



Product Bulletin:

Product Support Updates for VMware ESX 3.5U1 – Guest OS Updates

Revision History

July 17, 2008 - Initial version

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This PRODUCT bulletin informs NetApp sales and NetApp partners about new or changed NetApp™ products or services.

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1. Summary

This product bulletin announces enhanced support of VMware® ESX Server 3.5, including new guest OS support and enhanced high availability (HA) setting for guest OS platforms to ensure robust infrastructure deployments.

The Host Utilities are available on NOW™ (NetApp on the Web) and are provided at no charge. These utilities provide the user with tools and documentation to assist customers in properly configuring their ESX systems that are connected to NetApp® storage. The ESX Host Utility is required to ensure proper configuration and support of NetApp storage systems, and consists of:

- The SANLUN software tool to view paths to LUNs configured on NetApp storage systems
- A utility to properly configure the preferred paths for NetApp storage systems
- HBA configuration utility to set automatically the required HBA timeout values on the ESX Server for proper communication to NetApp storage systems
- Diagnostic scripts for collecting and reporting host, switch, and NetApp storage configuration information
- Documentation describing how to configure an ESX Host-based connection to a NetApp storage system, including commands and procedures

2. What's New?

New Guest OS Support with ESX 3.5U1:

For ESX Hosts that are connected to NetApp storage by Fibre Channel SAN, the following guest

OS environments were added to the NetApp Interoperability Matrix (IMT) – [link here](#)

- RHEL5U1
- RHE4U6
- SLES10SP1
- SLES9SP4

Always validate the NetApp Interoperability Matrix for the most up-to-date support statements.

Improved Resiliency for Guest OS:

In addition to the expanded support, a set of scripts is available to help the user configure the guest OS environments for optimal availability. These scripts are used to set the recommended SCSI disk settings in the guest OS for use with VMware ESX 3.5 and to improve the resiliency of guests under all protocols (SAN and NAS).

The scripts are self-contained in that they create and modify the necessary files for each guest OS type. Using the scripts ensures that the correct timeout settings are used in the guest OS to achieve maximum I/O resiliency. The detailed information and scripts for configuring a more resilient ESX guest OS are outlined in the NetApp Knowledge Base (KB) article kb41511 – [link here](#)

Future releases of the freely available Fibre Channel ESX Host Utility (SW-FCP-ESX-HU) will include the guest OS scripts.

3. Sales Tools (Sales Guides, Training Presentations, SE Presentations)

N/A

4. Customer-Ready Tools (Customer Presentations, Datasheets)

N/A

5. System Requirements

A. Configuration Support Overview

- 1) For the most recent NetApp storage system configurations qualified and supported by NetApp with ESX Server, please refer to the NetApp Interoperability Matrix at <http://now.netapp.com/NOW/products/interoperability>.

6. Product Information

A. Availability

- 1) The NetApp ESX Host Utilities are available for download free of charge from [NOW](#). The iSCSI and FC Host Utilities for ESX are both available at no charge and are required to ensure that both parent and guest OS values are properly configured.

B. Quoting

- 1) The NetApp iSCSI ESX Host Utilities are available for download free of charge from [NOW](#). There is no NetApp license, part number, or price for the iSCSI ESX Host Utilities.
- 2) The NetApp FC ESX Host Utilities are available for download free of charge from [NOW](#). The NetApp part number for the Fibre Channel ESX Host Utility is SW-FCP-ESX-HU and is available at no charge.

C. VMware Certifications

- 1) For NetApp storage system configurations certified by VMware with ESX Server, please refer to the VMware Storage / SAN Compatibility Guide for ESX Server 3.5 at

7. Regulatory Compliance

Products need to be validated against the NetApp Safety/EMI Regulatory Compliance List prior to order submission. This is required to ensure that products are being sold only in the countries in which NetApp has received regulatory compliance certification.

8. Warranty and Service

The NetApp Host Utilities are provided free of charge and on an as-is basis. A Software Subscription Plan is not provided for the Host Utilities. Users may download and install new versions of the Host Utilities, subject to NetApp's qualified configurations.

9. Additional Information

For NetApp storage system configurations qualified and supported by NetApp with ESX Server, please refer to the NetApp Interoperability Matrix at <http://now.netapp.com/NOW/products/interoperability>.

For NetApp storage system configurations certified by VMware with ESX Server, please refer to the VMware Storage / SAN Compatibility Guide for ESX Server 3.5 at www.vmware.com/pdf/vi35_san_guide.pdf and the VMware Storage / SAN Compatibility Guide for ESX Server 3.0.x at www.vmware.com/pdf/vi3_san_guide.pdf.

Contact Information: Please contact your NetApp sales or channel partner representative with questions concerning this bulletin.