

IBM FlashSystem A9000
Models 9836-415 and 9838-415

Deployment Guide



Note

Before using this information and the product it supports, read the information in "Safety and environmental notices" on page ix and "Notices" on page 53.

Edition Notice

Publication number: GC27-8564-03.

This publication applies to IBM FlashSystem A9000, replacing GC27-8564-02, and shall remain applicable to all product releases and modifications until replaced by a newer publication.

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Safety and environmental notices

Review the safety notices, environmental notices, and electronic emission notices for this product before you install and use the product.

Safety notices and labels

Review the safety notices and safety information labels before using this product.

IBM Systems safety notices and information

This publication contains the safety notices for the IBM Systems products in English and other languages. It also contains safety information labels found on the hardware in English and other languages. Anyone who plans, installs, operates, or services the system must be familiar with and understand the safety notices. Read the related safety notices before beginning work.



IBM Systems Safety Notices (ibm.com/shop/publications/order/), G229-9054

The publication is organized into three sections:

Safety notices

Lists the danger and caution notices without labels, organized alphabetically by language.

The following notices and statements are used in IBM documents. They are listed in order of decreasing severity of potential hazards.

Danger notice definition

A special note that calls attention to a situation that is potentially lethal or extremely hazardous to people.

Caution notice definition

A special note that calls attention to a situation that is potentially hazardous to people because of some existing condition, or to a potentially dangerous situation that might develop because of some unsafe practice.

Labels Lists the danger and caution notices that are accompanied with a label, organized by label reference number.

Text-based labels

Lists the safety information labels that might be attached to the hardware to warn of potential hazards, organized by label reference number.

Note: This product has been designed, tested, and manufactured to comply with IEC 60950-1, and where required, to relevant national standards that are based on IEC 60950-1.

Finding translated notices

Each safety notice contains an identification number. You can use this identification number to check the safety notice in each language. The list of notices that apply to this product are listed in the “Special caution and safety notices” on page x and “Environmental notices” on page xii topics of this guide.

To find the translated text for a caution or danger notice:

1. In the product documentation, look for the identification number at the end of each caution notice or each danger notice. In the following examples, the numbers (D002) and (C001) are the identification numbers.

DANGER

A danger notice indicates the presence of a hazard that has the potential of causing death or serious personal injury. (D002)

CAUTION:

A caution notice indicates the presence of a hazard that has the potential of causing moderate or minor personal injury. (C001)

2. Open the IBM Systems Safety Notices.
3. Under the language, find the matching identification number. Review the topics concerning the safety notices to ensure that you are in compliance.

To view a PDF file, you need Adobe Reader. You can download it at no charge from the Adobe website (get.adobe.com/reader/).

Special caution and safety notices

This information describes special safety notices that apply to the FlashSystem A9000. These notices are in addition to the standard safety notices supplied and address specific issues relevant to the equipment provided.

Laser safety

When using an NVRAM5 or NVRAM6 cluster media converter, the storage system must be installed in a restricted access location.

CAUTION:

This product contains a Class 1M laser. Do not view directly with optical instruments. (C028)

This equipment contains Class 1 laser products, and complies with FDA radiation regulations 21 CFR Subchapter J, international laser safety standard IEC 60825 parts -1 and -2, and relevant national standards based on these.

CAUTION:



Data processing environments can contain equipment transmitting on system links with laser modules that operate at greater than Class 1 power levels. For this reason, never look into the end of an optical fiber cable or open receptacle. (C027)

Attention: In the United States, use only SFP or GBIC optical transceivers that comply with the FDA laser registration, reporting and accessions per the Center for Devices and Radiological Health (CDRH) according to 21 CFR Subchapter J. Internationally, use only SFP or GBIC optical transceivers that comply with IEC standard 60825–1. Optical products that do not comply with these standards might produce light that is hazardous to the eyes.

Usage restrictions: The optical ports of the modules must be terminated with an optical connector or with a dust plug.

Fire suppression systems

A fire suppression system is the responsibility of the customer. The insurance underwriter, local fire marshal, or a local building inspector, or all three, must be consulted in selecting a fire suppression system that provides the correct level of coverage and protection.

IBM® designs and manufactures equipment to internal and external standards that require certain environments for reliable operation. Because IBM does not test any equipment for compatibility with fire suppression systems, IBM does not make compatibility claims of any kind nor does IBM provide recommendations on fire suppression systems.

Power cables

Use only IBM approved UL power cables.

For your safety, IBM provides a power cable with a grounded attachment plug to use with this IBM product. To avoid electrical shock, always use the power cable and plug with a correctly grounded outlet. IBM power cables used in the United States and Canada are listed by Underwriters Laboratories (UL) and certified by the Canadian Standards Association (CSA). For units intended to be operated at 115 volts: Use a UL-listed and CSA-certified cable set consisting of a minimum 18 AWG, Type SVT or SJT, three-conductor cable, a maximum of 15 feet in length and a parallel blade, grounding-type attachment plug rated 15 amperes, 125 volts. For units intended to be operated at 230 volts (U.S. use), use a UL-listed and CSA-certified cable set consisting of a minimum 18 AWG, Type SVT or SJT, three-conductor cable, a maximum of 15 feet in length and a tandem blade, grounding-type attachment plug rated 15 amperes, 250 volts. For units intended to be operated at 230 volts (outside the U.S.), use a cable set with a grounding type attachment plug. The cable set must have the appropriate safety approvals for the country in which the equipment is to be installed. IBM power cables for a specific country or region are usually available only in that country or region.

Connect all power cables to a correctly wired and grounded electrical outlet. Ensure that the outlets supplies correct voltage and phase rotation according to the system rating plate. Ensure that all customer facility outlets are protected with circuit breakers rated at maximum for 30 Amps. The power cable plugs operate as the system main-disconnection method.

Note: For power cables outside of the U.S., IBM provides power cables with no connector. It is the client's responsibility to install the correct power plug with the aide of a certified electrician. For power requirements, see "Power requirements" on page 19.

Sound pressure

Hearing protection must be worn while you service the FlashSystem A9000 system.

Attention: Depending upon local conditions, the sound pressure might exceed 85 dB(A) during service operations. When working on the FlashSystem A9000 system while either the front or rear door is in the open position, hearing protection must be worn.

CAUTION:

Depending upon local conditions, the sound pressure might exceed 85 dB(A) during service operations. Hearing protection must be worn when you are in a room that has an FlashSystem A9000 system while either the front or rear door is open or when the front and rear doors are not installed.

Leakage current

The FlashSystem A9000 system incorporates electromagnetic-interference filter capacitors that are required to prevent electrical noise from penetrating the power grid. A characteristic of filter capacitors, during normal operation, is a high amount of leakage current.

Depending on the storage configuration, this leakage current can reach 100 mA.

For the most reliable operation, do not use Ground Fault Circuit Interrupter (GFCI), Earth Leakage Circuit Breaker (ELCB), and Residual Current Circuit Breaker (RCCB) type circuit breakers with a FlashSystem A9000 system. The FlashSystem A9000 system is certified for safe operation and is compliant with IEC, EN, UL, CSA 60950-1 standards. However, if leakage detection circuit breakers are required by local electrical practice, the breakers must be sized for a leakage-current rating of 300 mA or greater to reduce the risk of server outage caused by erroneous and spurious tripping.

Site preparation

The IBM service representative can only minimally reposition the rack at the installation site, as needed to service the FlashSystem A9000 system. The customer is responsible for using professional movers or riggers in the case of equipment relocation or disposal.

Environmental notices

This publication contains all the required environmental notices for IBM Systems products in 26 languages. The environmental notices that are included are limitations, product recycling and disposal, product information, battery return program, flat panel display, monitors and workstations, refrigeration, and water-cooling system.



IBM Systems Environmental Notices and User Guide (ftp://public.dhe.ibm.com/systems/support/warranty/envnotices/environmental_notices_and_user_guide.pdf), Z125-5823

To view a PDF file, you need Adobe Reader. You can download it at no charge from the Adobe website (get.adobe.com/reader/).

About this guide

This manual defines information regarding the deployment, configuration, preinstallation requirements for IBM FlashSystem® A9000 models 9836-415 and 9838-415. It is important to ensure that you meet all requirements to ensure a fast and reliable deployment and installation.

If you cannot meet the deployment and installation requirements explained in this document, notify your IBM representative to devise an alternative solution.

Who should use this guide

This publication is for personnel that are involved in planning. Such personnel include IT facilities managers, individuals responsible for power, cooling, wiring, network, and general site environmental planning and setup.

Roles and responsibilities

Both IBM and the customer have roles and responsibilities that they must adhere to, in order to ensure proper workflow, timely successful installation, properly configured Call Home and remote support, leading to a superior client experience.

Roles and responsibilities of the customer

- Review the product Deployment Guide
- Enable and work with the Remote Support Center (RSC) remote support in performing remote data collection and support
- Work with the IBM Planning Representative (IPR), Service Representative (SSR), Quality Practitioner (QPer), or other IBM personnel to fill out the Technical and Delivery Assessment (TDA) for accurate and quicker initial installation
- Provide and prepare a rack, adhering to the rack requirements, as specified in this guide.
- Provide adequate staffing/resources to support this solution.
- Provide sufficient bandwidth and host attachments to support this solution.
- Provide necessary Ethernet cabling
- Provide all initial host Fibre Channel (FC) and iSCSI cabling
- Provide proper power receptacles to match the requirements for the IBM FlashSystem A9000 ordered
- Provide proper thermal dissipation, airflow and cooling, and environmental requirements
- Provide proper floor space and clearance
- Provide access for the IBM service representative (SSR), including laptop or computer access
- Provide access for movers and vehicles
- Allow firewall access to Call Home servers
- Setup IP host network
- Setup SAN host networking
- Download and install appropriate Host Attachment Kit (HAK)

- Install the Management Server from Fix Central for IBM Hyper-Scale Manager UI use
- Perform logical configuration
- Complete the host attachment plan
- Prepare Fibre Channel (FC) connections
- Prepare raised floor, if required

Roles and responsibilities of IBM Service Support Representatives (SSRs)

- Complete Distant Learning (DL) education and hands-on education course
- Enroll in a hearing conservation program
- Perform product installation
- Configure Call Home and remote support
- Installation of software upgrades
- Installation of hardware Engineering Change Notices (ECA) also known as Field Bill of Materials (FBM)
- Conduct product relocation, at customer request
- Perform break/fix repairs
- Return of failed parts that are under warranty or have a Certified Spare Parts Value
- Keep customers informed of service activities
- Arrange time with customer/TA to facilitate upgrades
- Assist with break/fix support as requested by Remote Support Center, Top Gun, or PFE team member
- Complete accurate Quality Service Activity Reporting (QSAR) reporting

Note: Additional information can be found in your the customer *Enterprise Class Support for Storage* document, provided by the IBM Planning Representative (IPR).

Conventions used in this guide

These notices are used to highlight key information.

Tip: These notices provide important tips.

Note: These notices provide important guidance, or advice.

Important: These notices provide information or advice that might help you avoid inconvenient or difficult situations.

Attention: These notices indicate possible damage to programs, devices, or data. An attention notice is placed before the instruction or situation in which damage can occur.

CAUTION:

These notices indicate a situation that is potentially hazardous to people because of some existing condition or where a potentially dangerous situation might develop because of some unsafe practice.

DANGER

These notices indicate a situation that is potentially lethal or hazardous to people. For example, after a computer side panel is removed, exposed high-voltage wires might be lethal.

Related information and publications

You can find additional information and publications related to IBM FlashSystem A9000 on the following information sources.

- IBM FlashSystem A9000R on IBM Knowledge Center (ibm.com/support/knowledgecenter/STJKN5) – on which you can find the following related publications:
 - IBM FlashSystem A9000R – Release Notes
 - IBM FlashSystem A9000R – Product Overview
 - IBM FlashSystem A9000R – Deployment Guide
 - IBM FlashSystem A9000R – Command-Line Interface (CLI) Reference Guide
 - IBM FlashSystem A9000 and IBM FlashSystem A9000R – Application Programming Interface (API) Reference Guide
 - IBM Hyper-Scale Manager – Release Notes
 - IBM Hyper-Scale Manager – User Guide
 - IBM Hyper-Scale Manager – Representational State Transfer (REST) API Specifications
 - IBM XIV Remote Support Proxy – Release Notes
 - IBM XIV Remote Support Proxy – Installation and User Guide
- IBM FlashSystem A9000 on IBM Knowledge Center (ibm.com/support/knowledgecenter/STJKMM) – on which you can find the following related publications:
 - IBM FlashSystem A9000 – Release Notes
 - IBM FlashSystem A9000 – Product Overview
 - IBM FlashSystem A9000 – Command-Line Interface (CLI) Reference Guide
 - IBM FlashSystem A9000 and IBM FlashSystem A9000R – Application Programming Interface (API) Reference Guide
 - IBM XIV Remote Support Proxy – Release Notes
 - IBM XIV Remote Support Proxy – Installation and User Guide
- IBM Flash Storage and Solutions marketing website (ibm.com/systems/storage/flash)
- IBM Storage Redbooks® website (redbooks.ibm.com/portals/storage)

Getting information, help, and service

If you need help, service, technical assistance, or want more information about IBM products, you can find various sources to assist you. You can view the following websites to get information about IBM products and services and to find the latest technical information and support.

- IBM website (ibm.com®)
- IBM Support Portal website (www.ibm.com/storage/support)
- IBM Directory of Worldwide Contacts website (www.ibm.com/planetwide)

IBM Publications Center

The IBM Publications Center is a worldwide central repository for IBM product publications and marketing material.

The IBM Publications Center website (www.ibm.com/shop/publications/order/) offers customized search functions to help you find the publications that you need. You can view or download publications at no charge.

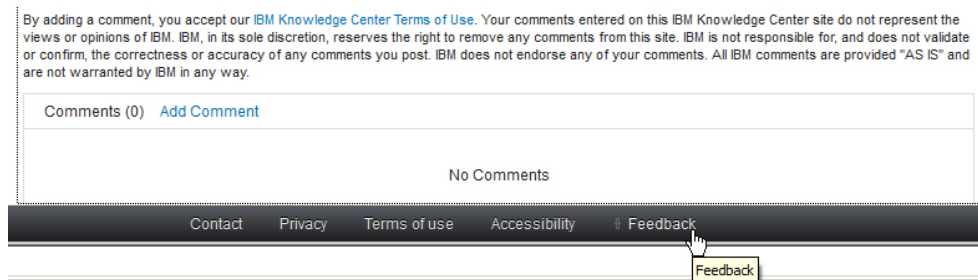
Sending or posting your comments

Your feedback is important in helping to provide the most accurate and highest quality information.

