

StorFlash

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May 24, 2010

Announcing the transition to new Hitachi Adaptable Modular Storage 2300, 2500 and 2500DC controllers in APAC and EMEA

Read me First: This StorFlash is for Channel Partner sales, pre-sales, delivery and support teams with medium, large and enterprise customers in APAC and EMEA who require either higher density fibre channel host port solutions or iSCSI plus fibre channel host port solutions. The Adaptable Modular Storage 2300 will be updated to provide options to either add more fibre channel host ports or to order mixed iSCSI and fibre channel port configurations. Also, please be aware of the impact to existing iSCSI 2300 quotes as a result of this transition. Speak with your Adaptable Modular Storage 2000 customers and prospects about how these new Adaptable Modular Storage 2300 controllers can save them money by consolidating their data. Read on to learn more!

CONTENTS

- Contacts
- Announcement Overview
- Business Benefits
- Availability and Ordering
- Pricing Model
- Support
- Training
- Technical Considerations
- Additional Information

Contacts

If you have questions or need additional information, please contact your Channel Manager, Authorized Distributor or Channel Support/Deal Operations Center.

Announcement Overview

On May 31, the European distribution center (EDC) and Asian Distribution Center (ADC) will transition from revision 1 to revision 2 controllers for the Adaptable Modular Storage 2300, 2500 and 2500DC. Part of this transition includes an upgrade to Matrix and the Hitachi Data Systems Configurator on PartnerXchange in APAC and the Partner Quote Management System in EMEA, which services these distribution centers. On this date, the revision 1 controllers for these models will cease shipping from the EDC and ADC with the exception of previously booked orders. The controller transition at the Indianapolis Distribution Center (IDC) which supplies the Americas is expected to occur mid -June. The Adaptable Modular Storage 2100 controllers will transition at all Distribution Centers in June. Additional StorFlash announcements will be issued seven days prior to distribution center transition dates.

The rev 2 Adaptable Modular Storage 2300, 2500 and 2500DC controllers will be updated to include new RAID controller chips which have been designed to improve sequential SAS drive read/write performance in RAID-5 or RAID-6 configurations. The rev 2 Adaptable Modular Storage 2300 will be available with one the following host port options:

- 8 x 8Gb/sec fibre channel host ports per system
- 16 x 8Gb/sec fibre channel host ports per system
- 8 x 8Gb/sec fibre channel AND 4 x 1Gb/sec iSCSI host ports per system

Note that the 2300 controller configurations with only iSCSI ports will no longer be available from the distribution centers. Outstanding iSCSI quotes must be re-quoted as multiprotocol (iSCSI and Fibre Channel) configurations.

Business Benefits

- More host ports enables storage consolidation for more servers. Customers can start with minimum number of ports and add more as their requirements grow.
- Provides investment protection for customers evaluating switch between iSCSI and FC storage networks. The multiprotocol option enables the Adaptable Modular Storage 2000 system to remain in use without requiring a controller swap.

Availability and Ordering

As of May 31, 2010 Matrix and the Hitachi Data Systems Configurator on Partner Exchange (in APAC) as well as the Partner Quote Management System in EMEA will be updated to default to revision 2 controllers. Orders will be handled in the following manner:

- New quotes – default to revision 2 controllers
- Booked revision 1 orders – fulfilled as ordered
- Outstanding revision 1 quotations – substitution of revision 2 for revision 1 controllers which requires account notification and approval
- Outstanding iSCSI 2300 quotations – must be re-quoted since iSCSI only configurations are no longer available.
- Capacity upgrades on all revisions will be available
- Model upgrades will be available, they include:
 - Revision upgrade (Rev1 to Rev2) for the same system model.
 - 2100 to 2300
 - 2100 to 2500
 - 2300 to 2500

The Americas (serviced by the IDC) will transition in mid-June. A StorFlash announcing this transition will be issued seven days in advance.

Pricing Model

Adaptable Modular Storage 2000 Rev 2 system configurations will be orderable on a component level basis as opposed to a composite controller methodology used for rev1 controller . Component level is the same configuration methodology as used for the prior generation Adaptable Modular Storage/Workgroup Modular Storage .

