your success out of the gate. To accomplish this we work closely with each customer deployment to make sure your hardware, configuration, and any settings are properly set for your specific storage needs.

The NexentaStor Go-Live process includes a Support Acceptance Check (SAC). This SAC process is an automated evaluation of your newly installed system. It is important to note that every system under a Nexenta Support Contract must PASS a SAC evaluation in order to be accepted and eligible for support.

## Definitions

- **Support Acceptance Check (SAC)** –the process that approves a NexentaStor implementation and officially accepts the system under the terms of the NexentaStor Support Agreement and the End User License Agreement (EULA).
- **System Implementation Guide (SIG)** –the “as built” specification for a new NexentaStor implementation.
- **Go-Live:** the combined SIG/SAC Process, plus a support case to document and record the rating of the NexentaStor instance.
- **Hardware Certification List** – the document that defines Reference Architectures and acceptable variations for a new NexentaStor implementation. To view the latest NexentaStor HCL visit the Resources section of this page, <https://nexenta.com/products/downloads/nexentastor>
- **Build Document** – the document that describes in detail the desired end-state of your NexentaStor installation. The Build Document should be prepared with assistance from your Nexenta Partner or your Nexenta Sales Engineer.

## Prior to Go-Live

Nexenta places great emphasis on empowering our customers and partners with the ability to leverage leading hardware platforms on our flagship Software-Defined Storage (SDS) software platform, NexentaStor. NexentaStor enables thousands of customers all around the world to transform their storage infrastructure, increase flexibility and agility, simplify management, and dramatically reduce costs without compromising on availability, reliability, or functionality.

Nexenta works closely with select partners to deliver NexentaStor solutions in 3 different options:

RA	RA+	CS
<ul style="list-style-type: none"> <li>Exact configurations with specific components within each configuration</li> </ul>	<ul style="list-style-type: none"> <li>Controller Variations               <ul style="list-style-type: none"> <li>CPU type</li> <li>DRAM quantity</li> <li>NIC</li> <li>SAS HBA</li> <li>FC HBA</li> </ul> </li> <li>Storage Enclosure Variations               <ul style="list-style-type: none"> <li>Enclosure count</li> <li>HDD type and count</li> <li>SSD type and count</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Controllers and/or Storage Enclosures that are outside of RA+ scope</li> <li>Open Configurations</li> <li>Certifications Required</li> </ul>

To learn more visit the NexentaStor HCL above.

Complete the NexentaStor hardware and software installation according to the Build Document agreed to by the customer. Once you have completed your valid RA, RA+ or SC hardware build, the system should be production ready in its destination location; with all storage attached; vdevs, zpools and shares configured; network interfaces attached and configured; all plugins installed and configured; and license keys applied. The system should also be free of hardware faults.

For customers needing support in this area and looking to engage Nexenta Services, contact [support@nexenta.com](mailto:support@nexenta.com).

## Go-Live

The Go-Live process is intended for a pre-production system. If the system was put into production without first going through the Go-Live process, a maintenance window should be scheduled as data availability could be impacted.

## AutoSAC

Download the autosac script (on both nodes, if a cluster).

```
#> curl -L https://github.com/wkettler/autosac/archive/master.tar.gz > autosac-master.tar.gz
```

Unpack and run the autosac script (on both nodes, if a cluster).

```
#> tar xvf autosac-master.tar.gz
```

```
#> cd autosac-master
```

```
#> ./autosac
```



## AutoSIG

Download the autosig script (this only needs to run on one node of a cluster).

```
#> curl -L https://github.com/wkettler/autosig/archive/master.tar.gz > autosig-master.tar.gz
```

Unpack and run the autosig script.

```
#> tar xvf autosig-master.tar.gz
```

```
#> cd autosig-master
```

```
#> ./autosig
```

The SIG document needs to be signed by both the implementer and the customer.

## Go-Live Support Cases

Open a support case for each node using the Nexenta Portal, <https://portal.nexenta.com>

For Gold and Platinum Support customers, if you don't have portal access, visit, [www.nexenta.com/support](http://www.nexenta.com/support), for your options to contact Nexenta Support Services to open a Go-Live case.

The subject for each case should start with either "SAC" or "Go-Live" and include either the hostname or the machine signature (3rd field of the license key) of the system under review.

Run nexenta-collector and update the case with the name of the output file. The following command automatically uploads the output to Nexenta via ftp.

```
# /usr/bin/nexenta-collector -g
```

Copy the file to a system that is connected to the internet and upload it to Nexenta's public ftp site using the following commands or an equivalent.

```
# ftp -i ftp.nexenta.com
```

```
username: anonymous
```

```
password: customer email address
```

```
cd upload
```

```
mkdir caseXXXXX (where XXXXX is the case number for Go-live)
```

```
cd caseXXXXX
```

```
bin
```

```
hash
```

```
put <filename>
```

```
bye
```

Upload the signed SIG to the case as an attachment. This only needs to be done for one case for a cluster.

## Important Reminder

By skipping or otherwise bypassing the NexentaStor Go-Live process could negatively impact your support experience and cause delays. The Nexenta Support Team appreciates your attention to this final detail of your NexentaStor Implementation and looks forward to supporting you in the successful operation of your Nexenta Software-Defined Storage solution.