



Product Bulletin

Product Bulletin: NFS Support and Certification for VMware ESX Server

Revision History	Summary of Changes
October 28 2008 – Initial Release	NFS handling when taking snapshot/VMsnap
February 16 2009	Updated Release – Updated with Support for ESX 3.5 update3

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1. Summary
2. Sales Tools
3. Customer-Ready Tools
4. System Requirements
5. Product Information
6. Regulatory Compliance
7. Warranty and Service
8. Additional Information

1 Summary

This product bulletin announces support for “NFS handling when taking a snapshot/VMsnap”, with ESX 3.5 and updates 1, 2 and 3. VMware patch ESX350-200808401-BG addresses the problem of ESX hosts impacting the I/O to a VM.

1.1 Support for VMware patch ESX350-200808401- BG for the NFS locking issue with ESX 3.5 and Updates 1, 2 and 3

This bulletin announces the support for “***NFS handling when taking a snapshot/VMware Snapshot***” through a patch **ESX350-200808401-BG** released by VmWare for issues observed with NFS locking in VmWare ESX 3.5 and updates1, 2 and 3.

The following patch addresses occurrences of the following ESX vmkernel errors:

- NFSLock: Stop accessing, VSCSIFs: status No connection
- NFSLock: Start accessing again

For systems not running ESX 3.5 and Updates 1, 2 or 3, it is highly recommended that the systems be upgraded to one of these two versions and then apply the VMware patch **ESX350-200808401-BG**. The steps and the guidelines to customers if they should patch their systems are available in the technical support bulletin below:

NOTE: When patch **ESX350-200808401-BG** is in use, virtual machine may get powered off unexpectedly under the following conditions:

1. 3rd party clients, (refer to <http://kb.vmware.com/kb/1005807>), which use a 'read-only' lock on a virtual disk file during snapshot commit
2. A User manually creates snapshot on the virtual machine virtual disk file that is undergoing snapshot commit

To avoid unexpected virtual machine power off:

1. Turn off 3rd party clients (refer to <http://kb.vmware.com/kb/1005807>) during the snapshot commit process to avoid the issue described above.

2 Sales Tools (Sales Guides, Training Presentations, SE Presentations)

Not applicable for this product bulletin.

3 Customer-Ready Tools (Customer Presentations, Datasheets)

NetApp Interoperability Matrix Tool ([IMT](#)) - Please refer to this matrix for the latest ESX Server support information for NFS.

4 System Requirements

Operating System	CPU Architecture	Guest OS	Protocol	Data ONTAP
▪ VMware ESX Server 3.5 ▪ VMware ESX Server 3.5, Update1, Update2 and Update3	▪ Dell x86 32-bit (IA32) ▪ AMD64 32- and 64-bit mode ▪ Xeon EM64T 32- and 64-bit mode	32-bit - o Windows 2000 Advanced Server - o Windows 2003 Enterprise Edition (SP1 & SP2) - o SLES9 - o RHEL3, RHEL4 & RHEL5 - o Solaris 10 x86 64-bit - o Windows 2003 (Standard/Enterprise - SP1 & SP2) - o Windows Vista - o RHEL3, RHEL4 & RHEL5 - o SLES9 - o SLES10 - o Solaris 10 x86	NFSv3	▪ ONTAP v7.1.2.1 ▪ ONTAP v7.2.4 ▪ ONTAP v7.3

5 Product Information

Please see the VMware Storage / SAN Compatibility Guide for ESX Server 3.5 and Updates 1, 2 and 3 for the latest information on NetApp Certifications.

NetApp has completed VMware certifications for ESX Server 3.5 and Updates 1, 2 and 3 for:

- Network Attached Storage – FAS3000 Series (Data ONTAP 7.1.2.1, 7.2.4 and 7.3)

VMware does support Storage Virtualization Devices (SVD), such as NetApp V-Series, with ESX Server 3.5 and Updates 1, 2 and 3 requires that the backend storage array be listed in both the ESX Server 3.x Storage / SAN Compatibility Guide, and the SVD Vendor supported list. Currently, no V-Series models are listed.

Product Availability

NFS protocol ships as part of the Data ONTAP software and is activated with the purchase of a NFS license. Please refer to NetApp's price list for NFS pricing.

6 Regulatory Compliance

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

7 Warranty and Service

Standard software warranty and services apply for NFS.

8 Additional Information

Please check out the NFS Product web site: <http://www.netapp.com/us/products/protocols/nas/nfs.html>

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

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