The following table includes the new part numbers that will be available in APAC and EMEA on May 31:

Ordering Numbers	Descriptions	Availability
DF-F800-F1KEM	AMS2300 rev 2 controller card w/4 embedded 8Gb/s FC ports	APAC and EMEA only
DF800-RKEH2	AMS2500 rev 2 controller module w/2 controller cards, 0 ports and quad battery	APAC and EMEA only
DF800-RKEH2D	AMS2500DC rev 2 controller module w/2 controller cards, 0 ports and quad battery	APAC and EMEA only

The 2300 will use the current 4x8Gb/sec FC and 2x1Gb/sec iSCSI as optional interface cards. . There are no changes in 2500 configuration rules or available host interfaces.

There is no price change associated with rev 2 controller configurations as long as the host port count and interface type remains the same.

Support

Hitachi Adaptable Modular Storage systems are supported by Global Services. Customers who have a rev 1 controller that must be replaced under the terms of their service contract will receive another rev 1 controller as the replacement unit.

Training

The following courses have been updated and are available to enhance Hitachi Adaptable Modular Storage 2000 family expertise:

Introduction to the Hitachi Adaptable Modular Storage 2000 Family Course Code - TCC1690

This one hour web-based course provides a self-paced introduction and technical overview of Hitachi Adaptable Modular Storage 2000 family storage systems.

Target Audience: Hitachi Channel Partners and Customers

Hitachi Adaptable Modular Storage 2000 Family Architecture and Administration Differences Course Code - TCI1780

This two day instructor-led course provides a differential on procedures, processes, capabilities and additional features of the Hitachi Adaptable Modular Storage 2000 family storage systems in comparison with the previous Hitachi Workgroup Modular Storage 100 and Hitachi Adaptable Modular Storage 200, 500 and 1000.

Target Audience: Hitachi Channel Partners

Selling the Hitachi Adaptable Modular Storage 2000 Family Course Code - SHC1660

This one hour web-based course is designed to introduce direct and indirect sales people and solution consultants to the Hitachi Adaptable Modular Storage 2000 family. This course will enable them to identify, develop and convert opportunities. Through modules, tip sheets and activities this course presents an overview of customer needs and business benefits, keys for identifying and qualifying opportunities, value justification and competitive positioning and objection handling. This course also provides architecture and configuration information.

This course is also available as a Workshop Guide for instructor-led field training sessions.

Target Audience: Hitachi Channel Partners

Using the Hitachi Data Systems Configurator for the Hitachi Adaptable Modular Storage 2000 Family Course Code - POC1760

This one hour web-based course provides an overview of the Hitachi Data Systems Configurator Tool for the Hitachi Adaptable Modular Storage 2000 family. The goal of this course is to enable employees to identify components and best practices of a configuration and for partners to accurately configure the Hitachi Adaptable Modular Storage 2000 family in the Hitachi Data Systems Configurator Tool. This course includes a Viewer's Guide that learners can print for use during and after the training.

Target Audience: Hitachi Channel Partners

Hitachi Adaptable Modular Storage 2000 Family Architecture and Operations Course Code - TCI1830

This three day instructor-led course provides training on configuration and administration for the Hitachi Adaptable Modular Storage 2000 family.

Target Audience: Hitachi Channel Partners and Customers

Hitachi Adaptable Modular Storage 2000 Family Installation, Configuration and Support Course Code - TCI1835

This five day instructor-led course provides training on installation, configuration, implementation, customer level support, and how to perform onsite service and support for customers who purchase support contracts with the Hitachi Adaptable Modular Storage 2000 family.

Target Audience: Hitachi Channel Partners

Technical Considerations

Rev 2 controller cache upgrades and interface card swaps will be performed at the component level instead of a composite controller swap as is done with rev 1 controllers.

Revision upgrades do not impact program product licenses. 2500 revision upgrades will require new license keys, (provide at no charge) due to a change in system serial number.

Additional Information

There is no impact to supported software products as a result of this transition with the following sole exception--the maximum Hitachi Dynamic Provisioning pool size specification for rev 2 controllers will be approximately double the max pool size for rev 1 controllers.

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