



Preface

This preface describes the audience, organization, and conventions of the *Cisco MDS 9000 Family Configuration Guide*. It also provides information on how to obtain related documentation.

Audience

This *Cisco MDS 9000 Family SAN Volume Controller User Guide* is for system administrators who configure and maintain network and storage systems using the Cisco CSM and the SAN-OS Command-Line Interface (CLI).

The information contained in this guide assumes that you have a:

- Basic understanding of:
 - multilayer switches and related hardware
 - system, storage, and some IP network administration
- Working knowledge using a host-based volume management tool
 - General understanding of volume management in a SAN environment
 - Working knowledge of the MDS 9000 Family switch administration and configuration

Organization

This guide is organized as follows:

Chapter	Title	Description
Chapter 1	Product Overview	Presents an overview of the Cisco MDS 9000 Family of multilayer switches and directors.
Chapter 2	Getting Started	Explains the tasks required to set up and configure each building block of your system to run SVC for Switches.
Chapter 3	Creating and Managing Clusters	Provides details on the cluster-creation process.
Chapter 4	Managing Back-End Storage	Provides details on managed disks, managed disk groups, and the back-end traffic isolation process.

Chapter	Title	Description
Chapter 5	Managing Virtual Disks	Explains the virtualization policies and provides details on the virtual disk configuration process.
Chapter 6	Configuring Hosts	Provides detail on isolating host traffic, creating hosts, and mapping VDisks to hosts.
Chapter 7	Configuring Copy Services	Discusses the copy services, including data migration, FlashCopy, and Remote Copy available in Cisco MDS 9216 Switches and in Cisco MDS 9500 Directors.
Chapter 8	Upgrading CSM Software	Explains the procedures and processes for the different upgrade possibilities when a Caching Services Module (CSM) is used.

Document Conventions

Command descriptions use these conventions:

boldface font	Commands and keywords are in boldface.
<i>italic font</i>	Arguments for which you supply values are in italics.
[]	Elements in square brackets are optional.
[x y z]	Optional alternative keywords are grouped in brackets and separated by vertical bars.

Screen examples use these conventions:

<code>screen font</code>	Terminal sessions and information the switch displays are in screen font.
boldface screen font	Information you must enter is in boldface screen font.
<i>italic screen font</i>	Arguments for which you supply values are in italic screen font.
< >	Nonprinting characters, such as passwords are in angle brackets.
[]	Default responses to system prompts are in square brackets.
!, #	An exclamation point (!) or a pound sign (#) at the beginning of a line of code indicates a comment line.

This document uses the following conventions:



Note

Means reader *take note*. Notes contain helpful suggestions or references to material not covered in the manual.



Caution

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

Related Documentation

The documentation set for the Cisco MDS 9000 Family includes the following documents:

- *Cisco MDS 9000 Family Release Notes for Cisco MDS SAN-OS Releases*
- *Cisco MDS 9000 Family Interoperability Support Matrix*
- *Cisco MDS SAN-OS Release Compatibility Matrix for IBM SAN Volume Controller Software for Cisco MDS 9000*
- *Regulatory Compliance and Safety Information for the Cisco MDS 9000 Family*
- *Cisco MDS 9500 Series Hardware Installation Guide*
- *Cisco MDS 9216 Switch Hardware Installation Guide*
- *Cisco MDS 9100 Series Hardware Installation Guide*
- *Cisco MDS 9000 Family Configuration Guide*
- *Cisco MDS 9000 Family Command Reference*
- *Cisco MDS 9000 Family Fabric Manager Configuration Guide*
- *Cisco MDS 9000 Family SAN Volume Controller Configuration Guide*
- *Cisco MDS 9000 Family MIB Quick Reference*
- *Cisco MDS 9000 Family CIM Programming Reference Guide*
- *Cisco MDS 9000 Family System Messages Guide*
- *Cisco MDS 9000 Family Troubleshooting Guide*
- *Cisco MDS 9000 Family Port Analyzer Adapter 2 Installation and Configuration Note*
- *Cisco MDS 9000 Family Port Analyzer Adapter Installation and Configuration Note*

For information on IBM TotalStorage SAN Volume Controller Storage Software for the Cisco MDS 9000 Family, refer to the IBM TotalStorage Support website:

<http://www.ibm.com/storage/support/2062-2300/>

Obtaining Documentation

Cisco provides several ways to obtain documentation, technical assistance, and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation on the World Wide Web at this URL:

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco websites can be accessed from this URL:

http://www.cisco.com/public/countries_languages.shtml

Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which may have shipped with your product. The Documentation CD-ROM is updated regularly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual or quarterly subscription.

