

**Oracle® Auto Service Request**

Qualified Storage Products

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# Preface

This document describes the storage products qualified for Oracle Auto Service Request (ASR). Storage products include Oracle ZFS Storage Appliance, Sun StorageTek Disk Arrays, Oracle Key Manager, tape library and datacenter disk, and Pillar Axiom Storage products. For more information about the Oracle ASR service:

<http://oracle.com/asr>

## Audience

This document is intended for users of Oracle ASR who need to evaluate their Oracle storage products to be qualified as ASR assets.

## Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

### Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or visit

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.

## Related Documents

For more information, see the following documents in the Oracle Auto Service Request documentation set:

- *Oracle Auto Service Request Installation and Operations Guide*
- *Oracle Auto Service Request Fault Coverage*

## Conventions

The following text conventions are used in this document:

Convention	Meaning
<b>boldface</b>	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.

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<b>Convention</b>	<b>Meaning</b>
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

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# Qualified Storage Array and Appliance Products

This chapter describes the storage array and appliance products qualified for Oracle Auto Service Request. The following storage products are qualified:

- [Oracle ZFS Storage Network Attached Storage \(NAS\) Appliances](#)
- [Oracle Key Manager \(OKM\)](#)
- [Sun StorageTek Arrays and Systems](#)

## 1.1 Oracle ZFS Storage Network Attached Storage (NAS) Appliances

Oracle ZFS Storage Appliance products include the following product lines:

- Oracle ZFS Storage ZS3-2, ZS3-4, ZS3-BA, ZS4-4
- Sun ZFS Storage 7120, 7320, 7420
- Sun StorageTek ZFS 7110, 7210, 7310, 7410

For more information about the Oracle ZFS Appliance:

<http://www.oracle.com/us/products/servers-storage/storage/nas/overview/index.html>

### 1.1.1 Enable Oracle Auto Service Request (ASR)

1. Navigate to the **Configuration**, then **Services**, and finally the **Phone Home** tab within the Storage Manager GUI.
2. Fill out any required web proxy information specific to your site.
3. When the pencil icon in the Registration section is clicked, a Privacy Statement is displayed. Click **OK**, then complete the section for Sun Online Account and password. Click **OK**.
4. When the account is verified, check the **Sun Inventory** and **Enable Phone Home** check boxes.
5. Click the **Apply** radio button at the upper left just under the Properties title.
6. When the Service Enable / Disable pop-up window is presented, respond with your selection (**Enable**).

### 1.1.2 Fault Coverage

See the "ZFS Products" section of the *Oracle ASR Fault Coverage for Storage Products* document for fault coverage details:

[http://docs.oracle.com/cd/E37710\\_01/doc.41/e37205/toc.htm](http://docs.oracle.com/cd/E37710_01/doc.41/e37205/toc.htm)

### 1.1.3 Enable Remote Diagnostics and Remediation

Shared Shell (see Note 2)

<http://oracle.com/sharedshell>

or

<http://oracle.com/sharedshell>

## 1.2 Oracle Key Manager (OKM)

The Oracle Key Manager consists of the Sun Fire X4170 M2 only. For more information about Oracle Key Manager:

<http://www.oracle.com/us/products/servers-storage/storage/storage-software/oracle-key-manager/overview/index.html>

### 1.2.1 Fault Coverage

See the "Oracle Key Manager" section of the *Oracle ASR Fault Coverage for Storage Products* document for fault coverage details:

[http://docs.oracle.com/cd/E37710\\_01/doc.41/e37205/toc.htm](http://docs.oracle.com/cd/E37710_01/doc.41/e37205/toc.htm)

## 1.3 Sun StorageTek Arrays and Systems

The qualified Sun StorageTek arrays and systems include:

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▪ 6130	▪ 6540	▪ 6780	▪ CAM100
▪ 6140	▪ 6580		▪ CAM200
▪ 6180			

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### 1.3.1 Download CAM Software

To download the appropriate CAM software for your Sun StorageTek hardware:

1. Log in to My Oracle Support (MOS):  
<https://support.oracle.com/>
2. Click **Patches & Updates** tab near the top of the window.
3. In the Patch Search pane, click **Product or Family (Advanced Search)**.
4. Check the box for **Include all products in a family**.
5. In the Product field, start typing **Sun Storage Common Array Manager (CAM)** and select it when it appears.
6. In the Release field pull-down menu, select either release **6.9** or **6.10 (Solaris Only)**.
7. Close the release pull-down menu and click **Search**.

