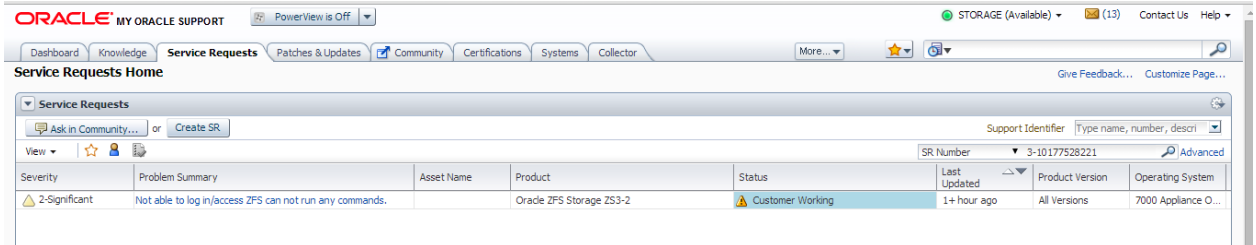


## SNAS /ZFS Support Overview

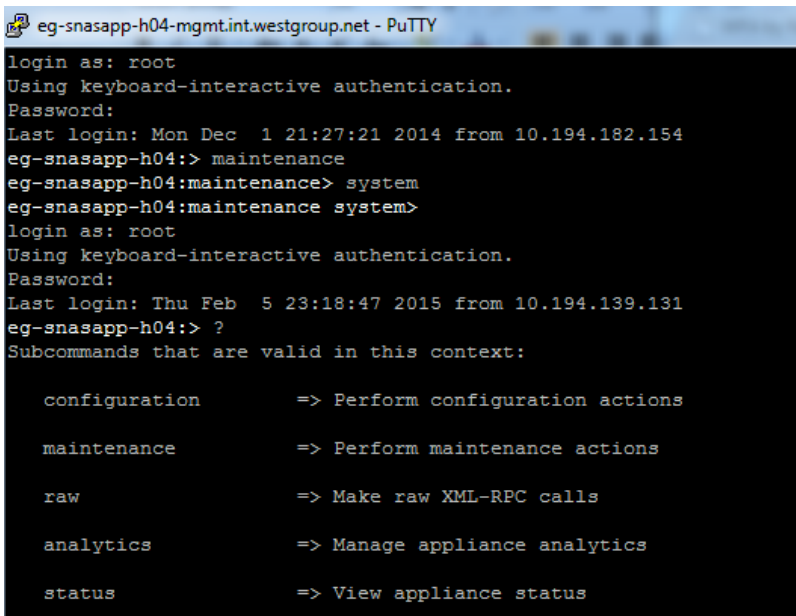
1. My Oracle Support site or MOS

<https://support.oracle.com>

username : storage ; password: Sun4West



2. Login via BUI/ssh and ILOM



```

eg-snasapp-h04-ilom.int.westgroup.net - PuTTY
login as: root
Using keyboard-interactive authentication.
Password:

Oracle(R) Integrated Lights Out Manager

Version 3.0.14.10.a r63567

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-> start /SP/console
Are you sure you want to start /SP/console (y/n)? y

Serial console started. To stop, type ESC (

eg-snasapp-h04 console login: root
Password:
Last login: Fri Feb 6 02:33:34 from 10.194.139.131
eg-snasapp-h04:> keep-alive

```

## Login related commands

```

-> start /SP/console      -- start the SP-console
-> show /SP/sessions      -- see the currently active sessions
-> stop /SP/console       -- to stop any user session

```

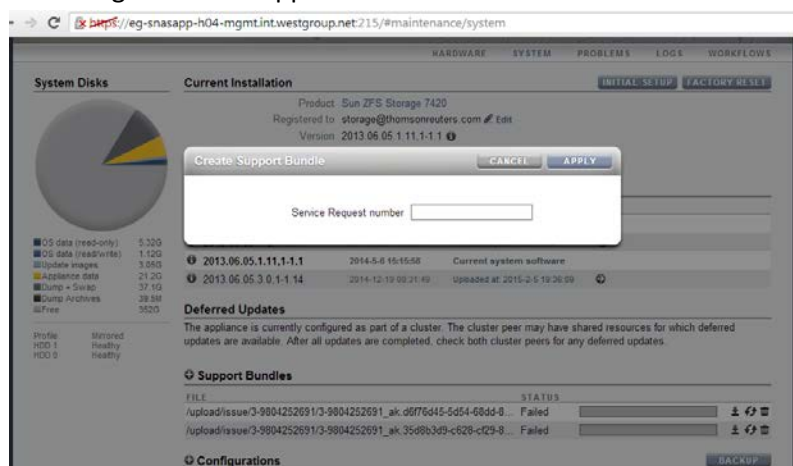
## Start and stop system

```

-> start /SYS              (start system)
-> stop [-force] /SYS      (stop system)
-> show /SYS               (shows the power status)
-> reset /SYS              (reset host)
-> reset /SP               (reset ILOM SP)