Procedure

To submit any comments about this guide:

- Go to IBM FlashSystem A9000 on IBM Knowledge Center (ibm.com/support/knowledgecenter/STJKMM), drill down to the relevant page, and then click the **Feedback** link that is located at the bottom of the page.



The feedback form is displayed and you can use it to enter and submit your comments privately.

- You can post a public comment on the Knowledge Center page that you are viewing, by clicking **Add Comment**. For this option, you must first log in to IBM Knowledge Center with your IBM ID.
- You can send your comments by email to starpubs@us.ibm.com. Be sure to include the following information:
 - Exact publication title and product version
 - Publication form number (for example: GC01-0001-01)
 - Page, table, or illustration numbers that you are commenting on
 - A detailed description of any information that should be changed

Note: When you send information to IBM, you grant IBM a nonexclusive right to use or distribute the information in any way it believes appropriate without incurring any obligation to you.

Chapter 1. Overview

IBM FlashSystem A9000 is a highly parallel all-flash solution for the cloud-scale business.

This guide defines deployment, planning, and preinstallation requirements for IBM FlashSystem A9000 storage systems. It is important to ensure that you meet all requirements to help achieve a fast and reliable installation.

IBM FlashSystem A9000 provides predictable MicroLatency performance to meet service level agreements for data-intensive workloads. This storage system solution is made designed to support service providers requiring highly efficient management as well as enterprises implementing their own private or hybrid clouds.

IBM FlashCore technology, which delivers market-leading storage response times for data-intensive workloads, forms the all-flash foundation of IBM FlashSystem A9000. Fundamental to this technology are many hardware-accelerated I/O features (redundant backplanes, non-blocking crossbar switching, and hardware-based RAID controllers) designed to deliver consistent microsecond latency with market-leading performance.

Because FlashSystem A9000 utilizes a grid architecture, the microsecond response times provided by FlashCore technology are consistent: even under variable workloads, the grid architecture ensures predictable high performance.

FlashSystem A9000 optimizes storage economics with comprehensive data reduction, including inline pattern removal, deduplication, and compression. It also comes fully integrated with a rich feature set of storage services built with IBM Spectrum Accelerate. A new management interface also saves time by greatly simplifying storage administration.



Figure 1. IBM FlashSystem A9000 storage system

IBM FlashCore technology keeps your data safe with enterprise-class data protection features like IBM Variable Stripe RAID technology, IBM-engineered error correction codes, overprovisioning capabilities, ultra-fast write buffers, and hardware-based data offloads.

The storage system delivers high performance and microsecond latency, helping your business improve data economics even further by increasing productivity and

enabling consolidation of servers. Quality of Service (QoS) features help support secure multi-tenancy and mixed workloads.

Advanced management capabilities allow it to integrate easily into your existing data center infrastructure and with a wide variety of hypervisor and virtualization software, including VMware, OpenStack, and Microsoft.

Planning best practices and requirements

Good planning is essential for the successful setup and use of your IBM FlashSystem A9000. It ensures that you have everything you need and that you meet all the prerequisites for the IBM FlashSystem A9000. It minimizes errors and helps for a faster installation process.

Use this planning information to place the FlashSystem A9000 system, plan power and environmental needs, plan for software and storage needs, and prepare for unique configurations that are based on how you plan to use the storage system.

It is imperative that you work with the sales team, IBM Installation Planning Representative (IPR), and IBM Service Representative (SSR) to capture information needed to install and configure the storage system. This information is collected during a Technical and Delivery Assessment (TDA) or Installation planning meeting. This information must be collected prior to the commencement of the installation, or delays may occur.

CAUTION:



Customers must prepare their environments to handle the FlashSystem A9000 system based on this planning information with assistance from an IBM installation planning representative (IPR) or an IBM service representative. The final installation site within the computer room must be prepared *before* the equipment is delivered. If the site cannot be prepared before the delivery time, customers must make arrangements to have the professional movers return to finish the transportation later. Only professional movers can transport the equipment. The IBM service representative can minimally reposition the rack at the installation site, as needed to complete required service actions. Customers are also responsible for using professional movers in the case of equipment relocation or disposal.

If you cannot meet any of the installation requirements, notify your IBM service representative to device alternative solutions.

Notes:

- This planning guide covers planning information for the IBM FlashSystem A9000 storage system.

For planning information for the IBM FlashSystem A9000R integrated system, see *IBM FlashSystem A9000R Deployment Guide*, GC27-8565 on the IBM FlashSystem A9000R Knowledge Center website (ibm.com/support/knowledgecenter/STJKN5).

- For information regarding management, automation, and access security, see the following documentation, which can be found on the IBM FlashSystem A9000 Knowledge Center website (ibm.com/support/knowledgecenter/STJKMM):
 - *IBM Hyper-Scale Manager User Guide*, SC27-8560
 - *IBM Hyper-Scale Manager Release Notes*
 - *IBM FlashSystem A9000 Command-Line Interface (CLI) Reference Guide*, SC27-8559
 - *IBM Hyper-Scale Manager REST API Specifications*, SC27-6440
-

Chapter 2. System specifications

This information compares general properties, performance, physical features, and host connectivity for the IBM® FlashSystem™ A9000 storage system.

General properties

Specification	Details
Controllers	Three-way active grid controllers, each containing: • Two Intel Xeon E5 v3 8-core 2.4 GHz processors • 192 GB DDR4 memory • Redundant battery backup units and power supply units
Software	IBM FlashSystem A9000 and A9000R software v12.0
Models and warranties	• 9836-415: 1-year warranty • 9838-415: 3-year enterprise-class warranty Warranties include onsite service, same day 24×7
Data reduction and efficiency	• Pattern removal • Global, inline deduplication • Inline compression • Space-efficient snapshots • Thin provisioning
Encryption	Hardware-based AES-XTS 256-bit with centralized key management
Backplane interconnect	InfiniBand
Client operating system support	For a current list of platforms supported, please visit the IBM System Storage Interoperation Center (SSIC) (ibm.com/systems/support/storage/ssic/interoperability.wss)

Storage capacity features

Specification	Details		
Flash type	IBM-enhanced MLC		
	Flash enclosure-60	Flash enclosure-150	Flash enclosure-300
Effective capacity*	60 TB	150 TB	300 TB
Maximum capacity**	1200 TB	1200 TB	1200 TB
Raw capacity	21.4 TB	52.8 TB	105.6 TB
IBM MicroLatency modules	12 × 1.2 TB	12 × 2.9 TB	12 × 5.7 TB
*Typical effective capacity is the available capacity after system overhead (including over-provisioning and RAID protection) and after the data reduction benefits of pattern removal, deduplication and compression. this assumes data reduction of up to a multiple of 5.26 to 1.			
**Maximum capacity refers to the effective capacity provisioning limit.			

Physical features

Specification	Details
Dimensions (height×width×depth)	356 mm (8U) cm × 483 mm × 930 mm (14 in. × 19 in. × 36.6 in.)
Front clearance	120 cm (47.2 in.)
Rear clearance	100 cm (39.4 in.)
Weight	125 kg (275.5 lbs)
Input voltage	200–240 V AC, 50/60Hz (+/-10% tolerance) via 30A–63A
Power usage	1.69 KW (typical); 2.91 KW (max) See “Power consumption” on page 21.

Temperature

Specification	Details
Temperature	10–35°C (50–95°F)
Maximum altitude	2134 m (7000 ft.)
Humidity	25–80% non-condensing

Host connectivity

Specification		Details
Host system interfaces (per grid controller)	Storage systems with Fibre Channel (FC) capabilities)	4 × 16 Gb Fibre Channel + 2 × 10 Gb iSCSI
	Storage systems with iSCSI (Ethernet) capabilities only	4×10 Gb iSCSI
Host connectivity for mirroring (per system)	Recommended minimum link bandwidth value	50 Mbps
	Recommended maximum round trip latency value for synch	250 ms
	Attaching IBM FlashSystem A9000 and A9000R systems for mirroring	The connection between two FlashSystem A9000R systems, or between a FlashSystem A9000R and a FlashSystem A9000 system, has to pass through: • Ethernet LAN for iSCSI connections • SAN for FC connections
Note: Synchronous remote mirroring is supported by version 12.0.1 and later.		

Chapter 3. Physical configuration options

Use these general guideline for determining and ordering the feature codes that you need to customize your IBM FlashSystem A9000 system.

Procedure

Note: Talk to your IBM planning representative (IPR) to help determine which options are best for your needs.

To determine the required ordering information, answer the following questions:

1. Which model best fits your warranty requirements?
2. What are your capacity needs?
3. What type of host connectivity do you need?

What to do next

See the following information on the various physical configuration options for your IBM FlashSystem A9000 storage system.

- “Components and interconnect”
- “IBM FlashSystem A9000 configurations” on page 8
- “Flash enclosure components and feature codes” on page 8
- “Grid controller components and feature codes” on page 9

Components and interconnect

This section lists the components and interconnection options that are supplied with each IBM FlashSystem A9000 system.

Table 1. Components and interconnection options in IBM FlashSystem A9000

Component	Sub-components
Three grid controllers	Each grid controller includes: • Two hot-swap power supply units (PSUs) • Two internal battery modules • Two data reduction hardware acceleration cards • Two or three dual-ported host adapters, configuration according to customer request – Two 16 Gb Fibre Channel dual ports and a 10 Gb Ethernet dual port adapter <i>or</i> – Two 10 Gb Ethernet dual port adapters • Network and host connectivity ports
One flash enclosure	• 12 hot-swap 1.2, 2.9, or 5.7 TB IBM MicroLatency[®] modules • Two internal battery modules
Complete set of internal cabling	

IBM FlashSystem A9000 configurations

IBM FlashSystem A9000 is made for racks with 8U capabilities.

For various configuration feature options and codes see:

- “Flash enclosure components and feature codes”
- “Grid controller components and feature codes” on page 9

IBM FlashSystem A9000 contains three grid controllers and one flash enclosure.

Figure 2 shows the front and rear of a FlashSystem A9000 unit configuration.

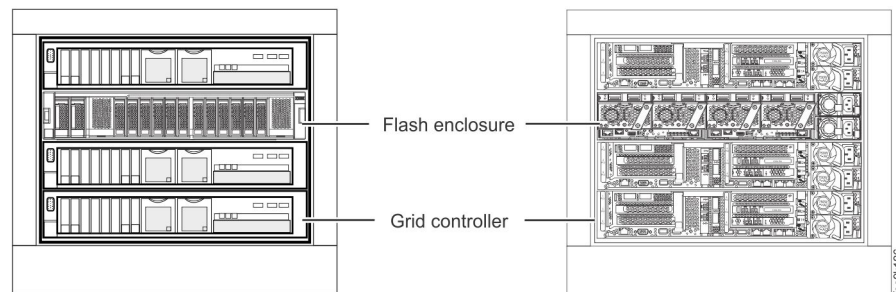


Figure 2. Configuration of an IBM FlashSystem A9000 unit

Flash enclosure components and feature codes

Each flash enclosure contains 12 hot-swap 1.2 TB, 2.9 TB, or 5.7 TB IBM MicroLatency modules. The flash enclosures are used for IBM FlashSystem A9000 storage functions.

Each IBM FlashSystem A9000 system contains one flash enclosure. Figure 3 and Figure 4 on page 9 illustrate the front and rear of the flash enclosure.

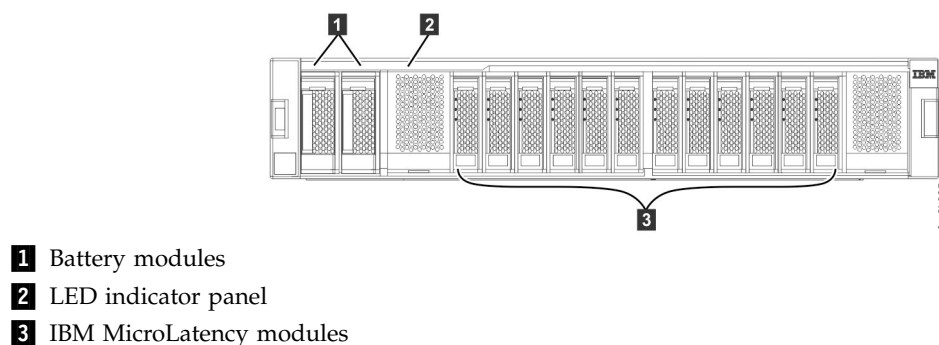
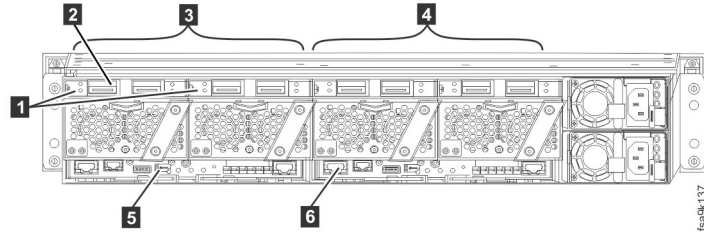


Figure 3. Front of a flash enclosure



- 1** InfiniBand Adapters (two per canister)
- 2** Internal interconnect Infiniband ports
- 3** Canister 1
- 4** Canister 2
- 5** Maintenance ports (serial) (IBM technician access)
- 6** Management ports (Ethernet) (IBM technician access)

Figure 4. Rear of a flash enclosure

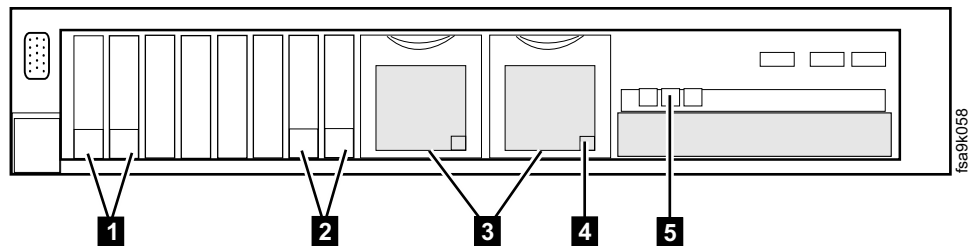
Table 2. Feature codes for flash enclosures

Description	Feature code
Flash enclosure with 12 x 1.2 TB IBM MicroLatency modules	AFE1
Flash enclosure with 12 x 2.9 TB IBM MicroLatency modules	AFE2
Flash enclosure with 12 x 5.7 TB IBM MicroLatency modules	AFE3

Grid controller components and feature codes

Each grid controller contains two hard disk drives (HDDs) and two solid state drives (SSDs) for IBM FlashSystem A9000 performance functions.