You will see all patches/releases available for download based on what you selected in step 6. (See [Table 1-1](#).)



8. Select the patch/release for your Sun StorageTek hardware platform. The ReadMe and Download buttons will appear after you make a selection.

The download file will be zipped and includes the license file along with the binary. Download and unzip the file to view them.

**Table 1–1 Sun StorageTek CAM Software**

Platform	Recommended CAM Release	CAM Download Patch ID	CAM product Patch ID for the listed release
Solaris SPARC	6.10	18898072	18898072
Solaris x64	6.10	18888331	18888331
Windows	6.9	13465591	147417-02
Linux	6.9	13465505	147418-02

### 1.3.2 Enable Oracle Auto Service Request (ASR)

Sun StorageTek Flexline 240, 280, 380

Sun StorageTek 6130, 6140, 6540, 6180, 6580, 6780

Sun StorageTek 2510, 2530, 2540, 2530-M2, 2540-M2

1. After you have downloaded and installed the appropriate CAM software (as shown in [Download CAM Software](#)), log in to CAM (see Note 1) and Select **Sun Connection** from the left frame.
2. Complete the section for My Oracle Support and password.
3. Provide any required proxy information.
4. Select the **Fault Management** check box.
5. Submit the request. You will receive an e-mail acknowledgment of your activation request.

### 1.3.3 Enable Remote Diagnostics and Remediation

Shared Shell (see Note 2)

<http://oracle.com/sharedshell>

or

<http://oracle.com/sharedshell>

### 1.3.4 Fault Coverage

See the "Common Array Manager (CAM) Storage Products" section of the *Oracle ASR Fault Coverage for Storage Products* document for fault coverage details:

[http://docs.oracle.com/cd/E37710\\_01/doc.41/e37205/toc.htm](http://docs.oracle.com/cd/E37710_01/doc.41/e37205/toc.htm)

## 1.4 Notes

1. **Sun StorageTek Common Array Manager (CAM):** Software used to manage the Sun StorageTek modular array family of products - specifically ST2500, ST6130, ST6140, and ST6540.
2. **Oracle Shared Shell:** Software that allows Oracle Support Engineers, under the customer's control, to remotely view and diagnose the customer's Oracle products.

Shared Shell tool is a Java application that provides secure, shared, remote access to a shell session viewed by both the customer and the Oracle Support Engineer at the same time. Shared Shell documentation is available at:

<http://oracle.com/123>

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## Qualified Tape Libraries, Drives and Virtual Tape Products

This chapter describes the tape libraries, drives, and virtual tape products qualified for Oracle Auto Service Request.

For more information about Oracle Tape Storage products:

<http://www.oracle.com/us/products/servers-storage/storage/tape-storage/overview/index.html>

### 2.1 Enable Oracle ASR or Enable Remote Diagnostics and Remediation

Contact your local account team to determine eligibility.

### 2.2 Fault Coverage

See the *Oracle ASR Fault Coverage for Storage Products via Service Delivery Platform 2 (SDP2)* document for fault coverage details:

[http://docs.oracle.com/cd/E37710\\_01/doc.41/e56171/toc.htm](http://docs.oracle.com/cd/E37710_01/doc.41/e56171/toc.htm)

### 2.3 Transport Mechanism Overview

**Service Delivery Platform 2 (SDP2):** A support solution that can be implemented to provide Auto Service Request (ASR) and remote diagnostic and remediation for many Oracle StorageTek storage devices. Supported devices with SDP2 include:

- **Tape Drives:** T1000A/B/C/D, 9940B, 9840B/C/D
- **Tape Libraries:** SL8500, SL3000, SL500, SL150
- **Virtual Tape:** V2X, VSM4, VSM5, VSM6, VLE

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**Note:** VSM6 and VLE use CAM to send alerts, but starting with SDP2 V2.3.1, CAM alerts can be integrated into SDP2 for single ASR aggregation point for tape products. Refer to the SDP2 release notes (within eDelivery code download).

