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PROFESSIONAL SERVICES TECH NOTE #005

Remote Support Diagnostics Tool

The Concept

The FAS3000 and FAS6000 models have a dedicated management port called the RLM which can be used to manage the storage controller even when the controller is turned off or halted. When configured, it will send out AutoSupport messages when the controller panics or loses power. This is because the RLM is a dedicated microcomputer which monitors the storage controller and provides dedicated console access. Recent updates to the RLM firmware now give Technical Support the ability to perform diagnostics on malfunctioning systems.

Examples

To configure an RLM, plug in a copper Ethernet cable and type:
`fas> rlm setup`

To access the console of your storage controller SSH into the RLM and type:
`> system console`

What It Means To You

The new Remote Support Diagnostics Tool (which replaces the SC200 Support Console) can be used by Tech Support to upload core files and check log files to decrease case resolution times yet not have access to the storage controller or your data. The Hardware-Assisted Takeover feature in Data ONTAP 7.3 utilizes the RLM port of clustered systems to provide faster cluster failover times. If you have systems with unconfigured RLM ports you are missing out on a wealth of management features.

More Information

Information on configuring, using and upgrading the RLM can be found in the Data ONTAP System Admin Guide:
http://now.netapp.com/NOW/knowledge/docs/ontap/rel731/html/ontap/sysadmin/accessing/concept/c_oc_accs_rlm-about.html#c_oc_accs_rlm-about

More information about the Remote Support Diagnostics Tool can be found here:
<http://now.netapp.com/NOW/download/tools/rsa/>

Instructions on downloading and installing the new RLM firmware (which includes the Remote Support Agent):
http://now.netapp.com/NOW/download/tools/rlm_fw/3.1.0/ontap_cli.shtml

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Send comments, corrections & suggestion to Michael Cope at mcope@netapp.com