An IBM FlashSystem A9000 unit contains three (3) grid controllers. Figure 5 illustrates the front of the grid controller. Figure 6 on page 10 and Figure 7 on page 10 illustrate the two rear options for the grid controller.



- 1** HDDs (two per grid controller)
- 2** SSDs (two per grid controller)
- 3** Battery modules (two per grid controller)
- 4** Battery module Fault LED (one per unit)
- 5** General battery module LEDs

Figure 5. Front of a grid controller

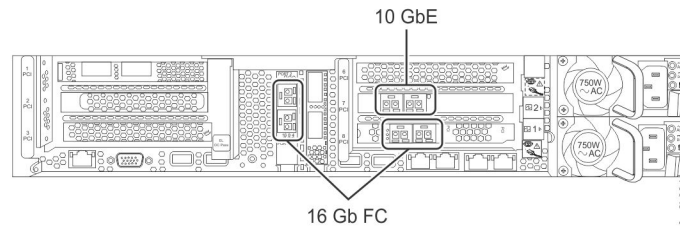


Figure 6. Rear of a grid controller with FC configuration

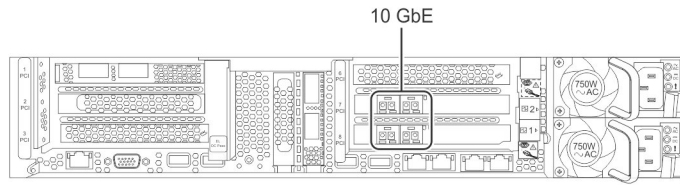


Figure 7. Rear of a grid controller with 10 Gb Ethernet configuration

Table 3. Feature codes for grid controllers

Description	Feature code
Grid controller with 4 x 16 Gb Fibre Channel (FC) + 2 x 10 GbE iSCSI	5010
Grid controller with 4 x 10 GbE iSCSI	5011

Chapter 4. Physical installation site requirements

The location where you plan to install the storage system must meet all requirements.

Plan your installation site with assistance from an IBM installation planning representative (IPR) or an IBM service representative.

Prepare the site in advance so that professional movers or riggers can transport the equipment to the final site within the computer room. If the site cannot be prepared before the delivery time, you must make arrangements to have the professional movers return to finish the transportation later.

Attention: Only professional movers can transport the equipment.

An IBM service representative installs the storage system. The IBM service representative can only minimally reposition the rack within the room, as needed to complete required service actions.

Professional movers or riggers are required to transport the FlashSystem A9000 rack as close to the installation site as possible because of its weight.

Note: Professional movers or riggers are also required to relocate or dispose of the FlashSystem A9000 system.

The physical installation site requirements are listed in the following sections:

- “Planning for floor and space requirements”
- “Power requirements” on page 19
- “Environmental requirements” on page 22
- “Site security considerations” on page 28

Planning for floor and space requirements

You must ensure that the location of the FlashSystem A9000 system meets floor and space requirements.

Procedure

Complete the following steps to ensure that the planned installation location meets floor and space load requirements:

1. Determine whether the floor meets the floor-load requirements for the FlashSystem A9000 system. See “Floor-load requirements” on page 12.
2. Decide what type of rack you will need for your IBM FlashSystem A9000 configuration. See “Rack requirements” on page 12.
3. Determine whether the rack meets the floor-load requirements for the FlashSystem A9000 system. See “Rack requirements” on page 12.
4. Provide your IBM service representative with the following information before the installation:
 - a. Whether under-floor or over-head power-cabling scheme is to be used.

- b. The distance of the rack from the power receptacles.

Floor-load requirements

You must ensure that the floor load rating can support the weight of the FlashSystem A9000 system.

Floor reinforcement must support the weight of the FlashSystem A9000 system over a specific area, as shown in Table 4. These measurements are of the FlashSystem A9000 system, and may vary based on customer rack.

Table 4. Floor weight-support requirements

IBM FlashSystem A9000 elements	Floor reinforcement area	Total weight
3 grid controllers and 1 flash enclosure	66 cm × 118 cm (26 in. × 46.5 in.)	125 kg (275.5 lbs)

To ensure that all requirements are met, obtain the service of a qualified structural engineer to prepare the floor.

Important: If you do not know or are not certain about the floor-load rating of the installation site, you must check with the building engineer or another appropriate person.

Rack requirements

Use this information to help determine what rack you can use for your storage system.

Each of the IBM FlashSystem A9000 grid elements are 2U, and fit in 19-inch standard racks.

Be sure that you provide a rack with the following requirements:

- ___ 1. Minimum space of 8U (consecutive).

Important: Be sure that all space within this 8U area contains no other components. This area is to be left solely for the use of the IBM FlashSystem A9000 system and cabling components.

- ___ 2. Can support a weight of minimum 125 kg (275.5 lb)
- ___ 3. Provides two power distribution units (PDUs), ensuring that each is on a separate power source.

Rack installation specifications for racks not purchased from IBM

Learn the requirements and specifications for installing IBM® systems into racks that were not purchased from IBM.

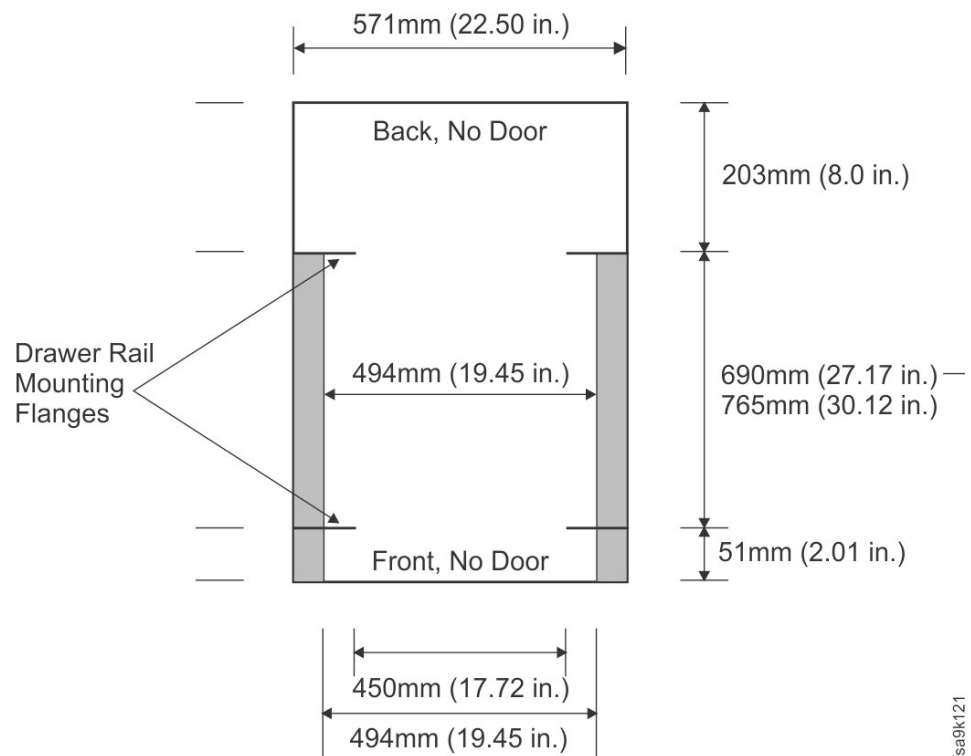
This topic provides requirements and specifications for 19-inch racks. These requirements and specifications are provided as an aid to help you understand the requirements to install IBM systems into racks. It is your responsibility, working with your rack manufacturer, to ensure that the rack chosen meets the requirements and specifications that are listed here. Mechanical drawings of the rack, if available from the manufacturer, are recommended for comparison against the requirements and specifications.

IBM maintenance services and installation planning services support IBM 7014-T00, 7014-T42, 7014-B42, 0551, and 0553 . These rack products comply with safety and regulatory requirements, and are verified to fit and function well with IBM products. When other racks must be used with IBM FlashSystem A9000, the customer is responsible to verify compliance with IBM specifications.

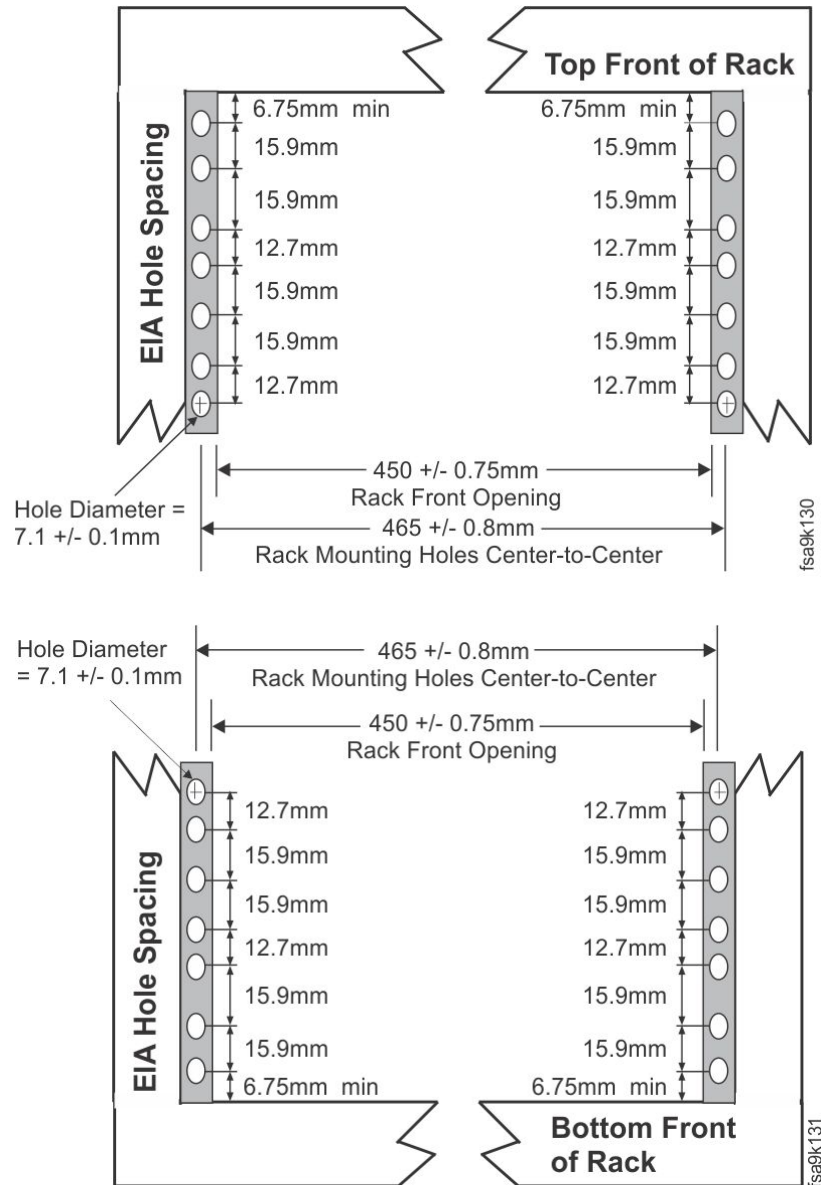
Rack requirements

The following rack requirements must be met for FlashSystem A9000 installation:

- The rack or cabinet must meet the EIA Standard EIA-310-D for 19-inch racks published August 24, 1992. The EIA-310-D standard specifies internal dimensions, for example, the width of the rack opening (width of the chassis), the width of the module mounting flanges, the mounting hole spacing, and the depth of the mounting flanges. The EIA-310-D standard does not control the overall external width of the rack. There are no restrictions on the location of side walls and corner posts relative to the internal mounting space.
- The front rack opening must be 450 mm wide + 0.75 mm (17.72 in. + 0.03 in.), and the rail-mounting holes must be 465 mm + 0.8 mm (18.3 in. + 0.03 in.) apart on center (horizontal width between vertical columns of holes on the two front-mounting flanges and on the two rear-mounting flanges).



The vertical distance between mounting holes must consist of sets of three holes spaced (from bottom to top) 15.9 mm (0.625 in.), 15.9 mm (0.625 in.), and 12.67 mm (0.5 in.) on center (making each three-hole set of vertical hole spacing 44.45 mm (1.75 in.) apart on center). The front and rear mounting flanges in the rack or cabinet must be 690 - 765 mm (27.17 - 30.12 in.) apart and the internal width that is bounded by the mounting flanges at least 494 mm (19.45 in.), for the IBM rails to fit in your rack or cabinet (see the following figure).



- The front rack opening must be 535 mm (21.06 in.) wide for dimension C (the width between the outsides of the standard mounting flanges, see Figure 8 on page 15). The back rack opening must be 500 mm (19.69 in.) wide for dimension C (the width between the outsides of the standard mounting flanges).