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## Qualified SAN Systems Products

This chapter describes the Storage Attached Network (SAN) products qualified for Oracle Auto Service Request (ASR). The following storage products are qualified:

- [Oracle Flash Storage System Products](#)
- [Pillar Products](#)

### 3.1 Oracle Flash Storage System Products

The qualified flash storage systems include:

- Oracle FS1-2 Flash Storage System

For documentation about the Oracle Flash Storage System, see:

[http://docs.oracle.com/cd/E57980\\_01/index.htm](http://docs.oracle.com/cd/E57980_01/index.htm)

#### 3.1.1 Enable Oracle Auto Service Request (ASR)

To enable ASR for your Oracle Flash Storage System, follow the instructions outlined in the "ASR Activation Overview" section of the *Oracle FS1-2 Flash Storage System Installation Guide (Racked)*:

[http://docs.oracle.com/cd/E57980\\_01/E52540\\_01/toc.htm#conASRActivationOverview.html#conASRActivationOverview](http://docs.oracle.com/cd/E57980_01/E52540_01/toc.htm#conASRActivationOverview.html#conASRActivationOverview)

#### 3.1.2 Fault Coverage

See the FS1-2 section in *Oracle ASR Fault Coverage for Storage Products: Pillar*:

[http://docs.oracle.com/cd/E37710\\_01/doc.41/e37203/toc.htm](http://docs.oracle.com/cd/E37710_01/doc.41/e37203/toc.htm)

### 3.2 Pillar Products

The following Pillar products are qualified for Oracle ASR:

- AX300
- AX400
- AX500
- AX600
- Older Systems

The Pillar Axiom Call-Home feature is integrated with Oracle ASR.

### 3.2.1 Oracle ASR Configuration Instructions

Follow the instructions in the appropriate version of the Pillar Axiom Administrator's Guide to:

- Configure Call-Home Settings
- Approve ASR activation in My Oracle Support
- Test Call-Home

For information about Oracle Disk Storage systems documentation, see:

<http://www.oracle.com/technetwork/documentation/oracle-unified-ss-193371.html>

To complete the ASR activation process and enable service requests to be automatically created when specific faults occur, follow the instructions in *How To Manage and Approve Pending ASR Assets In My Oracle Support* (Doc ID 1329200.1) (requires My Oracle Support log in to access):

<https://support.oracle.com/rs?type=doc&id=1329200.1>

#### 3.2.1.1 Fault Coverage

See the "Pillar Products" section of the *Oracle ASR Fault Coverage for Storage Products* document for fault coverage details:

[http://docs.oracle.com/cd/E37710\\_01/doc.41/e37203/toc.htm](http://docs.oracle.com/cd/E37710_01/doc.41/e37203/toc.htm)

### 3.2.2 Notes

1. Release 5.3.0 and 5.3.1 encountered issues with Call Home not allowing sessions if going through a proxy using http. Refer to *Pillar Axiom 500/600 Customer Notes, Release 5.3 id 13746537* for details:

[http://docs.oracle.com/cd/E29307\\_01/index.htm](http://docs.oracle.com/cd/E29307_01/index.htm)

Options for resolving this issue are:

- Use scp as method under Proxy. Refer to "Modify Network Settings" in the *Pillar Axiom Administrator Guide*.

[http://docs.oracle.com/cd/E29307\\_01/index.htm](http://docs.oracle.com/cd/E29307_01/index.htm)

- Upgrade to Release 5.3.2. The patch is available in My Oracle Support:

<https://support.oracle.com>

2. Heartbeat functionality is based on a weekly Test Call Home being automatically sent by the Pillar Axiom. For more details refer to *Pillar Axiom Administrator Guide*:

[http://docs.oracle.com/cd/E29307\\_01/index.htm](http://docs.oracle.com/cd/E29307_01/index.htm)

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