

HP HSG80 Datacenter for Service Pack 3 Status Update

January 15, 2003

Introduction:

This memo is intended to detail the support that is currently available for HSG80 (MA8000) Datacenter for Windows 2000 Service Pack 3 customers and provide status information on future support, and alternative "HSG80 to EVA v2" upgrade program offered as an interim solution.

HP HSG80 Microsoft Datacenter for SP3 1-Node Certification Complete:

HP HSG80 single-node Datacenter for Service Pack 3 certification testing is complete and this configuration is listed on the Microsoft HCL website, as follows:

Windows 2000 Datacenter Server	Service Pack 3
Datacenter Baseline	2.03a
HSG80 Datacenter SP3 Platform Kit for ACS 8.7	Pre-release; available upon request
Secure Path for Windows	version 4.0
HP ProLiant 8500 & DL760 Servers	ProLiant 8500 1-node configuration, or ProLiant DL760 1-node configuration
HP FCA2101 HBAs	driver 5-4.81a9, firmware 3.82a1-1.60a5
HP HSG80	ACS 8.7 Firmware
HP StorageWorks SAN 2Gbit Switches	2/8EL, 2/16EL and 2/16
SWMA (Bridge)	V 239

This is the first step in completing full HSG80 Datacenter for Service Pack 3 cluster certification.

Although single-node certification is complete, HSG80 Datacenter platform kits are not currently available for order.

A pre-released version of the HSG80 MS Datacenter SP3 Platform Kit for ACS 8.7 is available for customers requiring urgent support of HSG80 single-node Datacenter configurations running in production environments.

NOTE: HP does not recommend upgrading HSG80 Datacenter cluster customers to ACS 8.7 Firmware, Windows 2000 Service Pack 3, or Secure Path 4.0 until the HSG80 Datacenter for SP3 Cluster Certification is complete.

Please work with HSG80 Datacenter customers to determine their best alternative after completely reviewing this communication.

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HP HSG80 Microsoft Datacenter for SP3 Cluster Certification Status:

HP is currently in the process of certifying the HSG80 in the following Datacenter for Service Pack 3 cluster configurations:

Windows 2000 Datacenter Server	Service Pack 3
Datacenter Baseline	2.03a
HSG80 Datacenter SP3 Platform Kit for ACS 8.7	Pre-release; available upon request
Secure Path for Windows	version 4.0
HP ProLiant 8500 & DL760 Servers	ProLiant 8500 4-node clusters, ProLiant DL760 4-node clusters, or ProLiant 8500 & DL760 mixed 4-node clusters
HP FCA2101 HBAs	driver 5-4.81a9, firmware 3.82a1-1.60a5
HP HSG80	ACS 8.7 Firmware
HP StorageWorks SAN 2Gbit Switches	2/8EL, 2/16EL and 2/16
SWMA (Bridge)	V 239

We expect these configurations to be fully Datacenter Cluster certified and listed on the Microsoft Hardware Compatibility List website by April 1, 2003.

HSG80 to EVA v2 Upgrade Program: (currently limited to North America)

HP has an upgrade program for HSG80 customers who urgently need to upgrade to Datacenter Windows 2000 Service Pack 3.

This program is available in North America to upgrade HSG80 customers to EVA v2 Datacenter for Service Pack 3 configurations.

If you have an HSG80 customer who needs to upgrade to an EVA v2 Datacenter for Service Pack 3 configuration, please respond with the following customer configuration details:

HSG80 Product Number(s) and Part Numbers for all equipment, including:

- Number and type of disk drives installed
- Size of cache installed
- ACS Firmware Version installed
- All additional installed HSG80 options

This information can be easily be copied from the original customer purchase order, or refer to "Appendix A: HSG80 Upgrade Submission Form" for a list of numbers.

This configuration information will be used to calculate the "fair market salvage value" which translates to the rebate check amount the customer will receive from HP after the equipment has been returned.

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Please send all “HSG80 to EVA v2 Upgrade Program” requests to:

Larry Smith
Competitive Programs Manager
1-970-898-6421
larry_smith2@hp.com

HSG80 Support Process Contact Information:

For HSG80 support questions please contact your local/regional HSG80 support organization. For support contact details please contact:

Claudia Johnson
Support Services Manager
Network & Storage Support Services
Organization
1-916-785-9304
claudia.johnson@hp.com

Datacenter Support Process Contact Information:

For Datacenter support questions please contact your local/regional Datacenter Technical Account Manager. For Datacenter TAM contact details please contact:

Mark Haynes
Manager - Customer Services
Global Services Division
1-719-592-4457
mark.haynes@hp.com

HSG80 Datacenter Platform Kit and Cluster Certification Information:

For HSG80 Datacenter single-node Platform Kits and clustering questions concerning NSS Microsoft certification status and roadmaps please contact:

Ralph Lobato
High Availability Solutions Manager
Storage Business Solutions
1-208-396-2171
ralph.lobato@hp.com

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APPENDIX A: HSG80 Upgrade Submission Form

Qty. Returned	Part Number	Typical Configuration	Description
	135820-B21	1 per Array controller pair	Model 2200 Controller Enclosure 4U, RETMA Rack Mount Kit, (2) power cords IEC C13-C14, (2) 180W power supplies, EMU, (3) fans
	176622-B21 1	1 or 2 per M2200	HSG80 RAID Array Controller with 256 MB Cache
	253724-001	1 or 2 per M2200	HSG80 RAID Array Controller with 256 MB Cache - Bundle option
	135823-B21	1 per controller	Single external cache battery
	380674-B21	1 per controller	256MB additional cache for HSG80
	176623-B21	1 per Cache Module (2 total)	HSG80 Cache bulkhead upgrade
	190209-001	Up to 6 per M2200 Controller Enclosure	Disk Enclosure Model 4314 3U, 14 bay device enclosure, RETMA mounting kit, Single Bus, single power supply, one 12-ft VHDCI to VHDCI SCSI cable
	253734-001 (bundle option)		
	168256-B21	2 per enclosure	1M VHDCI to VHDCI SCSI Cable
	168257-B21	2 per enclosure	2M VHDCI to VHDCI SCSI Cable
	189505-B21	2 per enclosure	3M VHDCI to VHDCI SCSI Cable
	400983-005	2 per enclosure	5M VHDCI to VHDCI SCSI Cable
	400985-010	2 per enclosure	10M VHDCI to VHDCI SCSI Cable
	103541-001	2 per enclosure	USA / Japan Power Cord
	103541-021	2 per enclosure	Central Europe Power Cord
	103541-511	2 per enclosure	Switzerland Power Cord
	103541-461	2 per enclosure	Italy Power Cord
	103541-BT1	2 per enclosure	Israel Power Cord
	103541-011	2 per enclosure	Australia / New Zealand Power Cord
	103541-031	2 per enclosure	UK / Ireland Power Cord
	103541-481	2 per enclosure	Denmark Power Cord
	103541-AR1	2 per enclosure	India / South Africa Power Cord
	232432-B22	14 per M4314	72.8GB Ultra3 SCSI 10K rpm 1" drive
	176496-B22	14 per M4314	36.4GB Ultra3 SCSI 10K rpm 1" drive
	188122-B22	14 per M4314	18.2GB Ultra3 SCSI 15K rpm 1" drive
	142673-B22	14 per M4314	18.2GB Ultra3 SCSI 10K rpm 1" drive
	128418-B22	14 per M4314	18.2GB Ultra2 SCSI 10K rpm 1" drive
	168794-B21	2 per server	64-Bit PCI-to-Fibre Channel Host Bus Adapter for Tru64 UNIX and OpenVMS (1Gb/sec)
	261329-B21	2 per server	HP OpenVMS FC PCI HBA 2Gb/sec
	A6795A	2 per server	HP-UX HBA
	197819-B21	2 per server	IBM AIX HBA
	167433-B21	2 per server	Linux/ProLiant x86, Red Hat, SuSe HBA (Intel and Alpha)
	176479-B21	2 per server	Microsoft Windows NT/2000 HBA (Intel)
	120186-B21	2 per server	Novell NetWare HBA

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Qty. Returned	Part Number	Typical Configuration	Description
	254458-B21	2 per server	FC SBUS for Solaris 1 Gb HBA
	254456-B21	2 per server	FC PCI HBA for Solaris 2 Gb HBA
	254457-B21	2 per server	FC PCI HBA/64 for Solaris HBA
	235094-B23	1 per controller pair	ACS v8.7G Controller Software for FC-AL
	222318-B23	1 per controller pair	ACS v8.7F Controller FC-AL/FC-SW Software
	222364-B23	1 per controller pair	ACS v8.7S Controller FC-SW and Snapshot Software
	222316-B23	1 per controller pair	ACS v8.7P HSG80 Data Replication Manager Software
	253152-002	1 per controller pair	ACS v8.7G Controller Software for FC-AL – Bundle
	253154-002	1 per controller pair	ACS v8.7F Controller FC-AL/FC-SW Software – Bundle
	253155-002	1 per controller pair	ACS v8.7S Controller FC-SW and Snapshot Software – Bundle
	222153-002	1 per controller pair	ACS v8.7P HSG80 Data Replication Manager Software – Bundle