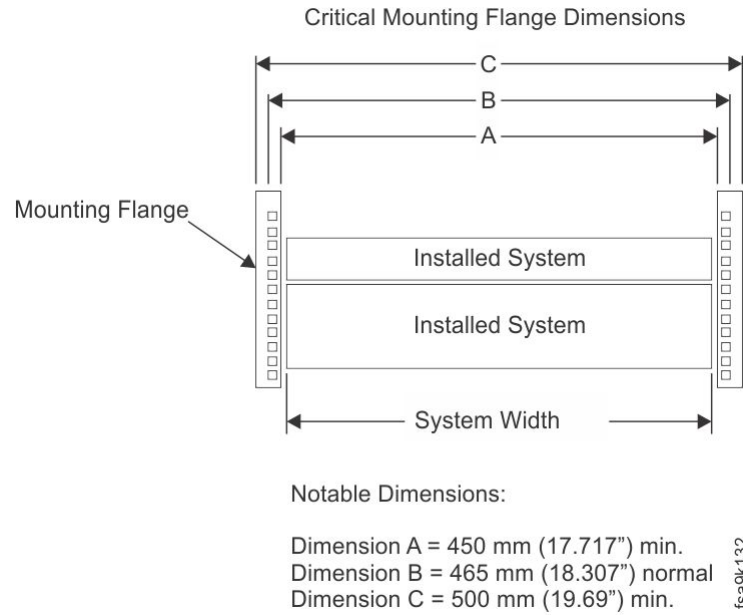
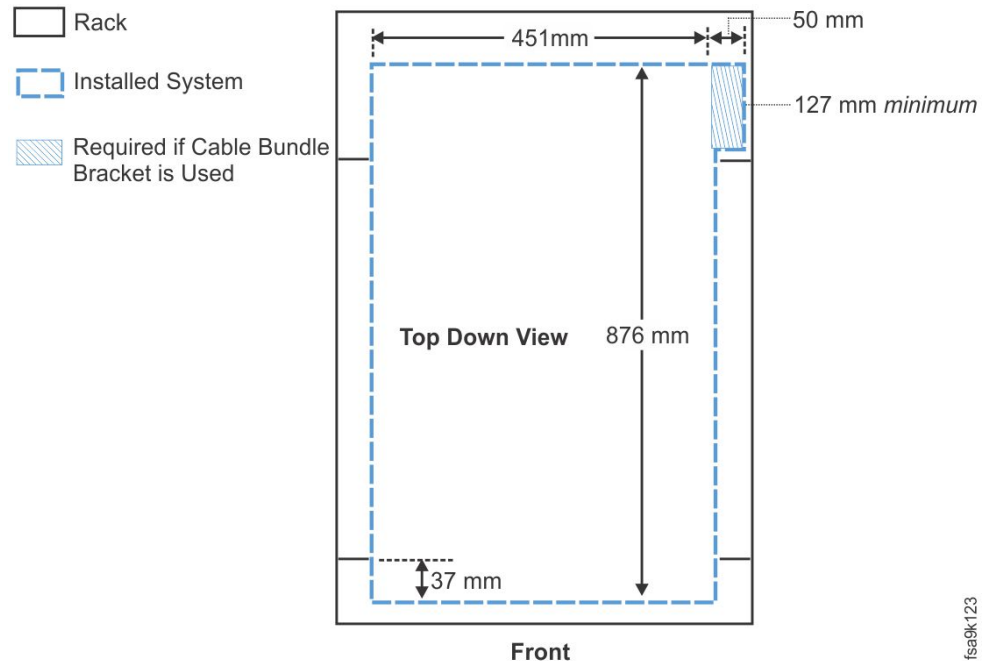


Figure 8. Critical mounting flange dimensions

- A minimum rack opening width of 500 mm (19.69 in.) for a depth of 330 mm (12.99 in.) is needed behind the installed system for maintenance and service. The depth can extend beyond the rack rear door. FlashSystem A9000 needs at least 254 mm (10 in.) of depth within the rack from the rear rack mount flange to the frame line. This space is necessary for cable management.

Note: Power distribution units (PDUs) should be mounted horizontally in the U space so that the additional width of the rack can also be used for the FlashSystem A9000 system cable management. If PDUs are mounted vertically, either 2U below the drawer or an extra 127 mm (5 in.) of depth within the rack from the rear rack mount flange to the frame line should be provided.



fsa9k123

- The rack or cabinet must be capable of supporting an average load of 15.9 kg (35 lb) of product weight per EIA unit.

For example, a four EIA drawer has a maximum drawer weight of 63.6 kg (140 lb).

The following rack hole sizes are supported for racks where IBM hardware is mounted:

- 7.1 mm plus or minus 0.1 mm
- 9.5 mm plus or minus 0.1 mm

- All parts that are shipped with the FlashSystem A9000 products must be installed.
- Only AC power drawers are supported in the rack or cabinet. It is strongly recommended to use a power distribution unit that meets the same specifications as IBM power distribution units to supply rack power. Rack or cabinet power distribution devices must meet the drawer voltage, amperage, and power requirements, as well as that of any additional products that are connected to the same power distribution device.
The rack or cabinet power receptacle (power distribution unit, uninterruptible power supply, or multi-outlet strip) must have a compatible plug type for your drawer or device.
- The rack or cabinet must be compatible with the drawer-mounting rails. The rail-mounting pins and screws should fit securely and snugly into the rack or cabinet rail-mounting holes. It is strongly recommended that the IBM mounting rails and mounting hardware that are included with the product be used to install it in the rack. The mounting rails and mounting hardware that are provided with IBM products have been designed and tested to safely support the product during operation and service activities as well as to safely support the weight of your drawer or device. The rails must facilitate service access by allowing the drawer to be safely extended, if necessary, forward, backward, or both. Some rails, with IBM features for non-IBM racks, provide drawer-specific anti-tip brackets, rear lock-down brackets, and cable management guides that require clearance on the rear side of the rails.

Note: If the rack or cabinet has square holes on the mounting flanges, a plug-in hole adapter might be required.

- The rack or cabinet must have stabilization feet or brackets installed both in the front and rear of the rack, or have another means of preventing the rack/cabinet from tipping while the drawer or device is pulled into its extreme front or rear service positions.

Note: Examples of some acceptable alternatives: The rack or cabinet might be securely bolted to the floor, ceiling or walls, or to adjacent racks or cabinets in a long and heavy row of racks or cabinets.

- There must be adequate front and rear service clearances (in and around the rack or cabinet). The rack or cabinet must have sufficient horizontal width clearance in the front and rear to allow the drawer to be fully slid into the front and, if applicable, the rear service access positions (typically this requires 914.4 mm (36 in.) clearance in both the front and rear).
- If present, front and rear doors must be able to open far enough to provide unrestrained access for service or be easily removable. If doors must be removed for service, it is the customer's responsibility to remove them before service.
- The rack or cabinet must provide adequate clearance around the rack drawer.
- There must be adequate clearance around the drawer bezel so that it can be opened and closed, according to the product specifications.
- Front or rear doors must also maintain a minimum of 51 mm (2 in.) front, 203 mm (8 in.) rear, door to mounting flange clearance, and 494 mm (19.4 in.) front, 571 mm (22.5 in.) rear, side-to-side clearance for drawer bezels and cables.
- The rack or cabinet must provide adequate front-to-back ventilation. For more information, see "Environmental requirements" on page 22).

General safety requirements for IBM products installed in a non-IBM rack or cabinet

The general safety requirements for IBM products that are installed in non-IBM racks are:

- Any product or component that plugs into either an IBM power distribution unit or mains power (via a power cord), or uses any voltage over 42 V ac or 60 V dc (considered to be hazardous voltage) must be Safety Certified by a Nationally Recognized Test Laboratory (NRTL) for the country in which it is installed.

Some of the items that require safety certification might include: the rack or cabinet (if it contains electrical components integral to the rack or cabinet), fan trays, power distribution unit, uninterruptible power supplies, multi-outlet strips, or any other products that are installed in the rack or cabinet that connect to hazardous voltage.

Examples of OSHA-approved NRTLs for the US:

- UL
- ETL
- CSA (with CSA NRTL or CSA US mark)

Examples of approved NRTLs for Canada:

- UL (ULc mark)
- ETL (ETLc mark)

– CSA

The European Union requires a CE mark and a Manufacturer's Declaration of Conformity (DOC).

Certified products should have the NRTL logos or marks somewhere on the product or product label. However, proof of certification must be made available to IBM upon request. Proof consists of such items as copies of the NRTL license or certificate, a CB Certificate, a Letter of Authorization to apply the NRTL mark, the first few pages of the NRTL certification report, Listing in an NRTL publication, or a copy of the UL Yellow Card. Proof should contain the manufacturers name, product type, and model, standard to which it was certified, the NRTL name or logo, the NRTL file number or license number, and a list of any Conditions of Acceptance or Deviations. A Manufacturer's Declaration is not proof of certification by an NRTL.

- The rack or cabinet must meet all electrical and mechanical safety legal requirements for the country in which it is installed. The rack or cabinet must be free of exposed hazards (such as voltages over 60 V dc or 42 V ac, energy over 240 VA, sharp edges, mechanical pinch points, or hot surfaces).
- There must be an accessible and unambiguous disconnect device for each product in the rack, including any power distribution unit.

A disconnect device might consist of either the plug on the power cord (if the power cord is no longer than 1.8 m (6 ft)), the appliance inlet receptacle (if the power cord is of a detachable type), or a power on/off switch, or an Emergency Power Off switch on the rack, provided all power is removed from the rack or product by the disconnect device.

If the rack or cabinet has electrical components (such as fan trays or lights), the rack must have an accessible and unambiguous disconnect device.

- The rack or cabinet, power distribution unit and multi-outlet strips, and products that are installed in the rack or cabinet must all be properly grounded to the customer facility ground.

There must be no more than 0.1 Ohms between the ground pin of the power distribution unit or rack plug and any touchable metal or conductive surface on the rack and on the products that are installed in the rack. Grounding method must comply with applicable country's electric code (such as NEC or CEC). Ground continuity can be verified by your IBM service personnel, after the installation is completed, and should be verified before the first service activity.

- The voltage rating of the power distribution unit and multi-outlet strips must be compatible with the products plugged into them.

The power distribution unit or multi-outlet strips current and power ratings are rated at 80% of the building supply circuit (as required by the National Electrical Code and the Canadian Electrical Code). The total load that is connected to the power distribution unit must be less than the rating of the power distribution unit. For example, a power distribution unit with a 30 A connection is rated for a total load of 24 A (30 A x 80 %). Therefore, the sum of all equipment that is connected to the power distribution unit in this example must be lower than the 24 A rating.

If an uninterruptible power supply is installed, it must meet all the electrical safety requirements as described for a power distribution unit (including certification by an NRTL).

- The rack or cabinet, power distribution unit, uninterruptible power supply, multi-outlet strips, and all products in the rack or cabinet must be installed according to the manufacturer's instructions, and in accordance with all national, state or province, and local codes and laws.

The rack or cabinet, power distribution unit, uninterruptible power supply, multi-outlet strips, and all products in the rack or cabinet must be used as intended by the manufacturer (per manufacturer's product documentation and marketing literature).

- All documentation for use and installation of the rack or cabinet, power distribution unit, uninterruptible power supply, and all products in the rack or cabinet, including safety information, must be available onsite.
- If there is more than one source of power in the rack cabinet, there must be clearly visible safety labels for Multiple Power Source (in the languages that are required for the country in which the product is installed).
- If the rack or cabinet or any products that are installed in the cabinet had safety or weight labels that are applied by the manufacturer, they must be intact and translated into the languages that are required for the country in which the product is installed.
- If the rack or cabinet has doors, the rack becomes a fire enclosure by definition and must meet the applicable flammability ratings (V-0 or better). Totally metal enclosures at least 1 mm (0.04 in.) thick are considered to comply.

Nonenclosure (decorative) materials must have a flammability rating of V-1 or better. If glass is used (such as in rack doors) it must be safety glass. If wood shelves are used in the rack/cabinet, they must be treated with a UL Listed flame-retardant coating.

- The rack or cabinet configuration must comply with all IBM requirements for "safe to service" (contact your IBM Installation Planning Representative (IPR) for assistance in determining if the environment is safe).

There must be no unique maintenance procedures or tools that are required for service.

Elevated service installations, where the products to be serviced are installed between 1.5- 3.7 m (5 - 12 ft) above the floor, require the availability of an OSHA- and CSA-approved nonconductive step ladder or ladders. If a ladder or ladders are required for service, the customer must supply the OSHA- and CSA-approved nonconductive step ladder (unless other arrangements have been made with the local IBM Service Branch Office). Some products can have rack installation limitations. Refer to the specific server or product specifications for any restrictions. Products that are installed over 2.9 m (9 ft) above the floor require a Special Bid to be completed before they can be serviced by IBM service personnel.

For products not intended for rack-mounting to be serviced by IBM, the products and parts that are replaced as part of that service must not weigh over 11.4 kg (25 lb). Contact your Installation Planning Representative if in doubt.

There must not be any special education or training that is required for safe servicing of any of the products that are installed in the racks. Contact your Installation Planning Representative if you are in doubt.

Power requirements

Ensure that your operating environment meets the AC-power and voltage requirements.

The FlashSystem A9000 system is designed with backup battery modules in order to maintain power to the storage system in the event of an AC-power loss.

The FlashSystem A9000 system has redundant power cables. For this type of redundant configuration, you must supply power from at least two independent sources of electricity.

Consult with an IBM service representative to discuss power source options.

Note: Removing all AC power from the FlashSystem A9000 system causes an emergency shutdown. All modified data is then saved to drives, and the system turns off within 5 minutes.

Customer responsibilities

- You must supply enough branch circuits to prevent overloading from the equipment that you install.
- You must ensure that each electrical outlet is correctly wired and grounded to prevent an electrical shock.

IBM responsibilities

- The IBM service representative completes several checks, including voltage and grounding checks before the power to the FlashSystem A9000 system is connected.
- The IBM service representative connects the power cables, powering on the system.

Power outlet requirements

Ensure that the installation site has the required power outlets.

Two independent customer-supplied power distribution units (PDU) are required for the two power cords that are needed by each component in the system (total of eight outlets, four per PDU), as depicted in Figure 9 on page 21.