Registered Cisco.com users can order a single Documentation CD-ROM (product number DOC-CONDOCCD=) through the Cisco Ordering tool:

http://www.cisco.com/en/US/partner/ordering/ordering_place_order_ordering_tool_launch.html

All users can order monthly or quarterly subscriptions through the online Subscription Store:

<http://www.cisco.com/go/subscription>

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:

<http://www.cisco.com/en/US/partner/ordering/index.shtml>

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, U.S.A.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can submit comments electronically on Cisco.com. On the Cisco Documentation home page, click **Feedback** at the top of the page.

You can e-mail your comments to mdsfeedback-doc@cisco.com.

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

**Note**

If you purchased this product through a Cisco reseller, contact the reseller directly for technical support. If you purchased this product directly from Cisco, contact Cisco Technical Support at this URL:
<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

Cisco provides Cisco.com, which includes the Cisco Technical Assistance Center (TAC) website, as a starting point for all technical assistance. Customers and partners can obtain online documentation, troubleshooting tips, and sample configurations from the Cisco TAC website. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC website, including TAC tools and utilities.

Cisco.com

Cisco.com offers a suite of interactive, networked services that let you access Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com provides a broad range of features and services to help you with these tasks:

- Streamline business processes and improve productivity
- Resolve technical issues with online support
- Download and test software packages
- Order Cisco learning materials and merchandise
- Register for online skill assessment, training, and certification programs

To obtain customized information and service, you can self-register on Cisco.com at this URL:

<http://tools.cisco.com/RPF/register/register.do>

Technical Assistance Center

The Cisco TAC is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two types of support are available: the Cisco TAC website and the Cisco TAC Escalation Center. The type of support that you choose depends on the priority of the problem and the conditions stated in service contracts, when applicable.

We categorize Cisco TAC inquiries according to urgency:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration. There is little or no impact to your business operations.
- Priority level 3 (P3)—Operational performance of the network is impaired, but most business operations remain functional. You and Cisco are willing to commit resources during normal business hours to restore service to satisfactory levels.
- Priority level 2 (P2)—Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively impacted by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

- Priority level 1 (P1)—An existing network is “down,” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Cisco TAC Website

The Cisco TAC website provides online documents and tools to help troubleshoot and resolve technical issues with Cisco products and technologies. To access the Cisco TAC website, go to this URL:

<http://www.cisco.com/tac>

All customers, partners, and resellers who have a valid Cisco service contract have complete access to the technical support resources on the Cisco TAC website. Some services on the Cisco TAC website require a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to this URL to register:

<http://tools.cisco.com/RPF/register/register.do>

If you are a Cisco.com registered user, and you cannot resolve your technical issues by using the Cisco TAC website, you can open a case online at this URL:

<http://www.cisco.com/tac/caseopen>

If you have Internet access, we recommend that you open P3 and P4 cases online so that you can fully describe the situation and attach any necessary files.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses priority level 1 or priority level 2 issues. These classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer automatically opens a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to this URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

Before calling, please check with your network operations center to determine the Cisco support services to which your company is entitled: for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). When you call the center, please have available your service agreement number and your product serial number.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The *Cisco Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the *Cisco Product Catalog* at this URL:

http://www.cisco.com/en/US/products/products_catalog_links_launch.html

- Cisco Press publishes a wide range of networking publications. Cisco suggests these titles for new and experienced users: *Internetworking Terms and Acronyms Dictionary*, *Internetworking Technology Handbook*, *Internetworking Troubleshooting Guide*, and the *Internetworking Design Guide*. For current Cisco Press titles and other information, go to Cisco Press online at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access *Packet* magazine at this URL:
<http://www.cisco.com/go/packet>
- iQ Magazine is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. You can access iQ Magazine at this URL:
<http://www.cisco.com/go/iqmagazine>
- Internet Protocol Journal is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:
http://www.cisco.com/en/US/about/ac123/ac147/about_cisco_the_internet_protocol_journal.html
- Training—Cisco offers world-class networking training. Current offerings in network training are listed at this URL:
http://www.cisco.com/en/US/learning/le31/learning_recommended_training_list.html

