



## What Is the Cisco Data Mobility Manager?

The Cisco® Data Mobility Manager (DMM) is a component of a Cisco Multilayer Director Switch (MDS) SAN solution. This fabric-based application enables movement of blocks of data from a source device to a destination device. The Cisco DMM can be introduced transparently without the need to reconfigure or rewire the existing SAN infrastructure, and it can be enabled or disabled using software control from the configuration GUI. No configuration is required on the host because the host initiators do not know that the Cisco DMM service is inserted. Similarly, no reconfiguration is needed on the target because the target also does not know that the Cisco DMM service is inserted in the SAN. There is also no need for any SAN-based configuration such as zoning or virtual SAN (VSAN) configuration. The only requirement is that the target ports of the arrays between which data is to be moved must be connected directly to a Cisco switch that is running Cisco MDS 9000 SAN-OS 3.2 Software. This transparent insertion of service makes moving data from an existing storage device to a new storage device during upgrades, consolidation, or removal of existing storage devices very easy.

## How Will I Get Support if My Storage Vendor Does Not Support Cisco DMM?

Customers purchasing DMM director from Cisco or an Advanced Technical Partner (ATP) or as a Request for Price Quotation (RPQ) item from the storage vendor can also purchase Cisco Software Application Support and Upgrades (SASU), Cisco's award-winning technical support service that provides direct access to Cisco engineers 24 hours a day, 365 days a year. Cisco will directly support DMM even when the rest of your solution is provided by your storage vendor.

## What Is Cisco SASU?

Cisco SASU is a comprehensive support service that helps you to maintain and enhance the availability, security, and performance of your business-critical applications. Cisco SASU includes the following resources:

- **Software updates and upgrades:** The Cisco SASU service provides timely, uninterrupted access to software updates and upgrades to help you keep existing systems stable and network release levels current. Update releases, including major upgrade releases that might include significant architectural changes and new functionality for your licensed feature set, are available by software download from the Cisco.com website or by CD-ROM shipment.
- **Cisco Technical Assistance Center:** Cisco Technical Assistance Center (TAC) engineers provide accurate, rapid diagnosis and resolution of software application issues to help you reduce outages and performance degradation. These specialized software application experts are trained to support advanced Cisco storage features such as Cisco DMM. Their expertise is available to you 24 hours per day, 365 days per year by telephone, fax, email, or the Internet.

- **Online support:** Cisco SASU provides access to a wide range of online tools and communities to help you resolve issues quickly, support business continuity, and improve competitiveness.

## What if I Am Interested in a Temporary DMM License?

Cisco SASU SKUs are available for temporary DMM licenses. The length of the support contract matches the period the DMM license is valid.

## How Do I Know That DMM Works with My Configuration?

The Cisco DMM operability matrix provides tested and supported configurations. Customers purchasing DMM from Cisco or an ATP partner can be assured that Cisco will support DMM on any configuration in the operability matrix.

## Why Cisco?

As you deploy more storage devices to accommodate your growing business needs, integrating your storage and data networks will be vital to your success. Cisco provides the tools to cost-effectively manage an integrated environment and works closely with our storage partners to make sure that you get the most value from your combined investments. With Cisco DMM and Cisco SASU support, you can simplify data migration with a process that is on time, on budget, and based on best practices.

## For More Information

For more information about Cisco SAN Services as well as the broad array of Cisco Services for the data center, contact your local Cisco account manager or visit [www.cisco.com/go/dcservices](http://www.cisco.com/go/dcservices).