Important:

- To eliminate a single point of failure, the PDUs must be independent. This means that each PDU must use a separate power source and each power source must have its own wall circuit breaker.
 - Each component in the system must have one line cord to each PDU.
-

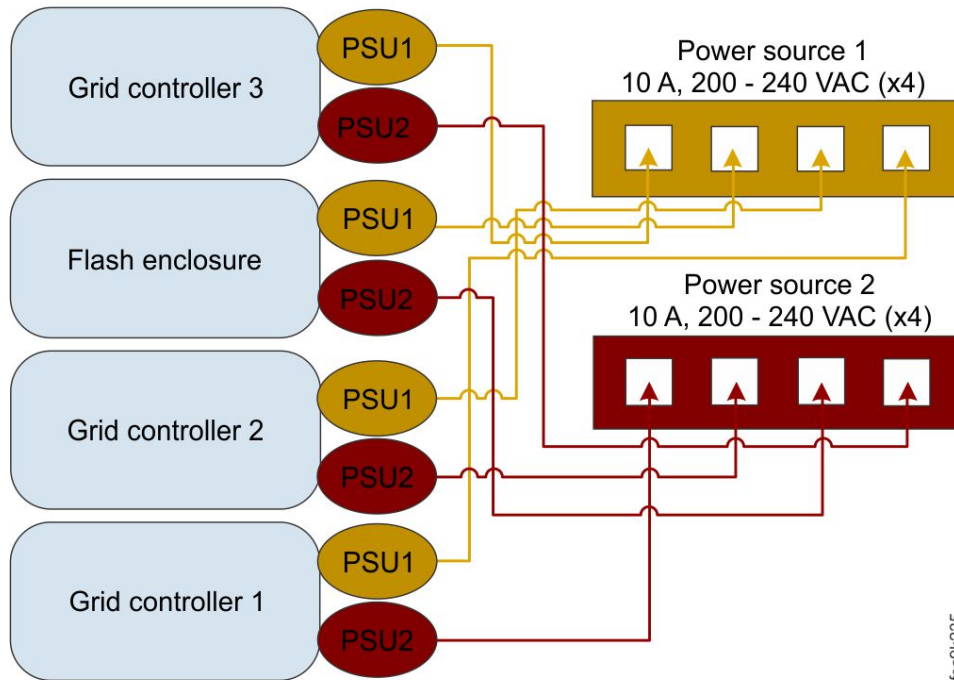


Figure 9. FlashSystem A9000 power sources

For the most reliable operation, do not use Ground Fault Circuit Interrupter (GFCI), Earth Leakage Circuit Breaker (ELCB), and Residual Current Circuit Breaker (RCCB) type circuit breakers with the FlashSystem A9000 system. The FlashSystem A9000 system is certified for safe operation and is compliant with IEC, EN, UL, CSA 60950-1 standards. However, if leakage detection circuit breakers are required by local electrical practice, the breakers must be sized for a leakage-current rating of 100 mA or greater to reduce the risk of server outage caused by erroneous and spurious tripping.

Power sources

Use this information to ensure proper power sources are provided for your storage system.

Each grid controller and flash enclosure in the system must be connected to two independent power sources, for a total of eight power outlets per storage system (four per power source).

A FlashSystem A9000 system requires two independent power sources, with minimum four (4) 10 A, 200 – 240 VAC outlets (as seen in Figure 9).

For further details, see “Power outlet requirements” on page 20.

The FlashSystem A9000 system is protected from a power outage by internal backup battery modules. However, you can reduce the risk of a power outage by connecting the system to an external uninterruptible power supply, a backup generator, or both.

Power consumption

This information describes the power consumption for your storage system.

The power consumption for pod configurations is the typical value and is provided only for reference purposes.

The measurements in the Table 5 was taken in an environment with a room temperature of 18°C (64.4°F), all fans at nominal/idle speed, and battery modules were not charging.

Table 5. Power consumption

MicroLatency module capacity	Idle / light load power consumption in kVA
1.2 TB ¹	1.790
2.9 TB ¹	1.973
5.7 TB	2.173
¹ The numbers for power consumption of 1.2 TB and 2.9 TB MicroLatency modules are estimates.	

Input voltages and frequencies

This information lists the voltages or frequencies that are accepted by the FlashSystem A9000 system.

Table 6 provides the voltages and frequencies that are accepted by the FlashSystem A9000 system. For more information, see “Leakage current” on page xii.

Table 6. Input voltages and frequencies

Characteristics	Single-phase voltage or frequency
Nominal rated input voltages	200 - 240 V AC
Maximum input current	15 A
Minimum tolerant input voltage	180 V AC
Maximum tolerant input voltage	264 V AC
Maximum ground-leakage current	3.84 mA
Steady-state input frequencies	50±3 or 60±3 Hz
Power line disturbance (PLD) input frequencies	50±3 or 60±3 Hz

Environmental requirements

Ensure that the installation site meets all operating environment requirements for the IBM FlashSystem A9000 system.

Procedure

To ensure that the installation site meets the requirements, complete the following steps:

1. Use adequate ventilation, especially during the first 120 days of continuous operation. Ensure that there is an average room outdoor intake air rate of 0.4 air change per hour.
2. Keep the front and rear of the rack clear of obstruction.
3. Verify that you can meet the environmental operating requirements at the air intake locations.

4. Consider optimizing the air circulation and cooling for the rack by using a raised floor, adjusting the floor layout, and adding perforated tiles around the air intake areas.

The following sections cover the environmental requirements for your FlashSystem A9000 system:

- “Operating environment requirements”
- “Air circulation and cooling” on page 24
- “Contamination information” on page 25
- “Acoustic declaration” on page 26
- “Operating vibration requirements” on page 27

Operating environment requirements

You must verify that your operating environment is compatible with the required specifications.

With or without the rear-door heat exchanger option, the air that enters the front door of the FlashSystem A9000 system must meet the following requirements.

Operating (powered on)

- Temperature: 10 - 35°C (50 - 95°F)
- Relative humidity: 20 - 80%, non-condensing
- Maximum wet bulb temperature: 25°C (77°F)
- Maximum altitude: 2134 m (7000 ft)

Non-operating (powered off)

- Temperature: 5 - 45°C (41 - 113°F)
- Relative humidity: 20 - 80%, non-condensing
- Maximum wet bulb temperature: 27°C (80.6°F)

Shipping

- Temperature: -40 to 60°C (-40 to 140°F)
- Relative humidity: 5 - 95%, non-condensing
- Maximum wet bulb temperature: 29°C (84.2°F)

Important: A FlashSystem A9000 system that runs continuously must be within the specified operating environment. A FlashSystem A9000 system can operate at the maximum allowable temperature for only short durations, such as might occur during a disk drive module or power-supply unit replacement. Continuous operation above the maximum temperature increases the probability of component failure.

Air enters at the front of the rack and leaves at the back. To prevent the air that is leaving the rack from entering the intake of another piece of equipment, place racks in alternate rows, in a back-to-back, and front-to-front arrangement.

System environmental acclimation

Condensation is a normal and natural occurrence if packaging is removed at time of delivery, during extreme cold weather delivery times.

All IBM equipment has been tested in climate chambers duplicating shipping temperatures of - 40°C to 60°C (- 40°F to 140°F) and condensation and frost do not impact reliability of the product.

It is highly recommended that the device not be removed from the shipping package for at least 24 hours, in order to acclimate to the new temperature

conditions. If there are still visible signs of condensation after the initial 24 hour wait period, acclimate the system without the shipping bag for an additional 12 - 24 hours, or until no further visible condensation remains. If package material removal is necessary, equipment should be placed in a location away from any air vents.

Air circulation and cooling

You can take steps to optimize the air circulation and cooling for your FlashSystem A9000 system.

Procedure

To optimize the cooling around your FlashSystem A9000 system, complete the following steps:

1. Install the FlashSystem A9000 system on a raised floor, which provides increased air circulation for better cooling.
2. Install perforated tiles in the front and back of each base rack and expansion rack as follows:
 - a. For a stand-alone base rack, install two fully perforated tiles in front of the base rack and one partially perforated tile at the back of the base rack.
 - b. For a row of racks, install a row of perforated tiles in front of the racks and one or two fully perforated tiles at the back of each two racks.
 - c. For groupings of racks, where a hot aisle and cold aisle layout is used, use a cold aisle row of perforated tiles in front of all racks. For hot aisles, install a perforated tile per pair of racks.
3. Ensure that the installation site meets the cooling (thermal dissipation) requirements that are listed in Table 7.

Table 7. Thermal dissipation for FlashSystem A9000 system

Storage configuration	Thermal Dissipation kBTU/hour
3 grid controllers and 1 flash enclosures	9.9

4. Ensure that the installation site meets the airflow requirements that are listed in Table 8.

Table 8. Airflow requirements

Storage configuration	Cubic feet per minute (CFM)	
	Nominal temperature (23°C) (73.4°F)	Maximum temperature (35°C) (95°F)
3 grid controllers and 1 flash enclosures	240	430

Temperature threshold and events

The storage system handles overheating by informing the administrator through warning events and initiating an automatic thermal shutdown as a last resort.

Note:

- These event notifications indicate to the administrators if the system temperature is: normal, high, too high, and critically high; above which shutdown will be applied immediately. Table 9 depicts the temperature thresholds and events received.
 - After a manual or automatic thermal shutdown due to thermal conditions, IBM support must be immediately contacted. Do not attempt to power up the system before contacting IBM support.
-

Table 9. FlashSystem A9000 system temperature thresholds and events

Temperature threshold	Event	Description
27°C (80°F)	SYSTEM_TEMPERATURE_IS_OK_NOW	No action required. This event is generated only when the normal system temperature is recovered from a higher temperature.
30°C (86°F)	SYSTEM_TEMPERATURE_IS_HIGH	System should be closely monitored, and action to cool down the system is recommended.
32°C (89.6°F)	SYSTEM_TEMPERATURE_IS_TOO_HIGH	Actions to cool down the system must be taken immediately.
35°C (95°F)	SYSTEM_TEMPERATURE_IS_CRITICALLY_HIGH	Manually shutdown the system by using the shutdown command.
38°C (100.4°F)	SYSTEM_TEMPERATURE_IS_CRITICALLY_HIGH_SHUTTING_DOWN	If automatic shutdown is enabled: automatic system shutdown is in progress.

Contamination information

You must consider the air quality and contamination levels at your installation site.

Airborne particulates (including metal flakes or particles) and reactive gases acting alone or in combination with other environmental factors, such as humidity or temperature, might pose a risk to the FlashSystem A9000 system hardware. Risks that are posed by the presence of excessive particulate levels or concentrations of harmful gases include damage that might cause the system to malfunction or cease functioning altogether.

This specification describes limits for particulates and gases that are intended to avoid such damage. The limits must not be viewed or used as definitive limits because numerous other factors, such as temperature or moisture content of the air, can influence the impact of particulates or environmental corrosives and gaseous contaminant transfer.

In the absence of specific limits, implement practices that maintain particulate or gas levels that are consistent with the protection of human health and safety. If IBM determines that the levels of particulates or gases in your environment damaged the FlashSystem A9000 system, IBM might require implementation of appropriate remedial measures to mitigate such environmental contamination before providing repair or replacement of the storage system. Implementation of such remedial measures is a customer responsibility.

The following criteria must be met:

Gaseous contamination

Severity level G1 as per ANSI/ISA 71.04-1985¹, which states that the reactivity rate of copper coupons must be less than 300 Å/month, $\approx 0.0039 \mu\text{g}/\text{cm}^2\text{-hour}$ weight gain)². In addition, the reactivity rate of silver coupons must be less than 300 Å/month ($\approx 0.0035 \mu\text{g}/\text{cm}^2\text{-hour}$ weight gain)³. The reactive monitoring of gaseous corrosibleness must be conducted approximately 5 cm (2 in.) in front of the rack on the air inlet side at one-quarter and three-quarter frame height off the floor. For environments with special air handling equipment that alters the normal distribution of airflow into the rack, reactive monitoring of gaseous corrosibleness must be conducted at a location on the rack where air is entering at the highest rate.

Particulate contamination

Data centers must meet the cleanliness level of ISO 14644-1 class 8. For data centers without air-side economizers, the ISO 14644-1 class 8 cleanliness can be met by choosing one of the following filtration methods:

- The room air can be continuously filtered with MERV 8 filters.
- Air entering a data center can be filtered with MERV 11 or preferably MERV 13 filters.

For data centers with air-side economizers, the choice of filters to achieve ISO class 8 cleanliness depends on the specific conditions present at that data center. The deliquescence relative humidity of the particulate contamination must be more than 60% RH⁴. Data centers must be free of zinc whiskers⁵.

Acoustic declaration

This information lists the acoustic (sound power) levels for the FlashSystem A9000 system.

CAUTION:



Depending upon local conditions, the sound pressure might exceed 85 dB(A) during service operations.

Hearing protection must be worn when you are in a room that has a FlashSystem A9000 unit while either the front or rear door is open or when the front and rear doors are not installed.

The acoustic levels are shown in Table 10 on page 27. All measurements are in conformance with ISO 7779 and declared in conformance with ISO 9296.

1. ANSI/ISA-71.04.1985. *Environmental conditions for process measurement and control systems: Airborne contaminants*. Instrument Society of America, Research Triangle Park, NC, 1985.

2. The derivation of the equivalence between the rate of copper corrosion product thickness growth in Å/month and the rate of weight gain assumes that Cu_2S and Cu_2O grow in equal proportions.

3. The derivation of the equivalence between the rate of silver corrosion product thickness growth in Å/month and the rate of weight gain assumes that Ag_2S is the only corrosion product.

4. The deliquescence relative humidity of particulate contamination is the relative humidity at which the dust absorbs enough water to become wet and promote corrosion, ion migration, or both.

5. Surface debris is randomly collected from 10 areas of the data center on a 1.5 cm (0.6 in.) diameter disk of sticky, electrically conductive tape on a metal stub. If examination of the sticky tape in a scanning electron microscope reveals no zinc whiskers, the data center is considered free of zinc whiskers.

Notes:

1. LWAd is the statistical upper-limit A-weighted sound-power level (rounded to the nearest 0.1 B).
 2. LpAm is the mean A-weighted emission sound-pressure level that is measured at the 1-meter bystander positions (rounded to the nearest dB).
 3. 10 dB (decibel) = 1 B (bel)
-

Table 10. Acoustic declaration

	Declared A-weighted sound power level, LWAd (B)	Declared A-weighted sound pressure level, LpAm (dB)
Operating	7.1	54
Idle	7.1	54

Note: Government regulations (such as those prescribed by OSHA or European Community Directives) may govern noise level exposure in the workplace and may apply to you and your server installation.

The actual sound pressure levels in your installation depend upon a variety of factors, including the number of racks in the installation; the size, materials, and configuration of the room; the noise levels from other equipment; the room ambient temperature, and employees' location in relation to the equipment.

Further, compliance with such government regulations also depends upon a variety of additional factors, including the duration of employee exposure and whether employees wear hearing protection. IBM recommends that you consult with qualified experts in this field to determine whether you are in compliance with the applicable regulations.

Operating vibration requirements

The vibration levels that are designed for the FlashSystem A9000 system comply with class V1L requirements included in the product classes for vibration.