```

### 3. How to generate a Support Bundle



4. Shared shell <http://oracle.com/123>

**HOW TO USE ORACLE SHARED SHELL**

- Make sure you have a recent version of the Java Runtime Environment installed. Check installation information at the Java verification page, or visit the java.com auto-install or manual-download page.
- You need an Oracle Web Account username (e-mail address) and password to use Oracle Shared Shell. This is the same account you use to access resources on oracle.com and the My Oracle Support delivery platform. Note: If you don't have an account, you can create one at <http://myprofile.oracle.com>.  
**Oracle employees:** Use your Oracle Single Sign-On account credentials.
- Click the Launch Oracle Shared Shell link to launch the application. Refer to the user's guide for further instructions.
- **Please note:** You should not use Shared Shell to display confidential information that you do not want to disclose to other participants in the Shared Shell session; *in no event may you provide access to any health information.*

> Launch Oracle Shared Shell

5. Launch Oracle Shared Shell

Oracle - Shared Shell - Login

**ORACLE** Shared Shell

Please use your Oracle Single Sign-On account.

User Name:

Password:

☒ Use Proxy

[Login Help](#)

Shared Shell Server: sharedshell.oracle.com, port 443

Vers. 4.43\_dev 2014-11-24\_09-23-02

How do you want to use Shared Shell today ?

☒ 1: Initiate a session & connect to target system

☐ 2: Join an existing session as a viewer

Protocol:

User Name:

Host Name or IP:

Port:

Once started, you should use Conference->Invite to generate a key. Read that key, usually over the phone to the next participant to join the conference.

- 1) While it ask password provide standard root password
- 2) Click on conference and invite , it will display numbers provide both of them to Oracle representative
- 3) Allow full access when prompted

6. ZFS FW upgrade is the responsibility of TR , but the BIOS upgrade is normally performed by the Oracle FSE.

7. Phone Support Option:

- a. **Contract Number: Elite - US1066097**
- b. **The old Sun contract# is US1067160 and the main CSI, sometimes called SI is 17033423.**
- c. Support Phone #: **1-877-786-0101** PIN **22652**(presently not in use)
- d. **New Sun Oracle number -18002231711 (24\*7 support)**  
[Indicate that Thomson Reuters is an **Enterprise Service Plan** account.]
- e. To help with support, also submit a Sun "Support Bundle" by logging into the SNAS and clicking on: Maintenance -> System -> (+) Support Bundles. This is equivalent to running auto-support on a NetApp system.

## 8. Through MOS ( My Oracle Support). Need HW s/n and Support Identifier

**ORACLE** MY ORACLE SUPPORT STORAGE (Available) (13) Contact Us Help

Dashboard Knowledge **Service Requests** Patches & Updates Community Certifications More... Star Help

Service Requests > Give Feedback...

---

**Create Service Request: Problem**

**Problem** Solutions More Details Severity/Contact Save as Draft Back Next Cancel

**What is the Problem?** Service Request language is set to English-American Edit

\* Problem Summary

\* Problem Description

Error Codes

**Where is the Problem?** Autofill this section using: SR Profile or Existing SR

**Configuration** **Hardware**

\* Hardware Serial Number  Validate Serial Number

Don't know your Serial Number? Search by Asset Name or Customer Support Identifier

\* Problem Type Choose Problem Type ⓘ

\* Support Identifier  Type name, number, description, or org., or selec...

**Tip**

**A good Problem Description would include the following information:**

- Describe the loss of functionality
- Describe the sequence of events that occurred
- What is the expected or acceptable result?
- Is there a workaround?
- Provide business impact information, estimated number of users affected, the significance of loss, associated milestones

Note: You may be asked for additional information in Step 2.