



Product Bulletin:

Multipath High Availability (MPHA) Cabling Is Now Required for HA Pair (active-active) Systems

Revision History

25 March 2010 – 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

In an ongoing effort to promote best practices and protect system availability, the use of multipath high-availability cabling for storage shelves is now required for all HA pair (active-active) FAS/V3100, FAS/V6000, and SA300/600 systems.

2. What's New?

Previously, the use of MPHA cabling on HA pair systems has been required for DS4243 storage shelves, but not DS14 storage shelves. MPHA cabling is presently the default option for DS14 disk shelves. Beginning with the May 2010 Quote Tool release in CE/PE, MPHA will be required for DS14 shelves on all newly purchased FAS3100, V3100, FAS6000, V6000, and SA300/600 HA pair systems as well. As a result, MPHA will no longer be optional for these configurations. System configurations will be subject to loop and port constraints as determined by MPHA requirements, and configured cable quantities will also be calculated accordingly.

This change affects newly purchased systems and does not affect existing quotes or support terms for legacy systems.

3. Sales and Customer-Ready Tools (Training, SE, Customer Presentations, Datasheets, Sales Guides)

The "Storage Subsystem Technical FAQ" is available in the NetApp Field Portal:

https://fieldportal.netapp.com/ci_getfile.asp?method=1&uid=24275&docid=9866

The “Storage Best Practices and Resiliency Guide” is available in the NetApp Field Portal:

<http://media.netapp.com/documents/tr-3437.pdf>

The “Multipath HA Storage FAQ” is available in the NetApp Field Portal:

<https://fieldportal.netapp.com/didmanager.asp?id=172059714OR94N85I56773593>

The “Data Availability of Multipath HA” white paper is available in the NetApp Field Portal:

<https://fieldportal.netapp.com/didmanager.asp?id=272663102OE54P85I87125986>

4. System Requirements

This change affects all DS14 storage used with currently shipping FAS and V-Series 3100, FAS and V-Series 6000 systems, and SA systems purchased after May 2010:

FAS/V3140
FAS/V3160
FAS/V3170
FAS/V6040
FAS/V6080
SA systems

5. Product Information

Product Availability

This change will go into effect with the May 2010 Quote Tool release for newly configured systems. Existing quotes will not be affected.

Important Product Note: Operation of a system purchased as a multipath HA pair as two separate single-path controllers is **NOT** a supported configuration. Additional information can be found [here](#).

6. 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. This information can be found in the Field Portal by searching under “Compliance, Policies and Procedures” or following the links below:

- [RoHS Compliance](#)
- [Safety/EMI Regulatory Compliance \(XLS\)](#)
- [WEEE Compliance](#)

7. Warranty and Service

Standard software warranty and services apply.

8. Additional Information

Contact Information: Contact Andrew Chen andrew.chen@netapp.com with questions concerning this bulletin.