The storage system is designed to operate under the vibration V1L levels that are described in Table 11.

More information includes random vibration PSD profile breakpoints and operational shock levels, as seen in Table 12 and Table 13 on page 28.

Table 11. Vibration levels

Class	g _{rms}	g Peak Sine
V1L	0.10	0.06 @ 50 & 60 Hz
Notes: • All values in this table are in g²/Hz. • g is the peak g level of an approximate half-sine pulse.		

Table 12. Random vibration PSD profile breakpoints

Class	5 Hz	17 Hz	500 Hz
V1L	2.0×10^{-7}	2.2×10^{-5}	2.2×10^{-5}

Table 12. Random vibration PSD profile breakpoints (continued)

Class	5 Hz	17 Hz	500 Hz
Note: All values in this table are in g^2/Hz .			

Table 13. Operational shock levels

Class	Axis	g^1	pw^2
1	Vertical	3.5	3.0
Notes: g is the peak g level of an approximate half-sine pulse. pw is the pulse width in milliseconds.			

Site security considerations

When installing an IBM FlashSystem A9000 storage system, you need to apply the same security practices that you apply to any other business critical IT system.

Note: A good reference on storage security can be found at the Storage Networking Industry Association (SNIA) website: http://www.snia.org/forums/ssif/programs/best_practices.

A common risk with storage systems is the retention of volatile caches. Your FlashSystem A9000 storage system is perfectly safe in regard to external operations and a loss of external power. If there is a power failure, the internal battery backup modules provide power to the system. These battery modules allow your storage system to gracefully shut down.

If desired, you can install your own uninterruptible power supply (UPS) unit(s) or generators in order to provide further power-failure protection.

However, if someone gains physical access to the equipment, that person might manually shut off components by bypassing the preferred process. In this case, the storage system is likely to lose the contents of its volatile caches, resulting in a data loss and system unavailability.

To eliminate or greatly reduce this risk, choose a rack with lockable doors, and/or a security kit.

Important: Protect your storage system by locking the rack doors and monitoring physical access to the equipment.

Chapter 5. Network and host connectivity requirements

This information describes the IBM FlashSystem A9000 storage systems and host-SAN connections and requirements.

Network and host connectivity requirements are listed in the following sections:

- “Network connections for management”
- “Management port requirements”
- “Network configurations” on page 31
- “Network cable requirements” on page 36
- “Network and host connectivity security information” on page 36

Network connections for management

This information describes the options used for network connectivity for the storage system.

Management port requirements

The management ports provide the connectivity required for IBM Hyper-Scale Manager, IBM FlashSystem A9000 command-line interface (CLI), and other management tools to monitor and control the IBM FlashSystem A9000 system.

IP configuration

The IBM FlashSystem A9000 storage system has two redundant management port IP addresses, via two Ethernet interfaces. Each IP address is handled by a different grid controller. It is recommended that the IBM Hyper-Scale Manager and CLI be configured with both IP addresses that are defined for IBM FlashSystem A9000 for high availability.

Note: If you use only one path and the grid controller for that connection goes down, the ability to manage the IBM FlashSystem A9000 system is lost.

For more information about the IBM Hyper-Scale Manager, see *IBM Hyper-Scale Manager User Guide* (SC27-8560) on the IBM FlashSystem A9000 Knowledge Center website (ibm.com/support/knowledgecenter/STJKMM)

Management functions can be performed through any of the IP addresses. These addresses can be accessed simultaneously by multiple clients.

For each of the two management ports, the customer or technical assistant must provide the following information to the IBM service representative before starting the installation process:

- IP address of the port
- Net mask
- Default IP gateway
- Maximum transmission unit (MTU)

Notes:

- All management IP interfaces must be connected to the same subnet and use the same network mask, gateway, and MTU.
 - MTU configuration is required if the network supports an MTU that is greater than the default 1536 bytes. The largest possible MTU supported is 9216 bytes.
-

In addition, the customer or technical assistant must provide the following system-level IP information:

Note: IPv6 is supported.

- IP address of the primary and secondary DNS servers
- IP address or DNS names of the SNMP manager, if required
- IP addresses or DNS names of the SMTP servers
- IP addresses or DNS names of the NTP server
- IP addresses and port numbers of the Remote Support servers

Protocols

IBM FlashSystem A9000 is managed through dedicated management ports that are running TCP/IP over an Ethernet connection.

All traffic over these ports are encrypted through the Secure Sockets Layer (SSL) protocol.

Note: The management ports must be on a different subnet than the VPN ports that are used for remote access.

Management is carried out through following protocols detailed in Table 14.

Table 14. Management protocols through TCP/IP

Use	Protocol	TCP port	Comments
Command-line interface (CLI) (includes Hyper-Scale Manager)	Proprietary	7778	Storage system management portal and CLI act as the client and initiate the connection, while IBM FlashSystem A9000R acts as the server.
SNMP requests	SNMP	161	Storage system responds to SNMP requests when sending replies to SNMP managers.
SNMP traps/notifications	SNMP	162	Storage system initiates SNMP messages when sending traps/notifications to SNMP managers.
Outbound mail	SMTP	25	Storage system initiates SMTP traffic when sending emails for either event notifications or for SMS gateways.
Time setting	NTP	123	Storage system uses a network time protocol (NTP) connection.
Connectivity	IPSec	1293	Storage system uses IPSec for management and VPN communication.
Key management	KMIP	5696	Storage system communicates with key servers using the KMIP protocol.

Network configurations

Host systems can connect to IBM FlashSystem A9000 over a Fibre Channel (FC) network by using the Small Computer System Interface (SCSI) protocol or over an Ethernet network by using the Internet Small Computer System Interface (iSCSI) protocol.

Restriction: A host must be attached to FlashSystem A9000 system through a Fibre Channel fabric or Ethernet switch.

Note: In a production environment, always connect hosts to a minimum of two separate Fibre Channel fabrics or Ethernet switches.

While a host can connect through FC and iSCSI simultaneously, the same LUN can only be mapped through FC *or* iSCSI.

Host traffic can be directed to any of the grid controllers.

Important:

- The administrator must ensure that:
 - Host connections avoid single points of failure, by applying redundant connections.
 - All host workload is adequately balanced across the connections and grid controllers, ensuring system resource utilization is maximized.
- Always employ multipathing for data connections. If multipathing is not used, the Health widget on the Dashboard of the UI indicates that multipathing is not used.

Note: Some operating systems may not support multipathing, with some protocols.

- Host workload balancing should be done by installing the relevant host-attachment kit.
 - Review the balancing periodically and when traffic patterns change.
 - Host systems must have the appropriate host-attachment kit installed. Host attachment kits are available for AIX®, HP-UX, Linux, Solaris, and Microsoft Windows operating systems. For more information, see IBM Storage Host Attachment Kit (ibm.com/support/knowledgecenter/STJKMM) .

For supported interoperability configurations, see the System Storage® Interoperation Center website (www.ibm.com/systems/support/storage/config/ssic). Also see Host Attachment in the IBM FlashSystem A9000 and IBM FlashSystem A9000R: Architecture, Implementation and Usage Redbook, SG24-8345.

Host ports configuration

Use these important recommendations, in order to achieve high availability and high performance in your storage system.

- For high performance:
 - Try to spread all ports of grid controllers in the system, evenly.
 - Utilize the CPU in each grid controller, as much as possible, for high CPU utilization. To achieve this, it is recommended to use ports 1 and 4; and then ports 2 and 3.
- For high availability in each host:

- Divide the paths between the two switches/fabrics: half the paths connecting to switch 1 and the other half connecting to switch 2.
- If possible, spread the paths across different grid controllers.
- Use different adapters within each of the grid controllers.

Important: It is important to cross the Fibre Channel or iSCSI ports for resiliency and high performance, as depicted in Figure 10.

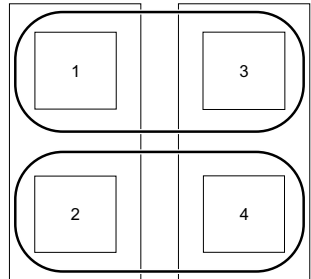


Figure 10. Crossing Fibre Channel grid controller ports

For Fibre Channel port numbering on the rear of the grid controllers see Figure 11 on page 33.

For Ethernet port numbering on the rear of the grid controllers see Figure 12 on page 34.

Be sure that half of the ports in each grid controller connect to the first switch and half of the ports of each grid controller connect to the second switch.

Important: Non-redundant configurations, such as single fabric/zone and single-port host configurations may be implemented, however they are not recommended.

Use non-redundant configurations only when the risks of a single point of failure are acceptable, which is typically the case for test and development environments.

Fibre Channel (FC) network configurations

Host systems can connect to a storage system over a Fibre Channel (FC) network.

In a production environment, always connect Fibre Channel hosts to a minimum of two separate SAN switches in independent fabrics to provide redundancy. In Fibre Channel network configurations, there are two dual-port connections per grid controller.

Notes:

- For best performance, use a 16 Gb Fibre fabric and HBA on the host.
 - Host system can have as many HBAs as needed to support the operating system, application, and overall performance requirements.
 - In a FlashSystem A9000 with Fibre Channel configuration, each grid controller has two dual 16 Gb Fibre Channel ports.
-

Figure 11 shows the port numbers for each of the FC ports on the grid controllers.

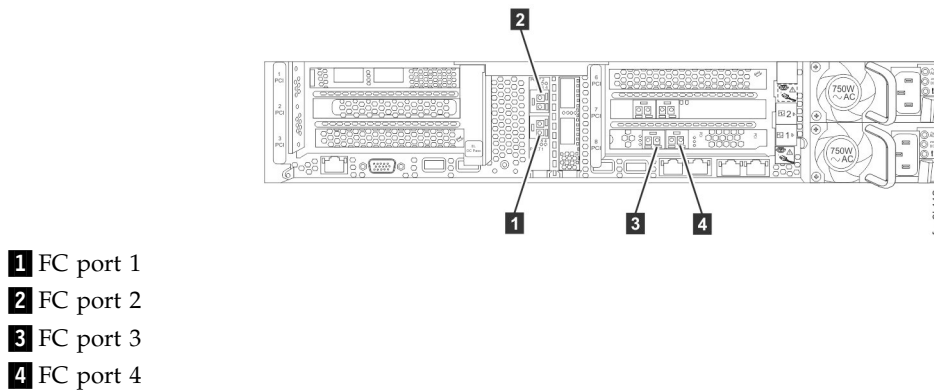


Figure 11. Fibre Channel (FC) port numbering on the grid controllers

Several network configurations that use Fibre Channel are technically possible, and each configuration varies in terms of cost, flexibility, performance, and reliability.

Fibre Channel (FC) best practices

Talk to your IBM installation planning representative (IPR) to help optimally setup your host connections, according to your needs.

In order to achieve high performance, it is important to:

1. Spread the host connections to each grid controller evenly.
2. Utilize the CPU in each grid controller as much as possible; therefore, it is recommended to use ports 1 and 4 and then ports 2 and 3.

It is recommended to use half the ports in each grid controller (ports 1 and 4) and create a single zone (an identical zone in each fabric).

Table 15 is an example of how the host connections should be divided.

Table 15. Example of recommended Fibre Channel host connections

Fabric	Zone	Grid controllers	Port number
1	1	Grid controllers 1, 2, 3	1
2	1	Grid controllers 1, 2, 3	4

This configuration creates high availability, high performance, and balancing. In addition, all grid controllers are utilized for each host.

For supported interoperability configurations, see the System Storage Interoperation Center website (www.ibm.com/systems/support/storage/config/ssic).

iSCSI network configurations

Host systems can connect to an IBM FlashSystem A9000 over an Ethernet network using the Internet Small Computer System Interface (iSCSI) protocol.

In a production environment, always connect Ethernet hosts to a minimum of two separate SAN switches in independent fabrics to provide redundancy. In Ethernet network configurations, there are two dual-port connections per grid controller.

Notes:

- For best performance, use a 10 Gb Ethernet switch and HBA on the host to obtain maximum performance or throughput.
 - Host system can have as many HBAs as needed to support the operating system, application, and overall performance requirements.
 - In a FlashSystem A9000R system with iSCSI configuration, each grid controller has two dual 10 Gb Ethernet ports.
-

Figure 12 shows the port numbers for each of the iSCSI ports on the grid controllers.

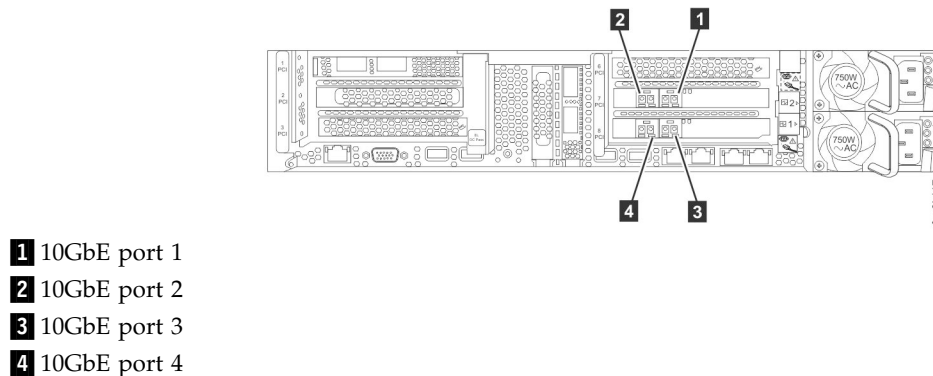


Figure 12. iSCSI port numbering on the grid controllers

Several network configurations using Ethernet are technically possible, and each configuration varies in terms of cost, flexibility, performance, and reliability.

Important: Non-redundant iSCSI configurations, such as single switch and single-port host configurations may be implemented, however they are not recommended.

Use non-redundant configurations only when the risks of a single point of failure are acceptable, which is typically the case for test and development environments.

In the FlashSystem A9000 system, each iSCSI port is defined with its own IP address. Before you set up the iSCSI network, gather the following information for each iSCSI port:

- IP address
- Net mask
- Default gateway
- Maximum transmission unit (MTU)

Notes:

1. If two or more iSCSI connections exist in your iSCSI network, iSCSI ports for mirroring must be defined on switches with **Flow Control Send On**.
 2. MTU configuration is required if the network supports an MTU that is greater than the default 1536 bytes.
The maximum MTU value supported is 9216 bytes.
 3. Because the FlashSystem A9000 system acts as a TCP server for iSCSI connections, packets are always routed through the Ethernet port from which the iSCSI connection was initiated. The default gateways are required only if the hosts are not on the same layer-2 subnet as the FlashSystem A9000 system.
 4. If present, Ethernet VLANs and IP routers must be configured to enable connectivity between the host systems and the FlashSystem A9000 system.
 5. If present, IP routers must be configured to enable access between the hosts and the FlashSystem A9000 system.
-

Important: Link aggregation is not supported. Ports cannot be bonded.

For supported interoperability configurations, see the System Storage Interoperation Center website (www.ibm.com/systems/support/storage/config/ssic).

iSCSI best practices

Talk to your IBM planning representative (IPR) to help optimally setup your host connections, according to your needs.

In order to achieve high performance, it is important to:

1. Spread the host connections to each grid controller evenly.
2. Utilize the CPU in each grid controller as much as possible; therefore, it is recommended to use ports 1 and 4 and then ports 2 and 3.

It is recommended to use half the ports in each grid controller (ports 1 and 4) and create a single subnet, (an identical subnet in each switch).

Table 16 is an example of how the host connections should be divided.

Table 16. Example of recommended Ethernet host connections

Switch	Subnet	Grid controllers	Port number
1	1	Grid controllers 1, 2, 3	1
2	1	Grid controllers 1, 2, 3	4

This configuration creates high availability, high performance, and balancing. In addition, all grid controllers are utilized for each host.

Network cable requirements

The customer is responsible for supplying cables host connection cables, including host attachment (Fibre Channel or iSCSI) cables, management cables, maintenance cables, and virtual private network (VPN) cables.

Table 17. Required cable types

Cables	Required cable type
Fibre Channel	50 µm (micrometer) multimode Fibre Channel cables with LC/LC or LC/SC connectors (if applicable). Note: If you require 62.5-µm fibers, contact an IBM service representative for assistance.
Ethernet (iSCSI)	50 µm (micrometer) multimode optical cables with LC/LC or LC/SC connectors.
Management	Straight copper gigabit CAT5e-rated Ethernet cables with RJ-45 connectors.
Virtual private network (VPN)	Straight copper CAT5e-rated Ethernet cables with RJ-45 connectors.

Certain host connection cables may be ordered with the system. Talk to your IBM planning representative (IPR) for ordering information.

Network and host connectivity security information

The storage system integrates various security features, to protect your network and host systems.

Use this information to help understand and plan for network and host connectivity security for your IBM FlashSystem A9000 storage system.

IPv6 addresses

IPv6 addressing for IBM FlashSystem A9000 management and virtual private network (VPN) ports is supported throughout the storage system.

IPv6 addressing can be configured during initial system setup, by your IBM service provider, or at any time using the IBM Hyper-Scale Manager UI or XCLI utility.

Note: For configuring IPv6 during initial setup, be sure to give all information to your SSR/IPR, to fill in IPv6 details in your Technical and Delivery Assessment (TDA) pre-installation checklist and worksheets.

Internet Protocol Security (IPSec)

Internet Protocol Security (IPSec) is a protocol suite that allows for enhanced security of IP communications through the authentication and encryption of IP packets.

The IBM FlashSystem A9000 system software and IBM management tools allow for the use of passkey or certificate authentication to establish IPSec connectivity between management workstations and the management or VPN ports of the storage system.

Configuration of the IPSec is done through the command-line interface (CLI). For IPSec configuration, see the *IBM FlashSystem A9000 Command-Line Interface (CLI) Reference Guide*, SC27-8559 on the IBM FlashSystem A9000 Knowledge Center website (ibm.com/support/knowledgecenter/STJKMM).

Authorization rules for managing multiple systems

Use this information to understand authorization rules for managing multiple systems.

Because user credentials are stored locally on each storage system, you must keep the same user name and password on each separate IBM FlashSystem A9000 and A9000R system to allow for quick transitions between systems in the IBM Hyper-Scale Manager UI.

This approach is especially useful in remote mirroring configurations, where the storage administrator is required to switch from source to target system. For more information on mirroring, see *IBM FlashSystem A9000 Product Overview*, GC27-8583 on the IBM FlashSystem A9000 Knowledge Center website (ibm.com/support/knowledgecenter/STJKMM).

To allow simultaneous access to multiple systems, the simplest approach is to have corresponding passwords manually synchronized among those systems. The storage administrator can easily switch between these systems for the activities without needing to log on each time with another password. Each storage system where the user was successfully authenticated is listed in the System view of the UI.

For information about managing multiple systems in LDAP authentication mode, see “Lightweight Directory Access Protocol (LDAP).”

Lightweight Directory Access Protocol (LDAP)

The IBM FlashSystem A9000 systems offer the capability to use LDAP server-based user authentication.

For more detailed information about LDAP products, role mapping, defining on your storage system, and more, see Security > LDAP with FlashSystem A9000 and FlashSystem A9000R in the IBM FlashSystem A9000 and IBM FlashSystem A9000R: Architecture, Implementation and Usage Redbook, SG24-8345.

When LDAP authentication is enabled, the storage system accesses a specified LDAP directory to authenticate users whose credentials are maintained in the LDAP directory (except for the admin, technician, maintenance, and development users, which remain locally administered and maintained).

Important: As a preferred practice, the LDAP server and the FlashSystem A9000 storage system must have their clocks synchronized to the same time source, be registered, and be configured to use the same DNS servers.

Product selection

LDAP authentication of the storage system supports three LDAP server products:

- Microsoft Active Directory
- Oracle Directory Server Enterprise Edition

- OpenLDAP

The current skill set of your IT staff is always an important consideration when choosing any products for centralized user authentication. If you have skills in running a particular directory server, it might be a wise choice to standardize on this server because your skilled people will best be able to customize and tune the server. Your experts will be able to provide the most reliable and highly available implementation for the LDAP infrastructure.

Role mapping

Before any LDAP user can be granted access to the storage system, the user must be a member of an appropriate LDAP group.

Important: An LDAP user cannot be a member of more than one LDAP group, so it cannot be associated with more than one storage system role mapping.

When initially planning to use LDAP-based authentication with your storage system, the LDAP attribute can be used for role mapping. The type of LDAP object classes used to create a user account for system authentication depends on the type of LDAP server being used.

The Oracle Directory server and Open LDAP use the **inetOrgPerson** LDAP object class, and Active Directory uses the **organizationalperson** LDAP object class for definition of user accounts for storage system authentication.

For a definition of the **inetOrgPerson** LDAP object class and list of attributes, see the Internet FAQ archive website:

www.faqs.org/rfcs/rfc2798.html

For a definition of the **organizationalperson** LDAP object class and list of attributes, see the Microsoft website:

[msdn.microsoft.com/en-us/library/ms683883 \(VS.85\).aspx](http://msdn.microsoft.com/en-us/library/ms683883(VS.85).aspx)

The role mapping can be done by either assigning the appropriate attribute value through the **ldap_config_set** CLI command, or through the IBM Hyper-Scale Manager UI.

Managing multiple systems in LDAP authentication mode and single sign-on (SSO)

The task of managing multiple IBM FlashSystem A9000 and A9000R systems can be simplified by using LDAP authentication mode.

As a result of all user credentials being stored centrally in the LDAP directory, it is no longer necessary to synchronize user credentials among multiple storage systems. After a user account is registered in LDAP, multiple storage systems can use credentials stored in LDAP directory for authentication.

Because the user's password is stored in the LDAP directory, all connected storage systems authenticate the user with the password. If the password is changed, all storage systems automatically accept the new password.

This mode of operation is often referred to as *single sign-on* (SSO). SSO allows for quick transitions between systems in the IBM Hyper-Scale Manager UI because the password is only entered once.

This approach is especially useful in remote mirroring configurations, where the storage administrator is required to frequently switch from source to target system. For more information on remote mirroring, see the *IBM FlashSystem A9000 Product Overview*, GC27-8583 on the IBM FlashSystem A9000 Knowledge Center website (ibm.com/support/knowledgecenter/STJKMM).

Security LDAP with Secure Sockets Layer (SSL)

In any authentication scenario, information is exchanged between the LDAP server and your storage system where access is being sought. SSL can be used to implement secure communications between the LDAP client and server. LDAP over SSL (LDAPS), the secure version of the LDAP protocol, allows a setup where user passwords never appear on the wire in clear text.

SSL provides methods for establishing identity using X.509 certificates and ensuring message privacy and integrity using encryption.

To create an SSL connection, the LDAP server must have a digital certificate signed by a trusted certificate authority (CA). Companies have the choice of using a trusted CA from another vendor or creating their own certificate authority.

To be operational, SSL must be configured on both the client (IBM FlashSystem A9000 or FlashSystem A9000R storage system) and the server (LDAP server). Server configuration includes generating a certificate request, obtaining a server certificate from a CA, and installing the server and CA certificates.

When a new LDAP server is added to the storage system configuration, a security certificate can be entered in the optional certificate field. If the LDAP server was originally added without a certificate, you must remove that definition first and add a definition with the certificate.

Important: When defining the LDAP server with a security certificate in the storage system, the fully qualified name of the LDAP server must match the "issued to name" in the client's certificate.

LDAP registration in the server can be done either through the UI or through the CLI, however, the UI has file upload capabilities and when using the CLI, you will need to cut and paste a long string containing the certificate.

Maintaining SSL certificates:

- New SSL certificates must be installed before the existing ones expire.
 - If you let an SSL certificates expire, your storage system LDAP authentication is no longer possible until you either disable SSL or install the new certificate on both the LDAP server and the FlashSystem A9000 and/or FlashSystem A9000R servers.
 - Before an SSL certificate expires, the storage system issues three notification events. Events are generated 30, 14, and 7 days before expiration.
-

Chapter 6. Planning for physical shipment

Ensure that your environment meets the standard delivery clearance and weight requirements for the IBM FlashSystem A9000 system.

Prepare for equipment delivery so that professional movers or riggers can transport the equipment to the final installation site. If you cannot complete preparations at the time of delivery, you must make your own arrangements for the professional movers to complete transportation later.

Important: Use only professional movers to transport the equipment.

The IBM service representative can minimally reposition the rack at the installation site, as required.

The following information describes how to plan for the physical shipment of your storage system:

- “Planning to receive delivery”
- “Planning for relocation”
- “Shipment weights and dimensions”

Planning to receive delivery

The professional movers or riggers are responsible for delivering and unloading the IBM FlashSystem A9000 system as close to its final destination as possible.

Planning for relocation

When unpacking your storage system delivery, be sure to keep original packaging material, in case it is needed for relocation at a later date.

Shipment weights and dimensions

Use this information to help you plan for the delivery of the IBM FlashSystem A9000.

The IBM FlashSystem A9000 storage system is shipped with each grid element packaged separately.

Delivery weight and dimensions

The following are the delivery weight and dimensions of each grid element, including all packing materials:

Grid controller

- Height: 26.7 cm (10.5 in.)
- Depth: 99 cm (39 in.)
- Width: 58.4 cm (23 in.)
- Weight: approximately 31 kg (68 lb)

Flash enclosure

- Height: 27.3 cm (10.75 in.)

- Depth: 100.3 cm (39.5 in.)
- Width: 58.4 cm (23 in.)
- Weight: approximately 40 kg (88 lb)

Chapter 7. Planning for remote support, on-site service, and maintenance

This section provides you with information in order to prepare you for optimal support and software maintenance.

Remote support, on-site service, and maintenance planning considerations are listed in the following sections:

- “Planning for remote support connection”
- “Planning for Call Home” on page 45
- “Required support information” on page 48
- “Support and software maintenance security information” on page 48

Planning for remote support connection

IBM Remote Support Center is a management system used by authorized IBM service representatives to provide remote support and problem-determination assistance over a secure network interface. The remote support connection is used either before or after parts are called out by the internal diagnostic tests of the storage system. IBM authorized personnel use remote support connections to perform real-time problem analysis and isolation.

Remote support access is obtained over a dedicated network connection. When using this method, the storage system is connected to the IBM Remote Support Center through one of the virtual private network (VPN) ports or management ports on one of the three grid controllers. For more connectivity information, see “Network connections for management” on page 29.

The IBM Remote Support Center has three components:

- The IBM Remote Support Center is software that is installed on the storage system and handles remote support connectivity.
It relies on a single outgoing TCP connection and is not able to receive inbound connections of any kind. The remote support client is controlled by using the command-line interface (CLI) commands and starts a connection, terminates a connection (due to timeout or customer request), and attempts to reconnect when the connection is terminated unexpectedly.

- The *front servers* serve as a hub at which the storage system and the remote-support back server connect.

The front servers are located in an IBM DMZ and receive and maintain connections from the remote support client and the back server. The front servers are strictly inbound and do not initiate any outbound communication.

No sensitive information is stored on the front server, and all data passing through the front server from the client to the back server is encrypted, so the front server or a malicious entity in control of a front server cannot access this data.

- One or more *back servers* are located within the IBM intranet. Only IBM service representatives that are authorized to perform remote support of the storage system can access these servers.

The back server authenticates the IBM service representative, provides the IBM service representative with a user interface through which to choose a system to

support, and manages the remote support session as it progresses. The IBM service representative connects to the back server by using a Secure Shell (SSH) client or an HTTPS connection with any browser.

Requirement: To perform remote support through the Remote Support Center, your storage system must be able to initiate an outbound SSH connection to IBM. If the system does not have direct access to the Internet (for example, due to a firewall), you can use the IBM Remote Support Proxy to facilitate the connection to IBM. For more information, see the *IBM XIV® Remote Support Proxy User Guide* (GA32-0795).

Figure 13 illustrates the remote support components.

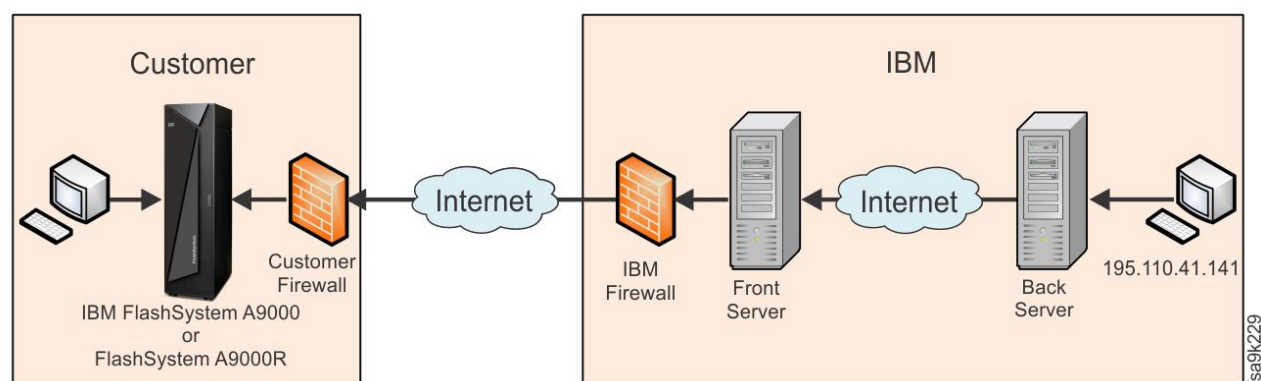


Figure 13. Remote support components

The IBM Remote Support Center uses the Secure Shell (SSH) protocol for transporting data. The encryption used by SSH provides confidentiality and integrity of the transferred data even over insecure mediums.

To conduct a remote support session, the IBM service representative must explicitly connect to the IBM Remote Support Center back server. The following secure remote connection process occurs when a support session is opened:

1. The customer initiates an Internet SSH connection to the IBM Remote Support Center.
2. The IBM Remote Support Center identifies the storage system and marks it as connected.
3. The IBM service representative connects to the IBM Remote Support Center using SSH.
4. The IBM Remote Support Center authenticates the IBM service representative.
5. The IBM service representative is shown a list of currently connected storage systems that correspond with the defined permissions, or the IBM service representative manually enters the serial number to view the system.
6. The IBM service representative chooses the storage system to support. Only permitted systems are displayed, and all activity is logged.
7. The fully recorded support session commences.
8. The IBM service representative terminates the support session.
9. The system disconnects from the IBM Remote Support Center.

While a support session is in progress, the storage system displays the system status on the IBM Hyper-Scale Manager user interface (UI). You can view the

process of phasing out a component or the restart of customer-visible system services as it happens. The customer has full control over whether to proceed with a support session by using mechanisms such as timeout or force-disconnect. If a session disconnects unexpectedly, the IBM service representative can resume the session when the storage system next connects to the Remote Support Center.

Remote support for severe system conditions

A remote support connection may be established automatically, when activated, if severe system conditions (critical issues) are seen in the system and access to the machine is blocked to the host. Immediate action is necessary so that waiting for session connection is not necessary. This function is also known as “XRSC on severe system conditions”.

Important: Enabling the remote support for severe system conditions is strongly recommended in order to keep system repair time to a minimum and in order to resume connectivity to hosts as fast as possible. This allows an IBM service representative to access the system remotely and start the repair action immediately.

Remote support for severe system conditions permits a remote support access without the need for the customer to initiate the SSH session towards the remote support center. It also eliminates the need to dispatch an IBM service representative to the customer site in order to initiate this session to do so.

The remote support for severe system conditions can be configured by the IBM service representative at the time of the storage system installation. This information is communicated through the Technical and Delivery Assessment (TDA) checklist and worksheets.

Note: If remote support for severe system conditions is not enabled at the time of installation, you can enable these actions at any time, using the XCLI utility. Use the **support_center_config** command to configure the automatic connection to a support center, setting **automatically_connect** to **yes**. For more detailed information, see IP configuration commands > Defining a support center connection on restart in the *IBM FlashSystem A9000 Command-Line Interface (CLI) Reference Guide* (SC27-8559).

Planning for Call Home

Using Call Home, you can set up the IBM FlashSystem A9000 system to automatically send pre-failure or failure notifications to the IBM Troubleshooting Ticketing System in the IBM Service Center. You can also configure the storage system to automatically send alerts directly to you. Call Home cannot accept incoming communication, which means that the IBM Service Center cannot contact the FlashSystem A9000 system using Call Home.

When certain events occur in the FlashSystem A9000 system, Call Home sends a notification to the IBM Service Center. After receiving the notification, IBM service personnel analyze the problem promptly and take appropriate action. If the problem requires service, an IBM service representative is sent to your site with any necessary replacement parts. With access to the FlashSystem A9000 system, IBM service personnel can perform service tasks, such as viewing error logs and problem logs or initiating trace and dump retrievals.

Call Home proactively reduces problem handling efforts and provides more efficient self-service solutions. This ensures success when using IBM products and services, reducing critical situation events. This will also help you save time and money while maintaining your IT environment.

Call Home notifications are sent through email from an SMTP server. You must have an SMTP email system available that the FlashSystem A9000 system can use to send outgoing Call Home emails to IBM.

Call Home information is configured by the IBM service representative at the time of storage system installation. This information is communicated through the Technical and Delivery Assessment (TDA) checklist and worksheets.

Important: It is the customer's responsibility to configure the SMTP email system to enable the FlashSystem A9000 system to send outgoing emails for the call home function. The email configuration rules must not inhibit call home emails from being sent in real time. Emails with "Importance" or "X-Priority" in the email header must not be delayed. For example, FlashSystem A9000 emails must not be placed in a queue for later delivery or filtered for priority. The administrator must verify correct configuration and function of the email system before installation. Failure to verify the email system might delay the successful installation of the FlashSystem A9000 system.

Table 18 lists requirements that must be met to configure the Call Home function.

Table 18. Call Home configuration information

Call Home configuration requirement	Value	Comment
Customer SMTP port	25	The customer SMTP server must be reachable on port 25 from the customer-provided management IP address.
Customer SMTP address	IP address	This IP address is supplied by the customer.
Email destination address	xiv-callhome-eastern-hemisphere@vnet.ibm.com or xiv-callhome-western-hemisphere@vnet.ibm.com	Customer SMTP server must allow relaying to the following IBM email addresses based on geographical location: • East: EMEA, Asia, Australia, Africa, and the rest of the world • West: USA, Canada, Latin America, and the Caribbean Islands
Email source address	xiv@il.ibm.com or customer-defined	The default email address from which the email is sent. This email address can be customer-defined to conform to the customer email relay rules.

Planning for Call Home Web

Call Home Web allows you to view online support information for one or more IBM storage systems in a consistent and consolidated manner.

The standard Call Home option (see “Planning for Call Home” on page 45) allows you to set up the system to automatically send pre-failure or failure notifications to the IBM Troubleshooting Ticketing System in the IBM Service Center. This information can help IBM Support to better diagnose issues with your systems and proactively assist in identifying them and in developing an action plan for their fast resolution.

While the standard Call Home information is accessible to IBM Support only, you can now view the information online through Call Home Web on the IBM Support Portal (support.ibm.com). The information is presented in a consistent and consolidated manner. It includes descriptive events, generated by the standard Call Home, an exportable system summary, software levels, and your system information.

Additional features allow you to view such details as the last automated problem report received, maintenance contract expiration date, last inventory received, and last heartbeat received. When configured to send notifications, Call Home web notifies you via email upon receipt of an event from Call Home.

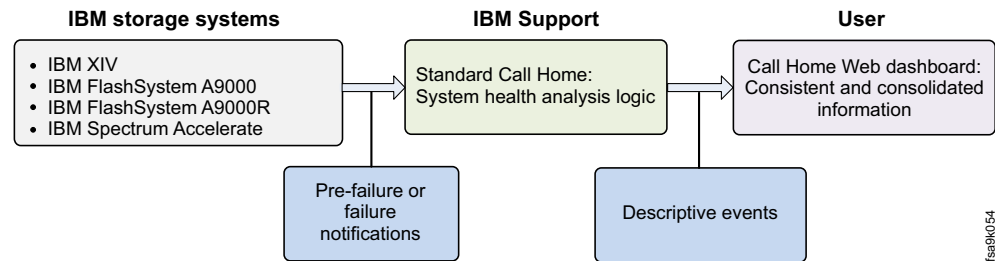


Figure 14. IBM Call Home and Call Home Web

Attention: To use , you must first enable the standard Call Home option on your system, as explained in “Planning for Call Home” on page 45.

Note: Call Home Web is only available for systems under warranty or maintenance contract.

After Call Home has been enabled, you can add your system to Call Home Web. This operation is authorized to the following IBM FlashSystem A9000 and A9000R systems user roles:

- Storage integration administrator
- Storage administrator
- Application administrator

To add your system to Call Home Web, one of the above storage system users must issue the custom event similar to the following, but with properly substituted information values:

```

custom_event custom_event_description= "Connect System to Web Call Home" [severity = <INFORMATIONAL ]
Contact Name = 'Your Name': Contact Phone Number = '555-555-5555':
Contact Email Address = 'jdoe@company_name.com': ICN= '1234567'
    
```

Upon receiving this event, the IBM Service Center generates a test event and establishes an association with your system.

To disconnect a storage system from Call Home Web:

- From the System Details page and click **Remove System from Call Home Web**.

Note: You can only remove a system that is fully added (activated and confirmed). If you need to remove a system that was accidentally added or cannot be confirmed, click **Feedback** and request that the system be removed.

For comprehensive information about Call Home Web, see IBM Call Home assistance webpage (ibm.biz/call-home-guide).

Required support information

Use this information to help prepare for support requests.

Have the following information on hand when calling for a support request for a storage system:

- Phone number of machine location
- Machine serial number

Figure 15 depicts the location of the serial number on the front of a FlashSystem A9000.

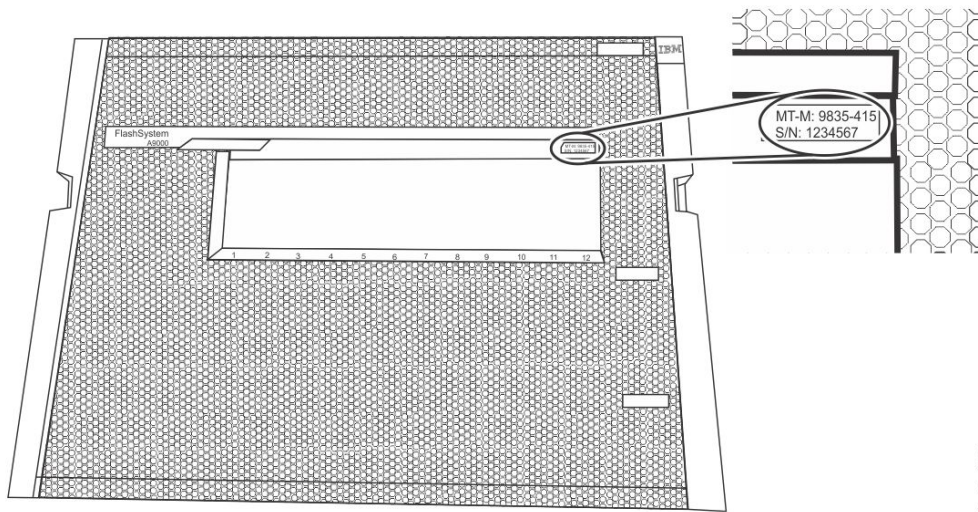


Figure 15. Machine type and model, and serial number on front of FlashSystem A9000

Support and software maintenance security information

The IBM Remote Support Center provides a high level of security for a remotely supported FlashSystem A9000 system through encryption, authentication, authorization, auditing, and field-proven security components.

On-site service security

Service representatives need a valid time certificate in order to connect to any given system.

Native user authentication

To prevent unauthorized access to the configuration of the storage system and ultimately to the information stored on its volumes, the IBM FlashSystem A9000 storage system uses password-based user authentication. Password-based authentication is a form of challenge-response authentication protocol where the authenticity of a user is established by presenting that user with a question "challenge" and comparing the answer "response" with information stored in a credential repository.

Local credential repository

By default, the IBM FlashSystem A9000 storage system is configured to use native (FlashSystem A9000 system managed) user authentication. Native user authentication uses the credential repository stored locally on the storage system. The FlashSystem A9000 local credential repository maintains the following information:

- User name
- User password
- User role
- User group
- Optional account attributes (such as email and phone numbers)

For more information about these role definitions and how to use them, see Security > Native user authentication > Local credential repository in IBM FlashSystem A9000 and IBM FlashSystem A9000R: Architecture, Implementation and Usage on the IBM Storage Redbooks website (www.redbooks.ibm.com/portals/storage).

Chapter 8. PCI DSS compliance

The Payment Card Industry Data Security Standard (PCI DSS) is the global information security standard, for organizations that process, store, or transmit data with any of the major credit card brands. IBM FlashSystem A9000 systems comply with PCI DSS standards.

Table 19 describes how IBM FlashSystem A9000 comply with these standards.

Table 19. PCI-DSS Support

Requirement	PCI-DSS Section	FlashSystem A9000 solution
Encrypt all non-console administrative access	2.3	All management connections are secured via IPSec.
Implement a data retention and disposal policy that includes...Processes for secure deletion of data when no longer needed	3.1.1	FlashSystem A9000 provides data-at-rest encryption by use of SED capabilities of the flash enclosure IBM MicroLatency modules and by encrypting the SSD vault devices.
Disk encryption and key management requirements	3.4.1, 3.5, 3.6	Key management using IBM's SKLM key server services, using KMIP key exchange protocol. Disks are encrypted using AES256 in XTS mode.
Change user passwords at least every 90 days	8.5.9	Enforcement of password expiration may be provided using LDAP servers, as configured by the system administrator. Note: Password expiration rules do not apply to the storage admin user.
Minimum password length ... passwords containing both numeric and alphabetic characters ... Limit repeated access attempts ... Set the lockout duration to a minimum of 30 minutes	8.5.10 - .14	Enforcement of password rules may be provided using LDAP servers, as configured by the system administrator. Note: Password enforcement rules do not apply to the storage admin user.
If a session has been idle for more than 15 minutes, require the user to re-authenticate	8.5.15	Supported by IBM Hyper-Scale Manager UI and XCLI utility.
Audit trails	10.5.1- .7	The audit trails are supported through the syslog (Service Center) server.

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仕様ページ参照

This statement explains the Japan Electronics and Information Technology Industries Association (JEITA) statement for products less than or equal to 20 A per phase.

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This statement explains the JEITA statement for products greater than 20 A, single phase.

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